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“IDEAL”

Interconnection Project for online Administration

Summary of the Communication

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Fisheries, agriculture, transport, poples, mines, sports and leisures, telecommunications, water resources etc, are all areas of importance in administrative policies and the success depends largely on the development of the computerization potentials.

In order to ensure improved contribution, the data in these fields should be available, reliable, complete and accessible in the most practical manner to offices and institutions whose role is to develop policies based on these data.

Moreover, the private operators in these sectors usually make computerized requests to the public administrative services in their respective sectors. These latter sectors can play a computerization role rapidly with all the reliability criteria on the information that they produce.

However, the administration has a real need to increase its productivity, as well as ensuring the coherence of the data of common interest and to improve its communication from within, as well as among its agents and the various users of public services.

Finally, beyond the crude data, the administrative officials, the institutional operators as well as the private stakeholders require access to specific knowledge and reference basis in their fields. The knowledge basis is constituted by the entire documentary resources (survey publications, plans, summary proceedings, analytical studies, technical data etc), which bring out the progress in knowledge and production. In addition to all these developments, there is a vital need to provide policy makers with adapted decision-making performance indicators

If up to now these data exist but not available in a practical manner it is only because the immensity of the quantity of data and the complexities of their interrelationship cannot be manually manipulated effectively.

This leads to the need to provide the government offices with a modern governmental information system which is efficient and shaped on the traditional requirements of an administrative set up through the implementation of series of targeted and focused actions on the development of the Government's Intranet, the first stage in the development of gradual strategy for online administration (IDEAL Project).

The availability of Government Intranet would lead to the gradual deployment of government applications particularly:

- Applications to provide basic Intranet services (telephony, e-mail, management contracts and schedule utility) basic services to ensure communication among administration officials, improve their organizational capacity while considerably reducing telecommunications costs;
- Applications facilitating cooperation between Offices of Ministers on Management of interministerial government files, sharing basic information and computerized production of performance indicators for follow-up on government's activities;
- Applications for the computerization of the shared function of the management of human resources, as well as the budgetary functions in the administrative process between the ministries and the departments responsible for the central administration which is crucial and should be initiated now.

In addition, the Government's Intranet should develop the access and information exchange capacities between the departments in the administration with the citizens, as well as with the

institutional partners similar to the development of the information gateways of the administration which should also serve in the end as an electronic space for administrative transactions between the citizens and the administration.

The implementation of the Government Intranet is a vital prerequisite in the development of the online administration.

A gradual approach has been formulated for its harmonious implementation. During the first phase lasting a year, the focus of the project activity is in the Offices of Ministers, as well as the President's Office, the Prime Minister's Office and the National Assembly.

The following concrete actions are underway for its implementation:

- The strengthening of network and server infrastructure in each ministry. The objective is to provide each ministry with the capacity to pool resources internally through a single policy of capturing, collecting and strong information and making these information particularly available through the administrative gateways;
- The direct or indirect interconnection of the targeted administrations through an inter-network telecommunications infrastructure which would constitute the framework of the Intranet. The design of the infrastructure will be constructed in such a way that it would provide for the exchange of information with high output combining voice, picture and data. This framework will be linked to the rest of the world through secure and protected links with the public internet network;
- The deployment of transversal applications to be provided through the basic government Intranet services such as telephony, e-mail, Website and the professional applications which will be deployed on the administrative gateways for access and shared use of their functions in the interministerial management of budgetary, human and material resources. Concerning skills and scales, the combination of the transversal application will reduce the acquisition cost as well as providing a better quality of service for all the administrations and citizens;
- The putting in place of a consultation framework including a pilot project committee bringing together the principal stakeholders in ICTs in the administration so as to guarantee the mechanism of all their various needs and the consensus validation of the technological, organizational and operational options of the Government's Intranet;
- The development of strategic plans outlining the measures to be initiated in a far reaching modernization process for the forthcoming five years as well as the modalities for their implementation.

In order to ensure harmonious integration in the current work environment and fulfill the requirements of the administrative services, the following basic constraints serve as guide for the design and development of the various components of the Intranet:

- Facilitating the use of Intranet services and applications by users as well as their management by the technical staff of the Administration;
- Supporting the mission of various computer departments and the complementary of their infrastructures with the Intranet infrastructures;

- Taking into account the specific requirements of certain administrative departments, particularly (President's Office, the Prime Minister's Office, certain sensitive or critical departments) in terms of security, efficiency, costs, transparency and integration;
- The flexibility of technological options to be adapted to the changes in technology and requirements.