Government implements the 5th e-Government Resolutions to enhance adoption of ICT use

The Government and its institutions have implemented several resolutions adopted by stakeholders during last year's 5th e-Government Annual Conference in Arusha, while others remain at various stages of implementation — demonstrating that the forum is instrumental in strengthening the rapidly evolving ICT sector.



Presenting the implementation status of the resolutions reached during the previous conference, Dr. Florence Rashid, a Researcher and Lecturer at the University of Dodoma's College of Informatics and Virtual Education, highlighted several areas where action has been taken.

She said stakeholders agreed on the integration of Government services into the Government Service Directory by documenting business processes for services derived from core functions and required by external clients.

Explaining the implementation status, Dr. Florence said that as of February 2026, more than 900 service delivery processes have been documented and uploaded into the Government Service Directory (GSD) system. She emphasized that the process is ongoing for the remaining institutions.

The researcher further noted that the President's Office – Public Service Management and Good Governance has included in its work plan the review and updating of the Business Process Improvement (BPI) Guidelines.

"These guidelines will be used to streamline services provided by ministries, independent departments, government agencies, regional secretariats, local government authorities, public institutions, and state-owned enterprises," she said during the conclusion of the 6th e-Government Annual Summit held in Arusha.

Another resolution required that public servants receive regular training on network security, including awareness sessions to enhance understanding of cyber threats.

On this matter, she stated that the e-Government Authority (e-GA) has continued to conduct both theoretical and practical training for ICT experts in public institutions on cybersecurity awareness.

In 2025, technical training was conducted for 135 ICT experts from 127 public institutions, while cybersecurity awareness sessions were delivered to 378 institutions.

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During the 5th Conference, stakeholders also resolved that public institutions should provide cybersecurity awareness resources to employees who use ICT systems at least once per year.

In response, e-GA designed and developed an Online Self-Assessment Test (OSAT) system covering various topics, including cybersecurity. The system enables users to take assessments and receive feedback.

Pilot has begun, with several institutions participating in the assessments. Improvements will be made before the system is officially launched.

Moreover, stakeholders at the previous conference expressed concern over limited accessibility of digital systems in rural areas due to network challenges.

Responding to the measures taken so far, she stated that the Government, through the Universal Communications Service Access Fund (UCSAF), continues to ensure service availability.



According to her, the completion of 758 communication towers is expected to significantly improve rural connectivity.

“The Government is also monitoring other underserved areas to ensure expanded network coverage,” she added.

Lastly, stakeholders called on institutions to build capacity to adopt and utilize emerging technologies in operations and public service delivery.

Providing the implementation update, she noted that e-GA, through its Research and Innovation Centre, has begun integrating emerging technologies into various systems to enhance operational efficiency.