# INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

## DIGITAL GOVERNMENT STRATEGY 2020-2024

# DIGITAL GOVERNMENT STRATEGY

## VALUES

> *Citizens First*
> Digital Government Strategy that improves processes, design and offer services with citizen's needs in mind, to better serve citizens in a way that will give convenient and efficient experience.

> *Government as a Platform*
> Digital Government Strategy that creates the necessary infrastructure of shared services and platforms, technology and processes on which to build valuable user-focused services.

> *Empowered Government Officer*
> Digital Government Strategy that creates digitally confident workforce, working in a digitally enabled workplace to deliver better services and access high quality internal services to be more productive.

## STRATEGIES

1. Citizen and business focused solutions
   A user-centric approach will be adopted to design, develop and integrate services, catering to the requirements of citizens and businesses.

2. Shared digital services and platforms
   The new digital services will be common, interoperable and user friendly platforms with the aim of reducing the time and effort. Data standards will be set and a data architecture will be developed to ensure usability of data across Government digital platforms and services.

3. Develop high available and secure systems
   Systems will be designed, developed and operated, which will be resilient to cyber threats, in order to protect citizens, business and government data stored and shared across systems.

4. <u>Unified approach towards Digital Transformation</u>
   Processes will be reengineered and digital technology will be applied in integrating business requirements, policy, operations and technology communities, in order to transform public services.
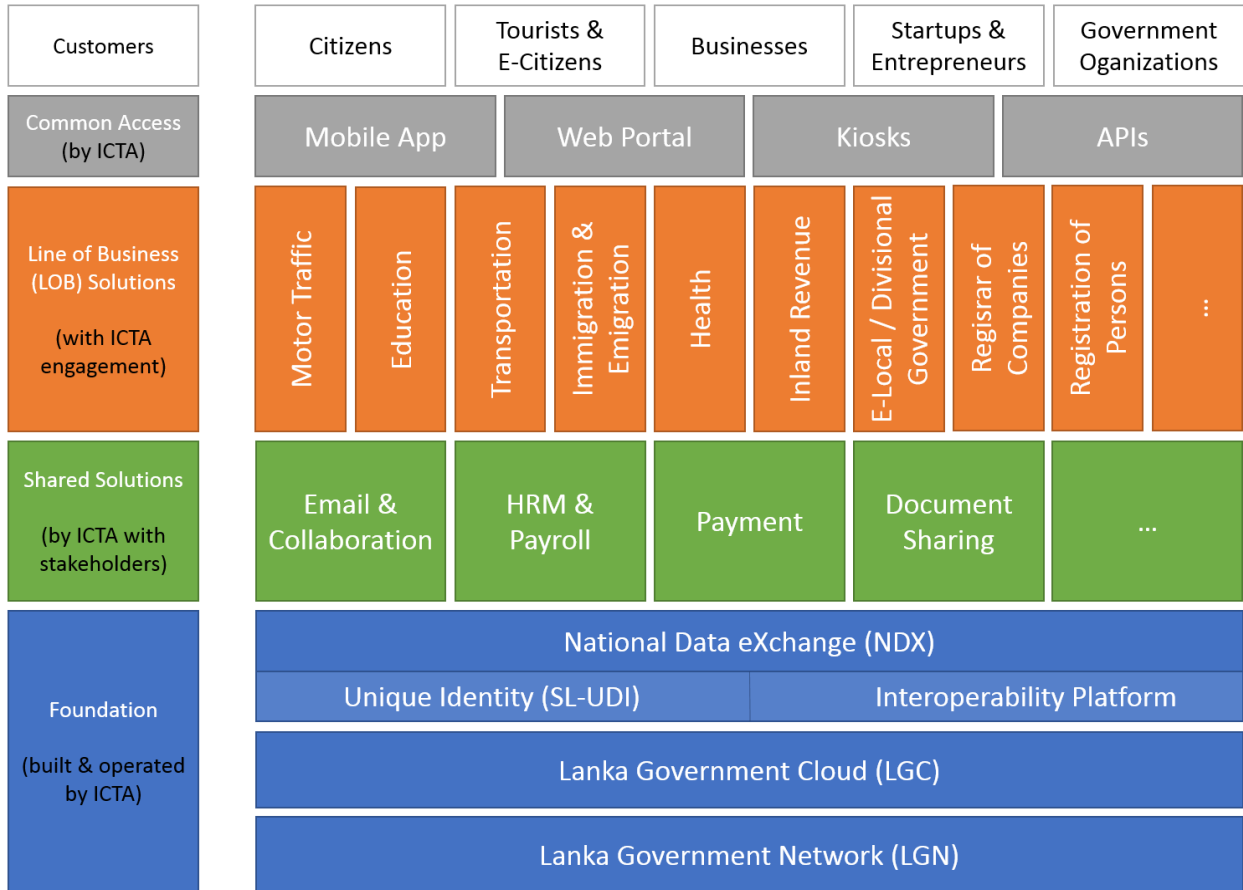
## ARCHITECTURE

| Customers | Citizens | Tourists & E-Citizens | Businesses | Startups & Entrepreneurs | Government Oganizations |
|---|---|---|---|---|---|
| **Common Access** (by ICTA) | Mobile App | Web Portal | Kiosks | APIs | |

Line of Business (LOB) Solutions (with ICTA engagement): Motor Traffic, Education, Transportation, Immigration & Emigration, Health, Inland Revenue, E-Local / Divisional Government, Regisrar of Companies, Registration of Persons, ...

Shared Solutions (by ICTA with stakeholders): Email & Collaboration, HRM & Payroll, Payment, Document Sharing, ...

Foundation (built & operated by ICTA):
- National Data eXchange (NDX)
- Unique Identity (SL-UDI) | Interoperability Platform
- Lanka Government Cloud (LGC)
- Lanka Government Network (LGN)

Figure 1: Digital Government Architecture

# KEY PERFORMANCE INDICATORS

| | | | BY 2020 | 2022 | 2024 |
|---|---|---|---|---|---|
| Infrastructure | | Establish, Expand and fully function key national Network and Systems Infrastructure | 50% (Usage) | 25% (Usage) 100% (expansion) | 50% (Usage 100% (expansion) |
| Interoperability Framework | | Conceptualize, Design and adopt Interoperability Framework | 5 (Institutions) | 50% (Key Institutions) | 100% (Key Institutions) |
| Shared Services | | Citizen Friendly common services | 5 | 20 | 30+ |
| Line of Business (LOB) Solutions | | Implement Key Digital Services | 5 | 20 | 50 |

# SERVICES DELIVERY

## OBJECTIVES 01 AND ACTION ITEMS

Identify and develop transformational citizen services offered by Government Institutions, targeting key Industry sectors.

- *Ministry of Education*
  - *Facilities of online education programs*
- *Ministry of Health*
  - *Health Information system*
- *Ministry of Finance, Welfare Benefit Board*
  - *Welfare Information Management systems / Distribution*
- *Ministry of Agriculture*
  - *Fertilizer Distribution system*
- *G2C Services initiative, targeting high impact Citizen Services, with short implementation time period. Planned to develop 50+ G2C online information and transactional services*
- *Regional Government Service Centers – Facilitating one-stop shop for government services*
- *Government Information Center – offering information services of circa 300 + Government institutions.*

## OBJECTIVES 02 AND ACTION ITEMS

Create a business friendly environment facilitated through digital services, offered by Government Institutions.

- *Department of Registrar of Companies*
  - *Cross-Government service offering Registration of Companies*
- *Sri Lanka Customs*
  - *Trade Facilitation,*
- *Department of Import and Export Control*
  - *Online services for Approvals form Regulatory organizations*
- *Ministry of Tourism*
  - *Tourist Information portal*
- *Employee Trust Fund Board*
  - *ETF Management System*
- *SME Development*
- *SME e-Commerce Portal*
- *G2B Services initiative, targeting high impact Business Services, with short implementation time period. Planned to develop 25+ G2B online information and transactional services*

- *Uplift International rankings i.e. Ease of Doing Business Index*

## OBJECTIVES 03 AND ACTION ITEMS

Increase Government Efficiency /Revenue, Law and order.

- *Department of Inland Revenue*
    - *Importers Tax files system – Online files*
- *Ministry of Justice*
    - *Court Automation System*
    - *Legal Infrastructure systems*
    - *Case files / case information*
- *Sri Lanka Police*
    - *Criminal database*
    - *Police Clearance Certificate issuance solution*
    - *Traffic Management system*
- *Ministry of Land and Land Development*
    - *Land Registration*
    - *Valuation and Estate Management*
    - *Property based Stamp duty collection and opinion system*
- *Local Government Services*
- *Grama Niladhari Services Management System for 14,000 GN Diisions.*
- *Provincial Department of Motor Traffic*
    - *Vehicles Revenue License Issuance*
- *Digital Services targeting National Heritage Sites*
- *Shared Solutions*
    - *E-Mail and Collaboration Solution for the 100,000 Government Officers*
    - *Cross Government Document Management for 50+ Organizations*
    - *Video Conference Facility for Government Organizations for 100 Government institutions.*
    - *Development of Essential digital Services and Platforms*
        - *ePayment Services for 50+ Government organizations*
        - *eHRM Services for 25 + Government organizations*
        - *eTicketing Solutions for 25 + Government organizations*
        - *Government Short Messaging Services – on demand service.*

## OBJECTIVES 04 AND ACTION ITEMS

Establish a Unique Digital Identity Framework.

- *Department of Registration of Persons*
  - *Develop the Unique Digital ID solution for 18+ million citizen population within two years.*
  - *Offer ID Services /consent services for citizens and business*
  - *Facilitate E-KYC Series for Trade and commerce*

- *Design, develop and operation the National Data eXchange (NDX) Platform*
  - *Facilitating secure G2G communication, sharing of information and services.*

## OBJECTIVES 05 AND ACTION ITEMS

Facilitate National Security Services.

- *National Intelligence*
  - *Monitoring of Prisons information, platforms including social media platform to identify potential security risks, terrorist activities.*