United Nations | Department of Economic and Social Affairs

eGA

Capacity Development and Consultation Workshop on Public Service Management and Data Governance Framework

in The United Republic of Tanzania

August 21- 22, 2024

Dodoma, The United Republic of Tanzania

Concept Note

1. Background

The boundaries between the physical, digital, and biological realms are becoming increasingly blurred due to the rise of digital technology. This transformative force is rapidly reshaping the way individuals lead their lives, conduct work, and engage in communication. Nowhere is this more evident than in the public sector, where traditional distinctions between government and e-government have become increasingly obsolete, encompassing policies, institutions, strategies, and tools.

Although almost every country is undergoing the process of digitalization, the degree of development achieved varies. While institutions across all levels are dedicated to modernization and digital transformation, the approaches and outcomes differ significantly. Not every country can attain equivalent sustainable development gains through e-government initiatives, leading to uneven benefits for communities and vulnerable segments of the population.

The COVID-19 pandemic has exacerbated existing e-government divides, both between and within countries, manifesting at the regional, national, and local levels. The COVID-19 pandemic also revealed the vitality of digital government and digital solutions to address isolation and keep people informed and engaged. Given that there are both immense opportunities and inherent risks on what digital transformation can bring about, the need to address emerging requirements, risks and challenges for digital public policies and to ensure inclusive multistakeholder engagement has become more critical, especially for countries with special needs, including the least developed countries (LDCs), small island developing states (SIDS), the landlocked developing countries (LLDC), and countries with transition economies.

The world is also moving closer to becoming a truly digital society. At the global level, the quantity of data is expected to increase more than fivefold from 33 zettabytes in 2018 to 175 zettabytes in 2025, with 49 per cent stored in the public cloud. But at the same time, the various digital divides between and within developed and developing countries continues to widen, which is inhibiting developing countries from contributing to and benefiting from integration into the global economy. Governments are among the largest producers and consumers of data in many countries, and they also play a critical role in data regulation. Much of the operational activity in government is now data-driven, making it difficult, if not impossible, to function effectively without data. However, many developing countries lack the institutional capacity to fully implement data management frameworks and data strategy, impeding them to fully reap the benefits of data governance.

As a flagship research and capacity development tool of the United Nations Department of Economic and Social Affairs (UN DESA), the UN E-Government Survey evaluates how

digital government can facilitate integrated policies and services across 193 UN Member States. The Survey supports countries' efforts to provide effective, accountable and inclusive digital services to all, bridge the digital divide and leave no one behind. The Survey measures e-government effectiveness in the delivery of public services, providing a snapshot of relative measurement of e-government development of all Member States.

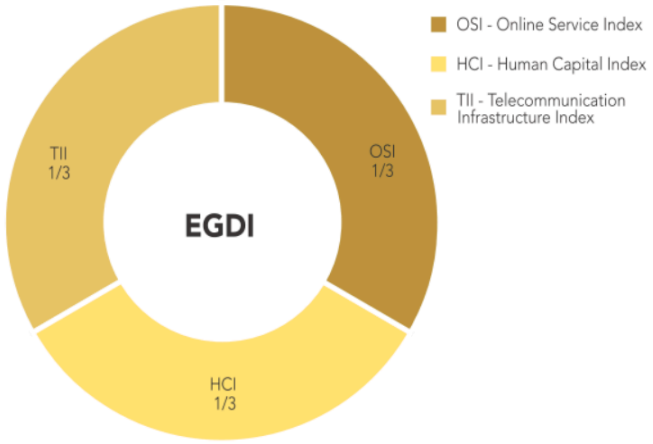

Figure 1: The three components of the E-Government Development Index (EGDI)

Methodologically, the E-Government Development Index (EGDI) is the weighted average of normalized scores on the three most important dimensions of e-government, namely: (i) the scope and quality of online services quantified as the Online Service Index (OSI); (ii) the status of the development of telecommunication infrastructure or the Telecommunication Infrastructure Index (TII); and (iii) the inherent human capital or the Human Capital Index (HCI). Each of these indices is a composite measure that can be extracted and analyzed independently.

In addition, UN DESA has also conceived the project supported by the UN Peace and Development Fund, entitled "Developing institutional capacities for digital data management and cooperation to advance progress toward the Sustainable Development Goals", to support developing countries to assess key data management and governance challenges and strengthen government officials' and stakeholders' knowledge of sound and secure data management. This project seeks to address existing challenges and gaps in digital data management and cooperation, focusing on enhancing the institutional capacities of countries to utilize, manage and govern data in a comprehensive, objective and evidence-based manner, through regional and global cooperation.

Under the research framework established by UN DESA, data governance is supported by the three principles of Sustainable Development Goal 16 (accountability, effectiveness, and inclusiveness) and examined through the lens of the four pillars (policy, institutions, people, and process) and six elements (See Figure2). This allows for a comprehensive and

holistic examination of the various procedural components which together enable effective, accountable, and inclusive data governance.

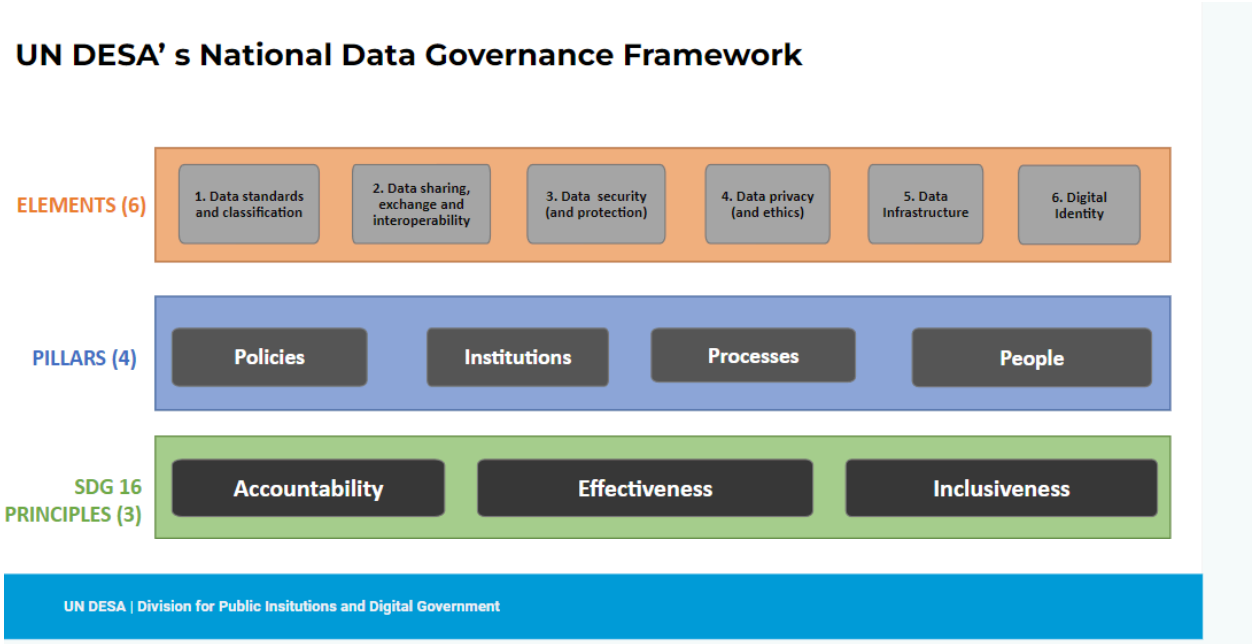

Figure 2: UN DESA's National Data Governance Framework

Development in Tanzania

The Tanzanian government is determined to accelerate the adoption of digital technologies for enhanced public administration, economic growth, and shared prosperity. Substantial investments have been dedicated to laying the groundwork for digitalization, encompassing the development of digital infrastructure and the enhancement of public service delivery through e-government.[1]

Recognizing the dynamic landscape of Information and Communication Technology (ICT), the Tanzanian government acknowledges its pivotal role in driving economic growth. The continuous evolution of ICT, coupled with increased internet penetration, widespread use of mobile devices, and the growing demand for digital services, has positioned the communication sector as a significant contributor, constituting approximately 1.5% of the national GDP. Over the last couple of years, Tanzania has witnessed an impressive average GDP growth rate of 8%, fueled, in part, by businesses heavily investing in digitalization to meet the escalating demand for technology products and services.[2]

[1] GSMA. "Tanzania's Digitalization Journey: Opportunities for Value Creation," January 2023. Report

[2] Ministry of Information, Communication and Information Technology, "National ICT Policy 2023," (Draft) Tanzania, June 2023.

The recent advancements in Information and Communication Technologies (ICT) have given rise to e-Government, enabling the Tanzanian government to harness the benefits of digital transformation in reshaping the public sector. Systems and services implemented through various e-Government initiatives have played a pivotal role in providing convenient access to government services. This marks the initiation of efforts to bridge the 'digital divide' between urban and rural areas, leveraging the digital revolution for positive change and social betterment.[3]

The Government of Tanzania has reaffirmed its commitment to data and digital governance by establishing the e-Government Authority (e-GA) and implementing various legal and policy frameworks, including the data protection act and its subsidiary legislations, e-Government strategy, National ICT policy, and similar initiatives. These concerted efforts have propelled Tanzania to make positive strides in e-government development.

According to the 2022 World Bank GovTech Maturity index (GTMI), 198 economies are categorized from A to D based on their average GTMI score, where A represents very high and D represents low maturity. Among these, 69 leading economies fall into group A, including Tanzania, constituting 35 percent of the 198 economies analyzed. These economies are recognized for employing advanced or innovative digital solutions and showcasing good practices across all GovTech focus areas. Notably, Tanzania has progressed from group B in 2020 to Group A in 2022 in key indexes such as the Core Government Systems Index, the Public Service Delivery Index, the Digital Citizen Engagement Index, and the GovTech Enablers Index.[4]

Tanzania's 2022 E-Government Development Index (EGDI) rank of 153 out of 193 countries, with a value of 0.4169, positions it slightly above the regional and sub-regional averages (0.4054 and 0.3840, respectively). This suggests Tanzania is performing comparatively well in e-government development within its regional context.[5]

In terms of the E-Participation Index, Tanzania ranks 128 out of 193 countries, with a value of 0.2727. While slightly above the regional average and slightly below the sub-regional averages (0.2595 and 0.2740, respectively), it still indicates a reasonable level of citizen engagement. The Online Service Index for Tanzania, with a value of 0.47, surpasses both the sub-regional and regional averages (0.3743 and 0.3670, respectively), indicating a relatively strong online service provision.[6]

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[3] President's Office, Public Service Management and Good Governance, "Tanzania E-government Strategy 2022."

[4] WBG GovTech Maturity Index 2022 Update: Trends in Public Sector Digital Transformation; Washington, DC. World Bank, 2022.

[5] UN Department of Economic and Social Affairs, "United Republic of Tanzania Country Information," 2022. [Online] Available: https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/183-United-Republic-of-Tanzania/dataYear/2022

[6] Ibid

For the Telecommunication Infrastructure Index (TII), Tanzania's value of 0.2709 falls below both the sub-regional and regional averages (0.2904 and 0.3548, respectively). The Human Capital Index (HCI) in Tanzania, with a value of 0.51, is above both the sub-regional and regional averages (0.4872 and 0.4945, respectively), indicating a relatively strong foundation in human capital development. Overall, it demonstrates a commendable position in e-government development within its regional and sub-regional context.[7]

However, non-interoperable government service delivery systems and unharmonized business processes present a significant challenge. The inability to electronically share service data results in ongoing operational isolation.[8] Regulatory gaps and limited infrastructure impede the seamless expansion of critical internet infrastructure, contributing to minimal incentives for closing the last-mile connectivity gap.[9] Challenges such as limited awareness of existing e-Government laws, regulations, and standards among public servants and law enforcers create hurdles for e-government development.[10] Additionally, the untapped potential of big data from diverse ICT systems and the underutilization of available information in decision-making further complicate the digital landscape. The absence of robust data governance frameworks exacerbates the disorganized deployment of ICTs in the Public Service, hindering the enforcement of standards and posing challenges to the country's digital transformation efforts.[11]

In view of the above, UN DESA in collaboration with the e-Government Authority of the Government of Tanzania, will be hosting a two-day capacity development workshop with representatives from governments, private, public sector, civil societies, academia, and other key stakeholders, digital data governance and digital government on public service management.

The workshop will provide a timely opportunity to engage government officials and other stakeholders, focusing on digital government, data, and data governance in public service management with the objective of strengthening the capacity of public sector employees in the concerned governmental organizations with regards to understanding how to improve the performance of digital government and strategize related initiatives.

[7] Ibid

[8] President's Office, Public Service Management and Good Governance, "Tanzania E-government Strategy 2022."

[9] USAID, "Digital Ecosystem Country Assessment (DECA)," Tanzania, May 2023.

[10] President's Office, Public Service Management and Good Governance, "Tanzania E-government Strategy 2022."

[11] Ministry of Information, Communication and Information Technology, "National ICT Policy 2023 (Draft)," Tanzania, June 2023.

2. Objectives of the Workshop

The objectives of the National Consultation Workshop are:

1. Build capacities in understanding and implementing UN DESA's e-government development framework, guided by the UN E-Government Development Index (EGDI)

2. Explore the existing opportunities and gap assessments for proposed focus areas, emerging from dialogue and interaction among workshop participants, including the proposed UN DESA data governance framework of 4 pillars and 6 elements.

   Four (4) pillars of Policy,

   Institutions, People/Partnerships, Processes
   - Policy: existing policy and regulatory framework;
   - Institutions: existing institutional framework
   - People: existing data ecosystem and mapping of stakeholders
   - Processes: existing data processes

   Six (6) elements:
   - Data standards and classification
   - Data sharing, exchange and interoperability, including open government data
   - Data security (in relation to overall national cybersecurity)
   - Data privacy (and ethics)
   - National data infrastructure (e.g., datacenter, cloud, data services, etc.)
   - Linking data governance to digital identity (or a lack thereof)

3. Identify the next course of action in strategic planning and implementation for setting up a national data governance framework for public service management .

4. Engage stakeholders from different agencies and other non-government stakeholders to participate in the official dialogue and knowledge exchange on proposing a national data governance framework for public service management in Tanzania.

3. Thematic Areas

A. The primary thematic areas of the EGDI (Day 1)

1. The EGDI framework
2. The three components of EGDI (OSI, TII and HCI)
3. The five categories of OSI (Institution framework (IF); data/content provision (DP); service provision (SP); e-participation (EPI); technology (TEC)
4. Other complementary indices: (i) Open Government Development Index (OGDI; (ii) Local Online Service Index (LOSI)

B. The primary thematic areas of the National Data Governance (Day 2)

Four (4) pillars of National Data Governance:

1. Policy: existing policy and regulatory framework;
2. Institutions: existing institutional framework
3. People: existing data ecosystem and mapping of stakeholders
4. Processes: existing data processes

Six (6) elements of National Data Governance

1. Data standards and classification
2. Data sharing, exchange and interoperability, including open government data
3. Data security (and data protection)
4. Data privacy (and ethics)
5. National data infrastructure (including e.g., datacenter, cloud, data services, etc.)
6. Linking data governance to digital identity)

4. Expected Outcomes

The following are the expected outcomes of the Workshop:

1. To build institutional and individual capacities in public service management in understanding and implementing UN DESA's e-government development framework
2. To build institutional and individual capacities, participants gain insights on issues of Public Service Management and data governance (for government data)
3. To build a shared understanding on issues of Public Service Management and the data governance in the public sector
4. To identify the strengths and weakness of the existing Public Service Management and data governance
5. To identify the next course of actions and potential interventions with a proposed timeline

The outputs of each of the sessions and a follow-up action plan will be captured in the summary report. A policy brief may be issued by UN DESA in consultation with the e-Government Authority of the Government of Tanzania.

5. Date and Venue

Date/time: **August 21 - 22, 2024, 8:30 AM – 5: 30 PM**

Venue: **The Residence Hotel, Dodoma.**

6. Participants

It is expected that the participants for the workshop to include:

1. Senior government officials
2. Non-governmental experts from the private sector, civil society, think tanks, academia, with knowledge and experiment in national data governance frameworks
1. Experts from other countries
2. Staff representatives from UN Resident Coordinators' Office and other related UN agencies
3. Experts and staff members from UN DESA and Government of Tanzania

Ministries and agencies to be invited:

MINISTRIES

President Office Public Service Management and Good Governance

President's Office Regional Administration and Local Government

Ministry of Communication and Information Technology

Ministry of Finance

Ministry of Home Affairs

Ministry of Foreign Affairs and East African Cooperation

Ministry of Health

Ministry Industry and Trade

Ministry of Agriculture

PUBLIC INSTITUTIONS

Tanzania Revenue Regulatory Authority (TRA)

Tanzania Port Authority (TPA)

National Identification Authority (NIDA)

Tanzania Communication Regulatory Authority (TCRA)

Information Communication Technology Commission (ICTC)

Personal Data Protection Commission (PDPC)

Engineers Registration Board (ERB)

Tanzania Postal Authority (POSTA)

Tanzania Telecommunication Corporation Limited (TTCL)

National Internet Data Center (NIDC)

Higher Education Students' Loans Board (HESLB)

National Social Security Fund (NSSSF)

Public Service Social Security Fund (PSSSF)

Medical Store Department (MSD)

Tanzania Immigration Department

National Audit Office of Tanzania (NAOT)

Planning Commission

Tanzania Commission for Science and Technology (COSTECH)

PRIVATE

CRDD Bank

NMB Bank

Airtel

Vodacom

Tigo

Academia

University of Dar es Salaam

University of Dodoma

Mzumbe University

Nelson Mandela Institute of Science and Technology

Mbeya University of Science and Technology

UDSM - University Computing Center

Dar es Salaam Institute of Technology

National Institute of Transport

Arusha Institute of Accountancy

7. Languages

The Workshop will be conducted in English.

8. Surveys and evaluation

Pre-workshop surveys and post-workshop evaluations will be circulated. A follow-up questionnaire could be sent out to participants after the Workshop.

9. Organizers and Facilitators

The Workshop is jointly organized by the Division of Public Institution and Digital Government (DPIDG) of UN DESA and the e-Government Authority, Government of Tanzania.

For any question, please contact:

UN DESA:

Wai Min Kwok (kwok@un.org)
Senior Governance and Public Administration Officer, DPIDG, UNDESA

Junho Lee (junho.lee@un.org)

Associate Expert, DPIDG, UN DESA

Abere Shiferaw (Abere.abegaz@un.org)
Africa Regional Consultant, UN DESA

Dr. Goodiel Moshi (gcmoshi@googlemail.com)
National Consultant, UN DESA

Government Focal Persons (e-GA)

S.N	Name	Position	Email	Phone number
1.	Eng Jaha Mvulla	Manager for Research, Innovation and Training	jaha.mvulla@ega.go.tz	+255678831902
2.	Ms Sultana Seiff	Manager for Standards and Compliance	sultana.seiff@ega.go.tz	+255717116090
3.	Ms Subira Kaswaga	Manager for Corporate Communication	subira.kaswaga@ega.go.tz	+255715339696

4.	Mr Riziki Majengo	Manager for Security Management	riziki.majengo@ega.go.tz	+255714607898
5.	Mr Long'ida Oltetiai	Manager for Customer Support and Statistics	longida.oltetiai@ega.go.tz	+255764635101
6.	Benchine Bago	Communication Officer	benchine.bago@ega.go.tz	+255767986368