



TIGA 2009 Summary of Winners

Category 1: Public service delivery to Citizens / communities

National

“Identity Document Transformation Project, Department of Home Affairs”, South Africa

<http://www.dha.gov.za/>

Comments:

An innovative project and deals with identification services to better serve various purposes. It involves the private sector and has tremendous impact. Uses up-to-date biometrics technology to solve a major security problem for the population and the government of South Africa. It has also improved the performance of the identity document provision service.

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Provincial/Regional

Connecting Communities - Kitsong Centres, Department of Information Technology (DIT), Ministry of Communications, Science and Technology, Botswana

<http://www.botec.bw/kitsong.htm>

Comments:

The project is a first step for facilitating access to e-services and developing ICT culture. It is another approach to delivering technology to the areas that are most difficult to reach. That is a challenge some governments turn away from but Botswana is making an effort to

help those who are all too often ignored or fall to the bottom of the priority list.

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Local

Woreda Net, Ethiopia

<http://www.eictda.gov.et>

Comments:

WordaNet is connecting different layers of administration - with focus on local administration -through provision of communications services including Internet in sometimes very challenging conditions. The project is bringing ICT applications on very practical level by capacitating administration to showcase what services can be offered using ICTs for the benefit of all citizens. It is an initiative which could interest other African countries in the use of new technologies for benefit all citizens.

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Category 2: Improved health services through the use of ICTs

National

Telemedicine Pilot Project, National Space Research & Development Agency (NASRDA), Nigeria

<http://www.nasrda.net>

Comments:

The project offers a set of telemedicine functionalities in various regions through mobile units connected through satellites to central health units. It uses a satellite infrastructure for communication and has achieved a direct impact in detecting diseases like Malaria. It demonstrates a very impressive use of space based technology to help those back on earth to get better health care. Much of Africa is leaping past other parts of the world to tap into satellites for their ability to cover vast areas. It is a project other countries could look to as a model. The innovative plans on linking existing knowledge infrastructures offered on global scale as well as use of satellite technology combined to physical delivery offered by

a medical bus is also improving access of citizens to otherwise distant services.

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Provincial/Regional

Women Healthcare Mobile Unit Project, Ministry of communication and information technology, Egypt

<http://www.mcit.gov.eg>

Comments:

The project offers a set of telemedicine functionalities in various regions through mobile units connected through satellites to central health units. The mobile unit brought an added value in the campaign for early detection of breast cancer. The project is also a "text book" example how ICT can diminish the distance and bridge service gaps between urban and rural population. It delivers a service in cost-effective manner and has real practical impact to the lives of people. The replication is somewhat tied to the availability of financial and technical resources, but the project could nevertheless qualify as a best practice. The project enables to bring the competences of the national excellence center to the regions. By doing so, it may bridge the gap between the big cities and the smaller ones (or rural areas) since patients from the smaller cities can get quality healthcare without leaving their cities.

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Local

Implementation of data management system for the national centre of pharmacovigilance in Tunisia, PRAGMACOM, Tunisia

<http://www.pragma-com.com>

Comment:s

The project is based on local data gathering and serves as a good prevention tool. It reflects why Tunisia has a top ranking in Africa for being ICT Compliant. The project implemented is a computer system (e-services) offering applications webs able to assure entry and update of data collected by most of tunisian doctors remotely from their offices, on one hand, and from different regional pharmacovigilance centers

providing health services in their coverage area, on the other hand. This system offers tools for treatment and exchange of data, allowing transmission of information from regional centers towards the organization headquarter in order to be verified and grouped in a central database.

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Category 3: Improved educational services through the use of ICTs

National

E-applications -Secondary school certificate, Educational Information Centre – Ministry of Education, Sudan

<http://www.moe.gov.sd>

Comments:

The project brings a great deal of facilitation for the publication of certification results and the preparation of certificates. It deals with a large number of users. It covers key aspects of the secondary School certificate including a bank of questions. It has a high value added profile. It is a perfect example of applying technology to a problem that is clear and obvious. The project's solution is working with such a dramatic upswing in people using the system. The implementation has enhanced the use and interest of e-services amongst its target group. The project has shown in practice how ICT applications can support efficient delivery services to the people. It is a very practical and operationally sustainable in development context and the idea can be replicated elsewhere.

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Provincial/Regional

Distance Learning Portal, National Commission of Information Technologies, Angola

<http://www.formacao.gov.ao>

Comments:

The project helps address the issue of extending equal opportunity to all citizens by

democratizing access to education through ICTs. It is about a plan of a big quality and which gives the same chance to the Angolans, having access to Internet, and also knowing how to read, to be able to benefit from an education of remote quality. And there, it is about professional skills and about acquisition of knowledge.

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Category 4: PPP in economic and financial eServices delivery

National

On-line Trade procedures: Secured Transportation, Corporation Tunisia Trade Net, Tunisia

<http://www.tradenet.com.tn>

Comments:

The project is of utmost importance for international trade. It is a very sophisticated project that implements a one-stop virtual desk approach. The project facilitates import and export procedures putting into play various actors: customs, insurances, banks, etc. The customer deals only with Tradenet to obtain the necessary authorizations. It saves costs and time! It is also an exemplary partnership using ICTs and the data engineering technologies to foster foreign trade in Tunisia. The application is addressing a sector of vital importance enabling global trade cooperation. By establishing essential electronic processes on management for foreign trade it increases the opportunities for sustainable international cooperation for different stakeholders. Government efficiency is increased and indirect benefits for private sector operation are immense. The project is building on increased sustainability, and should be replicated in other countries as a best practice.

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Provincial/Regional

Chams Partnership with Osun State Government on Implementation of Enterprise Government e-Portal, Nigeria

<http://www.chams.com>

Comments:

It is more a B2C project than G2C or G2B project. It is an ambitious project for bridging the urban-rural access gap and brings e-services opportunities to local communities. The project uses an innovative approach to reaching out into rural areas of a nation to bring them into the digital world. It is a huge problem for many nations and Nigeria has decided to tackle the problem, learning from problems, refining the idea as they move forward.

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Category 5: The Judges' Award

"Mozambique Government Portal", Mozambique

<http://www.govnet.gov.mz>

Comment:

The Mozambique Government Portal is a citizen-centric portal containing online tools and services that simultaneously benefit the citizens and public sector. To the citizen, the Portal provides a unified vision of the Mozambican Government through divulging State information and services. Also, the Portal provides the public servant with efficient and effective communication services in an attempt to improve the performance of the public sector. This is a good example of effective public service delivery and information delivery to citizens.

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On-line information services for users and collaborative portail for professionals, Ministry of Health, Mali

<http://www.sante.gov.ml>

Comments:

The project is a commendable effort in bridging the health information gap between the administration, health practitioners and other stakeholders; the portal uses web based technologies on an open platform. Mali is a huge country with very few specialists in

certain domains of medicine and with a very weak dissemination of information. As a result, projects of this nature have a great impact on using ICTs for health care services. With this Open Source platform, not only health professionals benefit from real-time information they need, but also they will have a collaborative digital work space at their disposal.

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Honourable Mentions

Kaduna State Staff Audit & Pensioners Verification and Benue State Staff Audit, Supercard Ltd., Nigeria

<http://www.supercardng.com>

Comments:

The projects combined as a great model of being able to bring order and security to pensions and pay packets and staffing audits and in the process save huge amounts of taxpayers money while still delivering the services. Identity management and tools for verification are important components of safe and secure information society. The project was implemented in this very important area and has been able to establish the culture of secure information management in important stakeholder group, i.e. Government officials. As an outcome, the project has also been able to show significant savings in administration costs as well as increased efficiency in the government. It has supported the local ICT services provision and innovation development and increased trust in electronic financial transactions.

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Inscription universitaire à distance, Ministère de l'Enseignement Supérieur, de la Recherche Scientifique et de la Technologie, Tunisia

<http://www.inscription.tn>; www.mes.tn; www.universites.tn

Comments:

Tunisia on-line student enrolment project saves students a lot of time and travel expenses

manly during the summer season when they are usually at home fairly often far away from their university. The project also facilitates the registration process for all university institutions as well the collection of registration fees. The project demonstrates a high level of mastery of online services management technologies; besides, it benefits all stakeholders including the students, the training centre, the central administration as well as the private sector. This solid project has already proven its impact on cost reduction and smart delivery on public services. By addressing a key group in society, the project can be considered as "lighthouse" broadening the concept of e-Gov to new areas and thus to foster culture of "information society". To certain extent project is also replicable in other countries.

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EthioMarket: Ethiopia Reaching Out for a Better Tomorrow, EthioMarket e-Web Technology, Ethiopia

www.ethiomarket.com

Comments:

A creative mix of government and private enterprise resulting in a website that reflects a nation. While it can still be refined in terms of the information offered the concept is one that works well in many places on the web, one-stop shopping for information. The website allows not only informing Ethiopians on certain potentials of the local market, but also allows other people to obtain accurate and timely market information. During its seven years of existence, the project has shown its sustainability. This broad-based partnership of various governmental players is generating regular and substantial visits on web and is thus clearly addressing concrete needs beneficiaries. Such partnership provides an example of functioning one-stop entry for public services. While creating synergies between public and private services it also provides an opportunity to enlarge e-services both in depth and scope in the country.

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