Conceptualizing the implementation of e-Government in Tanzania: Guidelines for Success
1. Introduction

The Tanzania ICT Policy of 2003 (currently under review) recognizes that Information and Communication Technology (ICT) is the key enabler for the development of sustainable knowledge economy. The policy states that Tanzania aims at utilizing ICT for improving the production sector, service sectors, public service, local content development and universal access among others. The policy also identifies e-government as one of the priorities of the Government for enhanced public sector service provisioning. As a result of the policy, the Tanzania Government has established the e-Government Agency (eGA) under the President’s Office Public Service Management (POPSM). The agency became operational in April, 2012.

The eGA is an implementation arm of e-government in Tanzania. The Agency is expected to advise, coordinate and oversee the implementation of initiatives related to e-Government in the country. Specific areas of focus include improving ICT human capital, creating an enabling environment for e-services implementation and access; improvement of ICT shared resources within public service; coordinating, managing and enforce compliance for e-Government initiatives and lastly providing e-Government advisory services, technical support and consultancy services.

Following the above development, SWOPnet and CLKnet organized a stakeholders forum (audience forum no: 17) to discuss issues related to e-government implementation. The forum took place on Wednesday, 19th December 2013 at Tanzania Global Learning Agency (TaGLA) between 15:00 and 17:00 hours. The audience was composed of ICT stakeholders in public and private sectors. This forum was facilitated by Dr. Jim Yonazi, the Director of Computer Services and coordinator of the Center for ICT Research and Innovations (CiRI) at the Institute of Finance and Management.

The report highlights key issues and recommendation as discussed during the presentation.
2. **Recommendation from the presenter**

The facilitator started by defining e-government as *‘the utilization of ICTs to transform and enhance the relationship of the public sector and its clients through an improved range and quality of service’* (Yonazi, 2010).

It was noted that success for e-government services depends on four key points or guidelines as follows:

1. Delivery of the intended public services effectively and efficiently;
2. Addressing, meeting and exceeding user expectations;
3. Innovation in the content creation and delivery process; and
4. Sustaining the e-services.

It was further noted that there are five key success criteria as follows:

1. Creating organization preparedness, including a marketing strategy and putting in place all the policies, practices and processes;
2. Addressing citizens preparedness, including ensuring simplicity of the contents and technologies used in delivering services;
3. Improving the services in terms of quality of contents, delivering channels, and adequate responsiveness;
4. Improving access by adopting multi-channel strategy; and
5. Addressing the nature of the organization by establishing inter and intra organizational collaborations.

3. **Discussion and conclusion**

Among key issues raised and discussed were as follows:

1. Current governments websites are not uniform, hence, a need to harmonize the “look and feel” of government websites.

2. Most Government offices are working in silos; they don't share information or common databases. Thus, a coordination effort or policy is needed to facilitate sharing information among related services. Such sharing could be between the revenue authority and harbor authority when clearing imported goods. The [www.ajira.go.tz](http://www.ajira.go.tz) was cited as a good example to emulate.
3. To reduce printing costs as well as carrying volumes of financial books to Dodoma for various parliament committees, it was proposed that automation (e-services) could start in the local government authority.

4. Security was also cited a key component in the sustainability of e-government. This should start by sensitizing the citizens on the general security and awareness issues.

5. Risk to resist and perception was also discussed as something that should be invested on so that users can embrace e-services instead of fighting and/or sabotaging the efforts.

6. Noted that there is a circular to use the .tz domain for all government websites. This is a good indication showing commitment (political will) from the government.