

# e-Governance: Improving Transparency/Accountability and Service Delivery in the Public Sector

A presentation by Chinenye Mba-  
Uzoukwu at the NCS 2014 Annual  
Conference and AGM, Enugu on July  
23, 2014

# 'Missing' \$49.8bn: NNPC, CBN hold crisis mgt meeting today

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## PREMIUM Times

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### Nigeria: 'Missing' N8 Trillion - NNPC Admits Owing Federation Account - Odah

BY PREMIUM TIMES, 13 DECEMBER 2013

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### Oil revenue: Audit firm submits report

Written by Clwale Rasheed - Abuja | Monday, 16 December 2013 00:00 | font size Print Email

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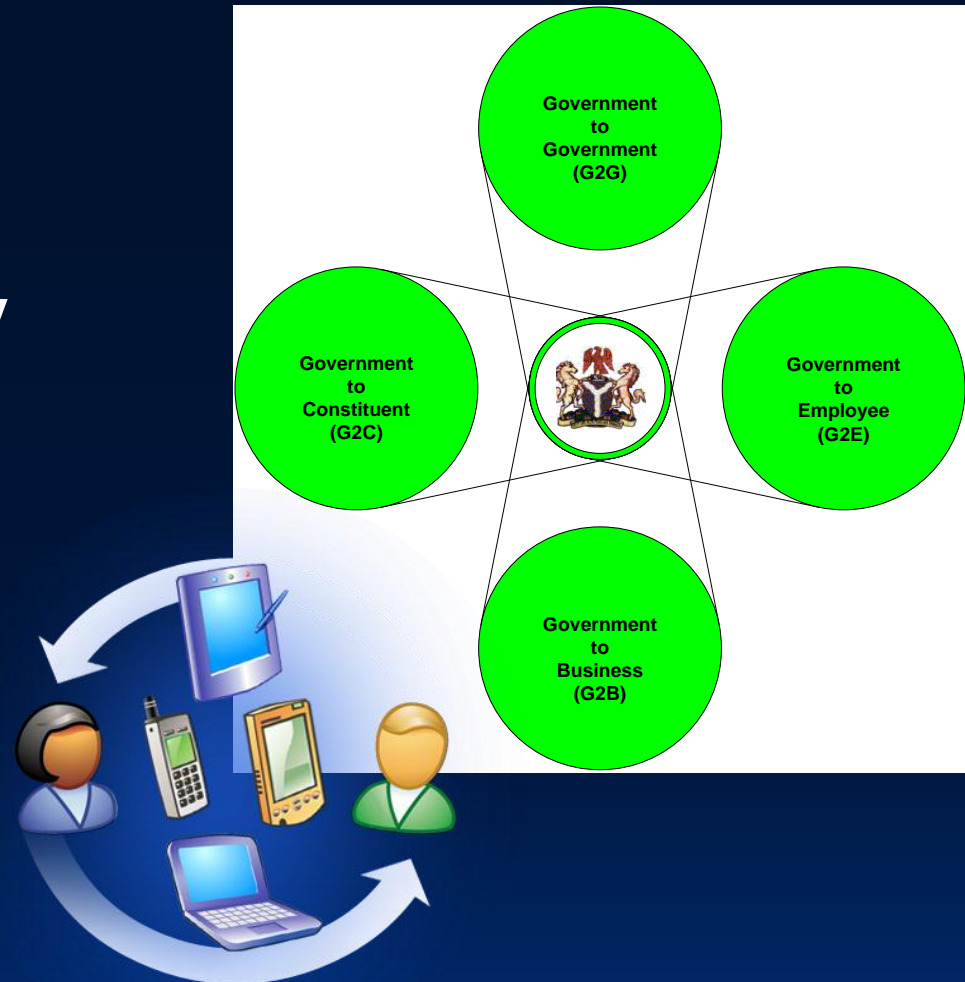
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### Oil revenue: Audit firm submits report

http://www.tribune.com.ng/news2013/index.php/en/news/lead-stories/item/28684-oil-revenue-audit-firm-submits-report.html

# e-Governance: Conceptual Overview

- Government has stakeholders that e-Government initiatives must address
  - Each stakeholder community has expectations, needs and benefits to be derived from the Government
  - Individuals- persons, organizations, institutions – have overlapping stakes across the four domains
  - In implementing eGovt, the “greatest need, highest impact” principle provides a guide



# e-Governance: Conceptual Overview

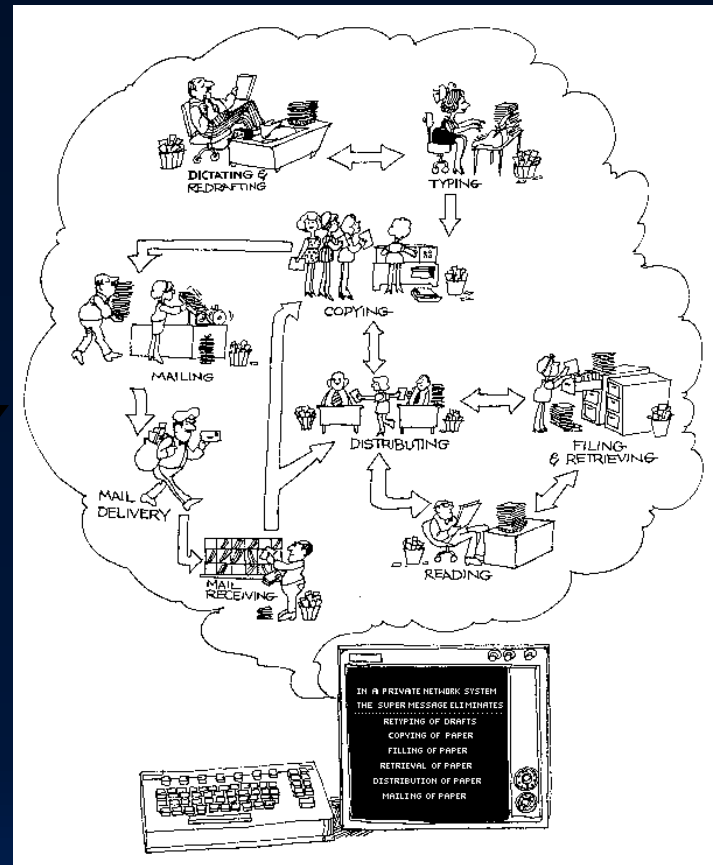
- **e-Governance can transform**
  - **Citizen Service**
  - **Citizen Empowerment through access to information**
  - **Promote Transparency**
  - **Simplify Processes and Improve Performance of Government**
- **In recent years, e-governance has proved itself to be the new path to improvement and success for the public sectors of both developed and developing countries (Dada 2006).**

# Practical e-Govt:

- ❑ **Key issues include:**
  - ❑ **Ensuring that the services offered are of the type and in the context that citizens and businesses (i.e. the 'customer') want them.**
  - ❑ **The core building blocks of e-government must focus on 'infrastructure' services focused on security, reliability and cost minimization**
  - ❑ **With the infrastructure in place and a focus on customer needs, the new channels must be integrated with the old and people encouraged to use them.**
- ❑ **Information Technology ( software + hardware + communications) = the potential for more efficient, effective, integrated and interactive delivery of government services**
- ❑ **Technologies seek to resolve “pain points” – internal and external.**

# Practical e-Govt: Pain Points

- ❑ Workflow/scheduling/automation; Paper – digital boundary



# Practical e-Govt: Pain Points

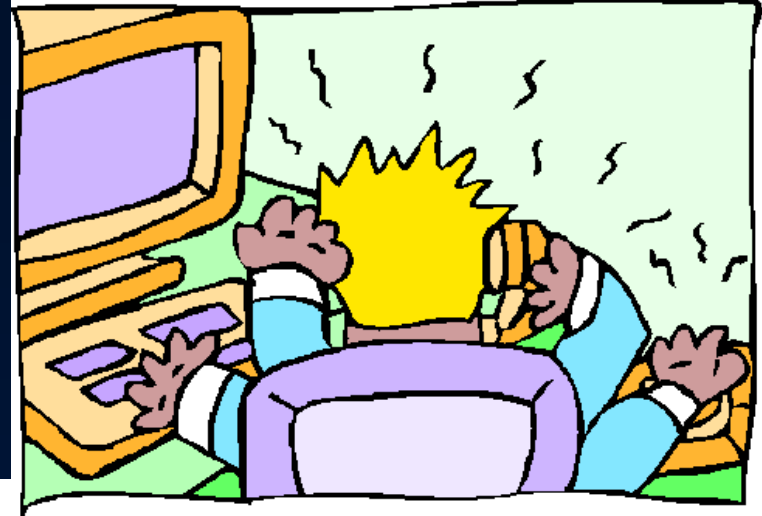
## ☐ Meetings

- ☐ Out of Office – “try layta”
- ☐ Tracking minutes
- ☐ Follow-up



# Practical e-Govt: Pain Points

- ❑ Work environment
  - ❑ Phone – PC boundary
  - ❑ Structured /unstructured boundary





# Practical e-Govt: Pain Points

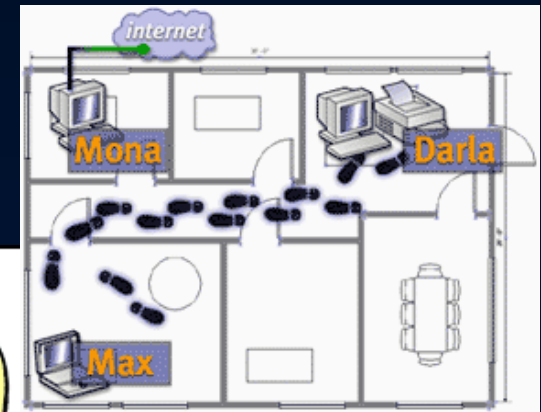
## ❑ Communication

## ❑ Messaging

❑ sneakerNet

❑ Snailmail

❑ Ame bo



	Customer Interfaces	
Policies & Standards	Business Applications	Methods
	Connectivity Infrastructure	

# Practical e-Govt: Pain Points

- In practice, IT can enable the**
  - provision of prompt and transparent information online,**
  - creation of visual or analytic tools that simplify complex information,**
  - allows budget monitoring,**
  - promote project tracking,**
  - encourages public accountability, ensuring transparency, decreasing corruption and developing a sense of citizen ownership over government spending priorities.**

# Practical e-Govt: Exemplars

<http://www.yourbudget.com/> Home | Budget - The Nigerian...

**budgetiti** BUDGET REQUEST DATA ABOUT BLOG VISUALS DOWNLOADS

**SIMPLIFYING THE NIGERIAN BUDGET**

Using creative technology to intersect civic engagement and institutional reform.

FEDERAL STATE

<http://finomics101.com/2014/04/10/gdp-rebasing/> Nigeria's Economy Largest in...

**Finomics 101**  
 Finance and Economics for the Common Man & Woman

HOME ABOUT GDP

**Nigeria's Economy Largest in Africa : What is GDP Re-basing?**

18 Replies

The Nigerian National Bureau of Statistics completed its GDP-rebasing exercise last weekend.

[www.yourbudget.com/infographics/federal](http://www.yourbudget.com/infographics/federal) Federal | Budget - The Nigeria...

**budgetiti** BUDGET REQUEST DATA ABOUT BLOG VISUALS DOWNLOADS

**FEDERAL Infographics** Data Search Infographics Interactive

**2014 FG Revenue**  
 FG Revenue Pool Analysis  
 17 Jul, 2014


**2014 SURE-P Budget**  
 2014 SURE-P Budget Allocations  
 10 Jul, 2014

**2014 Budget Main Items**  
 Other Things To Note in 2014 Budget  
 10 Jul, 2014

**2014 Security**


Additional budget data visualizations including bar charts and tables.

# Practical e-Govt: Exemplars

- **The Federal Ministry of Health implemented an Enterprise Projectmanagement (EPM) portal system**
  - **a flexible end-to-end platform, which enables the entire ministry track, manage and report on its numerous projects across the country thus helping the ministry gain visibility and control across all work, enhancing decision making, improving alignment with business strategy and ministry goals, maximizing resource utilization, and ensuring Transparency.**

# Sites and Pages on the EPM Portal

Site Actions ▾ Browse Page System Account ▾


Home ▸ EPM Portal

Home Departments ▾ Report Center Search Center
Search this site...

### ABOUT EPM

TheE-Health EPM Solution enables effective communication and collaboration within project teams. A very important benefit that is integral to the solution is the value it brings to Monitoring and Evaluation (M&E). The Federal Government of Nigeria, as part of the overall reform process, is striving to institutionalise accountability and transparency. The solution effectively positions the Ministry with regard to the Federal Government's design for a larger institutional strengthening exercise to design and develop a unified effective national M&E system – the bedrock of accountability and transparency.

**Announcements**

**Health Minister Meets with Nigerian Doctors in Diaspora** 11/25/2012 9:44 AM  
by System Account

Nigerian Doctors in the Diaspora and other stakeholders converged in Abuja to brainstorm on how to actualize the transformation agenda of the present administration in the Health Sector and also to seek collaboration of the private sector to provide...

+ Add new announcement

**Activity Calender**

February 23 - March 01 2014

## Minister's Memo

**FG Moves to Stop Mother-to-Child Transmission of HIV/ADS** 2/8/2013 1:59 AM  
by System Account

Federal Government has sought the collaboration of State Government and private hospital to Prevent Mother to Child Transmission of HIV/AIDs (PMCT). Minister of State Health Dr. Muhammad Ali Pate made this indication over the weekend when he paid a courtesy...

**Health Minister calls on Traditional Medicine Practitioners to Improve Quality of Drugs** 2/8/2013 1:58 AM  
by System Account

Minister of Health Prof. C.O. Onyebuchi Chukwu has called on Traditional Medicine Practitioners across the country to improve on quality of their products.

**Minister of State for Health Inaugurates Joint Steering Committee to Unlock the Private Health Market Potential in Nigeria** 2/8/2013 1:58 AM  
by System Account

Minister of State for Health, Dr Muhammad Ali Pate yesterday inaugurated a

**Project Management Office**

**Start a New Project**

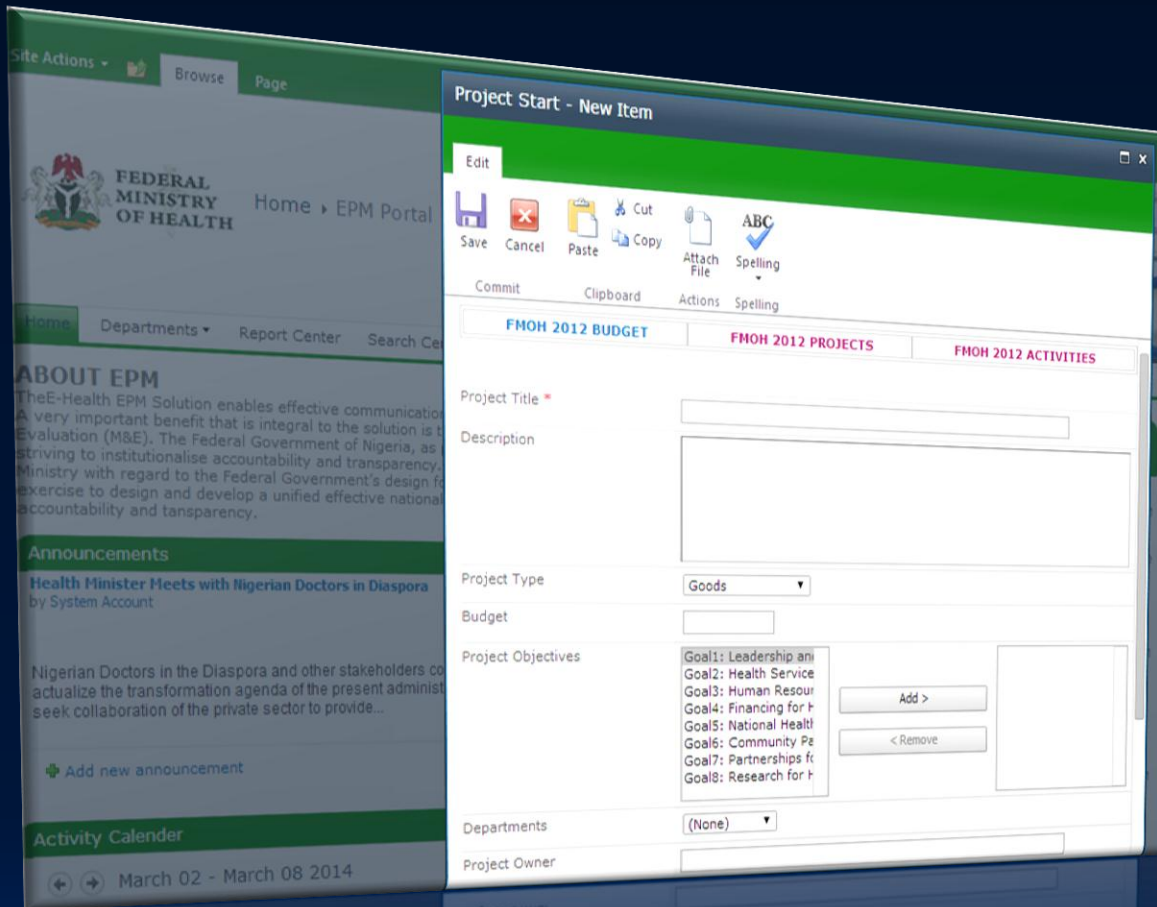
**View Project Status**

**View Operational Workplan**

**FAQ**

**Find an Employee**

Search Options



## Project Input Page

- Allow departmental PMO's to start a new project
- Based on their input, a workflow is initiated
- Depending on the budget and priority, an approval process is started

# Project Details and information

Site Actions ▾ Browse Project

Edit

Save

Close

Status

Submit

Options ▾

Project Site

Build Team

Documents

Issues

Risks

Deliverables

Project Permissions

Resource Plan

Previous

Next

Project
Workflow
Navigate
Page

**Status:** Checked-out to Spfarm since 12/19/2012 11:03 PM **Last Modified:** 12/19/2012 11:05 PM

**Mortality Estimation**

Proposal Summary

Proposal Details

Proposal Start and End Dates

Schedule

Strategic Impact

---

**Projects**

Project Center

Approval Center

Workflow Approvals

**My Work**

Tasks

Timesheet

Issues and Risks

**Resources**

business intelligence

**Project Strategic Impact**

Rate the impact of this project on the business drivers below.

**Community Participation and Ownership**

- No Rating
- None: No Impact on Community Participation and Ownership
- Low: Low Impact on Community Participation and Ownership
- Moderate: Moderate Impact on Community Participation and Ownership
- Strong: Strong Impact on Community Participation and Ownership
- Extreme: Extreme Impact on Community Participation and Ownership

**Financing for Health**

Financing for Health

- No Rating
- None: No Impact on Financing for Health
- Low: Low Impact on Financing for Health
- Moderate: Moderate Impact on Financing for Health
- Strong: Strong Impact on Financing for Health
- Extreme: Extreme Impact on Financing for Health

**Health Service Delivery**

Health Service Delivery

- No Rating
- None: No impact on Health Service Delivery
- Low: Low impact on Health Service Delivery
- Moderate: Moderate impact on Health Service Delivery
- Strong: Strong impact on Health Service Delivery
- Extreme: Extreme impact on Health Service Delivery

Monitoring  
Project for

# Reporting

System Account

**FEDERAL MINISTRY OF HEALTH** Report Center

Home Family Health Finance & Account Food & Drug Services Health Planning Research Hospital Services HR Procurement Public Health **Report Center** Search this site...

Report Viewer - ProjectDashboard Report Viewer - HeatMap

Actions Find text 100%

### HeatMap Based on Project Performance in States

Location	Project Title	Completion Status
Federal Capital Territory - Abuja	Health system strengthening initiative: The formation/activation of ward development committees in three LGA's (Owocha LGA, Bomo state/Logo LGA, Benue state/Ogbomosho north LGA, Oyo State	30%
Nationwide	Assessment of the status of the HSS (health system strengthening) LGAs	45%
	Impact Evaluation	60%
	Mortality Estimation	60%

4

System Account

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### Issue Count

Department	Issue Count	Risk Count
Family Health	~8.5	~3.5
Finance and A..	~8.5	~3.5
Food and Drug..	~8.5	~3.5
Health Planni..	~8.5	~3.5
Hospital Serv..	~8.5	~3.5
Human Resourc..	~8.5	~3.5
Procurement	~8.5	~3.5
Public Health	~8.5	~3.5

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Thank You