

E-Government Strategy 2013-2017: Implementation Status

Central Informatics Bureau
September 2017



E-Government Strategy 2013-2017

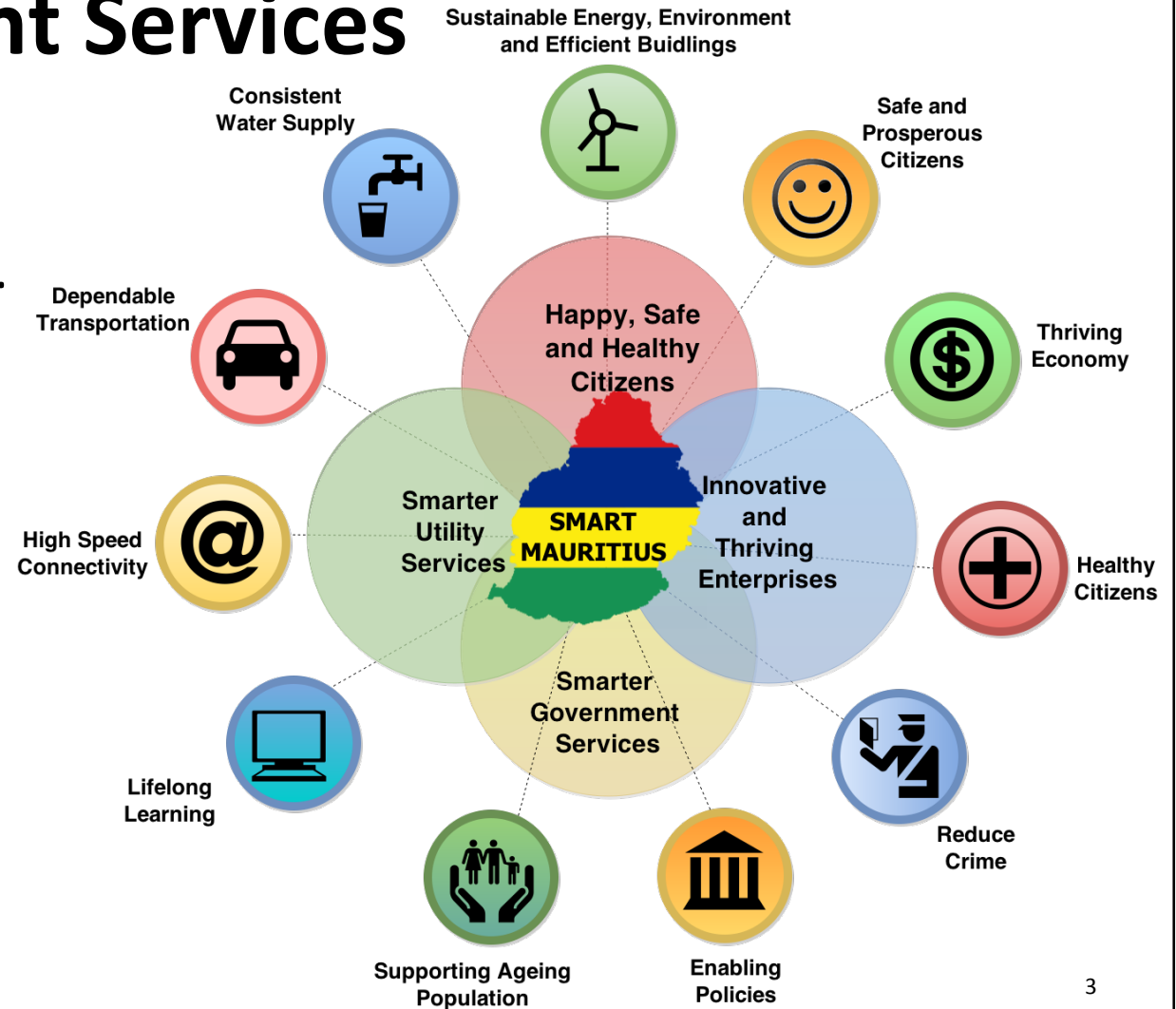
- **E-Government Strategy 2013-2017** aims at increasing:
 - ❑ Participation of citizens in decision making processes,
 - ❑ Convenience of citizens and businesses in their interactions with authorities
 - ❑ Transparency and accountability in Government operations.

- E-Government needs surveys were carried out for citizens; government officials and businesses

Smart Government Services

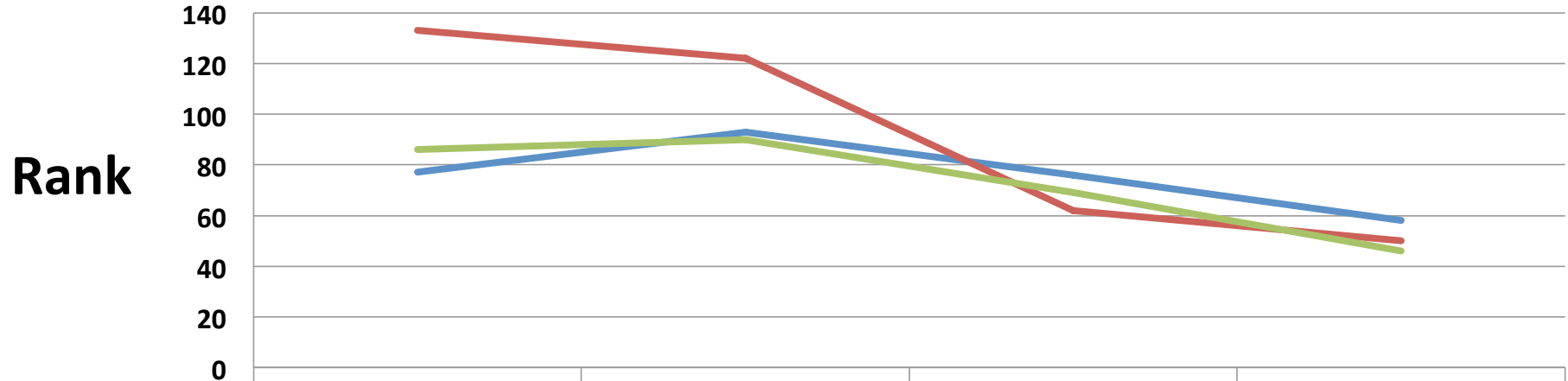
■ E-Government Projects across all social and economic dimensions, e.g.

- Health
- Education
- Transport
- Tourism
- Agriculture
- Law and Order
- Financial Services
- Gender
- ICT among others



E-Government

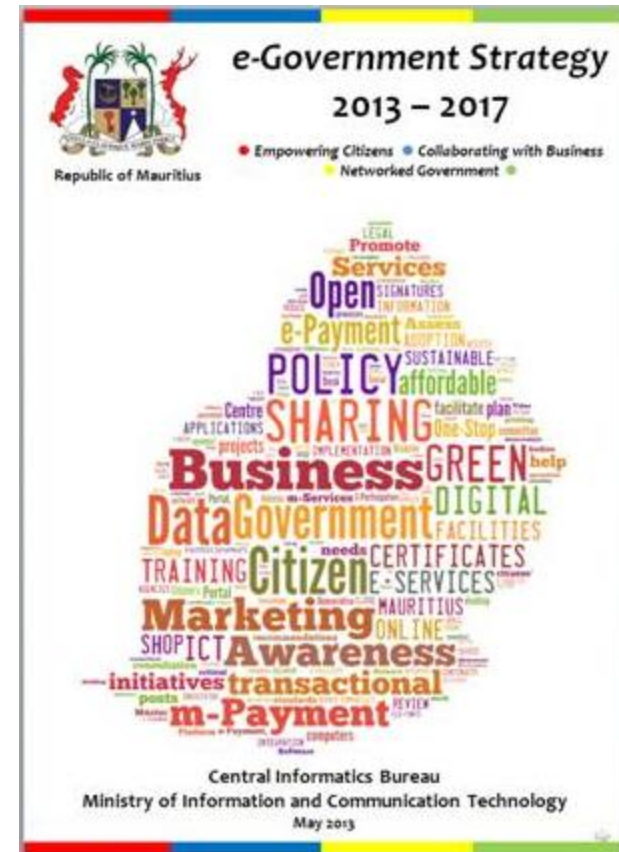
Performance of Mauritius in UN e-Government Index



	2010	2012	2014	2016
— E-Government Rank	77	93	76	58
— E-Participation Rank	133	122	62	50
— Online Service Rank	86	90	69	46

Mauritius has improved significantly in e-Government as evidenced by the latest UN e-Government Survey 2016 which ranks Mauritius as **58th** in the world in **e-Government Development Index**, **46th** in the **Online Service Index** and **50th** in the **e-Participation Index**.

Status of Recommendations



E-Government Strategy aimed at increasing:
the participation of citizens in decision making processes,
the convenience of citizens and businesses in their interactions with the authorities
transparency and accountability in Government operations

G2B

(14 Recommendations)

- Awareness of Government Services targeted to Business
- Open Government Data
- e-Payment facility
- Electronic Authentication & Digital Signature
- Business Facilitation
- e-Procurement
- Single Window

G2C

(12 Recommendations)

- Awareness of Services
- New e-Services as per Citizens' Needs
- OneStopShop Services
- Mobile Services
- e-Participation

G2G

(18 Recommendations)

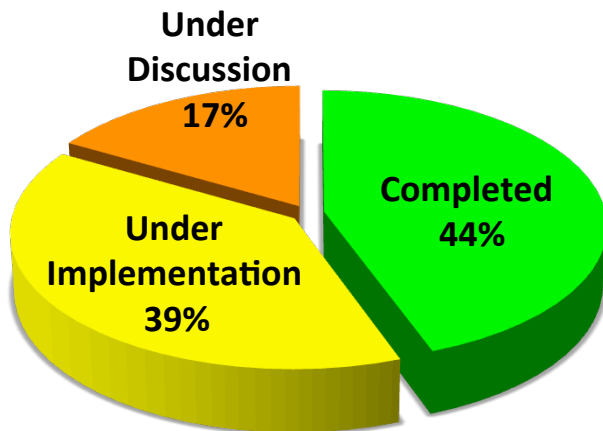
- E-Health/e-Education/e-Work-permit plans
- Data Sharing
- Government Cloud
- Open Source
- Business Continuity Management
- Paperless Government
- Legal and Regulatory
- Training and HR
- Organisational Structure and Funding
- Monitoring & evaluation

E-Government Strategy

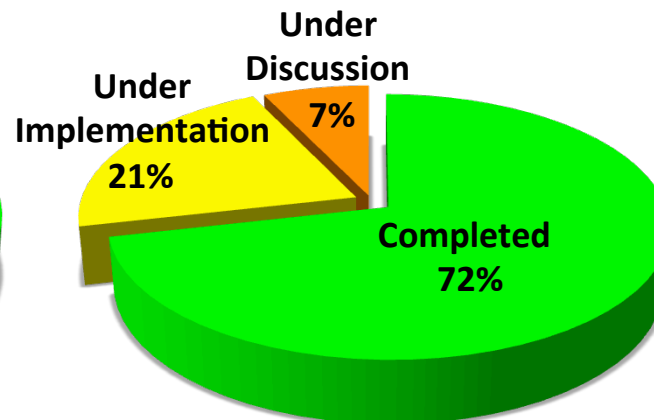
Status of Recommendations

Overall Implementation Status = Over **70 %** (July 2017)

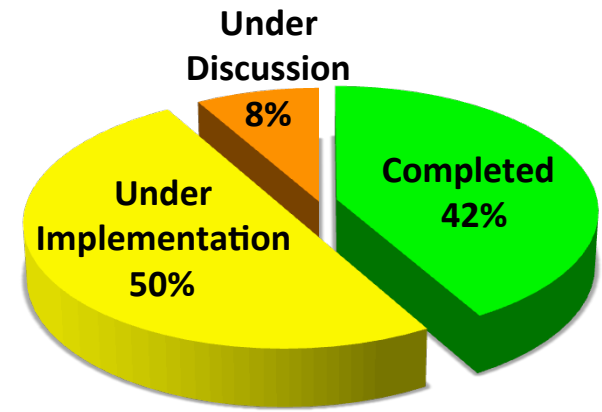
G2G Status



G2B Status



G2C Status



Implemented Recommendations



- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ C2: Helpdesk on Government Portal, e-Services and m-Services | <ul style="list-style-type: none"> ▪ C9: Use of Digital Signatures in newly implemented systems such as e-Registrar-General and e-Procurement. |
| <ul style="list-style-type: none"> ▪ C3.1: Application for driver's license (excluding learner's license) | <ul style="list-style-type: none"> ▪ C11: Crowdsourcing platforms for engaging with Citizens (e.g. MauritiusFinance.com, Vision2030 website, Citizen Support Portal) |
| <ul style="list-style-type: none"> ▪ C3.4: Online publication of examination results (SC & HSC) | <ul style="list-style-type: none"> ▪ G2: Physical Assets Management System (Stores Package) implemented at OPSG and Youth and Sports) |
| <ul style="list-style-type: none"> ▪ C3.9: Facility to effect electronic payment for Government services | <ul style="list-style-type: none"> ▪ G3: End-to-end systems e.g. e-Registrar-General, e-Work Permit, e-Procurement |
| <ul style="list-style-type: none"> ▪ C3.11: Application for building permit e.g. Residential | <ul style="list-style-type: none"> ▪ G4: Data Sharing Policy and Data Architecture and Business Registration Act to facilitate data sharing |
| <ul style="list-style-type: none"> ▪ C7: Citizen Support Portal handles citizens' complaints and displays communiqués online | <ul style="list-style-type: none"> ▪ G5: InfoHighway data sharing platform |
| <ul style="list-style-type: none"> ▪ C8: Provide e-Services with e-Payment and m-Payment facilities | <ul style="list-style-type: none"> ▪ G10: Open Source Strategy and Policy by NCB |

Implemented Recommendations



- | | |
|--|--|
| ▪ G11: Green ICT Measures (EnergyStar, EPEAT, Duplex Printing, Document Management Systems) | ▪ B8: e-Work Permit System |
| ▪ G13: ICT courses by E-Learning Portal and Civil Service College | ▪ B9: mauritiusjobs.mu operational |
| ▪ G17: Reforms Steering Council set up and e-Government related meetings held | ▪ B11: e-Procurement System |
| ▪ G18: E-Government measurement metric | ▪ B12: Single Window for trade facilitation roll out at MICCP |
| ▪ B3: Use of Digital Signatures in new systems (e-Registrar General, e-Procurement, etc) | ▪ B13: e-Judiciary at Commercial Court and Computerised Library System at Judiciary |
| ▪ B6: Transactional e-Services deployed (e-Registrar-General, e-Procurement, e-Work Permit) | ▪ B14: Online filing of objections at ARC |
| ▪ B7: Online BLP implemented | ▪ B2: Open Data Policy |

Recommendations Under Implementation



- **C1 & B1: Marketing and Awareness of e-Services**
- **C3: New Services as per Citizens' needs**
- **C4: Mobile Apps**
- **C5: Disaster Alerting System**
- **C6: Mauritius Post as One-Stop-Shop for Government Services**
- **C10: Social Media Policy/Guidelines**
- **C12: Democratise Access to information through Open Data and other initiatives**
- **G1: e-Traffic Branch, e-Health, e-Social Security, etc.**
- **G2: HRMIS, Electronic Document Management Systems**
- **G6: Guidelines and Standards for procurement of ICT systems**
- **G7: Disaster Recovery Site for Government**
- **G12: Review of Legal and Regulatory framework for e-Government**
- **B2: Open Data Portal**
- **B4: Usage of Card Readers to facilitate data entry**

Way Forward





Digital Government Strategy 2018-2022

- Recognising the positive impact of e-Government on the development of Mauritius, the Central Informatics Bureau is embarking on the formulation of a Digital Government Strategy 2018-2022, which will consist of:
 - A needs-centric approach to align the digital transformation of the Government for tackling the current challenges of Mauritius
 - Formulation of recommendations by making most of opportunities by tapping up the latest technological trends that would fit the local context; and
 - Chart out an action plan to accompany Government agencies in the implementation of recommendations

Thank You

