eID: The Key for a Successful eGovernment Implementation

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OUTLINE

EGOVERNMENT GUIDING PRINCIPLES

E-GOVERNMENT IMPLEMENTATION SUCCESS FACTORS

EGOVERNMENT CHALLENGES

E-GOVERNMENT INITIATIVES IN GHANA

EID AS A KEY TO EGOVERNMENT IMPLEMENTATION

CONCLUSIONS

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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 cooporative 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

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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

Principles guiding e-Government Implementation

Citizen-centric

Accessibility and choice

Trust, Confidence and Security

Better governance

Collaboration and integrity, and Accountability

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EGOVERNMENT IMPLEMENTATION SUCCESS FACTORS

Technology Architecture, Interoperability and Standardization

Harmonization of data and systems

Information Management and Security

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.

Transform

Strategic Direction

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

Service Delivery

Identify service migration and integration possibilities

Develop business process/service integration techniques and tools

Shared Workspace

Interoperability Framework

Electronic Procurement Authentication Policy Framework and Implementation

Government Portal
MDA Websites
Web Guidelines
E-Govt. Organisation

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

Train CIO
Metadata Standards

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

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- 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

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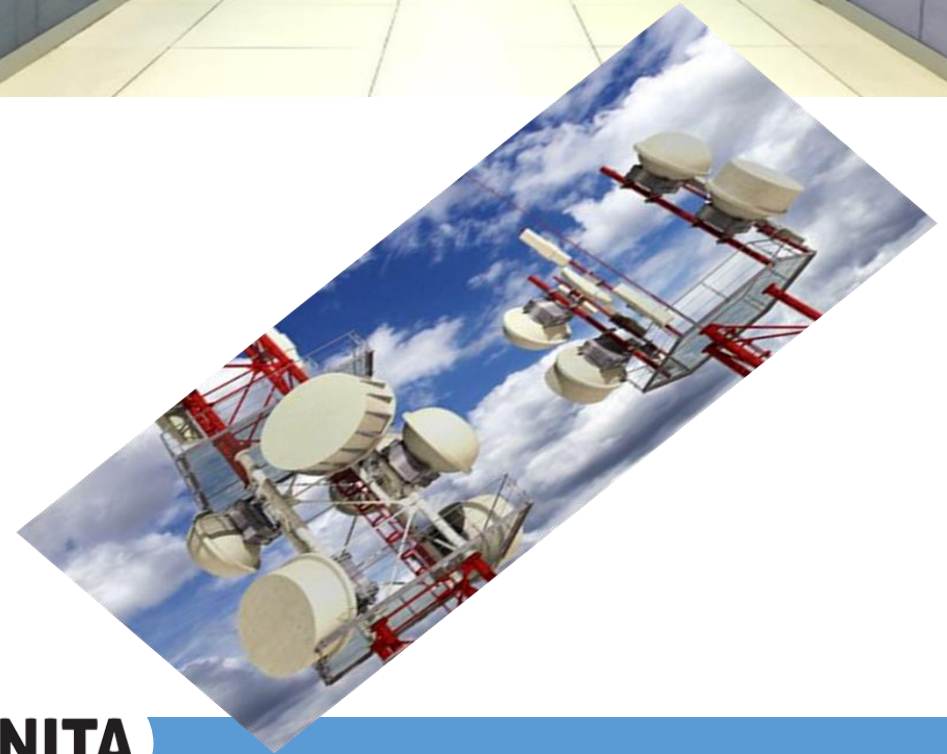
EGOVERNMENT APPLICATIONS

- GIFMIS
- HRMIS
- GOVERNMENT ONLINE SERVICES
- PAYMENT GATEWAY
- E-TAXATION
- E-REGISRTRAR
- 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

eServices
Services Portal of the Government of Ghana
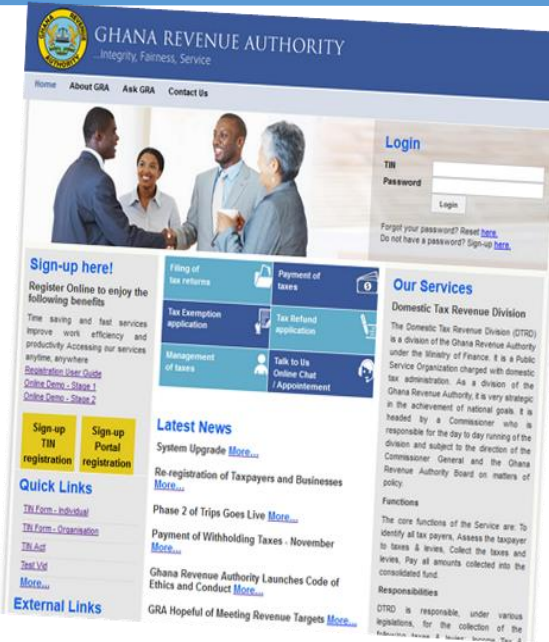
Citizens	Non-Citizens	Businesses	Government		Search this site...

Online Services

Registrations
- Police Report (Application for Finger Print Check / Nominal Vetting)
- Accommodation / Catering Establishment
- Apply for Birth Certificate
- Application for Registration as Food Product Importer

Renewal
- Renew a Driving License

more...

Areas Of Interest
- Business
- Tourism
- Law & Order
- Education

more...

Guidelines For Filling Forms
- Guidelines For AMA form
- Guidelines For Filling PO Form

more...

Downloadable Forms
- NIA_Spousal Form
- NIA_Correction Form
- NIA_Application Form

more...

Select by MDA
- Accra Metropolitan Assembly

Welcome to the eServices Portal of Government of Ghana

Welcome to the Online Services Portal of the Government of Ghana. This web portal is a one-stop window for services and information being offered by the various MDAs, MMDAs and all other Government of Ghana Agencies. It is made up of four sub-portals, namely, Citizens, Non-Citizens, Businesses and Governments.

Citizens: BDR | AMA | DVLA | GPS-CID | MFA-PO

Non-Citizens: GPS-CID | DVLA | AMA | MFA-PO | IMMIGRATION

Businesses: FDB | GTA | MINCOM | NCA | MFA-PO

Government: MFA-PO | PEOU | GHANA MPs | CONSTITUTION | PARLIAMENT

News Updates
- eGov Phase II Officially Launched
- eBenin Project team meets eGhana Project Team.aspx

more...

Sponsor Image

Government Sites

Use the link below to visit the directory of Government Sites to find useful information and services.

- Government Sites

Quick Links
- Emergency Numbers
- FAQ's
- MDA Directories
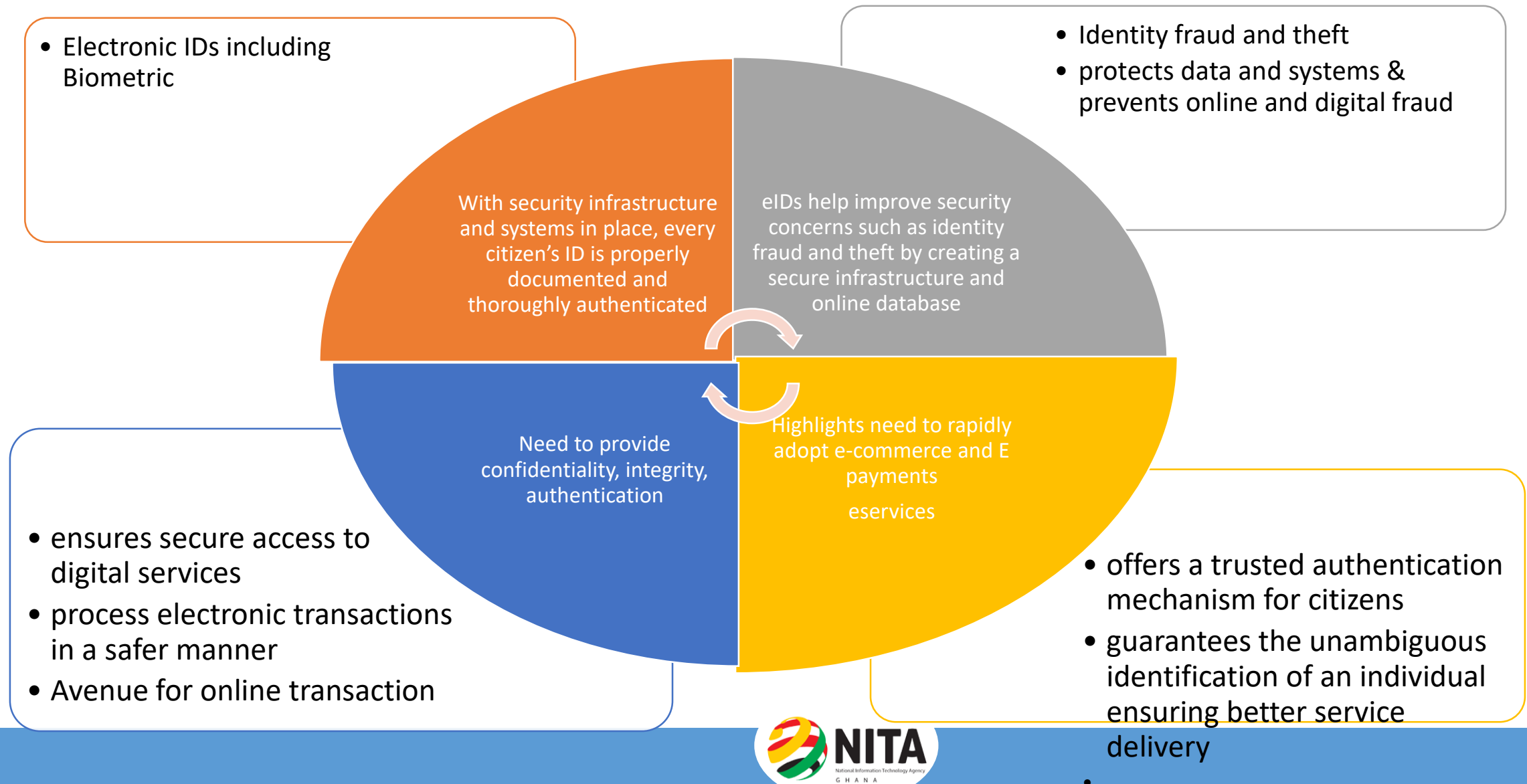- MDA's and Government Organization
- MMDA Directory

more...

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

- Identity fraud and theft
- protects data and systems & prevents online and digital fraud

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

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

eservices

- ensures secure access to digital services
- process electronic transactions in a safer manner
- Avenue for online transaction

- offers a trusted authentication mechanism for citizens
- guarantees the unambiguous identification of an individual ensuring better service delivery
-

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eID Benefits

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

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.

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