



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

KENYA

28/05/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

<http://www.president.go.ke> – The presidency
<https://www.ecitizen.go.ke> – Gateway to Government Services
<http://www.mygov.go.ke> – Aggregated Government Information
<https://hudumakenya.go.ke> – information on integrated service delivery platforms

2. Please also provide **URLs** for below **specific portals**, if exists:
a. E-services³:

<https://www.ecitizen.go.ke> – eServices (self service)
<https://hudumakenya.go.ke> – Consolidation of face-to-face services provided in physical centers
<http://icta.go.ke/e-services/>

Click or tap here to enter Links.

- b. [E-participation⁴](#):
c. [Open government data](#):
d. Public procurement:
e. Other major portals at the national level:

<https://tenders.go.ke/website>
<http://www.mygov.go.ke>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Ministry of Public Service, Youth and Gender affairs: <http://www.psyg.go.ke>
Program to deliver integrated service delivery platforms: <https://hudumakenya.go.ke/huduma-kenya>
Management of all Govt. ICT services (technical support): <http://icta.go.ke>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
- Planning and Development

State department for planning: <http://planning.go.ke>
The National Treasury and Planning: <http://www.treasury.go.ke>

Click or tap here to enter Names and URLs.

- Education
Ministry of Education: <http://www.education.go.ke>

- Health
Ministry of Health: <http://www.health.go.ke>

- Social Protection and Welfare

State department for social protection: <http://www.socialprotection.go.ke>

- Employment and Decent Work

State department of Labour: <http://labour.go.ke>

- Environment

Ministry of Environment and Forestry: <http://www.environment.go.ke>

- Energy/Water

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Ministry of Energy: <http://energy.go.ke>
Ministry of Water and Sanitation: <http://www.water.go.ke>

h. Finance/Taxation

The National Treasury and Planning: <http://www.treasury.go.ke>

i. Industry/Trade

Ministry of Industry, Trade and Cooperatives: <http://www.industrialization.go.ke>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

<https://vision2030.go.ke>

Kenya Vision 2030 is the long-term development blueprint for the country and is motivated by a collective aspiration for a better society by the year 2030. The aim of Kenya Vision 2030 is to create “a globally competitive and prosperous country with a high quality of life by 2030”. It aims to transform Kenya into “a newly-industrialising, middle income country providing a high quality of life to all its citizens in a clean and secure environment”

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

In 2004, Government of Kenya developed an e-Government Strategy outlining the objectives and processes for the modernization of Government, as a means towards: enhancement of transparency, accountability and good governance; making the Government more result oriented, efficient and citizen centred; and enabling citizens and business to access Government Services and Information as efficiently and as effectively as possible through the use of internet and other channels of communication.

The National ICT Policy 2019 (Draft) has the overarching focus on providing access to ICTs, especially broadband, to all Kenyans and seamless connectivity to the East African Community member states with proactive collaboration at regional and international levels.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

<http://www.ict.go.ke/wp-content/uploads/2019/05/KENYA-E-GOVERNMENT-STRATEGY-2004.pdf>

III. Legal Framework

9. Is there any legal framework on:
- access to information such as Freedom of Information Act
 - personal data protection including digital security
 - open government data
 - digital identity
 - digital certification/signature
 - e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
 - digital government as a right

There is a Data Protection Act, 2015. National Privacy and Data Protection Policy formulated and is being implemented, Data Protection Bill awaiting enactment. Statute Law (Miscellaneous Amendment) No. 18 of 2018 made various minor amendments to the Registration of Persons Act (Cap 107), Laws of Kenya. S. 9A establishes the NIIMS which provides for digital identity. e-Procurement provided for under section 64 (2) of the Public Procurement and asset Disposal Act, 2015. Currently all Government procurement in Kenya is on the digital format. Publication of Government expenditure is covered numerously in the

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
 Yes No
11. If yes, do you publish results online and share those with the public institutions concerned?

No

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned?

Please explain further (Max 250 words).

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

All Government Ministries and State Departments use social media (twitter and facebook) to engage citizens and share information on programs and activities being carried out to benefit the citizens. Social media is also utilized to provide 1st level support to citizens e.g. immigration and driving licenses.

VII.

New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

Kenya is in the process of creating a National strategy and to ensure it does not lag behind in this area, in 2018, the Ministry of ICT, unveiled a taskforce on Distributed Ledgers and Artificial intelligence. The taskforce comprised of key sector experts and technology enthusiasts and was mandated with the exploration and analysis of global digital trends and technologies that demonstrate great potential to transform Kenya's economy. The report will form the foundation of a national strategy.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

The Ministry of ICT is spearheading the use of emerging technologies. Once the report by the taskforce on distributed ledgers and AI is finalized, a strategy will be developed, assigning ownership to guide the process

VIII.

Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

n/a

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

18. What percentage of your GDP is allocated for ICT investment in the public sector?¹¹

2018/2019 National Budget allocation for the Energy, Infrastructure and ICT sector was 24.1%; Quarter 3 of 2018, ICT sectoral contribution is 0.3 of the Kenya's GDP growth rate however the ICT sector is growing at 9.1% (KNBS)

19. What is the proportion of persons employed in central government organizations routinely using ICTs?¹²

75.1 per cent of employees in the public sector used a computer. Out of those who used computer routinely, 76.1 per cent were male while 73.5 per cent were female.

20. What is the proportion of persons employed in central government organizations routinely using the Internet?¹³

80.2 per cent of the public institutions had Internet in their premises. 98.3 per cent of the public institutions used Internet to send and receive emails. The Government HR is managed through an information system known as GHRIS (<https://www.ghris.go.ke>), this portal is used to address all HR management of its workforce.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

Utilization level of devices, No. of people trained

IX. International and Regional Cooperation¹⁴

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes, the government participates in the following organizations that all drive cooperation on e-government: Smart Africa Alliance: <http://smartafrica.org>, Northern corridor integration Projects: <https://www.nciprojects.org>, Africa Union, ITU, ATU,

Please keep your response with max 250 words.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Government of Kenya is spearheading promotion of a Digital Economy under the Smart Africa Alliance. Part of development of a digital economy is the growth of a digital government; which is the presence and use of digital services and platforms to enable public service delivery. This will provide a single extensible platform on which all government services are built. Typically, this means that citizens only have a single place to go to get any and all government services. Government provides access to its platform to third parties so as to perform verification of identity and other services that only the government could provide. An example of this is the free and open source ALTINN platform built by

¹¹ Source: National Treasury

¹² The Public Sector ICT survey 2016, Kenya National Bureau of Statistics (KNBS) and the Communications Authority of Kenya (CA)

¹³ The Public Sector ICT survey 2016, Kenya National Bureau of Statistics (KNBS) and the Communications Authority of Kenya (CA)

¹⁴ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Norway.

Under the smart africa alliance, the government of Kenya has developed a digital economy blueprint that will be shared with all african countries. This will be launched at the Transform Africa summit 2019 on the 15th of May 2019. A link to the document will be available on the ict.go.ke website after the launch.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

All of Kenya's e-Government strategies are developed with multi stakeholder input and extensive public participation.

X.

Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
 I am authorized and fully knowledgeable to respond to this questionnaire.
 I did not have the full information to respond to this questionnaire
 I mostly provided my own opinion/assessment rather than official information.
 Other:

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

- Directly from UN DESA
 From the Mission of my country to the United Nations
 United Nations E-Government Survey website
 LinkedIn
 Facebook
 Other:

Please explain further (Max 250 words).

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.