



KADUNA STATE GOVERNMENT

Digital Capabilities

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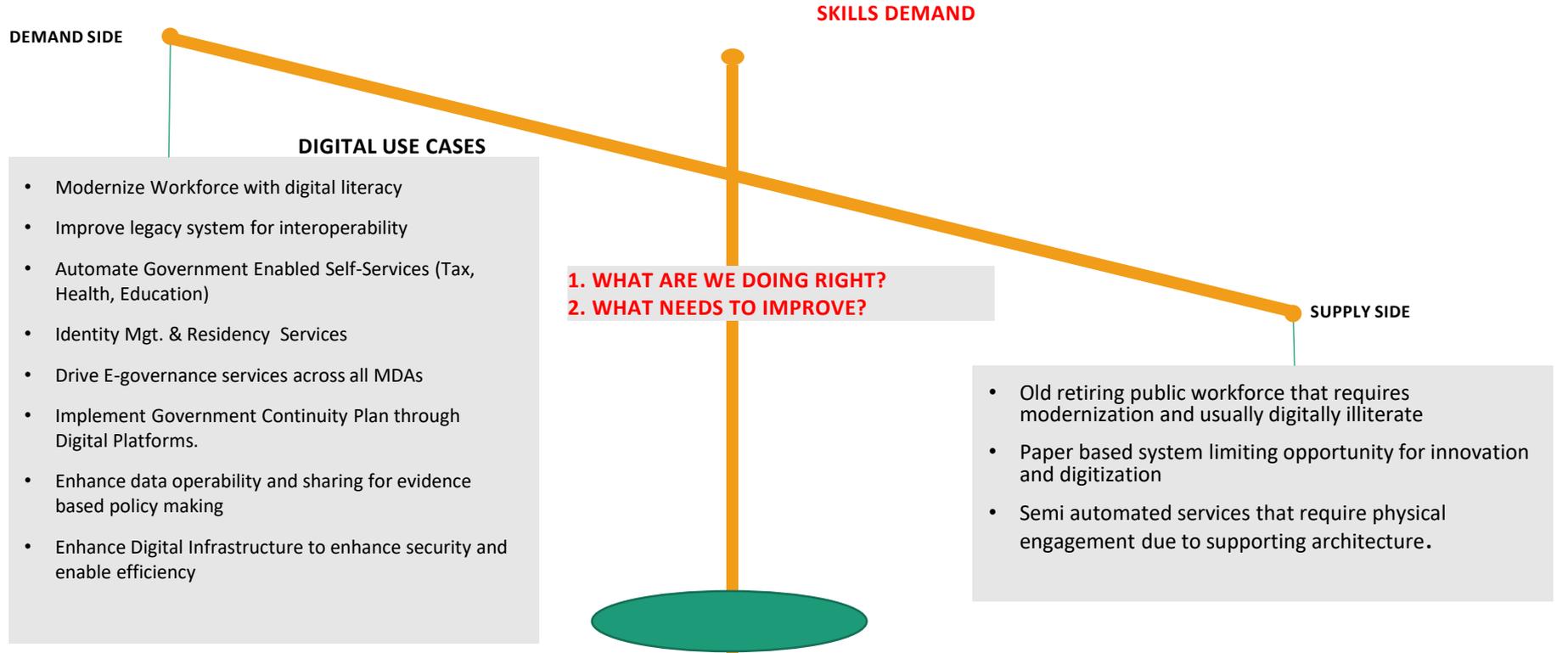
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OUTLINE

- **Contextualizing Kaduna State Approach to leveraging Digital Capabilities to enable government services**
- **Strategic Questions driving the Approach to Implementing Digital Capabilities Framework**
- **Understanding Kaduna's Digital Capabilities Framework**
- **Our Approach to Digitizing Governance in Kaduna State**
- **Digital Capabilities needed to enhance Government Continuity Plan in a COVID-19 era**

CONTEXTUALIZING KADUNA'S APPROACH TO LEVERAGING ON DIGITAL CAPABILITIES TO ENABLE GOVERNMENT SERVICES



Opportunity Costs

- Choices between modernizing and retraining the workforce with Digital Skills
- Choices between maintaining ad-hoc legacy system or driving a new e-governance framework to drive transparency and efficiency.

STRATEGIC QUESTIONS GUIDING OUR APPROACH TO IMPLEMENTING DIGITAL CAPABILITIES FRAMEWORK

PRE COVID – ERA

- *How to use digital skills as an enabler to reach more people? use talent pool to reenergize digital literacy in public workforce and drive youth participation in the freelance economy?*
- *How to leverage on digital services to enhance responsiveness of Government and power the transformation of legacy systems to drive transparency?*
- *How to digitize and automate Government Services to enhance transparency and efficiency?*
- *How to leverage on office productivity tools and e-governance strategies to enhance government operation and improve the ease of doing business.*

COVID – ERA

- *How to integrate Government Continuity Plan that provides digital engagements and ensures all agencies are online and visible to deliver services?*
- *How to digitize and automate Government operations to a self-service platform that limits disruption of Government operations?*
- *How to digitize and automate Government Services to enhance transparency and efficiency?*
- *How to ensure all Government Agencies have a digital presence and are able to build to use tech platforms to deliver government businesses?.*

UNDERSTANDING KADUNA'S DIGITAL CAPABILITIES FRAMEWORK



DIGITAL PLATFORMS / INFRASTRUCTURE

- SIFMIS/TSA
- PAYROLL REFORMS
- IDENTITY MANAGEMENT
- E-GOVERNANCE FRAMEWORK
- SELF SERVICE IMPLEMENTATION
- BROADBAND ACCESS & CONNECTIVITY

DIGITAL SKILLS

- CLICK-ON KADUNA DIGITAL SKILLS PROGRAM
- CLICK-ON KADUNA DIGITAL ENTREPRENEURSHIP PROGRAM
- ICT HUB

BUILDING A DIGITAL WORKFORCE

- MICROSOFT PARTNERSHIP ON PRODUCTIVITY TOOLS
- VIRTUAL ENGAGEMENTS/ COLLABORATION
- ICT TRAINING & CAPACITY BUILDING

CITIZEN ENGAGEMENT & PERFORMANCE TRACKING

- DIGITAL COMMUNICATIONS & PARTICIPATION
- EYES & EARS PLATFORM
- DIGITIZING KDBS THROUGH DATA REVOLUTION PLAN

OUR APPROACH TO DIGITIZING GOVERNANCE IN KADUNA STATE

What We are Doing Right?

- Our **Implementation of SIFMIS/TSA** gives us a single global view of government transaction in a way we are able to manage government finances and manage revenue expectations. The use of digital solutions has provided core insights that has improved cash management and the level of idle funds in the Bank.
- We have the most active **Citizen Engagement Framework through our Eyes and Ears Project** that connects citizens to governance by providing them access to Information to track more 6,000 government infrastructure projects which is connected to dashboard to provide government with real time feedback on budgetary implementation. 80% of Agencies in the state have social media presence
- The **Pilot roll out of Click-On Kaduna Digital Skills and Entrepreneurship programs** with partnership with WBG and Rockefeller has provided opportunity for skilling youths with basic and advanced digital skills to support increased technology adoption and innovation in the state.
- Our **partnership with Microsoft** for the deployment of office productivity especially email solutions, presentation and spreadsheet packages has strengthened mid to high level officials in the public workforce with enhanced coordination and collaboration across cross functional teams.
- Through the **Data Revolution Plan**, we are digitizing Kaduna Bureau of Statistics to provide modern data management approach and using big data to connect our smart survey study with routine administrative data to drive insights through data analytics. We are piloting with Health: <https://hefa.kdbs.ng>

CASE STUDY I: EYES AND EARS IMPLEMENTATION

Creating Active Citizens through the Eyes and Ears Platform

- The Eyes & Ears is a local, home grown initiative and one of our budgetary performance assessment tool used by Planning & Budget Commission to:



Track performance of various school, health and education projects executed through our Budgeting cycle.



Works by collecting real time primary data (geocoded images and log frames) through a smart phone app that sends evidence based & actionable information on status and quality of projects to our central situation room



This started as a G2G initiatives where PBC collects projects data from procurement level and sends to field officers to verify the status and level of implementation

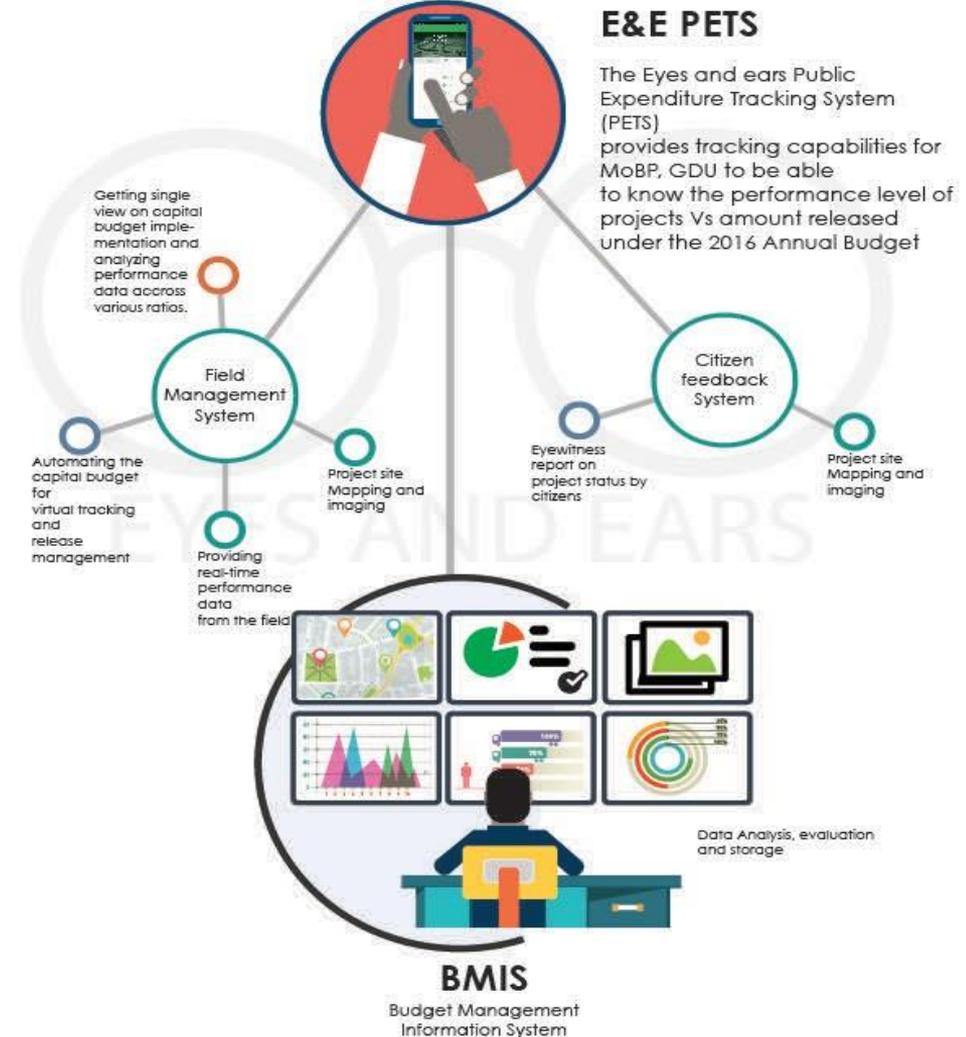
CASE STUDY I: EYES AND EARS

Creating Active Citizens through the Eyes and Ears Platform

Data collected from the field are transmitted to the Central Situation Room where:

- Data Analysis and Interpretation
- Early Warning System
- Geospatial Analytics
- Scenario Based Modelling

Provide open data integration to connect citizens to implementation data



DIGITAL CAPABILITIES NEEDED TO ENHANCE GOVERNMENT CONTINUITY PLAN

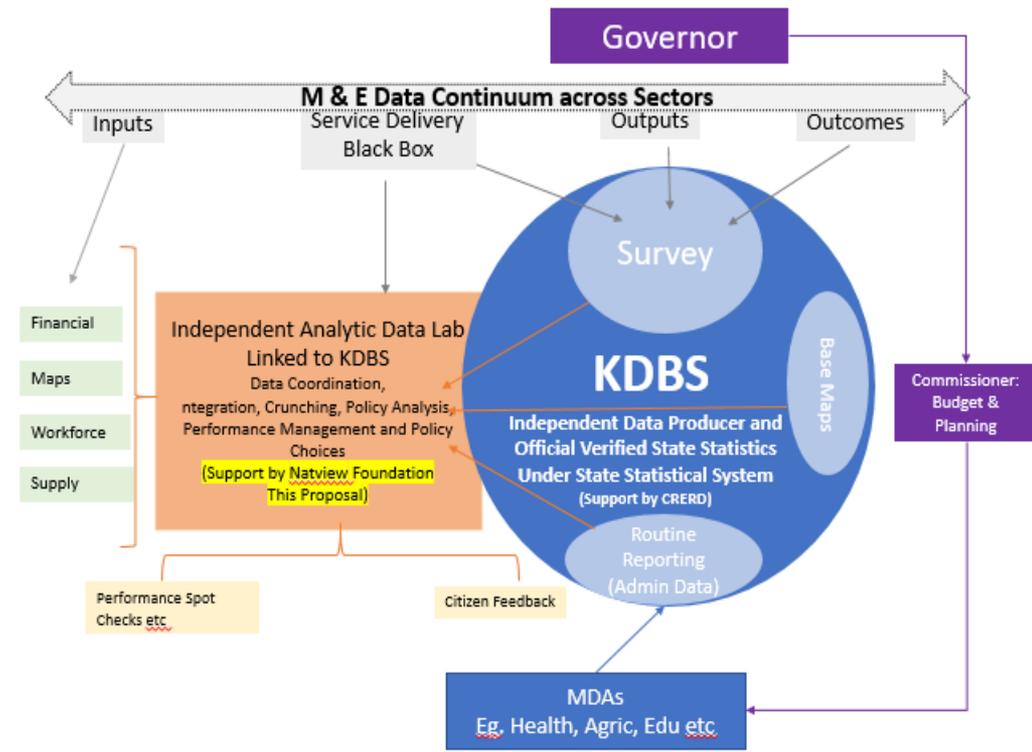
What Needs to Improve?

- We need to **scale up our intervention on Digital Skills and Entrepreneurship** to reach more people. The impact of the pilot phase has been very successfully in connecting young people to using digital platforms to earn income via freelancing platforms. Fastest way to create both active citizens and active workforce.
- The **E-Governance Framework** of the state needs to be reassessed to create an efficient platform that enables self service and limits disruption of critical business processes for government. Government's web platform need to provide entry gateway and digital alternative for e-Services for citizenry
- Our **approach to digital literacy focuses on the high and mid level cadre of the public workforce**. There is a need to further cascade digital literacy to the low level supporting staff so that impact to business processes and workflow can be limited and both traditional and digital processes integrated to deliver effective service.
- E-Collaboration needs scale up **beyond virtual meetings to focusing on remote access and engagement as part of Government Continuity Plan. Digital Services like VPN connections, Document Management and Content Management Services can be introduced to create a seamless digital office**
- We need to **update our ICT Policy to reflect the changing realities of the digital workspace** and the growing necessity for delivering government based e-services to citizens as part of innovative approach to limiting disruption and improving efficiency across Government operations

CASE STUDY II: DIGITIZING THE KDBS THROUGH HEALTH ANALYTICS

- Setup a tech-based Data Lab with support from BMGF as part of Data Revolution Plan that supports the triangulation of data from multiple sources to track progress towards SDGs SDP datasets indicator.
- Transition KDBS to use modern data management framework through the use smart CAPI and data collections mechanisms for Surveys and Routine Data Collection
- Through our Health Analytics Platform we are tracking the Health Facilities, their service delivery and impact across health indicators
- Use Big Data Modelling and Analytics to detect relationships between data points.

A Framework to Strengthen the KDBS and The State Statistical System



THANK YOU