



Ministry of Information and Communication Technology



SOMALILAND E-GOVERNMENT STRATEGY 2020-2024

Action Plan
Ministry of ICT, October 2019





Table of CONTENTS

04 List of Acronym

05 Executive Summary

07 Government to Citizen
Empowering Citizens

13 Government to Government
Networked Government

20 Government to Business
Collaborating with Business

List of Acronym

List of Acronym	Meaning
CSC	Civil Service Commission
MICT	Ministry of Information and Communication Technology
OSS	One Stop Shop
MoFD	Ministry of Finance Development
MoIA	Ministry of Interior Affairs
MoTTI	Ministry of Trade, Tourism and Industry
MoTRD	Ministry of Transport and Road Development
MoJ	Ministry of Justice
MoNP	Ministry of National Planning
SLFMIS	Somaliland Financial Management Information System
MoIC	Ministry of Information and Culture
BCMP	Business Continuity Management Plan

Executive Summary

The President of Somaliland's reform Agenda has served as a catalyst for change throughout the Somaliland Republic. The President believes that "government needs to reform its operations – how it goes about its business and how it treats the people it serves." To date, many Somaliland government institutions and agencies have more often used information technology (IT) to automate pre-existing processes rather than to create new, more efficient solutions. They and their vendors have evaluated ICT systems according to how well they serve the agency's needs – instead of focusing on the needs of the citizen – and they have made redundant investments to preserve unnecessary bureaucratic chains of command that lost their purpose years ago.

Electronic government (e-government) is designed to use digital technologies to transform the way that government works to improve services to its Stakeholders – citizens, businesses, other government agencies, and its internal components. The Ministry of Information and Communication Technology (MICT) is committed to bringing upfront a concrete plan of action for implementing and expanding e-government initiatives to ensure and secure more excellent services at lower costs and to meet the public demand for e-government. Following continuous assessments and studies by the MICT on government institution's

use of ICT infrastructure and implementation of different ICT projects by government institutions, MICT recognized an opportunity for e-government transformation. It realized that the Ministry could more prudently introduce and manage in its capacity all government institution's ICT projects and systems to increase efficiency, improve resource management, simplify processes, and unify information flow across the Government's services.

The First Step:- The Ministry began its e-government transformation design process in prioritizing frontline Ministries and agencies whose services and outcomes impact the public the most to bring them online so that the government comes closer to its public.

The Second Step:- the prioritized e-government projects were grouped under three project portfolios representing Government to Citizen (G2C); Government to Government (G2G), and Government to Business (G2B).

Finally, the Ministry is pleased to present this e-government Strategic Action Plan in support of the President's reform agenda goal of implementing electronic government in Somaliland. The Plan provides a five years road map for implementing e-government to deliver services to our Stakeholders in keeping with our core mission of achieving state recognition and

national security. The Ministry's mission and priorities strongly support the National development plan II, which describes maintaining the human rights of every citizen through good governance, equal access to social services and economic inclusion. In concert with Somaliland National development plan II, the strategic vision for transforming the government institutions and agencies through e-government is to unify core applications through a secure environment and simplify access to government institution's services. Key elements of MICT's e-Government Strategic Action Plan include developing Government agencies and Ministries enterprise architecture, enhancing the public trust, focusing resources, improving information technology security, investment control process, and addressing the requirements of the public in equal access to all government institutions services and support, and managing change. MICT has designed a unique e-government initiative that will facilitate the process of institutions and government agencies' business transformation to better serve to the Stakeholders.

This initiative will reduce redundancies of effort, provide cost savings through streamlining activities, and guide government organizational realignments to maximize efficiencies. The initiatives address the Three critical areas for

government reform through the use of e-government as outlined above: Government to Citizen (G2C); Government to Business (G2B), and Government to Government (G2G). Also, MICT is excited to be the leading and supporting partner on several projects under the electronic government initiative, e-government projects that are designed in this initiative will be delivered across Somaliland Government's institutions and agencies to significantly improve productivity and generate performance gains. As we move forward in developing electronic government activities across GoSL's institutions and agencies, MICT welcomes any input to our progress in better-delivering services.

Technology is a critical tool in the deployment of the government's e-government initiatives, but it is only worthwhile if it meets the unwavering commitment of the leadership with allocating necessary resources. On the other hand, if not well conceived and implemented, e-government initiatives can waste resources, fail in their promise to deliver useful services and thus increase public frustration with government. Particularly in the developing world, where resources are scarce, e-government must target areas with high chances for success and produce "winners."



Government-to-Citizen

Empowering Citizens

G2C Action Plan

C1 Promote and create centralized Government Portal and e-Services							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C1.1	MICT	Developing a centralized Government Portal and e-Services	✓				
C1.2	MICT	Creating Customized Government Portal for all Government Institutions.	✓	✓			
C1.3	MICT	Carrying out the Installation of the centralized government Portal and training its Staff.	✓	✓			
C1.4	MICT and concerned Min.	Provide and promote Investment in the Public Internet Access infrastructures	✓	✓	✓	✓	✓
C2 Set up a National Call Centre to advice/guide and help citizens who are using the Government Portal, e-Services and m-Services							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C2.1	MICT	Establish and Implement a National Call Centre to advise/guide and help citizens on services provided by Government	✓				
C2.2	MICT	All Min. Defining processes and procedures of advising and helping the citizens and Agencies	✓	✓			

C3 Digitizing government services based on priorities							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C3.1	MICT and Ministries	Engage with selected Ministries and Agencies to implement priority e-Services identified in the e-Government Survey (list below) and come up with an implementation roadmap: 1) Driver's License System 2) Vehicle Registry System 3) Passport Services, 4) e-Visa 5) e-certificate for Marriage, Birth, Divorce and Death 6) e-education 7) e-Identity 8) e-Payment/ m-payment for Government Services 9) e-Voting 10) e-Land Registry 11) e- Police 12) e-Justice 13) e-Health 14) e-Payment of traffic fines 15) e-Tax 16) Blockchain	✓	✓	✓	✓	✓
C3.2	Concerned Ministries & Agencies	Implement e-Services as per an implementation Plan	✓	✓	✓	✓	✓
C4 Design services that are usable on mobile devices as well as desktop and laptop computers							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C4.1	MICT and Ministries & Agencies	Engage with stakeholders, Ministries and Agencies to identify and Ministries & priority services that would be implemented as mobile applications/m-services Agencies	✓				

C4.2	MICT & Concerned Ministries	Implement mobile applications/m-Services as per implementation Plan	✓ ✓ ✓
C5 Operate a One-Stop Shop for Government Services using network of Somaliland Post			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
C5.1	MICT	Set up One-stop Shop at post offices in the main cities to provide selected Government e-services for the citizens	✓ ✓
C5.2	MICT and Ministries & Agencies	Engage with Ministries and Agencies for the implementation of priority services identified in the e-Government Survey that would be processed at the One-stop Shop at Post Offices.	✓ ✓ ✓
C6 Provide e-Services with e-Payment and m-Payment facilities			
#	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
C6.1	MoFD and MICT	Identify and prioritize e-Services that involve e-payments and m-payments	✓
C6.2	MoFD and MICT	Implement e-Payment and m-Payment system	✓ ✓ ✓
C7 Promote use of online trans-activities by using digital Signatures			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
C7.1	MICT and Ministries/Agencies	Identify and Implement solutions to make digital signatures more affordable through policy	✓ ✓
C7.2	MICT	Implement the use of digital signatures for Government online trans-activities	✓ ✓ ✓

C8 Formulate and implement a Social Media Policy							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C8.1	MICT and MoIC	Engage discussions with stakeholders in view of formulating a Social Media Policy with guidelines on how Government bodies and officials may use Social Media for interaction with the public	✓	✓	✓		
C8.2	MICT and MoIC	Promote the importance of Social Media to Ministries & Agencies as an effective e-Participation platform through which Government and public exchange valuable information	✓	✓			
C8.3	MICT, Ministries/ Agencies	Ministries & Agencies dealing and sharing valuable information with public should have a regulated presence on Social Media platforms in line with Social Media Policy and Guidelines	✓	✓	✓		
C9 Promote online consultation on draft Acts, Regulations and Policies etc.							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C9.1	MICT, Ministries & Agencies	Prepare policy on e-Participation of Ministries and Agencies	✓	✓			
C9.2	MICT, Ministries & Agencies	Implement online consultation on draft Acts, Regulations and Policies	✓	✓	✓	✓	

C10		Democratize access to Government information					
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
C10.1	MICT, Ministries & Agencies	Enforce publication and announcement of important decisions/information on Government portal	✓				
C10.2	Solicitor General	Introduce free online publication of Government Gazette (e-Gazette)	✓				
C10.3	Solicitor General	Enforce publication of consolidated Acts on Government website	✓				



Government-to-Government Networked Government

G1 Improving, upgrading and integrating Government ICT Infrastructures							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G1.1	MICT	Developing Secured Connectivity Network for government Institutions	✓	✓			
G1.2	MICT	Integration of Current Government ICT Systems	✓				
G1.3	MICT	Developing Guidelines and Standards for Government ICT	✓	✓			
G1.4	MICT	Implementing government ICT Management Policy	✓				
G1.5	MICT and MoIA	Implementing Digital Identity for Delivering Government Services	✓	✓			
G1.6	MICT and all concerned Ministries	Aligning the Current Government ICT systems with the ICT policy (National ID, SLFMIS, etc)	✓	✓			
G1.7	MICT	Improving Somaliland Government Web presence	✓				
G1.8	MICT	Transferring Ownership, Operations and Management of Government Systems from vendors to the Government.	✓				
G1.9	MICT	Implementing Governmetal Internet Gateway	✓				
G2 Implement new e-Government projects as per Government agencies' needs							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G2.1	MICT and Presidency	Developing and implementing e-cabinet System	✓				
G2.2	MICT and Presidency	Developing Presidency Portal for oversight of the government institutions Performance	✓				

G2.3	MICT	Implementing Information System for monitoring Government ICT Projects	✓	✓
G2.4	MICT	Implementing an e-Registry supported by Document Management and Workflow System (Paperless System)	✓	✓
G2.5	MICT and Presidency	Implementing E-Signature in government institutions	✓	✓
G2.6	MICT and CSC	Implementing an Integrated HR Management System	✓	✓
G2.7	MICT	Developing and Implementing Information Security Policy	✓	✓
G.2.8	MICT and MoNP	Implementing National Digital Archive System	✓	✓
G2.9	MICT and MoTRD	Implementing a Transport/ Fleet Management System for Ministries/Agencies having a significant fleet of vehicles	✓	✓

G3 Implement end-to-end e-Services							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G3.1	MICT and Concerned Ministries & Agencies	Prepare end-to-end e-Services Plan (list of e-Services, priorities, implications on existing systems, budget)	✓	✓			
G3.2	Concerned Ministries & Agencies	Implement end-to-end e-Services Plan	✓	✓	✓		

G4 Formulate and Implement ICT Legal Framework							
Responsible		Activities	Due Date (Year)				
			1	2	3	4	5
G4.1	MICT	<ul style="list-style-type: none"> • National ICT Act • Data protection and privacy act • Computer Mis-use and Cyber-Crime Act • Electronic transaction Act • Government ICT infrastructure regulations • Digital and web content regulations • Certification of ICT products and service providers regulation • National e-safety regulation • Data sharing Policy 	✓	✓	✓		
G.4.2	MICT	Enforce ICT legal framework across all government institutions.	✓	✓	✓	✓	✓
G5 Set up of Government Service Platform for Data sharing							
Responsible		Activities	Due Date (Year)				
			1	2	3	4	5
G5.1	MICT	Enforce data authentication and identification in systems through Government Service Platform.	✓	✓			
G5.2	MICT	Ensure that the design of future systems is comply with the standards and guidelines to allow for interoperability with the Government Service Platform	✓	✓	✓	✓	✓

G6 Prepare Guidelines and Standards for the procurement of ICT in Government							
	Responsible(s)	Activities	Due Date (Year)				
			1	2	3	4	5
G6.1	MICT	Prepare and Implement Guidelines and Standards for the procurement of Government ICT Software	✓				
G6.2	MICT	Prepare and Implement Guidelines and Standards for the procurement of Government ICT hardware	✓				
G7 Consolidate Government Data							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G7.1	MICT	Set up a National Data Centre	✓	✓			
G7.2	MICT	Transferring existing Data to the National Data Centre		✓	✓		
G7.3	MICT	Plan and Implement a Disaster Recovery Site		✓	✓		
G7.4	MICT	Build a state-of-the-art Data Bank			✓	✓	
G8 Plan and Implement Government Cloud for infrastructure sharing							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G8.1	MICT	Prepare Government Cloud to accommodate government institutions infrastructure sharing		✓	✓		
G8.2	MICT	Implement Government Cloud		✓	✓		

G9 Implement Business Continuity Management Plans for critical systems			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
G9.1	MICT systems	Prepare a Business Continuity Management Plan (BCMP) for critical	✓ ✓
G9.2	MICT	Implement BCMP	✓ ✓ ✓
G10 Formulate and implement Open Source Software Policy			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
G10.1	MICT	Set up an Open Source Working group to: i. Understand the mechanisms in place for use of Open Source Software ii. Prepare an Open Source Software Policy	✓ ✓
G10.2	MICT	Develop Government Open Source Software Policy	✓ ✓
G10.5	Concerned Ministries & Agencies and MICT	Adopt OSS solutions	✓ ✓ ✓
G11 Set up National ICT SteerCommittee to oversee implementation of E-government initiatives			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
G11.1	GoSL	Establish national ICT steering committee consisting of: 1. MICT (leading Ministry) 2. MoF 3. MoIA 4. MoP	✓

G12 Leverage ICT Adoption: ICT training to drive e-Government Projects							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G12.1	MICT	Conduct Government wide Training Needs Assessment to empower Public Officers with relevant ICT skills	✓				
G12.2	MICT	Design and implement ICT Training Programs	✓	✓	✓	✓	✓
G13 Develop and establish an e-Government measurement framework							
	Responsible	Activities	Due Date (Year)				
			1	2	3	4	5
G13.1	MICT	Develop and establish a measurement framework and the systematic usage of collected measurement data to evaluate e-government services development and implementation process	✓	✓	✓	✓	✓



Government-to-Business

Collaborating with Business

B1			
Develop Marketing and Awareness strategies for Government Portal and e-Services targeting businesses			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B1.1	MICT and concerned Ministries	Organize workshops in collaboration with Ministries and Agencies for businesses to promote the adoption of e-services	✓ ✓
B2			
Formulate and Implement an Open Government Data Policy			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B2.1	MICT	Create an Open Government Data Working Group with mandate to formulate and issue government-wide Open Government Data Policy	✓ ✓ ✓
B2.2	MICT	Seek assistance of international organizations to carry out readiness assessment of Open Government Data in Somaliland	✓ ✓
B2.3	MICT	Identify Ministries/Agencies with high-value data or content to participate as a pilot projects in the Open Government Data Initiative	✓ ✓ ✓
B3			
Integrate e-Payment and m-payment facilities in the existing Government applications			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B3.1	MICT and MOFD	Work out and implement a plan for a phased integration of e-Payment and m-Payment in existing applications based on demand	✓ ✓ ✓

B4 Implement e-Procurement to enable sustainable procurement in Government			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B11.1	MICT and MOFD, NTB	Implementation of e-Procurement solution	✓ ✓
B12 Implement Single Window for trade facilitation (One stop shop)			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B12.1	MICT, MoT, MoID	Implement Single Window for Trade and Investment facilitation	✓ ✓ ✓
B13 Promote the use of online filing of court cases			
	Responsible	Activities	Due Date (Year)
			1 2 3 4 5
B13.1	MICT and MoJ	Implement online court case filling system	✓ ✓



**Ministry of Information
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