e-Government Agency Services
UNITED REPUBLIC OF TANZANIA
PRESIDENT’S OFFICE, PUBLIC
SERVICE MANAGEMENT

e-Government Agency Services
What is e-Government

e-Government is the use of ICT to enhance the delivery of Government services in terms of improving service quality, broadening service availability to more people, and innovating new types of services. The judicious use of ICT has proven to be an efficient way of conducting transactions between the government and its citizens and business communities, as well as within the public administration itself, thereby bringing many types of government services closer to citizens.

e-Government Agency

e-Government Agency (eGA) is a semi autonomous institution established in 2012 under the Executive Agencies Act, No.30 Cap. 245 of 1997 with the mandate of coordination, oversight and promotion of e-government initiatives in public institutions.

Vision

To be a leading innovative institution, enabling the use of ICT for improving Public Service delivery.

Mission

To provide an enabling environment through coordination, oversight and promotion of ICT usage for improvement of service delivery.

Core Values

Integrity

We uphold the highest standards of conduct in all that we do. We follow through on promises and commitments while acting in the best interest of the nation.
Innovation
We believe that eGA, through innovation and smart thinking, can be both a leader and a supporter in the delivery of e-government services by public institutions to stakeholders.

Customer Centric
We believe in every staff’s ability to continuously learn about customers and respond appropriately to what they expect from the Agency.

Collaboration
We believe by working together and in partnership with key stakeholders, eGA can deliver better services than it would by working in isolation.

Best Practice
We believe by working together with other stakeholders we can establish best practice models to be adopted by public institutions.

eGA objectives
In order to meet its vision and achieve its mission, the e-Government Agency has set five objectives which, when accomplished, will allow it to meet the service requirements of its stakeholders and customers. These objectives are:-

• To enhance the capacity of Public institutions to implement e-Government initiatives;
  The Agency is advising and supporting various public institutions on ICT human resource capacity building through training and how to plan and implement e-government initiatives.
• **To improve Public access to e-service;**
The Agency is enhancing basic infrastructure platforms for e-services delivery to the public, citizens and business in a transparent, easy and cost effective manner.

• **To improve sharing of ICT resources within public service;**
The Agency is creating an environment that will enable public institutions to share ICT resources for better delivery of public services.

• **To enhance coordination, management and compliance of e-Government initiatives in the public service;**
The Agency is overseeing the planning and implementation of e-Government through establishing effective ICT Governance and enforcing a set of guidelines and standards. Some of these guidelines can be accessed through www.ega.go.tz. All public institutions are advised to register for ICT projects on www.ega.go.tz. In order to advice and coordinate e-government initiatives all public institutions are advised to register their ICT projects on Government ICT Portfolio System (GIP) through http://gip.ega.go.tz

• **To improve e-Government consultancy, advisory and technical support services;**
eGA provides professional ICT consultancy, technical support and advisory services to public institutions.
eGA Services
eGA Services
1. Government Mailing System Usage

Government Mailing System (GMS) is a system that provides a secure channel for Government communication and information sharing within the Government.

Merits:
- a) Secure and reliable Government communication channel.
- b) Formal system for sharing information within the Government.

Requirements:
- a) Registered domain name which follow government standards i.e .go.tz
- b) The domain for email account should be hosted at eGA.
- c) Have a specific number of users expected to use the service.

Procedures:
- a) Write an application letter to eGA Chief Executive Officer.
- b) Specify a number of users expected to use the system.
- c) Provide two system administrators to be trained on how to administer the system and be responsible for GMS account creation.
- d) Provide a domain transfer key for transfer if the domain is hosted somewhere else.
- e) Pay the prescribed annual fee depending on a number of users by depositing to e-Government Agency A/C No 20110002340 at NMB Bank.
Government Mailing System is a secure and reliable e-mail communication accessible through internet enabled tablets, smartphones, laptops and desktop computers.
2. Website Development

The rapid development of information and communication technology (ICT) in the recent past has fostered information access and sharing in the society. More and more organizations and people are opting for websites as one of the most convenient and cost-effective means of information dissemination and access, among others, worldwide. Therefore, public institutions are advised to develop and operate websites to ease information and services provision to the public. The websites, however, should be designed according to government guidelines, standards and best practices.

**Merits:**

a) Your institution is visible worldwide.

b) Time and cost saving

c) Your Information and services is available 24/7.

d) Increases credibility i.e Tell your prospects about who you are, what you are doing and why.

**Requirements:**

a) Registered domain name.

b) Two personnel i.e Government Communication Officer and IT officer.

**Procedures:**

a) Write an application letter to eGA Chief Executive Officer.

b) Liase with eGA for website requirement gathering

c) Submit your website requirements i.e arrangement and drawn interface to eGA Office.

d) Your Website will be designed and developed within 28 working days.

e) Provide comments and final approval on website design sent to you.

f) Attend five days website content management training.

g) Pay the prescribed fee for developing a website, Domain reg-
administration fee and hosting service charge per year as described by depositing to e-Government Agency A/C No 20110002340 at NMB Bank.

h) Your Website will be handed over to you officially.

Note:
If your domain is hosted somewhere else, it should be transferred to eGA after submitting a domain transfer key. eGA will continue to provide technical support. For any technical support assistance please report it to http://helpdesk.ega.go.tz or call us +255 764 292 299.
3. Government Short Message System (GOVSMS System)

The system enables government institutions to send short messages to citizens via mobile phones. The messages can be sent in quick, group or bulk to different groups of citizens created according to your targeted audience.

**Merits:**

a) Secured and reliable
b) Time and Cost effective
c) Effective one-to-one communication to reach a large number of people in urban and remote areas at once.

**Requirements:**

a) Must be a government institution.
b) Must be registered to the service (Registration is done online).

**Procedure:**

a) Register online through http://govsms.ega.go.tz/registration
b) Pay for the number of messages your institution needs through the bank account name: e-Government Agency A/C No. 20110002340, NMB Bank.
c) Log in to the system and Fill in the e-payment form details.
d) You will receive a number of messages as per your payment.
e) Contact eGA for GOVSMS usage guideline.
Enables public institutions to deliver quick, group and bulk SMS
4. **System Development**

eGA develops various information systems and software applications to meet different organizational business needs. Once the request is received, we work closely with the Customer to ensure that the final product meets the desired requirements.

**Merits:**

a) Authentic, efficient and effective services
b) Secure and reliable online services
c) Cost effective
d) Genuine products
e) Reliable technical support

**Requirements:**

a) Specified goals of the system
b) Specify if the system will be a web-based or stand-alone.

**Procedures:**

a) Write an application letter to the eGA Chief Executive Officer
b) Attend System requirements gathering meeting in consideration if the System will be a web-based or stand-alone specification.
c) System development in progress.
d) Your live application system will be presented to you.
e) Attend the system administrators training.
f) Pay prescribed application development and hosting fee to e-Government Agency A/C No 20110002340 at NMB Bank.
g) The system will be handed over to you officially.
5. Hosting Services
The Government is enhancing information systems hosting environment to enable sharing of ICT and other resources among public institutions. Two hosting options will be available; the first one, also called collocation, provides a room to host not only the software application but also the hardware required to operate it. With the second option, institutions can decide to host only the software application while the hardware is provided by eGA.

Merits:
  a) It is cost effective
  b) Secures government information and data.
  c) Enhances inter-operability among e-Government applications.

Requirements:
  a) An Application System verified by eGA Service Control.
  b) Identified specific bandwidth needed.
  c) Specified technologies used like framework operation system, Programming language and Database management system.
  d) Specified scope, size and users of the system.
  e) Have a system administrator.

Procedures:
  a) Write an application letter to eGA Chief Executive Officer.
  b) Specify whether you have your own servers that will be hosted at eGA or is just an application to be hosted in eGA server’s space.
  c) Attend System administrator’s technical training.
  d) Sign a written agreement.
  e) Pay prescribed annual hosting fee to e-Government Agency A/C No 20110002340 at NMB Bank.
For secure and reliable hosting environment
(hosting, backup and disaster recovery)
6. **Bandwidth Allocation**

The Government of Tanzania through Tanzania Communications Infrastructure and e-Government Project (RCIP Tanzania) has procured an Indefeasible Right of Use (IRU) of 1.55 Gbps of International bandwidth to be used by government institutions for ten years from 2013 to 2023.

**Merits:**

a) Enhance service delivery to the public.
b) It is at discounted rate and therefore saves money
c) Long term assurance of services
d) Ability to share information amongst government institution easily

**Requirements:**

a) Questionnaire to determine clients/customer needs 
b) Must have fibre connectivity with TTCL (pilot phase), however other operators will be involved on the subsquencial phase 
c) Must be government institution.

**Procedures:**

a) Write an application letter to eGA Chief Executive Officer.
b) Fill in the questionnaire form to determine the amount of bandwidth requested.
c) Submit the duly filled questionnaire form at eGA Offices.
d) eGA will evaluate your application for bandwidth.
e) IP address and requested bandwidth will be allocated to your organization.
f) TTCL will Commission and test your bandwidth
7. **Registering Domain Name**
ev-Government Agency (eGA) is an accredited registrar of all .go.tz and .mil.tz domain names. Thus, the Agency has a legal mandate to carry out the registration of all public institutions’ domain names ending with .go.tz. and .mil.tz.

**Merits:**
- a) Ensures security for government Information
- b) Identify ownership of Institutions
- c) Establishes Uniformity of Public Institution website identification

**Requirements:**
- a) Must be Public Institution
- b) Domain registration fee: Tsh 25,000/= per year

**Procedure:**
- a) Download Form from www.ega.go.tz
- b) Fill in the Domain Registration form
- c) Pay the prescribed domain registration fee to e-Government Agency A/C No 20110002340 at NMB Bank.
- d) Attach Domain registration form with bank pay-in slip
- e) Submit the form via email: info@ega.go.tz or Post Office Box 4273 DSM.
8. Develop Mobile Application
Mobile application is used as quick wins for achieving e-government objectives since most of the citizens have access to mobile phone than websites and thus, solve the problem of reaching citizens especially who live in remote areas.

**Merits:**
- a) It serves many people within a short time.
- b) Time and cost saving.
- c) Secure and reliable services.
- d) Reaches the citizens easily especially who live in remote areas.

**Requirements:**
- a) Have a requirement specification document.

**Procedures:**
- a) Submit an application letter to eGA Chief Executive Officer.
- b) Submit requirement specification document.
- c) Attend requirement gathering meeting at eGA premises.
- d) The application will be developed.
- e) Application designed will be presented to the client and stakeholders.
- f) Accept or comment on the test and demonstration of application.
- g) Pay prescribed fee by depositing to e-Government Agency A/C No 20110002340 at NMB Bank.
- h) The application will be handed to you.

**Note:**
Development of mobile application depends on the magnitude of the problem addressed.
Select Job Category
1. Accounting
2. Auditing
3. CEO/General Manager
4. Education/Training
* Next
9. **Register USSD Short Code and SMS Short Code**

Public Institutions that need to use Mobile Services in delivering services to citizens via mobile devices need a short code for Short Message Service (SMS) and Unstructured Supplementary Service Data (USSD). So, eGA is responsible for facilitating the allocation of the short codes from the Government reserved blocks of the mobile short codes;

**Merits:**
- a) Safe and Secure
- b) Cost effective

**Requirements:**
- a) Duly filled FORM-1 - Ongoing and Planned Projects
- b) Project Write-up/Concept Note

**Procedures:**
- a) Fill and Submit FORM1 for Ongoing and Planned Projects  www.ega.go.tz/mifumo_miradi.zip
- b) Submit signed Application Letter
- c) Attach Project Concept Note/Project Write-up.
- d) Among other things, the project write-up/concept note should include:
  - Situational Analysis,
  - mention and elaborate the key elements of the project, which include:
    - Project Aim
      - Project Objective (should align with Institutional Strategic Plan),
      - Project Scope, Project Deliverables by mentioning and elaborating key elements of cost, like source and value of implementation cost
v source and value of operational cost which include a clear plan on how Stakeholders (at least primary stakeholders) are going to be involved on the project, the risks involved in the project and the mitigation plan and lastly include Implementation and Operation Plan for its Sustainability.

Note: The Public Institution should first be allocated a short code by eGA, and then proceed with application of the CERTIFICATE OF NUMBERING RESOURCE ASSIGNMENT from TCRA before rendering the intended services.
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