



# Good Practices around Digital Government and Innovation in Public Service Delivery

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# The Foundation



# The Foundation

1. Develop, operationalize, support and maintain



2. Put in place

**POLICY & LEGISLATION**

3. Innovations and research



4. Human and institutional capacity to ensure transformation of Public Service



5. Partnership





## What we want

SPEED

SIMPLE

SEAMLESS

RESPECT

UNDERSTANDING

Dignity!

BE POLITE

Across the Country

All the time 24/7

Uniform Standards

KNOWLEDGEABLE

acquainted  
learning  
well-informed  
development  
study  
education  
department  
wisdom  
researcher  
literature  
solution  
information  
understanding  
company  
creativity  
information  
teaching  
development  
success  
book  
knowledge  
idea  
business  
imagination  
growth  
people  
science  
workers  
methods  
school

FIRMNESS OF PURPOSE





## The Good Practices – Front End



# HUDUMA KENYA SERVICE DELIVERY CHANNELS

53 Huduma Centres



1919 Huduma Contact, Tele-counselling & Social Media Centre

Service By Appointment (SBA)

Track my Services (TMS)

Instant feedback - Post exit survey



Huduma Electronic & Mobile

4,000 Huduma Mashinanis





# HUDUMA CONTACT AND TELE-COUNSELLING CENTRE



@Huduma Kenya



@Huduma Kenya



@Huduma Kenya





## 1. The Customer 1<sup>st</sup> - Approach



**Customer Service**

**Customer Experience**

**Customer Obsession**







## 1. Internal Customers

- Colleagues, Departments

## 2. External Customers

**We must get the service right internally FIRST in order to get it right for external customers**



# CITIZEN ENGAGEMENT AND FEEDBACK



## Scheduling and Tracking Service By Appointment (SBA)

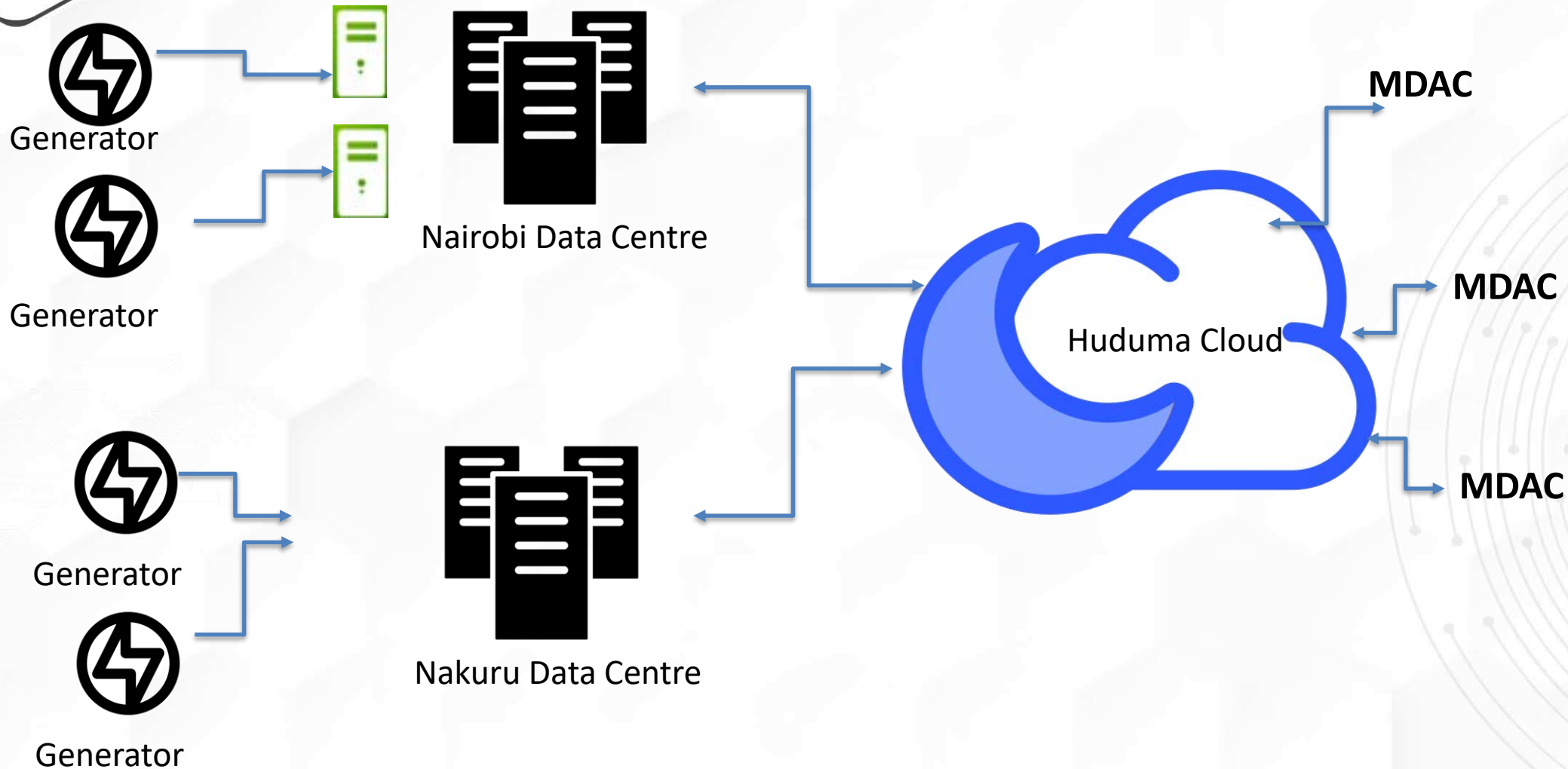
- ✓ Queue Management System
- ✓ Short Message Service (SMS)
- ✓ Post Service (Exit) Survey
- ✓ Virtual Meeting Management System
- ✓ Social media
- ✓ Track My Service
- ✓ Customer Relationship Management



## The Good Practices – Back end



# HIGH AVAILABILITY SYSTEMS





digital

## ICT INFRASTRUCTURE – HUDUMA CLOUD

1

**Compute -Servers** - host the Virtual Desktops used across the 53 Huduma Centres

2

**Virtual Desktop Infrastructure** – End user terminals used at Huduma centres to serve customers

3

**Storage Engines** – Stores data and systems

4

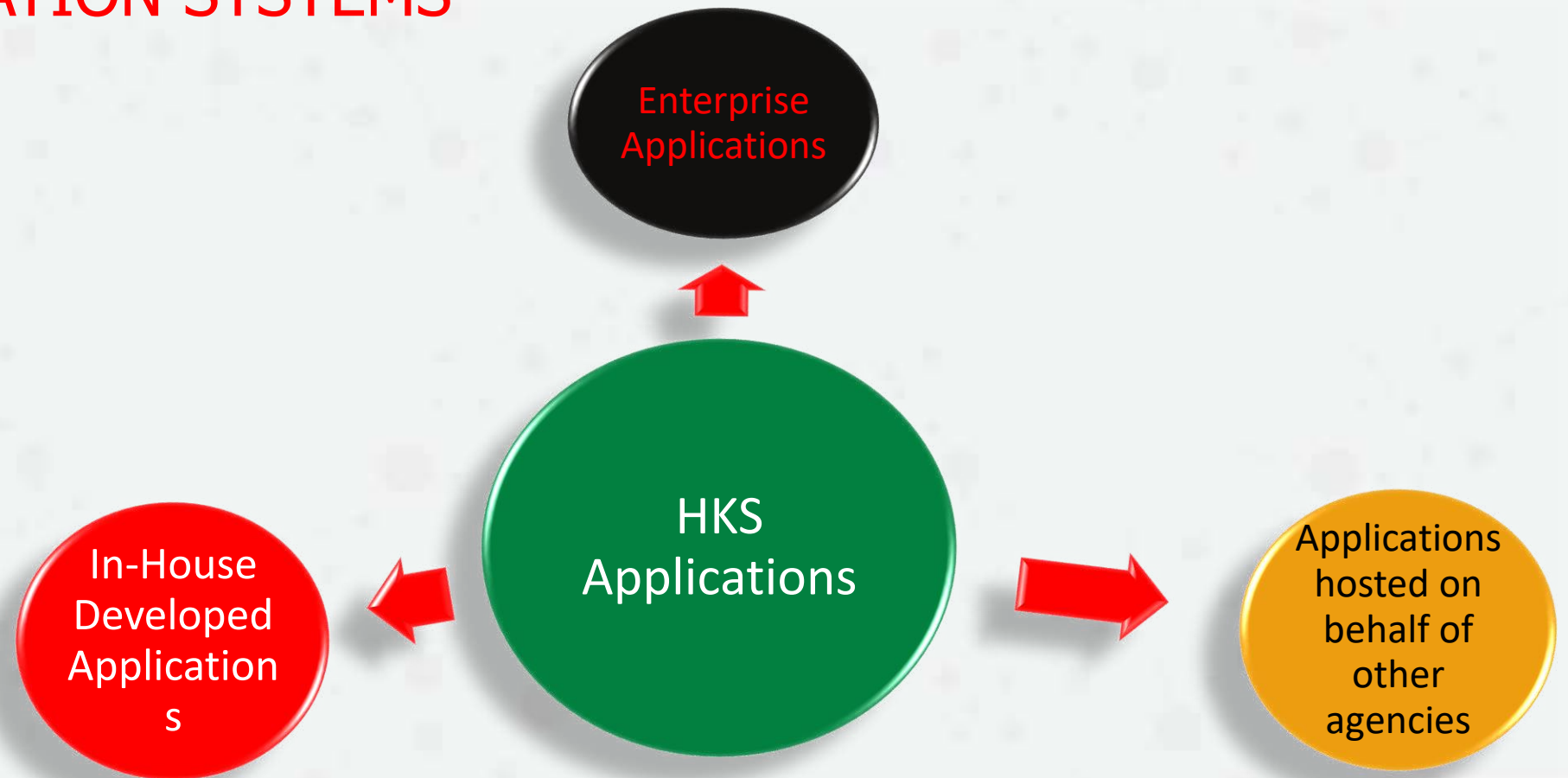
**Data centre facilities** – Nairobi and Nakuru

5

**Network-** Spans across 47 counties



# INFORMATION SYSTEMS



Huduma Kenya Programme applications are classified into three categories



**Outcome and Continuous Improvement - Responsive  
Whole of Government Support**



# WHOLE OF GOVERNMENT SUPPORT





Asante!

