

**THE REVOLUTIONARY GOVERNMENT OF
ZANZIBAR**



**PRESIDENT'S OFFICE,
PUBLIC SERVICE AND GOOD GOVERNANCE**

E-GOVERNMENT POLICY

2012

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ABBREVIATIONS AND ACRONYMS

| | |
|--------|--|
| ICT | Information and Communication Technology |
| LAN | Local Area Network |
| MDAs | Ministries, Departments and Agencies |
| MDGs | Millennium Development Goals |
| PC | Personal Computer |
| PPP | Public Private Partnership |
| RGoZ | Revolutionary Government of Zanzibar |
| UNDESA | United Nations Department of Economic and Social Affairs |
| ZSGRP | Zanzibar Strategy for Growth and Reduction of Poverty |

PREFACE

There is no doubt good governance linked to development. As more and more governments in the world keep on using online tools to reach out their public, the e-government becomes the face of these governments. The e-government not only builds transparency and accountability, but also creates an opportunity for the public to make assessment of the government performance and delivery of services and promises. The information society can truly become community driven when Zanzibar not only uses these online tools and technologies as a global publicity platform, but also it uses to review its performance.

An information and communications technology (ICTs) has increasingly playing important role in the government activities and the general public performance. It simplifying the work and leisure and changing the rules of doing things. In the realm of government, e-government applications are promising to enhance the delivery of services to the public not only by improving the process and management of government, but also by redefining the traditional concepts of socio-economic development. The effects of e-government to the public are both far-reaching and uneven. On the one hand, e-government is fueling the transition from traditional data communication to the heavily electronic ways of data communication and knowledge based societies.

Since e-Government supports broad public sector reforms and good governance through the introduction of innovative and sustainable applications of ICT both within government administrations, as well as in their interaction with citizens and the private sector. It is my sincere hope that the Government and all our stakeholders will take this policy as a valuable tool to promote e-governance in Zanzibar. I also believe that everyone will play his role in guarantying the successes that, for long time, our government and the people at large have been striving to achieve.

Haji Omar Kheir

Minister of State (President Office)

Public Service and Good Governance

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1. INTRODUCTION

- 1.1.** The Revolutionary Government of Zanzibar (RGoZ) is in the verge of introducing e-Government system with the aim of improving service delivery, in line with Zanzibar strategy for growth and Reduction of Poverty (ZSGRP II) for attaining the Zanzibar Vision 2020 and Millennium Development Goals (MDGs).
- 1.2.** E-Government refers to the use of Information and Communication Technologies (ICT) to improve efficiency, effectiveness, transparency and accountability of government on service delivery. E-Government can be seen simply as connecting citizens, businesses, and employees to government services online, but in its broadest sense it refers to the technology-enabled transformation of government services.
- 1.3.** There is an increasing efforts in modernizing different services delivery in private and public institutions, It is crucial to RGoZ to reform the entire public services and integrate all Ministries, Departments and Agencies (MDA's) so that the public realize the benefits of the ICT as stipulated in Public Service Act No. 2 of 2011 and ZSGRP II.
- 1.4.** The modernization of Public services will speed up the realization of Zanzibar Vision 2020 through the implementation of ZSGRP II which emphasize the use of ICT in all sectors. The ICT is widely accepted as essential tool for reducing poverty, enhancing human development, increasing transparency in government, improving service delivery in public administration, and facilitating the advancement of information to the society.
- 1.5.** The importance of e-government in Zanzibar has been pre-determined in different government policies and laws such as Zanzibar Vision 2020, ZSGRP I & II, Investment Policy, Public Service Management Policy and Public Service Act No. 2 of 2011. All of them are guiding the implementation of necessary actions for attaining the millennium development goals.

2. E-GOVERNMENT READINESS ASSESSMENT IN ZANZIBAR

- 2.1.** Revolutionary Government of Zanzibar similar to many other governments worldwide has recognized that the transformation from traditional government to e-Government is vital for the effectiveness and efficiency of public services delivery.
- 2.2.** E-Government can be seen simply as a new move toward reduction of costs, whilst promoting economic development, increasing transparency in government, improving service delivery and public administration, However, while the benefits of e-government are presumed to be numerous, global experience to date especial in most developing countries, indicates that they remain much more elusive in reality. Indeed, the failure rate of e-government projects has been estimated somewhere between 60-80% (UNDESA 2003a) and according to Heeks (2002) most ICT programs such as e-government in developing countries fail with 35% being classified as total failures and 50% partial failures.
- 2.3.** The main reasons of that failure are termed to be inappropriate coordination; ineffective planning and knowledge from the commencement of the e-Government project. It is imperative therefore, to scrutinize the conditions, opportunities and challenges of an existing environment to guarantee that the resulting of e-Government is realistic and workable.
- 2.4.** The RGoZ, therefore, conducted e-readiness assessment to ascertain the situation on ground and identify areas of priorities that will guide the development and implementation of e-Government. The measures used in establishing e-Government benchmarks for the RGoZ include ICT governance, human resource capacity, connectivity (ICT infrastructure, PC penetration, mobile penetration and online services), computer usage and awareness, legal and regulatory issues.
- 2.5.** The findings from detailed analysis the data collected has resulted to the following conclusions:-
 - 2.5.1. ICT Governance:** Most of the MDA's have not adopted good governance principles in ICT initiatives and implementation within their organizations or any ICT standards; making such implementation difficult to integrate and do not provide room for unavoidable need of resources sharing in the near future.

2.5.2. Human Resource Capacity: The organizational structures of most public institutions or organizations have not considered the pivotal functional role of ICT in their daily activities. This situation leads to inadequate allocation of ICT personnel across particular organization; compromise the quality of the person responsible to ICT related matters; and also lack of human capacity building to ICT staff and other computer users. The assessment observed that ICT as a subject is integrated in higher learning institutions; but ICT is not integrated in secondary, primary, and pre-primary curriculums.

2.5.3. Connectivity: The Government is progressing with the development of national ICT infrastructure by laying down fiber optics across Zanzibar Islands which and also is going to install a state of the art last mile access technology so as to provide reliable and affordable access to various services throughout the country. However most of the public organizations have no local area network installed in their business premises. The study also revealed that there is high penetration of mobile phones in our community, and based on the sample; it was found that out of every 100 citizens, 82 of them own mobile phone. The product offered by mobile service providers ranges from phone calls, SMSs and other value added services such as money transfer. Based on the sample; PC penetration is on the lower side, such that only 25 families out of 100 own PCs in their households.

2.5.4. Computer Usage and Awareness: In public organizations more than 40% of the employees are conversant to basic usage of computers; while significant numbers of private organizations are using computers to conduct their day-to-day activities. However community in general has inadequate knowledge on computer application and how the usage of the same to alleviate their access to necessary information.

2.5.5. Legal and Regulatory issues: It was noted that there are some clauses that recognizes the usage of electronic means in normal human life within Zanzibar legislation; however there is lack of consolidated and dedicated laws that foresee and promote the usage and the development of ICT in our daily lives; be it personally or officially. On the other hand;

there is no authorized institution mandated to oversee overall ICT initiatives within the public sector.

3. VISION, MISSION AND OBJECTIVES

3.1. Vision

To have highly efficient and effective e-Government for good Governance in Africa.

3.2. Mission statement

The RGoZ shall provide extremely efficient public services delivery and promote sustainable good governance using most secured, reliable and state of the art of ICT.

3.3. Objectives

The overall objective of e-Government is to make the RGoZ result-oriented, citizen-centered and highly efficient, effective and timely in delivering services to its citizen and public servants in general.

The specific objectives of e-Government are to:

3.3.1. Promoting ICT usage in Public sector

The result of the Zanzibar e-Government is the electronic enablement of several services to be delivered through different ICT channels. The promotion of these alternate channels will empower the RGoZ to deliver services to the citizen, business and employees at maximum satisfaction.

3.3.2. Having Cost Effective and integrated governance

The implementation of the Zanzibar e-Government system will lead to integrated backend automation and adherence to a common set of policies and standards leading to better information sharing, minimize expenditure and streamline government operations.

3.3.3. Bring the Government closer to the people and Increase social participation toward economic growth and development

The implementation of the e-Government system will benefit both public and private sector through participation in deployment of resources, entrepreneurship, competence and increase Public, Private Partnership (PPP). Through PPP, all sectors would be benefited via the e-Government system; process of services delivery will be faster and at a lower cost, increase the awareness levels of the public, rights and influence in designing and execution of Government policies and schemes.

3.3.4. Enhancing Transparent and Accountability

The execution of the e-Government will enhance the transparency and accountability of the RGoZ in performing its functions resulted by easily access to information, empowering public with official information, simplified decision-making processes and raising the trust level towards the Government.

3.3.5. Promote e-Human Resource Development

For the success of e-government implementation, human resource is part of system that needs to be developed to support existence of e-Government functionality. Capacity building shall be extended to all level of governance, citizens and business to impart required knowledge and skills on the use and management of the system.

4. POLICY ISSUES

After thorough analysis, based on the results obtained in e-government readiness assessment survey, the following areas identified as major challenges and shall be covered by this policy:

- (i) E-Government Institution and Legislative framework**
- (ii) Human Capacity Building**
- (iii) Nationwide Communication infrastructure**
- (iv) Computing Infrastructure**
- (v) National Data Center**
- (vi) Domain Name and National Portal**
- (vii) Standards**
- (viii) ICT Budget**
- (ix) E-Government awareness**
- (x) E-Government security**

4.1. E- government Institution and Legislative framework

E-government requires well defined regulatory framework and legal measures as an essential means for success. The RGoZ has no any institution or department yet that oversees the implementation of ICT in the public services. Despite the Public Service Act, No. 2 of 2011, which provides room for the creation of dedicated ICT department within the Public Service Institution, there is no legislation to elaborate how ICT in Public service will be governed and administered.

4.1.1. Policy Issue 1:

There is no regulatory Institution which governs ICT in public service.

4.1.1.1. Policy Statement:

The government of Zanzibar shall establish an institution as stipulated in Public Service Act, No. 2 of 2011, section No 97, whose mandate is to strategize, ensure and monitor the effective and efficiency implementation of the e-government.

4.1.1.2. Policy Strategies:

- a) The Institution responsible with e-Government shall facilitate and promote the establishment of National level e-Government infrastructure.
- b) Without prejudice to the functions stipulated in the Public service Act No 2 of 2011, section No 96 and 97, The Institution responsible with e-government shall be abided by the following other functions:-
 - i. Supervise all ICT related projects or systems initiated by any public service institution.
 - ii. Oversee all various initiatives of e-government in different sectors thus leading to overall development of e-government in public services.
 - iii. Encourage and assist in the formulation of new ICT policy.
 - iv. Legislations as well as amendment of existing laws for sustainable development of e-government in public services.
 - v. Design and develop standards and guidelines on various aspects related to e-government.
- c) The Institution responsible for e-government must ensure innovation of new ICT Hardware and Software are given higher and maximum priority and therefore become driving force for innovation and reduction of administration burden to the public service
- d) The Institution responsible for e-government must ensure establishment of integrated and centralized database that will facilitate smoothly operations of all core registration institutions.
- e) The Institution responsible for e-Government must ensure that conducive environment is set for disabled peoples to have access of all services provided by Public Service and other stakeholders.

- f) All government MDAs shall establish ICT department or unit and appoint an officer to be in charge of ICT and e-Government related tasks.
- g) The Institution responsible for e-Government shall assist the creation of ICT departments or units in all MDAs; and shall.
 - i. Attract and retain competent and highly skilled Information Technology Professionals in Public Service;
 - ii. Ensure appropriate levels of job satisfaction and motivation, through the provision of clearly defined career paths for upward mobility; and
 - iii. Promote consistency with other professional streams in the Public Service.

4.1.2. Policy Issue 2:

There is no consolidated ICT related law.

4.1.2.1. Policy Statement:

The RGoZ shall make comprehensive legislation to facilitate effective application of ICT in the governance process, delivery of public services to citizen and prevention of cyber crime.

4.1.2.2. Policy Strategies:

- a) The Institution responsible for e-government shall initiate enacting law to deal with the following, among others:-
 - i. Recognition of the electronic form of data,
 - ii. Electronic signatures,
 - iii. Electronic archiving,
 - iv. Freedom of information,
 - v. Data Protection,
 - vi. Prevention of cyber crime,
 - vii. Intellectual Property Rights
- b) The legislation shall put standard and guidelines that enabling the digital exchange of information and transactions between government agencies, citizens and businesses.

- c) The legislation shall recognize the digital exchange of information, electronic transactions and record keeping from all means of communication.

4.2. Human Capacity Building

Successful implementation and sustainability of e-government require not only highly ICT professional but also substantial ICT enabled organizational process changes.

4.2.1. Policy Issue 3:

Inadequate Human Resource skills in ICT.

4.2.1.1. Policy Statement:

For successful implementation and operation of e-government system, the government in collaboration with private sector shall develop a national wide program for human capital development in ICT.

4.2.1.2. Policy Strategies:

- a) All employees in public Service including executive management and middle management staff in Government organizations must be conversant in the use of ICT in their daily activities especially to those services provided to the public; and necessary awareness and training shall be provided to achieve this conversancy.
- b) All ICT employees in public service should be encouraged to have innovation skills that will enable to create higher technologies with less cost
- c) All Government organizations shall carry out an assessment of the training and skills needed for all levels of staff to address organizational ICT requirements on an annual basis. The organization's ICT planning shall include ICT training component for respective employees.
- d) Universities, Colleges, Vocational training centers and Schools shall articulate the ICT issues as part of their teaching curriculum that meets international standards.
- e) There shall be a well established program for human capital development in ICT.

4.3. Nationwide Communication Infrastructure

Successful and sustainability of e-government depend heavily on easy accessing of online public services delivery, it is vital therefore, for the RGoZ to maintain National wide Communication infrastructure network for citizens to easily access government services whether in the urban areas or in the rural parts.

4.3.1. Policy Issue 4:

Government organizations not connected to the national communication infrastructure.

4.3.1.1. Policy Statement:

All government organizations shall be connected to the common government communication infrastructure.

4.3.1.2. Policy Strategies:

- a) All MDAs shall establish LAN in their respective premises in accordance with the guidelines provided by the Institution responsible with e-government .
- b) All new public premises shall make provision of LAN for data and voice as stipulated in the guidelines provided by Institution responsible with e-government.
- c) Institution responsible with e-government shall ensure all equipments connected to national communication network abiding by the standard of installation of equipments to the network
- d) Every public office shall have internet connectivity, preferably broadband (either wired or wireless).
- e) Any Users from any government organization or private institution shall not connect unauthorized equipment to Government network

4.4. National Data Center.

Government organizations configure their own datacenters with different standards. Running a Datacenter needs a lot of recurring resources; it is not cost effective to operate independent datacenter for every public organization

4.4.1. Policy Issue 5:

Absence of National Datacenter

4.4.1.1. Policy Statement:

The government shall set up a high grade Datacenter at a National level to be used by all Government Institutions.

4.4.1.2. Policy Strategies:

- a) All departments shall establish high speed connectivity with the National data centre so that they can manage their applications from their own premises in a secured manner.
- b) Institution responsible with e-government shall ensure the datacenter support multiple platforms and setup guidelines for the use of datacenter
- c) Institution responsible with e-government shall ensure the sufficient and competent personnel at the datacenter
- d) Business Continuity plan and Disaster Recovery infrastructure shall be established and maintained by the Institution responsible with e-government for ensuring recovery and business continuity in case of any disaster scenario at the Data Center.

4.5. Computing Infrastructure

Implementation and sustainability of E-government will not only need large ICT infrastructures to develop and deliver e-government services on continuous basis but also it is vital for citizen and public who received that services to have sufficient infrastructure so that they can access these services.

4.5.1. Policy Issue 6:

Inadequate Computing Infrastructure for the public

4.5.1.1. Policy Statement:

Government shall strengthen PPP to setup and develop community information centers, computer centers and Internet Kiosks where the public can utilize and access the government services.

4.5.1.2. Policy Strategies:

All MDAs shall ensure the availability of up to date equipments in accordance to the ratio per employees as instructed by the Institution responsible with e-government

- a) The government shall encourage the private sector to establish community information centers, computer centers and Internet Kiosks.
- b) The availability of e-public services shall be mandatory and therefore be available at every Shehia.

- c) Government shall ensure the e-public services are available at all times and affordable by citizen.

4.6. Domain Name and National Portal

The Government is highly recommended by the stakeholders not only to look into the possibility of register and manage its Zanzibar country code top level domain and define a broad level policy but also to unify interface in the form of a one-stop source for all information and services delivered by public sectors

4.6.1. Policy Issue 7:

Absence or in availability of Top Level Domain for Zanzibar.

4.6.1.1. Policy Statement:

The Government shall put in place a top level domain for Zanzibar.

4.6.1.2. Policy Strategies:

- a) The government shall register the Zanzibar top level Domain as identity of Zanzibar.
- b) The Government Domain shall be owned, managed and advertised by institution responsible for e-government in Zanzibar.
- c) Institution responsible with e-government shall define broad guidelines for administration and management of the Government domain and any institution which requires the domain name shall seek the permission from the institution responsible for e-government.
- d) It is mandatory for all websites and portal belongs to MDAs to register their domain name in Zanzibar Government Domain in order to reflect true picture of Zanzibar identity

4.6.2. Policy Issue 8:

Absence of National Portal

4.6.2.1. Policy Statement:

There shall be established a National Portal which shall be a gateway to a variety of information and services provided by different government departments and agencies.

4.6.2.2. Policy Strategies:

- a) Any Government Organization that provides services to the public shall make sure services provided linked to national portal and available at any time.
- b) Institution responsible with e-government shall ensure the National Portal :
 - i. Present comprehensive information on all aspects and levels of the government.
 - ii. Provide a single window access for searching information and services, electronically delivered by diverse organizations and departments.
- c) Institution responsible with e-government shall ensure the information and content on the Portal be authentic, accurate and always up-to-date in order to attain and sustain the trust levels of the public.
- d) Institution responsible with e-government shall ensure the tools and technologies deployed in the development; hosting and maintenance of the Portal are standard.
- e) Access to the National portal shall be made available to all citizens

4.7. Standards

A well define standards and specification helps to achieve not only interoperability of information and communication systems but also reduce the cost of implementation and duplication of efforts in e-government initiatives

4.7.1. Policy Issue 9:

ICT standards in public services are not defined.

4.7.1.1. Policy Statement:

There shall be well designed ICT standards that will not only provide a set of guidelines and principles for consistent, standardized and reliable implementation of e-Government solutions but also ensure seamless interoperability of various e-Government solutions acquired by different public institutions and therefore provide platform for equal level playing field to all in the choices of technologies.

4.7.1.2. Policy Strategies:

- a) Institution responsible with e-government shall prepare the standards in accordance with ISO to all areas that deemed necessary; among others are: -

- i. ICT Technical standards
 - ii. Quality and documentation standards
 - iii. Network and information security standards
- b) Institution responsible with e-government in collaboration with Controller and Auditor General (CAG) shall conduct regular audits and special survey across all public services institutions to verify the compliance of the standards in yearly basis.

4.8. ICT Budget

Successful implementation of e-government depends on sufficient fund from either National budget or donor support.

4.8.1. Policy Issue 10:

Inadequate budget for national ICT development

4.8.1.1. Policy Statement:

A national budget for ICT development shall be set and every government Institution shall allocate special fund for ICT development.

4.8.1.2. Policy Strategies:

- a) Each MDA shall allocate adequate funds in its annual budget for ICT procurement, maintenance of equipments, software, systems network and rapid change of technology.
- b) The Government shall provide special incentive in procurement of the ICT equipments.
- c) All Government organizations shall consult Institution responsible with e-government before embarking on any major ICT project for the value determined by Institution responsible for e-government in every annual budget.

4.9. E-government awareness

Sustainability of e-government depends heavily on clearly understanding to intended beneficiaries and all stakeholders. It is important therefore to raise awareness about e-government to all stakeholders.

4.9.1. Policy Issue 11:

The successful implementation of the e-government policy depends very much on maximum mobilization of human, financial and material resources as well as the political will. Therefore, advocacy information, education and communication are among the important variables that lead to proper and timely dissemination of knowledge and license effective implementation of the policy

4.9.1.1. Policy Statement:

A national wide awareness program shall be undertaken to sensitize the use and importance of e- government.

4.9.1.2. Policy Strategies:

- a) Institution responsible for e-government shall conduct awareness campaign on the importance of e-government and its services.
- b) Institution responsible for e-government shall prepare special campaign to the senior officials in the public sector and civil society to raise awareness and commitment.
- c) Institution responsible for e-government shall hire a specialized communication agency to conduct research and develop publicity and training campaigns to inform the masses and prepare them for the gradual transformation towards electronic delivery of information and services from the government.

4.10. E-government Security

Sustainability of e-government will depend heavily with the trust of citizens in the system. It is vital therefore to ensure the whole system is well secured. It should also be ensured that the data and transactions of the citizen are protected. The information shared by the citizens shall also remain safe and the privacy of the citizen should be protected

4.10.1. Policy Issue 12:

E-government security policy and guidelines are not defined.

4.10.1.1. Policy Statement:

Institution responsible with e-government shall prepare e-government Security policy and guidelines. The policy shall cover various security concerns among others are: Physical security; Access control security; Data security; Application security; Network & communication security; Security risk assessment & auditing; and Security incident management.

4.10.1.2. Policy Strategies:

- a) All Government organizations and officials shall use official email as prescribed by Institution responsible of E-government for all official electronic communication to ensure the security of all government information.
- b) Government organizations shall use only licensed Software, either proprietary or open source software.
- c) Government shall ensure security and privacy of citizen data, while compiling citizen database in accordance to the various Acts.
- d) The institution responsible for e-Government shall coordinate and administer all issues related to online unique identification registration.

5. ROLES AND RESPONSIBILITIES OF STAKEHOLDERS

5.1. HOUSE OF REPRESENTATIVES

- a) Enact laws associated with e-government.
- b) Amend and appeal Laws related to e-Government.
- c) Monitor the development of e-government projects in relation to the established plans to the year under discussion to ensure optimum and accountable usage of public resources.

5.2. PRESIDENT'S OFFICE-PUBLIC SERVICE AND GOOD GOVERNANCE

- a) Ensure all Ministries, Departments and Agencies are complying with e-government policy.
- b) Ensure that all e-services are accessible and affordable by all public in an authoritative and secured manner.
- c) Monitor progress of e-government project.
- d) Ensure availability of skilled work force in matters relating to e-government.
- e) Provide employees and public at large with relevant trainings both locally and internationally.

5.3. DEPARTMENT RESPONSIBLE FOR e-GOVERNMENT

- a) Oversee implementation of e-government programs.
- b) Develop strategic master plan for the successful implementation of e-government policy.
- c) Harmonize and coordinate e-government initiatives across all public institutes and enforce set standards.

- d) Establish performance key indicators and monitoring mechanisms that will assist in assessing impact of e-government development in social and economic platforms of Zanzibar Islands and life of Zanzibaris.
- e) Establish rules and guidelines to control and harmonize implementation, operations and development of e-government related projects.
- f) Prepare and conduct awareness campaign.
- g) Communicate on the progress of the e-government development, implementation and their impacts to the Government and public at large.

5.4. PRESIDENT'S OFFICE FINANCE, ECONOMY AND DEVELOPMENT PLANNING

- a) Mobilize and allocate financial resources to ensure swift and seamless implementation of this e-government policy and associated strategic master plan.
- b) Provide financial support to ensure the sustainability of e-government to cater for license/subscription renewal, human capacity building etc.
- c) Establish incentive measures to encourage investments in the area of e-government from latest technology deployment and human capacity building.

5.5. MINISTRY OF INFRASTRUCTURE AND COMMUNICATION

- a) Ensure availability of adequate, reliable and efficient ICT Infrastructure across all Zanzibar isles at all times.
- b) Monitor all e- Government Infrastructures and ensure that the public interest is protected at all times.

5.6. MINISTRY OF JUDICIARY AND CONSTITUTIONAL AFFAIRS

- a) Collaborate with PO-PSGG Formulate e-government laws and regulations
- b) Enforce e-government laws and regulations

5.7. MINISTRY OF EDUCATION AND VOCATIONAL TRAINING

- a) Introduce e-government as a subject in curriculums to all levels of education.
- b) Ensure all academic institutions provide e-government training at an international acceptable standards.

5.8. OFFICE OF CONTROLLER AND AUDITOR GENERAL

- a) Monitor e-government implementation, initiatives and development in all public organizations to ensure high degree of compliance to the set standards and procedures.
- b) Perform information system auditing in a full spectrum of e-government field to ascertain proper security measures are in place.

5.9. PRIVATE SECTOR, NGOs, CSOs and FBOs, etc.

- a) Invest in e-government.
- b) Observe rules and guidelines.
- c) Utilize e-government services as appropriate.

5.10. TELECOMMUNICATION COMPANY

- a) Ensure the availability of reliable, efficient and modern communication infrastructure.
- b) Provide support to research activities, human resource development and assistance in socio-economic developments towards improvements of e-government.
- c) Introduce cost effective and value added communications services.
- d) Provide a nation-wide communication access to the public in all areas of Zanzibar Islands.

5.11. ACADEMIC INSTITUTIONS

- a) Conduct research on e-government issues in general.
- b) Coordinate conferences on issues related to e-government at both local and international platforms.
- c) Integrate e-government issues in academic and professional training program.

5.12. DEVELOPMENT PARTNERS

Provide financial and technical assistance in e-government development.

5.13. GENERAL PUBLIC

- a) Utilize e-government services in a responsible and development effective manner.
- b) Participate and actively involved in e-government awareness programs.

5.14. MEDIA

- a) Prepare local contents
- b) Disseminate issues related to e-government

6. POLICY IMPLEMENTATION FRAMEWORK

6.1. Scope

The policy shall be followed by all government organizations; MDAs, Government Corporations, Statutory Bodies, Companies fully owned by Government and all other Institutions that provide services to public on behalf of the Government as stipulated in section 97(3) of Public Services Act of 2011.

6.2. Policy Implementation

Institution formed under section 97 of Public Services Act of 2011, shall be responsible for the implementation and updating of the policy or any procedures as deemed necessary. Ministry responsible for Public service will be the owner of the policy. Other government organizations, Private sectors NGOs, CSOs and the Public at large shall have shared responsibilities

6.3. Policy amendments

The Ministry responsible with Public Service will be responsible for amendment of this policy after thoroughly recommendation from stakeholder and Institution responsible with e-government.

6.4. Monitoring and Evaluation

The successful implementation of this e-government policy will largely depend upon effective monitoring and evaluation mechanism. These tools are necessary means for assessing the implementation of strategies and achievements of policy objectives. Coordination of monitoring and evaluation exercise will be the responsibility of the Office responsible for Public Services.

The ministry shall prepare monitoring and evaluation framework for the implementation of the policy. Monitoring and evaluation reports will be produced and disseminated to allow stakeholders at all levels to share views on the progress of the policy and therefore, the institution will make any possible amendments.

Zanzibar
September - 2012.