

## Digital Government Enablers and Toolkits

The CIB has been instrumental in the conceptualisation, design and implementation of the following enablers, platforms and toolkits that shape up the Digital Government architecture in Mauritius:

- **InfoHighway** - Award winning Data sharing Platform connecting Government agencies
- **Government Cloud** at Government Online Centre - Hosting of all Government e-Services, Websites, Mobile Apps and Systems
- **Government Intranet System (GINS)** - Connecting all Government agencies to Internet and systems via High-Speed Fibre links
- **Government Email Service** - Email infrastructure for all Public Officials
- **Revamped National Portal** - Official portal of the Republic of Mauritius which complies with the latest web standards and makes information more accessible for our Citizens and visitors from abroad
- **E-Services Portal** - One-stop Shop for all e-Services with a single login
- **MauPass** - Single, convenient, trusted and secure entry for Citizens to access Government services
- **MoKloud** - Secure, flexible and easy-to-use platform for sharing, issuance and verification for documents and certificates in digital mode, thereby eliminating the use of physical documents
- **MoRendezVous** - An extensible electronic queue management system using interactive digital kiosks to eliminate traditional queueing systems in participating Ministries/Departments
- **MoRobot/MAIA** - AI-based Intelligent Virtual Assistant (Chatbot) integrated with Whatsapp to offer a one stop platform for all customer needs related to information, troubleshooting, and guidance on various Government services thereby transforming the citizen experience
- **MauSign** - Allow Citizens to digitally sign documents online without the use of physical tokens
- **Revamped Mauritius National ID Card** – Smart card based contactless national ID
- **Mobile ID** – A Digital ID Wallet (Digital Wallet App ‘MWA’) based on international ISO standards allows citizens to use their mobile ID as proof of identity
- **Online Video Conferencing System** – Ability to conduct meetings online (JITSI, Webex, etc)
- **Contactless Online Payment Facility** - Ability to pay online for services
- **SMS Gateway** - Use of SMS for notifying users of events (e.g. e-Services)

- **Smart Mobile Apps Platform** - Repository and servicing back-end processing for Mobile Apps using InfoHighway
- **Digital Signatures** - Allow users to digitally sign documents using tokens (e.g. e-Procurement)
- **National Open Data Portal** - Enabling Government agencies to release data of value to the Public for data-driven initiatives (Mobile Apps, research, etc)
- **Digital Government Transformation Strategy 2018 – 2022** – The DGTS, formulated by CIB and approved by Government, is the overarching whole-of-government master plan which provides direction for a Digital Government, aligned with 17 UN SDG Goals, Vision 2030, Public-Sector Business Transformation Strategy and the Digital Mauritius 2030 Strategic Plans. The DGTS is a continuation of the previous e-Government Strategy 2013-2017, of which an unprecedented 85+ % of the 44 recommendations made in the report have been implemented
- **Project Management Manual for ICT Projects** - Describes the project management methodology for the implementation of ICT projects in the Civil Service approved by Government.
- **Fasil Awareness Campaign** - National marketing campaigns on preferred channels of Citizens, i.e. online and social media including website (fasil.govmu.org), Facebook, Youtube, Twitter, Instagram, LinkedIn and Google Ads to create awareness on, and increase uptake of digital Initiatives (e-Services, Mobile Apps, Government Portal, InfoHighway, Open Data and other Government Systems).

## Digital Government Operational Systems

Over the years, the scope of ICT projects has changed considerably with unprecedented complexity and budget impacting a number of Ministries/Departments with direct benefits to the Citizens. Example of such projects are:

1. Mauritius National Identity Card Scheme (Civil Status Division)
2. Central Population Database (Civil Status Division)
3. Mauritius e-Registry Project (Registrar-General)
4. Land Administration and Valuation Information Management System- LAVIMS (Ministry of Housing and Lands)
5. Companies and Businesses Registration Integrated System (CBRIS) (Corporate and Business Registration Department)
6. Crime Occurrence Tracking System (COTS) (Mauritius Police Force)
7. Border Control - InfoBorder (Passport and Immigration Office)
8. Blood Transfusion System (Ministry of Health and Quality of Life)
9. e-Work Permit (Ministry of Labour, Industrial Relations, Employment and Training)
10. Building and Land Use Permit (Ministry of Local Government and Outer Islands/Local Authorities)
11. eGovernance System - eDMS, Complaint Mgt system, Library, Market fees, Cadastre, Management Information system, HR Management System, Local Government Portal (Ministry of Local Government and Outer Islands/Local Authorities)
12. Mauritius Trade Portal (Ministry of Foreign Affairs, Regional Integration and International Trade)
13. Domestic Violence System (DOVIS) (Ministry of Gender Equality, Child Development and Family Welfare)
14. Child Protection Register (Ministry of Gender Equality, Child Development and Family Welfare)
15. Social Register Mauritius (Ministry of Social Security)

The following picture provides a snapshot of the major digital government systems acting as enablers in different sectors. These initiatives have undeniably contributed to position Mauritius as the digital government leader in Africa as per the United Nations.

