

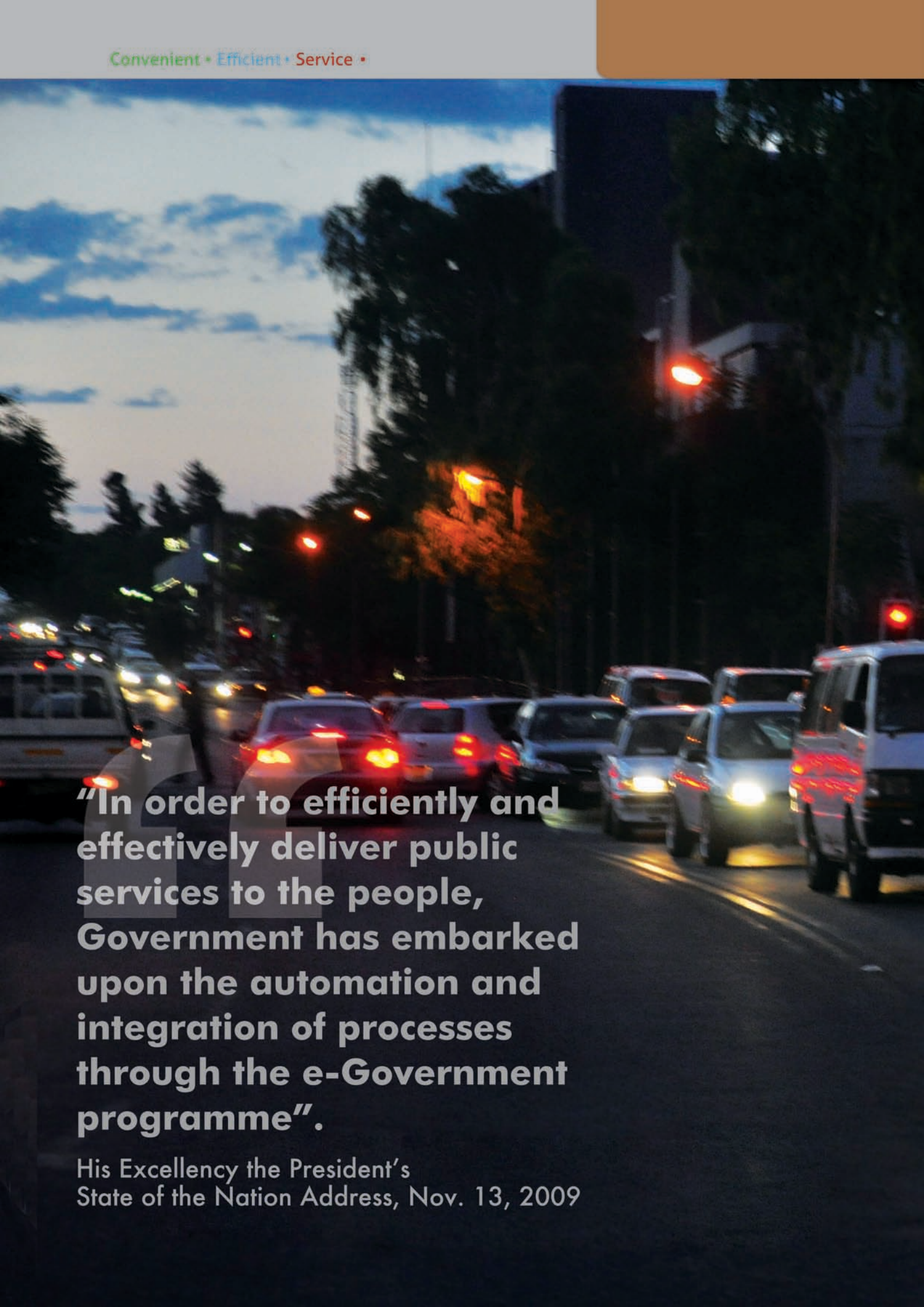


Republic of Botswana

# BOTSWANA NATIONAL **E-GOVERNMENT** STRATEGY

2011-2016





**“In order to efficiently and effectively deliver public services to the people, Government has embarked upon the automation and integration of processes through the e-Government programme”.**

His Excellency the President's  
State of the Nation Address, Nov. 13, 2009





**Hon. Nonofu E. Molefhi**

Minister of Transport and Communications

The National e-Government Strategy 2011-2016 is an important contributor to the ongoing development of our country. For Botswana to flourish and prosper in the 21st century, we will need to become innovative users of ICT, and transform to a high performing government that provides convenient and efficient electronic services to all our citizens.

e-Government can help us achieve both of these objectives, and the Strategy provides us with a pragmatic roadmap for getting there. I will be a regular user of our e-Government services.

I encourage everyone to join me online.

**Hon. Nonofu E. Molefhi**

Minister of Transport and Communications



**Mr. Eric Molale**

Permanent Secretary to the President

Our national e-Government programme will result in a totally new way of doing business. For e-Government to be successful, all of our ministries and agencies will need to introduce major changes in technology, business processes and organisational structures. We will have to learn new skills and competencies and work tirelessly to elevate our service standards to new heights.

We will embrace the changes that e-Government presents working diligently to provide a full range of electronic services that meets the needs of all Batswana in this era of digital connectivity.

**Mr. Eric Molale**

Permanent Secretary to the President

# Preface

Information and Communications Technologies (ICTs) have the ability to dramatically increase access to, and availability of life-enriching information and services. The Government of Botswana fully understands and appreciates the developmental importance of ICTs.

The National Information and Communications Technology Policy (Maitlamo) 2007, provides Botswana with a clear and compelling roadmap that will drive the social, economic, cultural and political transformation through the effective use of ICTs. The implementation of Maitlamo continues to play a pivotal role in the development and diversification of this economy. The Policy consists of seven (7) pillars covering the effective application of ICT in the following areas: Government Online (e-Government), Connecting Botswana, Connectivity Laws and Policy (e-Legislation), ThutoNet (e-Education), e-Health Botswana, Connecting Communities and ICT and Economic Diversification (that covers e-Commerce, e-Agriculture and e-Tourism). Amongst the seven (7) pillars, e-Government stands as the pinnacle of Maitlamo which, if successfully delivered, will go a long way in realising the policy objectives.

e-Government, which is the use of the ICT and the internet web to render public services, commenced about twenty years ago and is now common place in developed countries. Since then, leading jurisdictions have used e-Government not only as a means of improving government service delivery, but also as a catalyst for driving the broad modernisation of the public service.

The e-Government Strategy seeks to accelerate Botswana's transition to a knowledge society, assuring the country's economic diversification and sustainable economic development.

## Government Service Delivery Challenges

Due to many challenges in service delivery, the government saw it fit to undertake an e-Government programme. e-Government must not be seen as a government IT project, but as a government service transformation project. To be successful it must result in an increased quality of service and customer service ethic within all of our public sector organisations. Some of the challenges encountered are as follows:

### Governance and Reform

There is no doubt that we are trying to do the right things in terms of our e-Government efforts – but we are not doing as effectively as we need to.

Currently, the relationship, roles, responsibilities, authorities and accountabilities between the different ministries and government agencies are not always clear and have been a contributing factor to some of the challenges we have faced. Quite often a strategy or framework is developed by one office only to discover that a competing strategy or framework is being developed elsewhere.



*Convenient access to computer terminals and kiosks will ensure that more transactions are done electronically.*

## Government Data Network (GDN)

The Government Data Network (GDN) is the platform upon which we will establish our national e-Government programme. Now over 20 years old, the GDN overall performance and reliability is not meeting today's needs nor expectations of most stakeholders. It will need to be extensively upgraded over the course of the next decade.

## Project Implementation

Most e-Government efforts have been viewed in isolation and primarily driven on a ministry by ministry and project by project basis. This has resulted in a fragmented and uncoordinated e-Government programme. As a result of the large number of projects underway, there appears to be a genuine "change fatigue" creeping into many of the ministries and their project teams. Government needs to improve its prioritization, sequencing and coordination of major initiatives to ensure optimal use of resource capacity and necessary skills to implement over the long term.

A recent assessment of the ongoing projects highlighted a significant quantity of projects that were very similar in scope, along with a number of duplicate infrastructure and applications. Duplication and lack of coordination across projects has resulted in cost implications. The result being over 70 government IT systems, some with over-lapping functionality. We must adopt the mindset of "build once – use many times".





### Customer Centricity

IT solutions undoubtedly improve operational efficiencies within the public service. A few of the implemented IT solutions do not cater for online customer self-service. This lack of client-centric service delivery has been reflected in recent reports by two prominent international agencies stating that the primary reason for the mediocre ranking of Botswana is due to the lack of online services.

### Customer Satisfaction

A 2009 customer satisfaction survey revealed a fairly low level of customer satisfaction (27%). Private sector businesses appear to be more appreciative of the public service than ministries and departments (internal customers), the latter being the least satisfied segment of those surveyed. It is anticipated that service satisfaction levels will markedly increase through the introduction of a service-oriented and client-centric national e-Government programme.



# http://www



## 1 Gov: 2011-2016

### **Vision**

*Integrated Government (1Gov)*

### **Mission**

*To provide universal access to services through the use of appropriate strategies and technologies for efficient and effective delivery.*

### **Values**

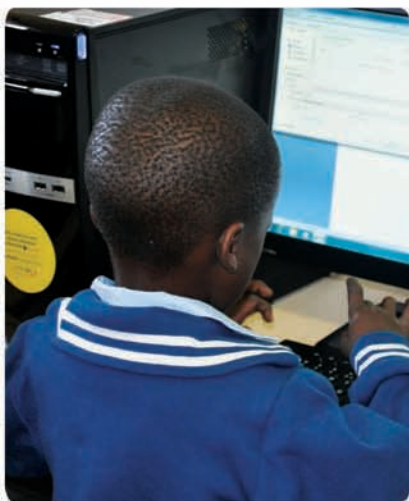
*Convenient; Efficient; Transparent; Reliable*

## Transformation of Government

Botswana's National e-Government Strategy aims to move all appropriate government services online with the aim of dramatically improving the convenience, quality and efficiency of public sector service delivery. This challenge calls for the various agencies within government to pull together as one enterprise – 1Gov.

1Gov integrates information, technologies and structures to provide a seamless set of high quality services for the citizens, visitors and businesses in Botswana and beyond. A wide array of delivery channels is envisaged to realise an “any door - the right door” paradigm for customers to access services.

The programme demands an aggressive implementation plan subjected to continual review and prioritisation, recognising that within and beyond the strategy, there will always remain scope to do more and better. With this in mind, the e-Government programme must be viewed as a marathon rather than a sprint. Botswana must pace herself, stay focused, expect setbacks, measure achievements and adjust on the go. Above all, it is necessary to stay the course and deliver on the promise of convenient, efficient, transparent and reliable services.



**e-Government can help raise public sector service quality to higher levels, allowing citizens to access government information and services (anywhere, anytime)**



# A Call For Action

The implementation of e-Government is very important for the future development of our nation.

”



## What Shapes 1Gov?

1Gov outlines five major programmes and approximately twenty five interrelated projects that will, collectively, move all appropriate government services online, significantly improve public sector service delivery, and accelerate the uptake and usage of Information and Communications Technology (ICT) across all segments of our society. It is important to note however, that a number of our more complex e-Government initiatives will not be fully completed within the five year timeline of this Strategy, and will spill into subsequent years.

**The E-Services Programme (ESP)** – comprises of 14 projects, and will be introduced in three (3) Phases over the five year period. The ES programme will develop and strengthen the portal as the primary service delivery vehicle for government's identified 300 services to be provided online. The ES programme will also drive the reengineering and back-office systems integration that is required to support future, and more sophisticated levels, of online service delivery. ESP will also be responsible for implementing service delivery to cellular phones and mobile devices through our mobile-Gov initiative.

**The Multiple Access Programme (MAP)** – The MAP Programme will consolidate a number of ongoing efforts to ensure a consistent and effective approach for providing government information and services through multiple delivery channels. The programme consists of four main projects:

- ⚙️ Introducing a central Government Contact Centre
- ⚙️ Planning for the introduction of Government Service Centres across the country
- ⚙️ Integrating and standardising e-Government service delivery through community access points such as the Kitsong Centres, Telecentres and Kiosks
- ⚙️ Accelerating the introduction of important e-Government services directly through ministries.

**The Rationalisation And Integration Programme (RAIN)** – is a major effort that will significantly improve the quality, reliability and overall service management of government's technical infrastructure. Comprising of seven integrated projects the RAIN programme will develop a ten year strategy for strengthening the GDN and the organisational capacity and capabilities of the Department of Information Technology (DIT). A plan for the rationalisation and clustering of common ministry technical applications will be prepared, with the goal of reducing duplication and saving ongoing operational costs. A detailed e-Government Interoperability Framework (e-GIF) technical architecture will be designed to integrate government's technical and business systems. Supporting IT policies and standards will be introduced along with appropriate monitoring and enforcement protocols. A purposefully designed Government Data Centre will be built to support the e-Government programme and ensure government business continuity.



**e-Government**  
shall be  
applied to  
deliver  
efficient  
**health services**

### **Botswana's e-Government, Service Transformation, Reform, Organisational & Network Governance (Be STRONG) Programme**

We will review and redesign the governance arrangements required to effectively move the national e-Government programme forward over the next five years. The quality of governance is thought to be the determining factor in the overall success of Botswana's national e-Government programme. This initiative is considered to be so critical that it is to be led by the Permanent Secretary to the President. The role of a Government Chief Information Officer will be considered as part of the Be STRONG Programme, as will the strengthening of the e-Government Programme Management Office which will be responsible for the day-to-day delivery and integration of the various e-Government programmes over the next five years.

**The Skills Transformation in support of e-Government Programme (STEP)** – Government and private sector training and skills development institutions, will carry out a comprehensive review of the skills and training requirements that will be required for the Botswana public service to function well in an e-Government environment. Training is not only to be focused on the needs of junior staff; as it is likely to be middle and senior management in the public service who will require the greatest amount of new skills development and training. A review of the required skills will take place following which a detailed programme design will be undertaken.





# 2016 And Beyond

**The Government of Botswana fully understands and appreciates the developmental importance of the Information and Communications Technologies (ICTs) and e-Government.**



## A New Era

The effective introduction of e-Government is very important for the future development of our nation. e-Government can help raise public sector service quality to greater heights, allowing citizens to access government information and services at any time of the day, and without having to travel long distances to wait in queues or spend too much time in government offices, with an increasing numbers of citizens and businesses going online to access government services. Through online service, government touches people, and makes their lives simple. This will turn, stimulate the acceleration of our national ICT programme and contribute directly to the country's ongoing development and growth. Now, as Vision 2016 compels us to do, we must become informed and innovative users of ICT so that we can develop 21st century skills, grow and diversify our economy and develop an inventive and entrepreneurial society that generates future wealth and prosperity for all. In the years ahead, Botswana will experience a transformed and agile public service.

### Government Online

By 2016 all appropriate government information and services will be available through a single government portal. Online services will be "client-centric" – meaning that information and services will be presented around the needs of clients. The portal shall be customer-centric, providing clear instructions for users to access services such as applying for: visa, replacement of birth certificates, a patent or trademark, a wide range of social grants and benefits, requesting for: movement of livestock, building permits, vehicle licensing, registration of companies, and online payment of bills and taxes.



*There has been a significant increase in online transactions.*

### **Common Look-and-Feel**

A Common look-and-feel will be introduced across the government portal and ministry websites to provide a “whole of government” or “1Gov” experience for users. In addition to providing uniformity across the government portal and websites, this type of approach will stress to ministries the need to work in common and stop operating as separate entities.

### **Mobile Government (m-Gov)**

Government’s response is to develop content for delivery to mobile devices. Mobile specific services shall include sms alerts. Examples would be “Your drivers license is about to expire, please renew it within the next 60 days” or “Your building permit is ready for collection and can be picked up between 9am and 4pm at”. Increasingly sophisticated transactions, such as processing of online payments, will be conducted through mobile devices, as government and its customers become skilled.

### **Citizen e-Participation**

Our e-Government programme will allow us to further demonstrate our passion for inclusive and democratic participation. Using the central government portal as a convenient meeting place, we will begin to ask citizens for their input on pressing national matters, government policies that are under consideration, the quality of public sector service delivery and on important topics that merit public debate. This will be achieved via a range of online polls and questionnaires. In addition, all Members of Parliament will be provided with modern electronic means of interacting with their constituents.

**Government together  
with her agencies  
has made significant  
progress in driving  
e-Government**”

## **“Any Door - The Right Door”**

Government is committed to provide quality, equitable, services to every Motswana. Taking cognisance of access, choice and convenience, government will accelerate appropriate community access centre initiatives such as: Sesigo, Kitsong Centres, Hole-in-the wall and kiosks. In-person support will also be made available for those users who need help in completing their electronic transactions. Government will provide One-Stop Service Centres. These centres will provide scores of routine and common services through one central location, removing the need for customers to visit different ministries. One-Stop Service Centres will offer a growing number of services including; applying for scholarships, grants and subsidies, passports and driver’s licences, land registration, request for information and services on training and job opportunities and bill payments.

## **Central Government Contact Centre**

All ministry call centres will be consolidated into a single contact centre that provides common information and services across all ministries and agencies. The public will be able to contact the government via sms, email and telephone. The central Government Contact Centre builds on our philosophies of “client-centric service delivery” and “build once – use many times”.

## **High Performing Technical Infrastructure**

A secure, high speed, reliable and scalable GDN will be in place to support our national e-Government agenda. We will increasingly engage the private sector and professionals in the design, development and maintenance of government’s various technology networks and solutions. The private sector will be involved through innovative public-private partnerships, where government and the industry will be collaborating to share efforts, resources, risks and benefits for some of our larger transformation initiatives.



## Towards A Seamless Government

1Gov is an ambitious but pragmatic endeavour. The strategy has assembled a suite of integrated initiatives informed by experience in other parts of the world. Going forward, success will be measured not on the number of projects underway, but by how well the initiatives have been implemented and most importantly, by the service improvements accrued thereof. The stage is set. What remains is for Government to work with a broader society to expedite the delivery of e-Government for Botswana's transition to a knowledge society.

All secondary schools have **computer labs** with 20 PCs connected to the **internet**



**Convenient**

**Efficient**

**Service**

C has enhanced the foundation for our virtual p  
ound Botswana with an ATM based backbone. P  
transmit data at speeds only limited by their a





For more information on e-government,  
please refer to our website at  
[www.gov.bw](http://www.gov.bw)

Copyright© 2012  
Ministry of Transport and Communications.  
All rights reserved  
This publication may not be reproduced or transmitted  
in any form or by any means, in whole or in part,  
without prior permission.