THE **5TH**
ANNUAL
MEETING
OF THE ID4AFRICA
MOVEMENT

SOUTH AFRICA
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JOHANNESBURG

IDENTITY AND ELECTRONIC/DIGITAL GOVERNMENT

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REPUBLIC OF NAMIBIA

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Evolution due to Technology

Analogue Government	••Closed operations and internal focus ••Analogue procedures	Paper
Electronic Government	••More transparency and user-centric approaches ••ICT enabled operations	Card Smart Card
Digital Government	••Open and user-driven approaches ••Process and operational transformation	Biometrics /Mobile device

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Identity & Government services

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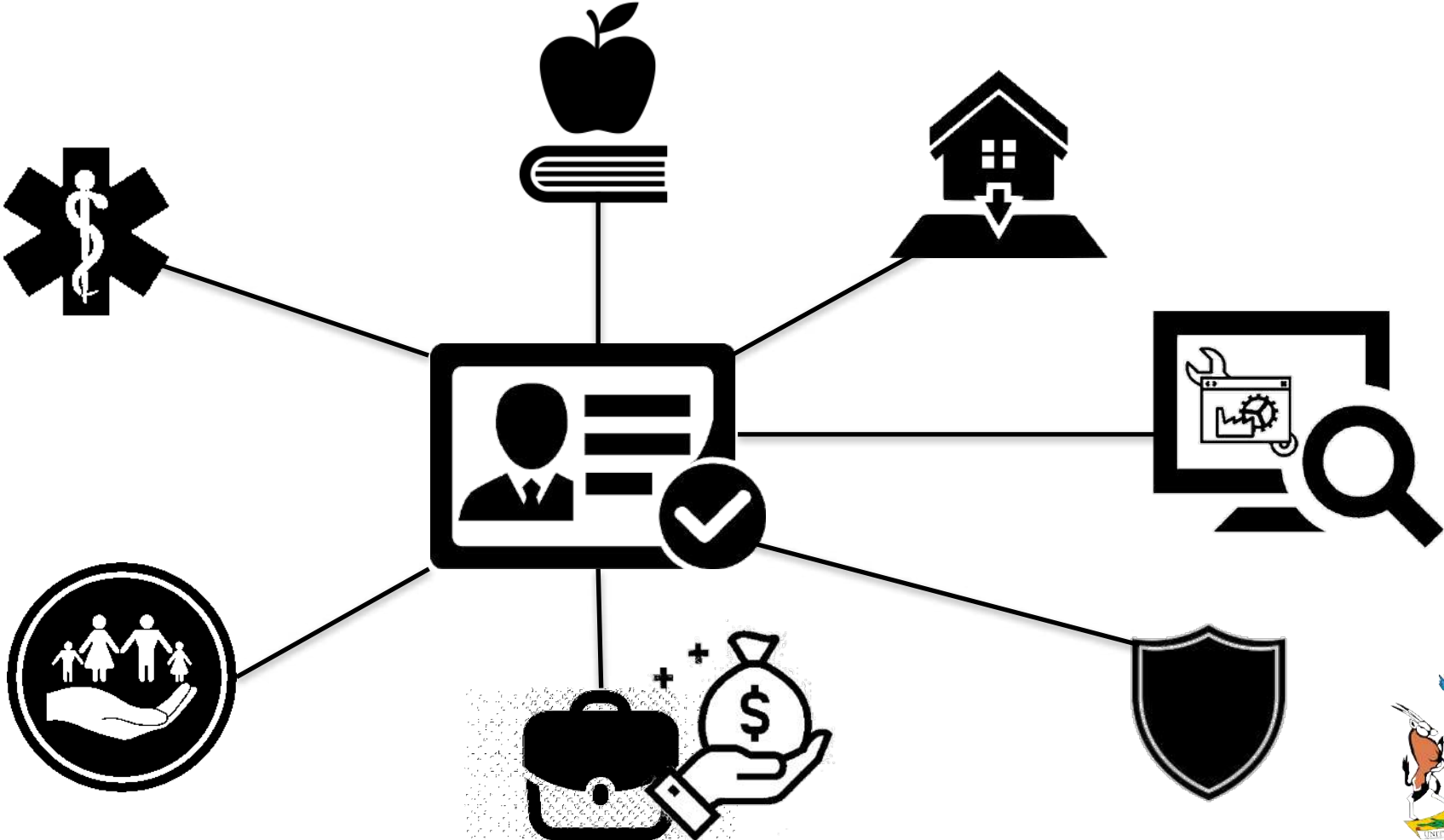
Social Register ID links benefits
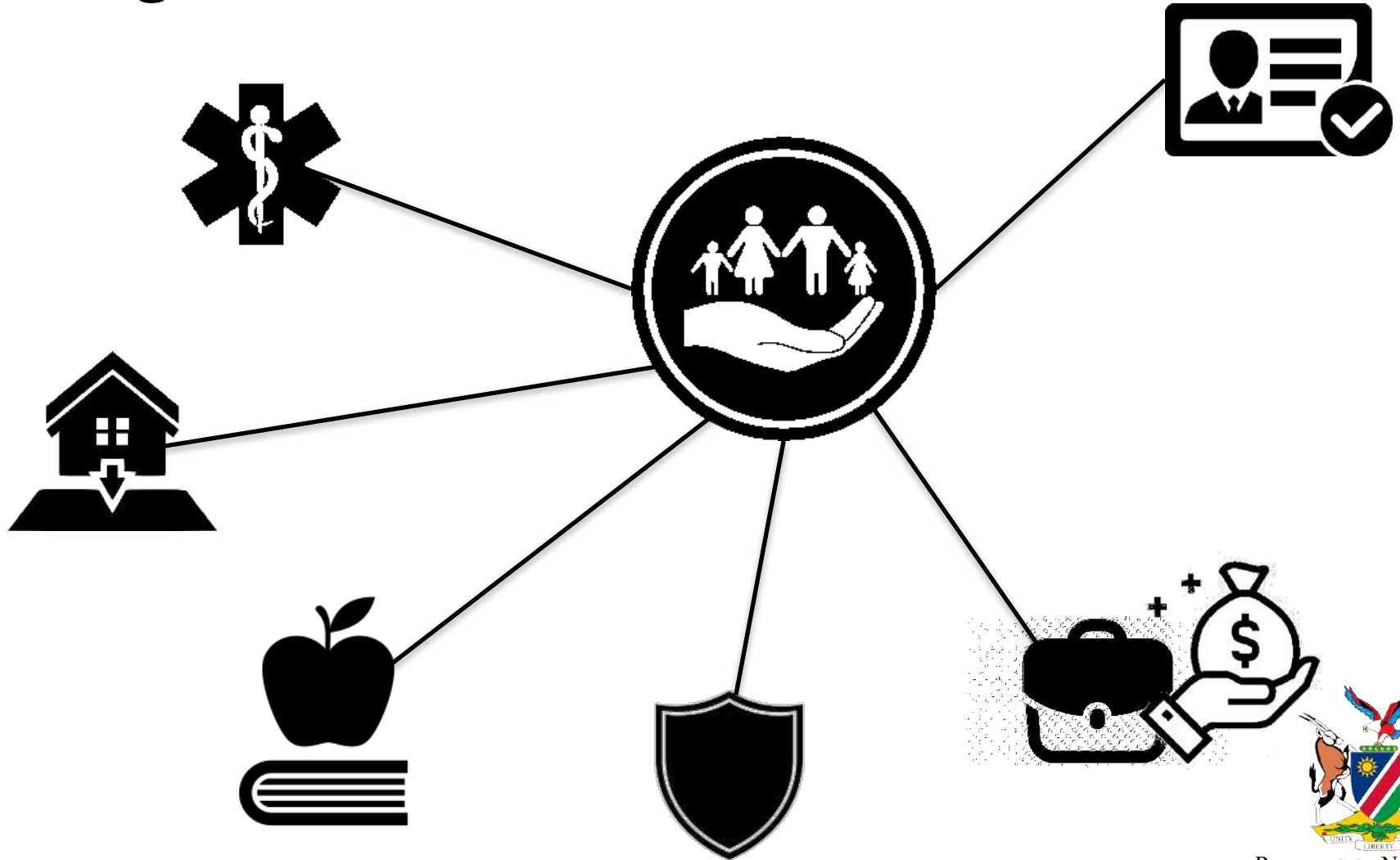
Overall benefits of going electronic

- Transparency of Government Services
- Improved service delivery
    - Better access to information for better planning
    - Tailored services can be provided based on the identified attributes of a population sector
- Processes are streamlined and efficiency improved
    - Reducing cost of travel
    - Reducing turn around time
- "Once-Only Principle" can be implement
    - Data collection and storage can be standardized
    - Exchange and Verification of data
    - User attributes are held in safe and secure locations
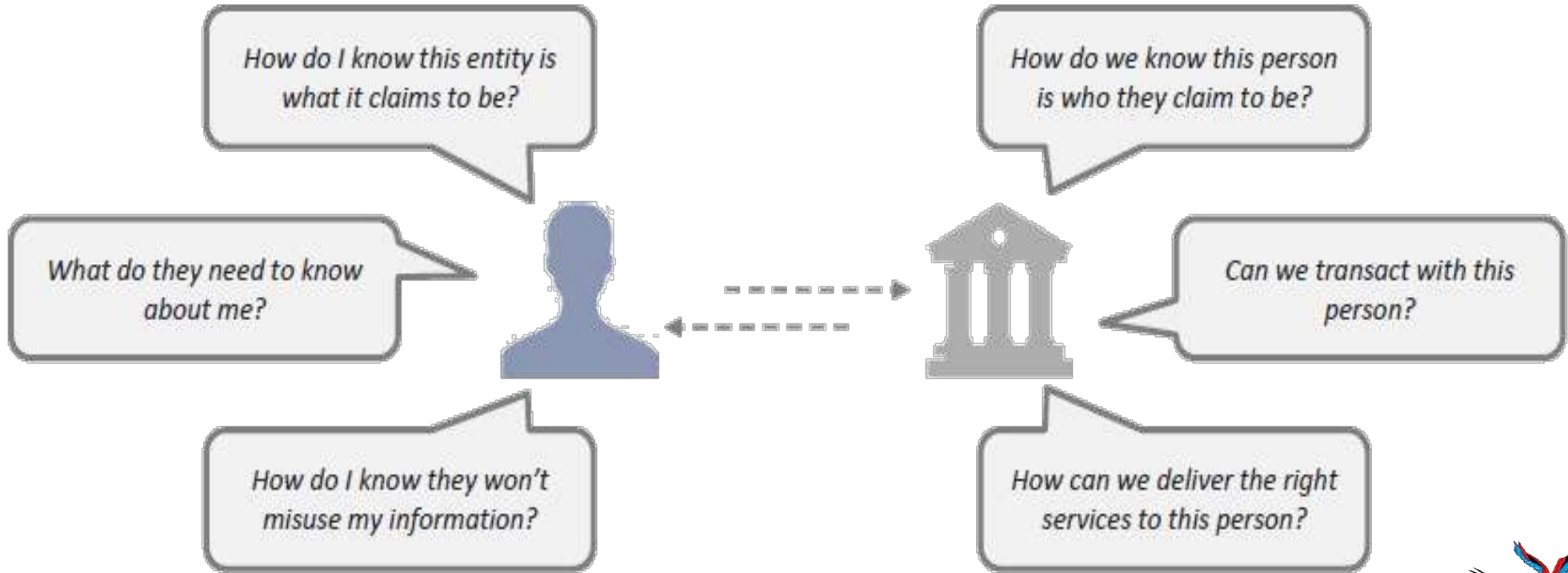
Identity Trust Factors

How do I know this entity is what it claims to be?

What do they need to know about me?

How do I know they won't misuse my information?

How do we know this person is who they claim to be?

Can we transact with this person?

How can we deliver the right services to this person?

Image from: World Economic Forum, (2016). A Blueprint for Digital Identity.

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Mechanisms to Protect Identity Privacy

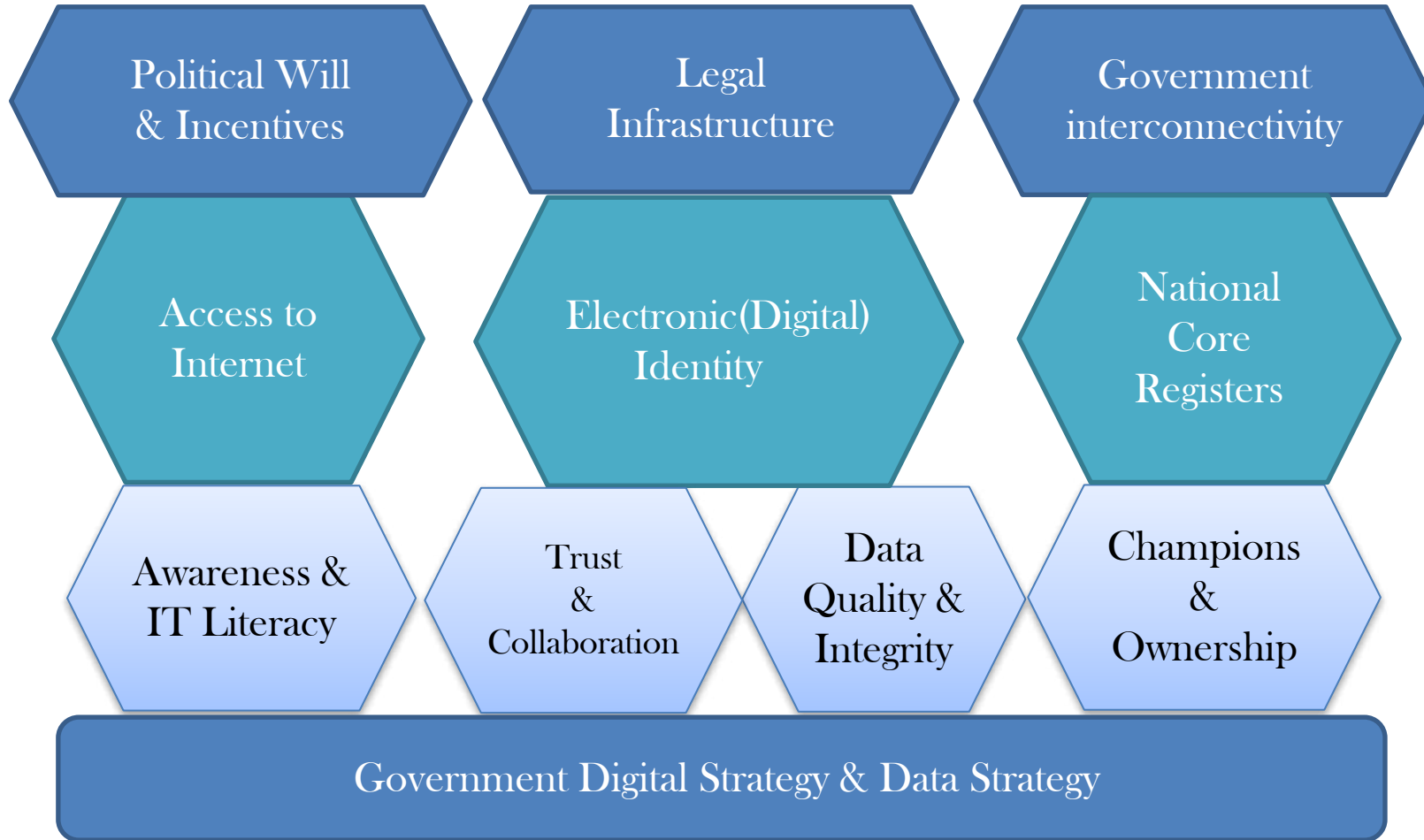The African Union provides the following as recommendations to help protect identity Privacy:

- Develop a consistent approach to personal data protection Policy and Law
- Review laws, procedures and practices, including those related to communications surveillance or interception.
- Member states should establish an independent Data Protection Authorities (DPA) to ensure their national privacy and personal data protection laws are being observed.
- Establish regulatory authorities that will enforcement measures

In addition Governments:

- Have a single Identity Management System that will store the identification details
- Ensure the I.T. infrastructure and platforms have the necessary security systems and facilities in place
- Establish a clear Data Governance Framework
- Educate and create awareness on how data will be handled by the state (create trust)

Source: 1. African Union Commission (2018) Personal Data Protection Guidelines for Africa
2. OECD (2019) Strengthening Digital Government

Success Factors for e/d-Governments

Political Will & Incentives

Legal Infrastructure

Government interconnectivity

Access to Internet

Electronic(Digital) Identity

National Core Registers

Awareness & IT Literacy

Trust & Collaboration

Data Quality & Integrity

Champions & Ownership

Government Digital Strategy & Data Strategy

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About Namibia

Independent since 21st March 1990
President: HE Dr. Hage Geingob
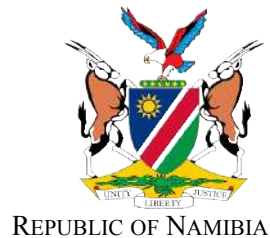South Western part of Africa aka Smile of Africa
Total area: 825,615 km²
14 Regions; Capital: Windhoek
Population: 2.6 million, 45.7% Urban
Recognized tribes and languages: 11

Source: Namibia Statistic Agency

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Digitalization Journey

Internet and Email introduce in Government
Namibia First Population System implemented
Government Internet gateway launched (ISP)

eGovernment Policy Launched
Government Intranet Portal (eService) goes online

Implementation of eNPRS
eGSAP launched

Continued Development of Online Services
Improvement on Back Office System
Implemented POPs in the regions for decentralized access to the GRN services

...1998 | 2000 - 2004 | 2005 | 2010 | 2014 | 2015 / 2016 | 2017..
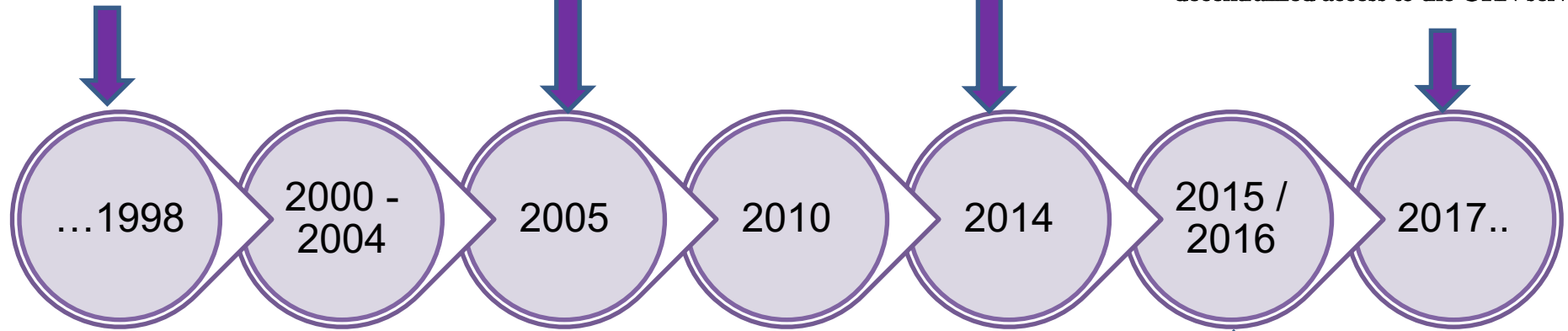
Vision 2030 was launched
Automated Fingerprint ID System (AFIS)
GRN central Data Centre & Disaster Risk Site (decentralized @ OMA level)

eGovernment Launched
eReadiness Assessment conducted

Agreement with eGA & Cybernetic Estonia (interoperability & data exchange)
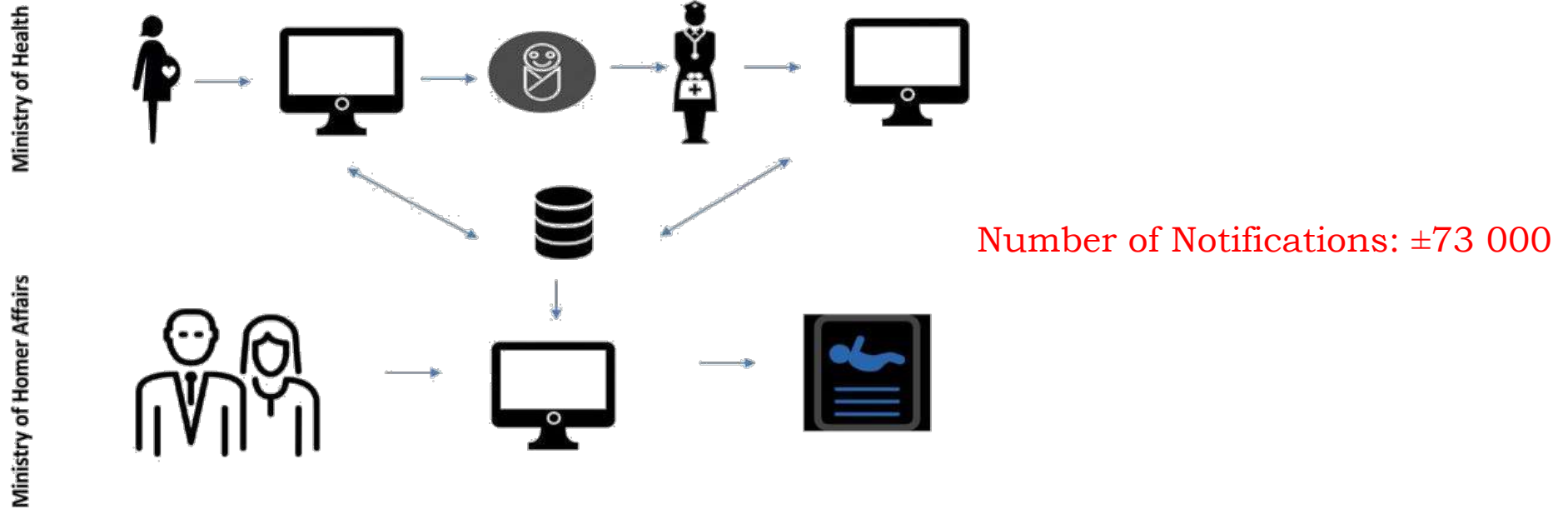**Interoperability framework implemented**

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Government Of Namibia Interoperability (IOP) Framework
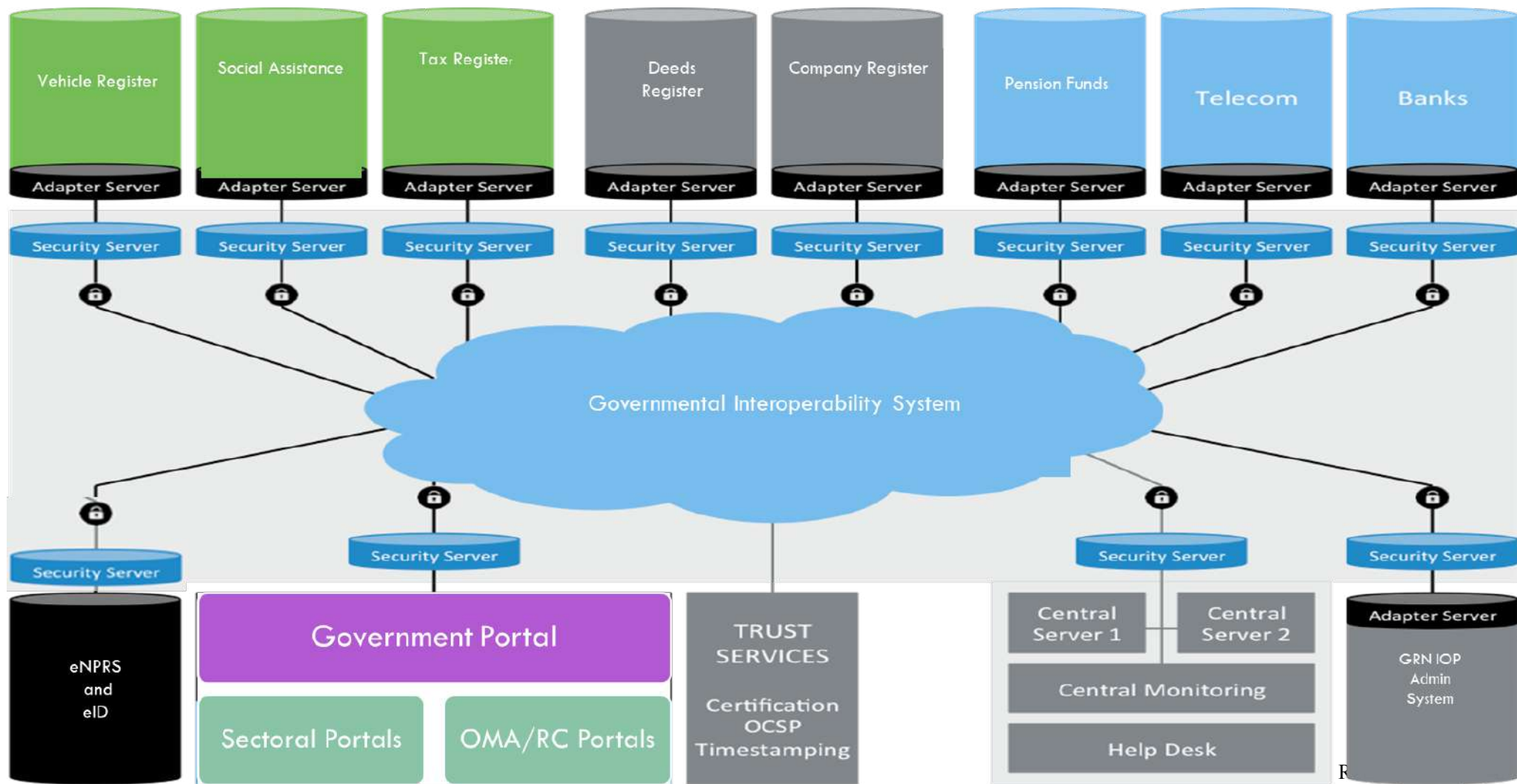
Unified and Cooperative Population Identification Architecture

eBirth Notification System

Number of Notifications: ±73 000
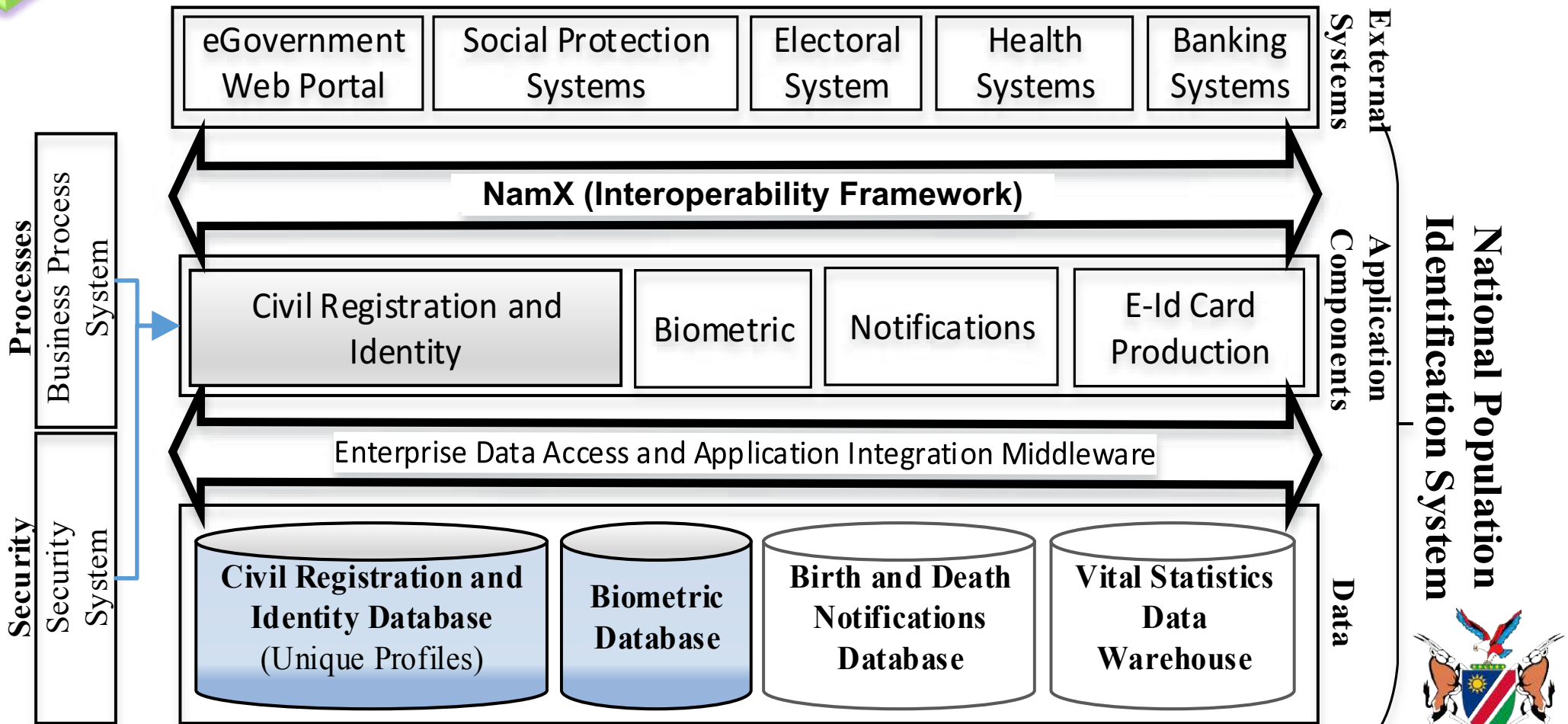
Establish the identity of the mother at birth (at registration) minimizing fraud and trafficking
Timely registration statistics
Social Registry and Benefits Planning
Planning for Health and Education provisions
Planning to awareness creation – school drop outs (alternative solutions)

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eDeath Notification System
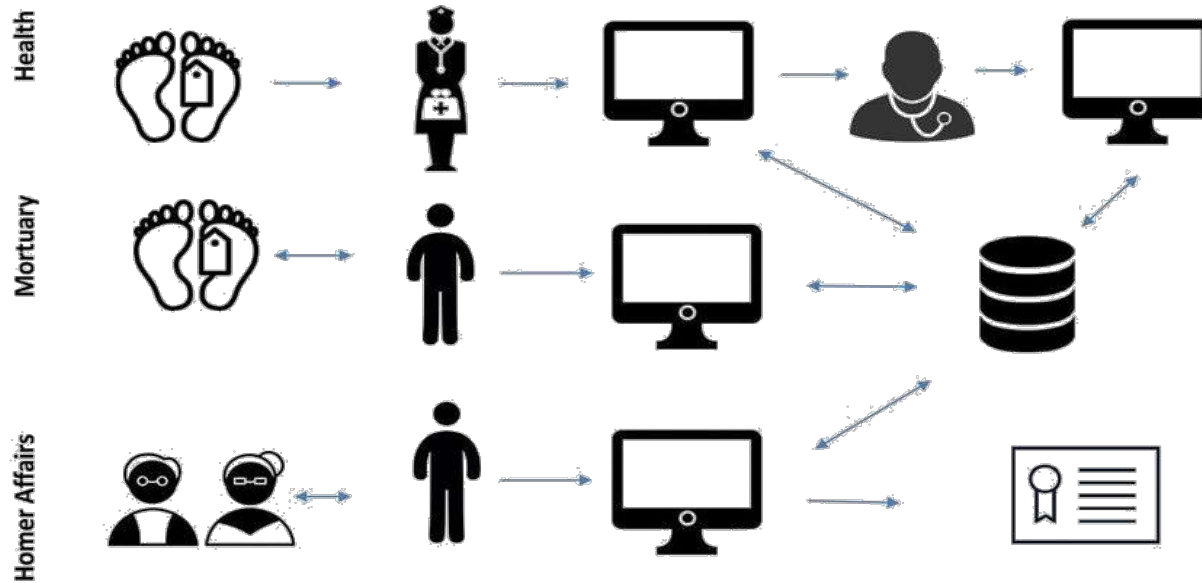
Number of Notifications: ± 8000

Establishing the identity of the deceased prior to registration; minimize fraud (insurance, etc.)
Timely registration statistics
Timely termination of Social benefits (to channel finances elsewhere)
Planning for health provisions (based on ICD11 results)
Educational campaigns, mobilization

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eService Developed

- ❑ eNational Population Registration System
- ❑ eNotification (eBirth & eDeath)
- ❑ Identity Document Tracking System (NPRS)
- ❑ Social Welfare System
- ❑ Veteran Affairs System
- ❑ Integrated Tax Administration System (ITAS)
- ❑ ASYCUDA World
- ❑ Business Registration System (final stages – name reservation)
- ❑ Land Registration (Deeds Register)
- ❑ Urban Land Information Management System (ULIMS)
- ❑ Online Examinations System (Grade 10 & 12)
- ❑ National Youth Credit Scheme (NYCS)
- ❑ Online application for the Namibia Students Financial Assistance Fund (NSFAF)
- ❑ Integrated Permit Application System
- ❑ Namibia Integrated Employment Information System (NIEIS)
- ❑ Integrated Client Service Facility (ICSF)
- ❑ e-Justice (partial – lower courts)
- ❑ Online Customer Feedback System

Lessons Learnt

Image adapted from: Norton Group, 2017.
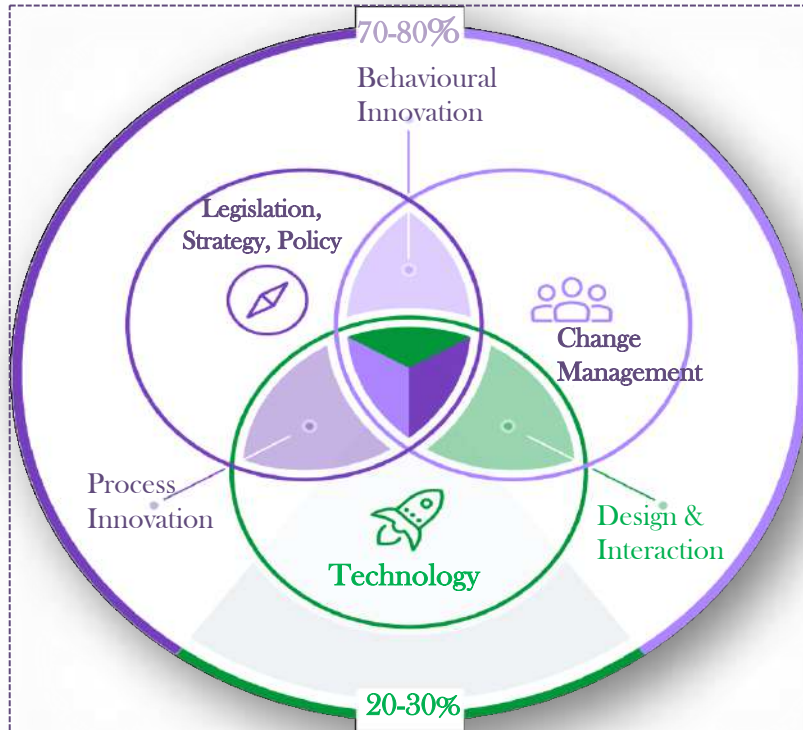
- Political Buy-in and Collaboration
- Legislation and Policies need to be in place (MoU)
- Standardization across the Public Service (esp. Data)
- Process Reengineering
- Prioritization of Foundation National Registries and other critical back office systems
- Implementation of various Governance Frameworks
- Staff Capacitation and Ownership
- Awareness, Education and Change Management
- Establishment of PMO (Monitoring and Evaluation)

The actual technology (IT systems and infrastructure) forms a small percentage of the overall success of Innovation and Technological advancement; the bulk of the success factors lies in the Legislations, Strategy and Policy (process) aspect as well as the Change [and People] Management (OCM)

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Conclusion

A single source of Identity is an important enabler to the provision of Electronic Services

eServices can not be established without the presence of Foundational Registry

Consider integration to the National ID System from the onset as part of the design of new services.

Integration and interoperability of systems will yield greater benefit

Standardization of data semantic and syntactic of key attributes (biographical and demographical attributes) to facilitate efficient and effective interoperation and data exchange

Legislations to cater for Data Sharing (Exchange) and Privacy Protection

The selection of eServices should be based on the following aspects:
- Key National Registries
- National Development Agenda
- Services in high demand (Citizen Centric)
- Services that will increase revenue and/or boast economy
- Services that will reduce workload

Education; Awareness and Change Management

Thank you