



eSoftwaresolutions

**ES3**

**INFORMATION  
COMMUNICATION TECHNOLOGY  
STRATEGY DEVELOPMENT**

**OUR APPROACH  
TO INFORMATION  
COMMUNICATION  
TECHNOLOGY  
STRATEGY  
DEVELOPMENT**



## INTRODUCTION

The use of Information Technology, has become ever so critical in delivering services to citizens; streamlining processes and managing performance. Information Technology can be effectively used to deliver best in class services in a more prudent and effective manner. Information Technology can also be used to open communication channels to citizens; allowing ease of communication.

eGovernment (Electronic Government), refers to the use of information technology to deliver government services. eGovernment platforms allow citizens; agencies of government and business to interact with government using technology. Allowing seamless process and improving services delivery.

Some of the benefits of benefits in the adoption of an eGovernment framework include:

- Improved quality of services to the citizen;
  - Improved government processes;
  - Convenience to the citizen;
  - Provides citizens with information;
  - Reduced cost of government services;
- Allows government to focus on complex service delivery challenges;
  - And Lowers the cost of businesses when interacting with government.

An eGovernment policy can only be delivered effectively, through a clear Information Communication and Technology (ICT) Strategy and Programme Management Office. An ICT strategy will define the required technology to deliver to the needs of the citizens & government; business applications and establish priorities. This will ensure that ICT spend is aligned to the strategic objectives of government.

An ICT strategy will provide the Swazi government with the following benefits:

- Alignment of ICT programmes with the government policy and programmes;
- Ensure that the Government benefits accordingly from ICT spend;
- Improved business processes within the government;
- and Improved Service Delivery.

## OUR APPROACH

In delivering an ICT Strategy we will perform the following key activities:

- **Mini Assessment:** Do a high level audit and structural analysis of the business system capabilities currently within the the organisation and agencies. It is expected that this will include an assessment of the architecture, system functionality, IT Governance and expectations from the government
- **Business Strategy:** A thorough analysis of the organisation plans and policies, including any transformation plans to identify what must be delivered from an IT perspective to add value to the government and enable value.
- **Technology Strategy:** Review the current technology strategy and prepare an integrated technology strategy to deliver what the government requires. This will include: architecture, information management, tools requirement and make recommendations as to the most applicable IT methodology to be utilised, given the environment.

- **IT Operational Strategy:** Review the current processes followed to deliver IT services to the rest of the government. Here we look at the organizational structure of IT, governance and technology processes, project management and tools used to priorities and allocate resources to the delivery of information technology services.
- **Action plans:** Create a short / medium / long term execution plan to achieve the goals determined for the following: design of quick and efficient business and technology processes, comprehensive risk management plan, recommendations in terms of training of staff and knowledge transfer / mentoring to current staff, and the harvesting of quick wins.
- **Continuous Advice:** Develop a mechanism whereby additional continuous monitoring of the implementation can be performed.

**eSoftware Solutions has the depth of skill, capability and experience to meet your expectations and deliver exceptional professional service.**



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