eID: The Key for a Successful eGovernment Implementation

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E-Government Objectives

E-Government is the use of ICT to assist in the transformation of government structures and operations for cooperative and integrated service delivery resulting in better outcomes for citizens and Government Agencies.

- Integration of government operations for delivery of services for Government Agencies, citizens, businesses and the public
- Promote a more effective and efficient Government
- Facilitate accessibility to government services
- Allow greater public access to information
- Make government more accountable to citizens
E-Government Benefits

- Broaden public participation and promote democracy
- Improved services and convenience to citizens
- Improved the productivity (and efficiency) of government agencies
- Create a more accountable government and strengthen good governance
- Increased transparency and fight corruption
- Empower public access to information in possession of the state or public body and participate in government decisions
- Facilitate commerce and services for businesses online
- Make private sector more competitive by reducing the cost of transacting business with the Government
E-GOVERNMENT IMPLEMENTATION PRINCIPLES

Principles guiding e-Government Implementation

- Citizen-centric
- Accessibility and choice
- Trust, Confidence and Security
- Better governance
- Collaboration and integrity, and Accountability
EGOVERNMENT IMPLEMENTATION SUCCESS FACTORS

- Technology Architecture, Interoperability and Standardization
- Harmonization of data and systems
- Information Management and Security
E GOV. IMPLEMENTATION CHALLENGES

COMMON CHALLENGES AND BARRIERS TO EGOVERNMENT IMPLEMENTATION

TECHNICAL
ICT INFRASTRUCTURE

PRIVACY AND SECURITY (CRITICAL BARRIERS TO CITIZENS)

ORGANIZATIONAL
MANAGEMENT SUPPORT, RESISTANCE TO CHANGE, COLLABORATION, LACK OF TECHNICAL SUPPORT

SOCIAL
DIGITAL DIVIDE, CULTURE AND ATTITUDE

FINANCIAL
HIGH IMPLEMENTATION AND MAINTENANCE COST
Cyber Security barriers

• Protection of the information systems, assets and the control of access to information
• Trust relationship between citizens and government
• Availability of security policies and standards that meets citizen expectations
• Use of strong security solutions, including digital signatures, encryption systems, citizen unique ID numbers, bank account numbers etc
• Protection against increasing danger of worms and viruses
Hence security professionals are established to respond to threats and breaches
Citizens are deeply concerned with
• Secure collection of data
• Government ensuring personal data is well-protected
• Personal data is only accessed by authorized personnel, safeguarding citizens’ privacy
• Privacy issues in government networks in order to increase citizen confidence
• Careful handling of personal information shared with other governmental organizations

Hence planning and design of e-government systems must include privacy considerations.
EGOVERNMENT INITIATIVES IN GHANA

Transform

Integrate information, Service Delivery, and governmental processes

Information and Services customised to particular needs of the individual and businesses

Information and Services accessed through a single point of contact which is independent of MDA

Key Challenges
(Political Will, Trust, Governance, Funding, Data Quality & security, Agency Capability, Digital Divide Bandwidth, Participation, Architecture, Channel Strategy, Measuring Success, Emerging Opportunities, and E-Govt. for Business)

Secure Electronic Environment through a National PKI

Strategic Direction

Governments Portal
MDA Websites
Web Guidelines
E-Govt. Organisation

Train CIO
Metadata Standards

BRM, PRM
DRM, SRM, TRM
Infrastructure, Middleware
VPN, Back Office Ops
Metadata Repository
(Metalogue)
Disaster Recovery Site

Shared Workspace

Service Delivery
Identify service migration and integration possibilities

Develop business process/service integration techniques and tools

Electronic Procurement
Authentication Policy
Framework and Implementation

Interoperability Framework

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EGOVERNMENT INFRASTRUCTURE

• LEGAL FRAMEWORK
  • Electronic Transactions Act 772
  • NITA Act 771
  • Data Protection Act
  • Electronic Communications Act

• ENTERPRISE ARCHITECTURE

• INTEROPERABILITY FRAMEWORK
  • IT Standards and Policies

• NATIONAL DATA CENTER
  • Largest DC in West Africa
  • Tier 3 DC/DR site, 600 Rack capacity

• GOVERNMENT NETWORK
  • LTE & FIBRE Optic Network (backbone and Metro)

• CYBER SECURITY POLICY
EGOVERNMENT APPLICATIONS

- GIFMIS
- HRMIS
- GOVERNMENT ONLINE SERVICES
- PAYMENT GATEWAY
- E-TAXATION
- E-REGISTRAR
- E-HEALTH
- SOCIAL SECURITY SYSTEM
- TRADE FACILITATION SYSTEM
- E-IMMIGRATION
- E-PARLIAMENT
- E-PROCUREMENT
- E-JUSTICE
- E-ATTORNEY
- E-WORKSPACE AND E-CABINET
- E-EDUCATION
Harmonization of ID databases and implementation of a Nation eID System required

Biometric ID systems in Ghana
- National ID – 3M
- National Health Insurance -11M
- Passport
- Driver License System – 18 years and above
- Immigration System
- Voters ID – 16M
WHY E-ID

• Electronic IDs including Biometric

• Ensures secure access to digital services
• Process electronic transactions in a safer manner
• Avenue for online transaction

With security infrastructure and systems in place, every citizen’s ID is properly documented and thoroughly authenticated

• Identity fraud and theft
• Protects data and systems & prevents online and digital fraud

EIDs help improve security concerns such as identity fraud and theft by creating a secure infrastructure and online database

Need to provide confidentiality, integrity, authentication

Highlights need to rapidly adopt e-commerce and E-payments

• Offers a trusted authentication mechanism for citizens
• Guarantees the unambiguous identification of an individual ensuring better service delivery
## eID Benefits

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<thead>
<tr>
<th><strong>Governments</strong></th>
<th><strong>Citizens</strong></th>
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<tbody>
<tr>
<td>Introduces online presence that can be trusted</td>
<td>Introduces adequate security levels</td>
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<tr>
<td>Creates a foundation on top of which digital public services is built</td>
<td>Introduces the convenience, flexibility, and data privacy</td>
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<td>Allows customized service-delivery for both public/private sector</td>
<td>Enables automated inter-administrations BackOffice information exchanges</td>
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<td>Provides better accountability ensuring direct trust link between a person and an action performed on applications.</td>
<td>Supports mutual recognition of documents and certificates.</td>
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<td>Increases administrative efficiency, reduces administrative costs</td>
<td>Simplifies the identification counter, forms, procedures to submit a request or an application.</td>
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<td>Creates secure infrastructure, data protection and security leading to reduced crime rates and enhancing national security</td>
<td>Supports business opportunities for collaborations with the private sector</td>
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<td>Enables citizen’s ID to be documented and authenticated preventing incident of misusing stolen IDs, counterfeited IDs, and identity theft</td>
<td>Reduces the burden of engaging with government administration systems (Offices location and relocation, reducing queues etc)</td>
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<tr>
<td>Increases engagement rate with citizens</td>
<td>Limits possibilities for fraud, identity theft and phishing ID fraud</td>
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eID Implementation in Ghana

Preparing towards deployment of smart card chip embedded with multi-application functionality eIDs management system to manage identity requirements for eGov solutions such as eVoting, E-Taxation, Social-security systems, Driver’s licenses, e-Government Services, e-Commerce, Electronic healthcare services, Digital signatures, Payment applications etc

Secure and convenient citizen identification
Secure online authentication
Manage citizen services with a single document
Without e-ID

- e-Government will be limited to granting access to basic and generic information.
- E-Government online application and processing will be complicated to both governments and citizens.

Ghana is preparing towards putting in place framework for national identity scheme with defined roles and responsibilities surrounding data organization and protection, applications and infrastructure, principles and operating methods for electronic identities to ensure successful eGov programmes and other identity services.
THANK YOU

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