



10 YEARS OF e-GA:

The Implementation of e-Government Authority in practice

Due to the great changes in science and technology happening in the world, it is a reality undeniable that if the government and various institutions in the world will not go in line with those changes, then the institutions will remain behind in terms of economic, political and social development.

These changes have given rise to the famous word "the world is a village". This is due to the fact that with the use of technology one can get information quickly and easily through the internet. The same way, governments and various institutions around the world everywhere they use the internet to run their operations through systems self-made.

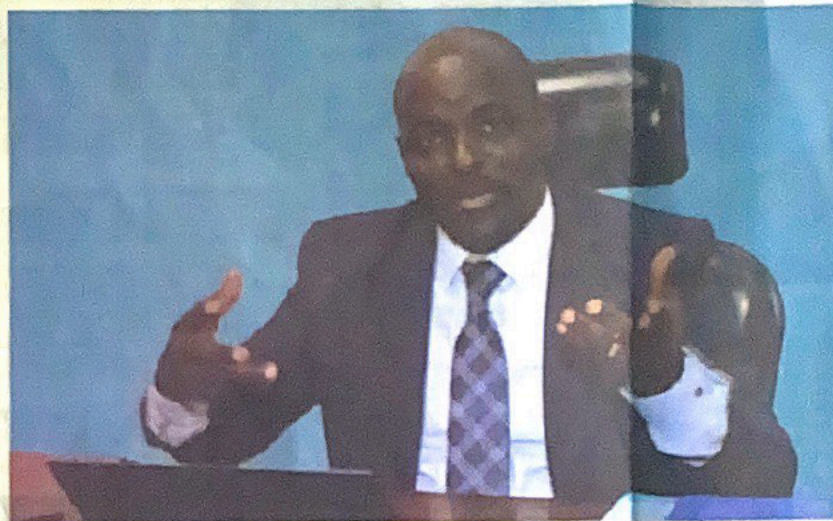
The United Republic of Tanzania along with its institutions has not been left behind in the use of Information, Communication and Technology (ICT) in its implementation of daily duties.

Through e-Government Authority (e-GA), the government has been able to develop systems with various operations and provisions of service to the community that not only increased efficiency in the performance of government but also increased efficiency and simplification of services provided to citizens, visitors and traders.

The Director General of e-Government Authority (e-GA), Eng. Benedict Ndomba said that e-GA has implemented various activities since its establishment 10 years ago, which have brought great success to the Government and its institutions.

"In a period of 10 years, the e-Government has been able to perform its primary function of coordinating, managing and promoting the efforts of e-Government Authority as well as encourage the implementation of policies, laws, regulations, standards and guidelines of e-Government for educating the public," said Mr. Ndomba.

The achievements during the period of 10 years include managing fully the systems and infrastructure security (ICT), facilitating identification, response and online security threats, as well as conducting inspections and evaluations of systems security for various public institutions while managing their compliance with the law and principles, and including about 52 standards and guidelines of e-Government. Those guidelines are available through the e-GA website



Director General Benedict Ndomba, explains how the government has advanced in improving various Services through application of Information, Communication and Technology (ICT)

www.ega.go.tz

Moreover, the e-Government has also been able to receive, and give advice on the implementation of various projects of ICT for public institutions of about 223, and about 263 for compliance training from different public institutions.

Eng. Ndomba has mentioned other achievements attained in the period of 10 years, this includes building and managing the operation of Government storage facilities systems and information, that are currently used by 121 institutions to store systems and their information for guaranteed safety, construction and communication network management of Government where so far 298 institutions are connected and enabled to communicate under the coordination of the e-Government Authority.

However, e-Government in partnership with Various Public Institutions has designed, built and managed the operation and usage of 34 systems applications, 13 interactive systems and 20 systems sectors. The systems such as the

online sustainable and keep pace with the growth of technology, e-Government is conducting different activities of innovation, research and learning at the center of Dodoma. Moreover, efforts are underway to expand the facility's services.

Through the center, e-government has collaborated with institutions of higher education and creative ones where there are about 13 studies for the identification of talents and creativity from young people who are studying or have completed higher education have been held and 125 students have participated until now.

In an effort to solve the challenges, which public institutions are facing in the implementation of e-government, Ndomba said that the Authority has given professional support to the 602 public institutions that use government services online through the help desk.

"With the success that has been achieved so far, e-Government Authority has planned to continue to carry out safety security management activities of ICT systems and infrastructure, take steps to reduce the quantity and systems replication and enable communication and exchange of information, design new ways of e-government especially through the internet mobile phones, as well as continue encouraging compliance with laws, regulations standards and guidelines of e-government in Public Institutions".

"In order to enable systems to exchange information, the authority has built a system of Government Enterprise Service Bus (GovESB) this system enables various systems to change information and more than 40 Institutes have started exchanging information through this system" said Ndomba.

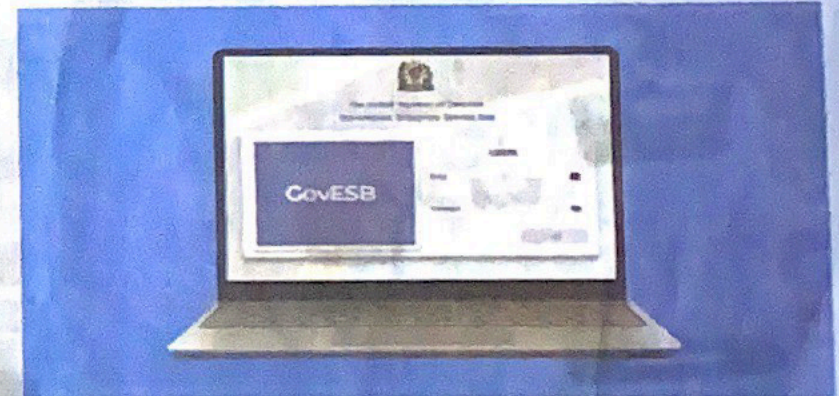
Also, Ndomba has noted that the e-Government Authority aims to ensure that it manages to increase the scope of the infrastructure government communication network to be able to connect the institutions in all the regions and all districts through the project fund Digital Tanzania (Digital Tanzania Project- DTP) and increase the capacity of the stations to preserve systems and information so that they can be used by all government institutions to increase productivity and efficiency, and ensure the security of government information.

The e-Government Authority (e-GA) is established in 2019 under the e-Government Act, No. 10 of 2019. It is a public institution mandated to coordinate, oversee and promote e-Government initiatives as well as enforce e-Government related policies, laws, regulations, standards and guidelines in public institutions. e-Government Act No. 10 of the year 2019 has specified roles and powers leading the e-Government Authority in the implementation of e-Government activities in Tanzania. e-Government Law is available through the website www.ega.go.tz

Government Payment System (GePG), the Government Mail System and its institutions (GMS), the Water system of Invoices (MAJIS), the information system about employees and salaries (New HCMIS) etc.

Due to the development of technology and the increase in the use of mobile phones, e-Government has designed, built and managed the operation of the service delivery system for mobile phone system (Government Mobile Platform), where until now Various Public Institutions use it and enable ICT systems 236 to provide services through mobile phones using messages and USSD menu *152*00#. For example, LUKU, GePG and Water Bills, payment of land, etc.

However, in order to make government services



(Government Enterprise Service Bus) GovESB