

## **MEETING MINUTES**

### **WORKSHOP:**

Development of the e-Government strategy for Local Authorities: Dar es Salaam City Council, Municipalities of Ilala, Kinondoni and Temeke

### **VENUE:**

April 20th 2005, 9:00 a.m.  
University Computing Centre Ltd.  
University Road, Mlimani Campus

### **ATTENDEES:**

**Prof. B. Mutagahywa**, Managing Director of University Computing Center Ltd.  
**Mr. H. Mgaya**, IT Manager of Dar es Salaam City Council  
**Mr. A. Mwaitebele**, IT Manager of Ilala Municipal Council  
**Mr. J. E. Nyitambe**, IT Manager of Kinondoni Municipal Council  
**Mrs. M. Achentalika**, IT Manager of Temeke Municipal Council  
**Mrs. E. Cammi**, University of Pforzheim Germany, working at the University Computing Center Ltd.

### **MINUTES:**

E. Cammi

### **AGENDA:**

1. Introduction to the subject of "e-government"
2. Current situation for IT usage.  
Services which are already partially implemented
3. Proposed approach for the introduction of e-Government:
  - ✓ Framework using the BSI phase plan
  - ✓ Preliminary time plan and allocation of resources for the strategy development
  - ✓ Strategic procedure and possible synergies

## **MEETING MINUTES:**

### **1. SHORT INTRODUCTION TO THE SUBJECT OF “E-GOVERNMENT”**

**Mrs. Cammi:** Definition, proposed framework, advantages of e-Government.

### **2. CURRENT SITUATION FOR IT USAGE. SERVICES WHICH ARE ALREADY PARTIALLY IMPLEMENTED**

**Prof. Mutagahywa:**

Is ICT an established unit inside your institution? (Municipality/City Council) and how many people are members of the staff?

**Mr. Mwaitebele, Ilala Municipal Council:**

Organizational structure: ICT was not independent but now after the reform it will be an independent unit. This change has been approved by the manager and has been sent to the Ministry for approval.

Staff: one permanent employee and one temporary employee.

**Mr. Nyitambe, Kinondoni Municipal Council:**

Organizational structure: ICT was not formally recognized as one independent unit, but de facto it was one. After the Local Government reform it has been recognized and an independent unit reporting directly to the Municipal Director.

Staff: three permanent employees, three temporary employees for supporting issues, five people to convert analog documents in the digital form, students.

**Mrs. Achentalika, Temeke Municipal Council:**

Organizational structure: ICT is not recognized as an independent unit.

Staff: one permanent employee.

**Mr. Mgaya, City Council:**

Organizational structure: ICT has till now been an independent unit (because of Epicor) but after the reform ICT will be under the City Office. This change has to be approved by the Ministry.

Staff: one permanent employee and approved another permanent employee, not hired yet (will be employed to the day to day support and for the Website optimization).

**Prof. Mutagahywa, University Computing Centre Ltd.:**

Showed the approved structure for PO RALG after the reform. The unit Management of Information System is approved as independent department. For that reason, even though the Local Governments are independent entities respect the Central Government, there should be an independent ICT unit. The advantages of an independent IT unit operating with full time employees are various: the employee's performance will be measured for their task in the IT business, it is possible to request money for ITC project. -> **UCC should address the need of ICT independent units for the three municipalities as well for the City Council, at the best during one workshop** (see under point 4. “Action Items”).

## Current situation – Planned activities

### **Mr. Mwaitebele, Ilala Municipal Council:**

- Finalize to link all the offices to the network by wireless LAN. Started sharing information through the network.
- Available Website, which is being restructured at present to accommodate e-Government issues. <http://www.ilalamunisipa.org>
- Central integrated database which accommodates the data from all departments.
- ONGOING: Health Information System (computerization of the hospital activities). Will be implemented this year. Amana Hospital is the first one where the Health Information System will be implemented.
- ONGOING: Introduction of a computerized Complain Office. (At the moment there is no office for complains, complains are dealt by the Public Relation Office).
- Six employees have been trained till now on e-Governance.
- Improve the computer equipment of the ward offices: some PCs have already been bought, after will be as soon as the funds will be approved. Connect the seven wards through wireless LAN.

### **Mr. Nyitambe, Kinondoni Municipal Council:**

- Sensitization about the importance of e-Government for:
  - Employees of the 27 wards or of the headquarter
  - For operators of the Mwananyamala Hospital and school teachers
  - For councilors (PLANNED, NOT YET DONE)

Since 2000, when the e-Government project have been started have been organized five workshops involving the councilors, employees (especially the ones in management position) and stakeholders.

- Training for the employees is taking place on a regular place (budgeted). All 47 councilors had six week PC training.
- Computers have been acquired (out of funds from donors and from the Municipality itself) and distributed to 15 of the 27 wards, to dispensaries, to health centers. The schools have been sensitized and encouraged to buy computers from own resources.
- LAN infrastructure covering all sections.
- Allow access to internet to all employees: this will increase the acceptance of e-Government. Technical network support provided by an external company is available.
- Website available under: <http://www.kmc.go.tz> , which is being restructured now.
- Software applications: Epicor, LG Monitoring DB, PlanRep, Business License, Health Management Information System MTUA (available at the headquarter and is being rolled out in other facilities), HR Information System (Employees information), Evaluation (Value Collect, My SQL).
- ONGOING: Computerization of the Mwananyamala Hospital. Issue: resistance from employees and doctors towards the new technologies.

- ONGOING: Identify the unplanned settlements to regularize those (GIS).
- Catalyzation effect for establishment of e-Government projects in other Local Governments.
- ONGOING: Together with five independent consultant companies created an ICT strategic plan based on the following components:
  - Geographic Information Systems
  - Human Resources Information System
  - Health Management Information System
  - Education Information System
  - Customer Relation Information System
- Established “user groups” to assist the work of the consultants and appoint a coordinator.

**Mrs. Achentalika, Temeke Municipal Council:**

- ONGOING: Completion of the LAN infrastructure: at the moment there is a dial-up connection.
- Available email infrastructure.
- Health Department has already a LAN connection.
- Website available under: <http://www.temekemanisipa.go.tz>
- Workshop of sensitization about the importance of e-Government done.
- Available Software Systems: Epicor and Proper taxes.

**Mr. Mgaya, City Council:**

- The five major offices are provided with LAN connection, all of them (also the ones which still don't have computers) have network terminals.
- ONGOING: Restructuring of the network configuration: it is planned to implement the linkage of all the offices to the City Hall and to the Internet backbone; now all the offices are directly connected to Internet.
- Available email server with backup.
- Available a GIS unit.
- ONGOING: Planned to scan and digitalize all the land files and to take digital picture of the land. Pictures from the plane will be available in June.
- ONGOING: implement the application for Property Taxes.
- Epicor application.
- Website available in two languages (English and Kiswahili). Planned restructuring: at the moment it is using Flash Macromedia as provided by the consulting company, but this is not supportable by the IT staff of the City Council. In addition the website should be a kind of a city portal with connection to all institutions, hotels, tourist information, health services... and with actual information about the current and future events. URL: <http://www.dcc.go.tz>

### **3. PROPOSED APPROACH FOR THE INTRODUCTION OF E-GOVERNMENT: FRAMEWORK USING THE BSI PHASE PLAN.**

**Mrs. Cammi:** Introduction of the proposed phase plan with detailed analysis of the phases one and two. Following are the proposed steps considering the changes approved during the workshop.

**Phase one** is about the Initialization of the e-Government project through the following steps:

- Ph. 1.1 Workshop to sensitize senior managers, decision makers and stakeholders of the aim and the need of the e-Government Project.
- Ph. 1.2 Information and participation of Staff Council.
- Ph. 1.3 Initial information to workforce.
- Ph. 1.4 Selection of the steering-committee of the e-Government project.
- Ph. 1.5 Setting up of the e-Government project (official announcement, appointment of the e-Government team).
- Ph. 1.6 Qualification of the e-Government project-committee.

**Phase two** is the definition of the strategy, done through the identification and assessment of the online capable services, bearing in mind the objectives of the Local Administration. The following steps are suggested:

- Ph. 2.1 Definition of e-Government objectives for the Local Administration.
- Ph. 2.2 Determination of evaluation criteria for online-capable services.
- Ph. 2.3 Selection, exclusion and prioritization of online-capable services.
- Ph. 2.4 Collection of information regarding online-capable services.
- Ph. 2.5 Classification and evaluation of online-capable services.
- Ph. 2.6 Identification of required infrastructural procedures.
- Ph. 2.7 Presentation of results of data collection.
- Ph. 2.8 Determination of quality requirements online-services.
- Ph. 2.9 Preliminary planning of personnel and financial resources.
- Ph. 2.10 Creation and publication of e-Government information for the staff.

**Mr. Mgya, Prof. Mutagahywa:**

Most of the work of phase one has already been done singularly for each municipal council and for the city council. The need is now is to start again to do the same steps for the Dar es Salaam as whole (including the three Municipalities and the City Council). It is very important to bring possible donors, the IT Managers, the senior managers and the executives on the same understanding and sensitization of the e-Government project.

It is needed a workshop to perform this, in which the success stories of the Municipalities Ilala and Kinondoni can be presented.

**Mr. Nyitambe:**

The ICD Conference at the end of May could be a good occasion or Step 1.1 (see under point 4. "Action Items")

**Mr. Mgya, Prof. Mutagahywa:**

There is a need of two different e-Government teams: the steering committee (involved in the phase 1.4) and the project committee (involved in the phase 1.6)

**Prof. Mutagahywa:**

The strategy followed by Kinondoni was to organize workshops for the stakeholders and identify through that which services should be included in the e-Government project. This proved to be a valid alternative/complement to the suggested steps of phases 2.1 till 2.4

**Prof. Mutagahywa:**

The aim of this group should be to create of the official recognition of the joint e-Government Project for all Local Authorities in Dar es Salaam, which involved: Recognition of the ICT units at the level of the Local Authorities, recognition of the joint e-Government team for the city Dar es Salaam, allow them to dedicate enough time for the project. The aim of the strategy analysis is to come with a list of needed services with will be common for all four Local Authorities in Dar es Salaam. The needed step to implement them will be depending on the current situation of each Local Authority. The report will have to put in evidence the advantages of implement the e-Government project, including the added value, the opportunities of cost saving and the impact of the planned e-Government infrastructure. That document can be used to present to possible donors and to request for funding for the project.

**4. ACTION ITEMS**

Item Nr.	Description	Due Date	Owner	Status
1	Meeting minutes, setup of a common platform for the exchange of information inside the team & to increase the visibility of the project	25 <sup>th</sup> Apr.	Mrs.Cammi	Done
2	Creation and recognition of dedicated units for the ICT departments for the four Local Authorities of the City Dar es Salaam	May	Prof. Beda	Ongoing
3	Identify the objectives for the e-Government project for the City Dar es Salaam	2 <sup>nd</sup> May	Mun.+CC	Ongoing
4	Organization of the ICD workshops, sensitization campaign about the e-Government project for senior managers, stakeholders and possible donors	10 <sup>th</sup> May	All	Ongoing
5	Creation of the official recognition of the joint e-Government Project for all Local Authorities of the City Dar es Salaam	May	All	Ongoing
6	List of the online-capable services and list of the evaluation criteria for the online-capable services	9 <sup>th</sup> May	Mun.+CC	Pending

Note: With the abbreviation “Mun. + CC” is meant the owners of the Action Item are the IT Managers from the three municipalities Ilala Kinondoni and Temeke and the IT Manager of the Dar es Salaam City Council.