ICT POLICY & STRATEGIC ACTION PLAN

Enugu State Government

September 2013

FOREWORD

Consistent with its vision and determination to establish and sustain an Information and Communications Technology or ICT-driven developmental regime, the Enugu State Government, in consultation with stakeholders in the industry, developed an ICT policy that envisions a positive and prosperous future for the people of the State.

The policy outlines the key challenges of ICT development in Enugu State and details policy initiatives that respond to these challenges. It also presents a performance management plan which will enable government measure progress in the implementation of the policy.

It is our firm belief that this policy will help the government achieve its aspiration of improving the lives of the people of the State through the leveraging of various ICT tools and solutions to enhance service delivery which is a key component of our 4-point Agenda.
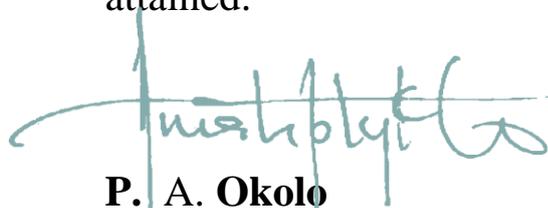
It will also contribute to the attainment of the State's Vision 4.20.2020 since ICT is certain to play a crucial role in exposing and enabling new ways of doing business in line with global trends that meet the expectations of the people.

In pursuit of its objectives in this area, the Government has already established the Enugu State Information and Communication Technology Agency (ICTA) which serves both as advisory and supervisory body to the government on all ICT policies, projects, sub-projects or standalone projects initiated by any of the MDAs. Government has also taken concrete steps towards the full computerization of operations in State Ministries and MDAs as part of a wider drive to ensure that all government operations and processes are ICT—based.

We believe that these measures will not only enable government keep pace with the global shift towards digital technology in pursuit of economic and social advancement but would also help to ensure greater productivity and efficiency in public administration and management of resources.

We therefore, urge Ministries and MDAs, Federal Agencies and donor partners to ensure that subsequent sectoral and sub-sectoral ICT strategies, action plans etc., are consistent with this policy framework.

I wish to express my appreciation to our development partners particularly, DFID-SPARC, the National Information Technology Development Agency (NITDA), private sector organizations, Civil Servants and the academia, for their support towards the development of this ICT policy. The government will certainly continue to partner with them on this project until our set objectives thereof, are fully attained.

P. A. **Okolo**
Secretary to the State Government.

Contents

Acronyms

4-PA	Four Point Agenda
EnSG	Enugu State Government
ESICTDA	Enugu State Information and Communication Technology Development Agency
ICT	Information and Communications Technology
MDAs	Ministries, Department and Agencies
PPP	Public Private Partnership
R&D	Research and Development

Preamble

One of the primary functions of government is to provide citizens with information and services necessary to maintain a high quality of life. Public administrative agencies are currently facing challenges such as tight budgets, the need for improving service quality and cutting costs, and ensure confidence in the legal system. An increasing flood of data, new tasks and heterogeneous system landscapes which have grown over a period of years have to be mastered.

Information and Communication Technologies (ICTs) have contributed tremendously to the progress of nations over the past couple of decades. Breakthroughs in technology and innovative applications have brought vast benefit to certain sectors and sub-sectors of the economies of a number of countries and States. However, the achievement of sustainable competitiveness for an economy as a whole depends on the reach of these technologies and the ability of ICT to bring large sections of the population onto the "network". Therefore, understanding and leveraging ICT is critical for nations and states striving for accelerated economic progress. Even in respect of social sectors, employment creation, betterment of social delivery system, e-governance, etc., ICT will increasingly play a vital role leading to a better quality of life.

Information and Communication Technologies are now widely accepted by developing countries as a critical tool in their efforts to eradicate poverty, enhance human development, and achieve Millennium Development Goals (MDGs). Recognizing this untapped potential, infrastructure initiatives and development strategies incorporating ICTs are being increasingly promoted and launched across the globe. ICT increasingly penetrates all social and economic activity all over the globe. It involves all sectors of society, comprising many stakeholders. It is complex and multifaceted.

ICT policy is often made as a result of concern for issues; so the starting point is a specific problem or situation faced by a country, state, local authorities, society or organization aiming to improve life, economy, business or a politician or government bureaucrat looking for better ways to deliver service.

The debate on ICT has permanently shifted from 'why' ICT for Development, to 'how' comprehensive and holistic ICT policies should be to unleash human potential and enhance people's capabilities to improve their lives. Sound ICT policies that truly covers all segment of the population must be an indispensable part of development strategies.
This ICT Policy for development is a living document that will be amended as needed through set vigorous standard processes.

Mission Statement

To make Enugu State the ICT Hub of South East Nigeria and a key hub for ICT in West Africa by creating a knowledge driven ecosystem, leveraging entrepreneurship and promoting socially inclusive growth to achieve a 25% production share of the Nigeria ICT industry.

Section 1: Introduction

Aware of the dire need to bridge the digital divides within Enugu State, our country and the developed world and because of the urgent need for Enugu State to become globally competitive using Information and Communications Technology (ICT) as a tool, the Governor of Enugu State His Excellency, Sullivan I. Chime, approved the creation of Enugu State Information and Communications Technology Development Agency (ESICTDA).

Given that Enugu State Government (EnSG) is pursuing excellence in service delivery and is committed to transforming the state into a knowledge driven economy using ICT tools, there is a need for a robust policy framework to guide development and growth of the ICT sector in the state.

Background

The long term goal of the EnSG as espoused in the State's Vision 2020, is to "transform the state into one of the four most economically developed state economies by the year 2020". Accordingly, 4 developmental aspirations/outcomes have been developed by the state to guide the realisation of this vision. The four point agenda (4-PA) as these developmental outcomes are called are as follows:

- Physical infrastructure – to be delivered through construction/maintenance of roads, housing and water/electricity;
- Economic expansion and employment - to be achieved through industrial development, agricultural development, tourism;
- Rural development – to be achieved through rural access, community driven development and rural industry;
- Service delivery and good governance - to be achieved through the provision of basic social services, public service empowerment and citizens' inclusion and participation.

In order to deliver these policy goals of the administration, EnSG realises the need to institute and exploit the potentials of information and knowledge-driven economy which is based on modern technologies. Given that such an economy (knowledge driven economy) depends to a large extent on the availability and application of modern ICT, EnSG intends to leverage on available and emerging ICT solutions.

Hitherto, there has been no formal policy and regulatory framework to guide operations in the ICT sector. This has resulted in fragmentation, inefficiencies in the management of resources and loss of benefits of economies of scale that would have otherwise accrued to the state from this sector.

The goal of this Enugu State ICT policy is therefore to provide a framework for streamlining the ICT sector and enhancing its ability to contribute to the actualisation of the state's developmental outcomes as espoused in the State's Vision 2020. In addition, this ICT policy shall be used to develop action plans, sectoral policies and specific implementation guidelines as appropriate.

What is ICT for Development (ICT4D) Policy?

Policy is a set of principles or a broad course of action that guides the behavior of governments, organizations, corporations and individuals. It bridges the gap between the visions of where we are at and where we want to be and the plans that enable us to get there. For governments, policy is a tool to promote national or state vision and the basis for the legislation and regulation through which it is implemented.

Enugu State's ICT4D policy exploits information and communication technologies to further state economic and social goals. It matches the economic and social environment in which it is to be implemented.

Policy Dimensions

For Enugu State's ICT4D policy to stimulate broad-based development, it addresses five inter-linked dimensions.

1. **Getting the focus right: ICT as an enabler or as a sector?** Enugu State intends to grow its own ICT sector to manufacture and market ICT products; which offers economic benefit that in the long term can be used for social development. As well as use ICTs to help progress on the state's development goals (Physical Infrastructure, Economic Expansion and Employment, Rural Development, Service Delivery, Poverty Reduction, Education, health etc.)

2. **Human capacity**: Enugu State intends to focus on training a core of professionals who will provide access to and maintain the ICT infrastructure (computers, computer software, communications networks) and adapt them to local needs. Enugu Sate also intends to ensure the retention of skilled technical staff in the state once they have been trained.

3. **Applications and content**: Enugu State intends to give priority to key application areas for the achievement of stated goals because if resources are spread too thin, even well designed policies and projects will not deliver results.

4. **Infrastructure/Access:** Enugu State intend to expand telecommunications infrastructure to rural areas and promote the participation of the private sector.

5. **Enterprise:** Enugu Sate intend to offer endless possibilities for innovation; local entrepreneurs are more likely to identify new products and services that match local needs than big multi-national companies. This policy therefore intends to encourage the creation of local finance and credit facilities, property rights and commercial law, fair tax regimes and tariffs to stimulate the local ICT private sector as well as to create a predictable environment for external investment which will be needed to expand infrastructure.

Section 2: Situational analysis of ICT in Enugu State

Prior to 1999, development of ICT sector in Enugu State was far below expectation for a state of its size and resources. At that time for instance, total fixed telephone lines were less than 10,000 while internet users were less than 5,000.

Since then, policy and regulatory developments along with other government and private sector initiatives at the federal and state levels have resulted in significant improvements in the ICT sector. For instance, Enugu State has moved from approximately 10,000 fixed telephone lines pre-1999 to over 1million lines by 2011[1]. Internet access has also gone up by about 1,500% above pre-1999 levels. There is now modest ICT deployment in the functioning of government organisations as well as in the private sector.

Available statistics indicate the following:

ICT[2]	Owned (%)	Access only (%)	Total access (%)
Radio	27.0	57.3	84.4
TV	14.7	28.7	43.4
Mobile phones	38.3	32.9	71.2
Personal computers	1.4	1.6	3.1
Internet	1.3	2.7	4.0

Source: 2011 Annual Socio-Economic Report: Access to ICT, National Bureau of Statistics

Challenges of ICT development in Enugu State

Enugu state faces some specific constraints which must be overcome for the state to leverage existing and emerging ICT tools to socio-economic development.

These challenges are discussed along the following broad headings:

Policy, legal and regulatory framework;
There is presently, no official policy guiding the ICT sector – hence the urgent need for this policy. A single comprehensive ICT policy will address the following:

- Appropriate policies, legal, regulatory and institutional frameworks, including a converged ICT regulatory agency.
- Affordable and reliable access to ICT.
- Investment in ICT including Public-Private Partnerships (PPP).
- Research and Development (R&D) in ICT.
- Institutional framework for ICT policy development, monitoring and review.

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[1] National Bureau of Statistics '2011 Annual Socio-Economic Report: Access to ICT' indicate that 38.3% of Enugu residents own a mobile phone line

ICT Infrastructure;

Paucity of ICT infrastructure (including internet and broadband infrastructure) in Enugu State and the country at large has hindered the provision of efficient and affordable ICT services to the residents of the state. The policy therefore addresses the following infrastructural deficiencies:

- Broadband infrastructure.
- ICT tools (Personal computers, tablets etc.).
- Physical infrastructure (including power).

Capacity;

Despite the proliferation of ICT training institutions in the state, proficiency in ICT is still low among the populace. In order to develop globally competitive indigenous human capital, the following issues must be adequately addressed:

- Appropriate ICT curricula and training materials for all levels (primary, secondary and tertiary) of education in the state.
- Digital literacy guidelines and standards for informal sector, non-literate population and special groups.
- Training programs for public servants and private sector employees.
- Incubation/information resource centres supporting research, innovation and development.
- Provision and recognition of e-learning modes of education.

Universal access;

Over 60% of the state's population reside in the rural areas and most do not have access to advanced ICT services. Some who live in the urban area are un-served and underserved. Effort therefore needs to be made to deploy a state wide ICT infrastructure, fund universal access programs and use existing government structures (schools, post offices etc.) to extend ICT services to the rural areas.

Multiple regulations;

This refers to a situation where players in the ICT industry are subjected to various rules and regulation from different agencies of government. This tends to discourage investment and deprive the sector much needed funding for improvement and expansion.

Security;

Security is a major challenge in the ICT sector. Cyber criminals have perfected and continue to perfect strategies for snooping data from various ICT platforms. Lack of appropriate legislation and coordination of activities of various security agencies is an area that requires urgent attention.

Section 3: Policy objectives

Policy vision
An Enugu State operating a globally competitive knowledge based economy.

Policy thrust
The thrust of Enugu State's ICT policy is to transform Enugu State into a knowledge-driven economy by creating conducive environment for the rapid expansion of ICT networks that are accessible to all residents at reasonable costs.

Policy goals
The goals of the Enugu State Policy on ICT are to ensure:

a. The coordination of all ICT activities brought under a single IT Agency
b. A comprehensive ICT Act for Enugu State enacted
c. Universal access to ICT education, technologies and services available.
d. Indigenous capacity in ICT technologies and software development enhanced
e. Harmonize multiple regulations in the ICT sector
f. An enabling environment for investment in ICT in Enugu State enhanced.
g. Provide a comprehensive guideline for the development of ICT in Enugu State
h. Knowledge and awareness of the benefits and applications of ICT to the general populace including the artisans, farmers, youths, people with special needs, etc. across the state
i. A 30% local content for ICT products and services used in the State.
j. The PPP Approach for ICT infrastructure development adopted in the State

Section 4: Policy initiatives

Legal framework

To foster an enabling environment for sustainable growth of ICT sector in Enugu State, a robust policy, legal and regulatory framework is required.

Policy objectives

- To develop policies and enact laws which will ensure sustainable development of ICT sector in Enugu State.
- To prevent occurrence of multiple regulation in the ICT sector.
- To enact appropriate legislation to ensure protection of physical ICT infrastructure and to address cyber security

Strategies

EnSG shall:

- Enact laws that will promote growth of the ICT sector in the state;
- Support the development of sectoral policies that will guide operations in specific areas of ICT;
- Monitor the implementation of laws and policies and revise same to ensure that they remain relevant and are able to respond to contemporary challenges in the ICT sector.

Universal access

It is globally acknowledged that citizen's access to ICT services is a desirable development goal. It is obvious that significant portions of Enugu residents do not have adequate access to ICT networks and services and this has negative consequences for the development of the state.

Policy objectives

- To ensure ubiquitous broadband presence across the state;
- To extend universal access to ICT services to all residents at affordable prices;
- To ensure that ICT contributes to growth of the state's economy and overall wellbeing of the residents of the state.
- To significantly increase the number of Enugu residents that own computers.

Strategies

- Encourage and subsidise infrastructure deployment including broadband.
- Utilise existing infrastructure (post office, schools etc.) to extend access/ service.
- Promote state wide use of e-services for all population groups including in remote and underserved groups.
- Provide personal computers in public places (e.g. public libraries, schools etc.) to help low income segments gain access to ICT services.
- Facilitate low cost, individual ownership of computers for every resident.

ICT Infrastructure

Increasing use of ICT services and tools in both the public and private sector occasioned by globalisation makes it imperative for Enugu State develop a robust ICT infrastructure to meet growing challenges.

Policy objectives
- To develop a state-wide ICT infrastructure that will support broadband connectivity.
- To provide a reliable, accessible, secure and affordable ICT connectivity to national and international ICT infrastructure.
- To accord ICT infrastructure the status of critical state infrastructure.

Strategies
- Encourage the installation and upgrading of ICT infrastructure in the state
- Encourage the development and interconnection of databases in the state and interconnection of same with national databases.
- Ensure appropriate security for ICT infrastructure in the state
- Accelerate deployment of broadband (fibre optic and wireless backbone) infrastructure to support reliable universal access across the state.

Capacity building

Transformation to a knowledge-based economy requires a critical mass of skilled ICT personnel in the state. This requires a significant and sustained investment in ICT capacity building programs.

Policy objectives
- To integrate ICT into the curriculum of all level of education (primary, secondary and tertiary) in the state.
- To promote development of skilled ICT personnel.
- To support training and capacity building among public sector employees in the development and use of ICT tools and applications to improve the delivery of government services.
- To promote a culture of lifelong learning.

Strategies
- Introduce mandatory ICT subjects/courses at all level of education in the state.
- Facilitate and encourage the development of globally competitive ICT training institutions in the state.
- Develop and implement ICT training programs for public sector employees in line with the introduction of e-government and other digital functions in the operations of the state government.
- Promote the development of instructional materials in electronic formats.
- Encourage the establishment of incubation/information resource centres supporting research, innovation and development.
- Train and retool teachers/facilitators at all educational levels to enhance their ICT competence.

Indigenous content and manufacturing

Creating more local content will make ICT platforms (including those that reside in cyber space) more relevant to the development of Enugu State. Also the domestic production of ICT hardware and software is desirable for the overall development of the state.

Objectives
- To increase local content on the World Wide Web.
- To ensure rapid indigenisation and domestication of high technology ICT products and services.
- To facilitate local production of various ICT equipment and software to meet local and export demands.

Strategies
- Digitize and make available local content in areas such as music, movie, tourism etc.
- Encourage joint ventures between state, national and foreign enterprises towards the production of ICT hardware and software.
- Encourage patronage of locally manufactured ICT products.
- Provide incentives to encourage establishment of factories and institutions that produce ICT tools and that will lead to increase in the number of software developers.
- Ensure that intellectual property rights are protected.
- Build a strong interface between the industry and the academia for software development.

e-Health

Extend e-healthcare coverage delivery to all the corners of the State and all constituents.

Policy Objectives

- To digitize and automate healthcare services

- To secure and preserve medical records

- To provide secure electronic access to medical records

- To provide e-Health Care services for the elderly, Women, Infants, and Children to reduce infant mortality

- To provide electronic Substance Abuse and Mental Health Services Administration for the prison population

- To Provide Mental Retardation and Developmental Disabilities Management System

- To provide Epidemic detection and control services

Strategies

- Establishment of Health Database Systems encompassing the electronic preservation of health information and the systems that will support the secure storage and provision for analysis which includes:
    - Instant Capture & Registration
    - Storage in Pre-Determined Format
    - Analysis
    - Ability to Determine Type of Common Diseases
    - Ability to Determine Disease Pattern of the Citizens
    - Ability for Actual Planning for Prevention and Treatment

- Articulating a front-to-end business strategy and aligning it with a comprehensive technology strategy that will provide:
    - electronic medical records;
    - electronic diagnosis;
    - electronic prescribing;
    - billing;
    - ordering tests;
    - other administrative activities;
    - online management system;
    - secure access;
    - secure transfer of health data

- Establishing targets, goals and metrics for tracking progress
- Evaluating policy priorities, from emergency relief to expanded access to care, and from accountability and reporting to risk mitigation

Security and safety

The protection of data stored on ICT platforms is vital for sustainable economic development of Enugu State.

Objectives
- To protect the rights and privacy of residents.
- To build confidence in the use of ICT networks and services.
- To ensure that ICT operators comply with generally accepted standards for safety and emergency in the provision of special services.
- To ensure the integrity of data and information stored on ICT platforms.
- To foster information sharing among security agencies.
- To ensure the protection of the child in cyber space.

Strategies

- Ensure that laws relating to ICT offenses are enacted and its implementation monitored.
- Ensure the provision of ICT services for emergency and distress situations in all parts of the state.
- Ensure that operators take all necessary steps to prevent the use of their ICT networks and facilities to commit crimes.

Investment and funding

Investment and funding are critical to the success of ICT development plan and program. Typically sources of funding would include government, private sector and international organisations. Government has the responsibility of creating an enabling environment that will attract investment and funding from these stakeholders.

Objectives

- To create an enabling environment for foreign direct investment as well as national private investment in the ICT sector.
- To increase competition in the state's ICT sector.
- To encourage public-private partnerships in ICT sector development.
- To provide funding for government ICT projects.

Strategies

- Adequate budgetary allocation for government ICT projects.
- Provide incentives such as appropriate tax reliefs.
- Take steps to reduce the occurrence of multiple taxation and regulation in the state's ICT sector.
- Develop a public – private partnership framework to guide public-private collaborations in the ICT sector.
- Encourage the creation of one-stop-shops for obtaining approvals and permits required for developing ICT infrastructure.
- Provide appropriate fiscal incentives to encourage local manufacture of ICT equipment and development of software.
- Develop market demographic data for popular ICT services; this will facilitate market entry for different ICT vendors.

Section 5: Sectoral structure

Enugu State ICT institutional structure shall consist of the following:

- Ministry of Science and Technology;
- Enugu State Information and Communication Technology Development Agency (ESICTDA);
- ICT units in ministries, departments and agencies (MDAs);

Role of Ministry of Science and Technology

- Supervisory ministry for ESICTDA

Role of ESICTDA

- Develop and administer a comprehensive regulatory regime (including customer protection standards) for ICT sector in the state;
- Provide a dispute resolution framework for the ICT industry;
- Formulate plans/policies for ICT development as appropriate;
- Provide support to the private sector where appropriate to implement ICT development initiatives;
- Facilitate implementation of e-government initiatives;
- Facilitate and promote standards for development of ICT projects;
- Conduct studies to aid development of ICT sector;
- Encourage ICT capacity building programme among MDAs, the legislature and the judiciary to assist in the transformation of the state into a knowledge based economy;
- Supervise and liaise with ICT units in various MDAs;
- Facilitate and promote an enabling environment for local private sector and foreign direct investment in the ICT sectors as well as the development of world class indigenous ICT content;
- Improve access to public information; enhancing transparency and accountability.
- Strategic alliance with private sector as well as international organization for the actualization of the ICT vision of the state
- Drive the economy from natural resource based economy to knowledge driven one.
- Create Information and Communication Technology (ICT) awareness and ensures universal access in order to promote ICT diffusion in all sectors of our State life.
- Encourage local production and manufacture of ICT components in a competitive manner in order to generate and create jobs for our teaming youths
- Serve as a clearing house for all ICT procurement and service in public sector and empower the state to participate in software and ICT systems development.

Role of ICT units in MDAs

- Facilitate the adoption and use of e-government initiatives in MDAs;
- Give local ICT support to MDAs;
- Facilitate the formulation of sub-sectoral policies, action plans, strategies etc., ensuring alignment with overarching state policies and plans;
- Monitor and report (to ESICTDA) on the implementation of sub-sectoral ICT policies, action plans, strategies etc.;

- Articulate local MDA ICT requirements and ensure inclusion of same in the MDA's budget proposals.

Section 6: Implementation and performance managementframework

To ensure a successful implementation of policy regular monitoring and review process must be undertaken. The implementation of the various policy objectives shall be as in the mandates of respective agencies of government. ESICTDA shall serve as the technical support and guidance

Lessons from implementation and global trends will be reflected during periodic review of this policy. It is expected that this policy will be reviewed every 5 years to take account of new learning and emerging challenges and opportunities.

This ICT policy shall:
- guide detailed implementation strategy/action plan for the ICT sector;
- guide development of the sub-sectoral policies and specific implementation guidelines as appropriate.

6.1. Implementation framework

The Enugu State ICT policy objective shall be implemented with focus on the objectives, involving public and private agencies with specific roles by ESICTDA. The indicative cost implications of the various strategies for achieving the outlined policy objectives.

Policy Objectives and Strategies	Responsibility	Funding implication
Bring all ICT related activities under a single agency	ESICTDA and Office of the Attorney General	Public
Provide a platform for the enactment of an Enugu State Information and Communications Technology Act to provide a legal framework for the ICT industry in the state	ESICTDA,Office of the Attorney General and Enugu State House of Assembly	Public
Promote universal access to high quality advanced ICT education, technologies and services with particular reference to internet capabilities	ESICTDA	Public and Private sectors partnership
Develop and enhance indigenous capacity in ICT technologies and software development	ESICTDA, private sector	Public and Private sectors partnership
Eliminate multiple regulation in the ICT sector which serves as disincentives to investors	ESICTDA, Ministry of Commerce and Industry	Public
Create an enabling platform and framework for investment in ICT in Enugu State	ESICTDA, Ministry of Commerce and Industry	Public and Private sectors partnership
Provide an overarching guide for	ESICTDA	Public and Private sectors

the development of sectoral policies and implementation guidelines		partnership
Ensure the state effective participation in regional and international ICT fora	ESICTDA	Public

6.2. Results framework

The Enugu State ICT framework shall have clear focus on the objectives stated in this policy document. A key role of ESICTDA will consist of monitoring, evaluating and reporting on the progress as indicated in the means of verification of the KPIs as identified.

Objective	KPI	Means of Verification (MoV)
Bring coordination of all ICT related activities under a single agency	Establishment of ESICTDA Establishment of ICT units in all MDAs in Enugu State Number of MDAs implementing guidelines issued by ESICTDA on all matters relating to ICT in Enugu State	ESICTDA offices ICT units in MDAs MDA Annual Performance Reports
Provide a platform for the enactment of an Enugu State Information and Communications Technology Act to provide a legal framework for the ICT industry in the state	Enactment of an Enugu State ICT Act	ESICTDA ACT
Promote universal access to high quality advanced ICT education, technologies and services with particular reference to internet capabilities	Number of Enugu residents with access to ICT education Number of Enugu residents with access to internet enabled ICT technologies and services with	Survey reports
Develop and enhance indigenous capacity in ICT technologies and software development	Availability and/or use of ICT hardware and software developed in Enugu State	Survey reports ESICTDA Annual Performance reports
Eliminate multiple regulation in the ICT sector which serves as disincentives to investors	Regulation of Enugu State ICT sector managed by a single agency	ICT one-stop-shops Permits issued to ICT

		operators in Enugu State
Create an enabling platform and framework for investment in ICT in Enugu State	ICT investment advice and services delivered via a one-stop-shop platform	ICT Investor Guide Document
	Investments in Enugu State ICT sector guided by an Enugu State ICT Investor Guide document	ICT Public-Private Partnership Policy
	Relationship between private sector investors and public sector agencies in the ICT sector regulated by an Enugu State ICT sector public-private partnership policy	ICT one-stop-shops
Serve as an overarching guide for the development of sectoral policies and implementation guidelines	Degree of alignment between the Enugu State ICT policy and sectoral policies and implementation guidelines	Enugu State ICT Policy Sectoral ICT policies and implementation guidelines
Ensure the state effective participation in regional and international ICT fora	Number of Enugu State ICT policy goals pursued at regional and international ICT fora	Report of attendance to regional and international ICT meetings Invitation letters to regional and international ICT meetings

A detailed monitoring and evaluation framework incorporating milestones, targets, etc., shall be incorporated into a more detailed implementation strategy/action plan.

6.3. Table 1: Linkages and Roles of public and private agencies and ESICTDA

Enugu State Information Technology Agency (ESICTDA)	Agency	Linkage
	Central Administration	1) Central support to promotion of e-governance, 2) Development of policy and strategies for IT in the State
	Ministry of Science and Technology	Supervisory Ministry for ESICTDA
	State Ministries,	1) Technical support to ICT personnel,

	Department and Agencies	infrastructure and operations 2) Training of state officers 3) Provision of technical guidance in installations, operations, maintenance and other support services.
	National MDAs/NITDA	1) Access to national policy regulatory framework, 2) Technical support and other guidance.
	International Agencies	1) Strategic partnership for the promotion of IT research, 2) Development, innovations and marketing.
	Private sector	1) Promotion of private investments 2) Development of the Policy and regulatory Framework for private sector operations 3) Provision of an IT-enabling environment.
	General Public	1) Provision of IT infrastructure 2) Management and operation of Call centres 3) Facilitation of the delivery of improved public services.

Organisation of ESICTDA
1) Chairman And Members of The ESICTDA Governing Board
2) Special Adviser, ESICTDA Management Board
3) **ESICTDA Units (Community Resource Centre, Operations & Maintenance office, Call Centres)**

ANNEX 1: ICT POLICY DEVELOPMENT PROCESS

The processes adopted in the development of the State ICT policy was stimulated by the expression of the interest of the State to facilitate and enthrone governance using the instrumentality of information and communication technology. The processes leading to the development of the state ICT policy are summarised as follows.

- Enunciation of the State IT policy goals by His Excellency and appointment of a cabinet level officer to lead the State Agency
- Developing and Outlining the policy objectives and outcomes
- Wide, cross-sector consultation and participation through series of meetings, workshops and sundry consultations with the National Information Technology Development Agency (NITDA), ICT experts in the academia, Civil Society Organisations, Nigerian Computer Science Society among others,
- Evaluation of the fiscal constraints and human capacity constraints for the Agency, identifying capacity gaps and requirements of a functional agency for IT in the State
- Survey of the IT situation of the State through wide consultation and discussions
- Development of a policy draft with the assistance of consultants contracted by NITDA, who developed the initial draft of this policy,
- Consultation of the policy draft and securing of opinions and views from State officials, SPARC KM and P&S teams, and NITDA consultants,
- Revision of the policy draft to incorporate stakeholder views and opinions
- Mainstreaming of gender in the IT policy through consultation of the draft document with the Ministry of Gender and Social Development, and using the G&SI template as provided in the revised MTIP (2012-2015)

Annex 2: Reference materials

- National ICT Policy
- The 4-Point Agenda: Revised Governor's Blueprint for Development, 2010.
- Enugu State Medium Term Implementation Plan
- Enugu State Policy Development Guide, 2012.

ANNEX 3: SCHEDULE OF RESPONSIBILITIES

ESICTDA

- Develop and administer a comprehensive regulatory regime (including customer protection standards) for ICT sector in the state;
- Provide a dispute resolution framework for the ICT industry;
- Formulate plans/policies for ICT development as appropriate;
- Provide support to the private sector where appropriate to implement ICT development initiatives;
- Facilitate implementation of e-government initiatives;
- Facilitate and promote standards for development of ICT projects;
- Conduct studies to aid development of ICT sector;
- Encourage ICT capacity building programme among MDAs, the legislature and the judiciary to assist in the transformation of the state into a knowledge based economy;
- Supervise and liaise with ICT units in various MDAs;
- Facilitate and promote an enabling environment for local private sector and foreign direct investment in the ICT sectors as well as the development of world class indigenous ICT content;
- Improve access to public information; enhancing transparency and accountability.
- Strategic alliance with private sector as well as international organization for the actualization of the ICT vision of the state
- Drive the economy from natural resource based economy to knowledge driven one.
- Create Information and Communication Technology (ICT) awareness and ensures universal access in order to promote ICT diffusion in all sectors of our State life.
- Encourage local production and manufacture of ICT components in a competitive manner in order to generate and create jobs for our teaming youths
- Serve as a clearing house for all ICT procurement and service in public sector and empower the state to participate in software and ICT systems development.

ICT unit in MDAs

- Facilitate the adoption and use of e-government initiatives in MDAs;
- Give local ICT support to MDAs;
- Facilitate the formulation of sub-sectoral policies, action plans, strategies etc., ensuring alignment with overarching state policies and plans;
- Monitor and report (to ESICTDA) on the implementation of sub-sectoral ICT policies, action plans, strategies etc.;
- Articulate local MDA ICT requirements and ensure inclusion of same in the MDA's budget proposals.

Annex 4: Contributors to the Enugu State ICT policy

NAME	NAME	ORGANISATION	DESIGNATION
1.	Barr. Amechi Okolo	SSG Office	SSG
2.	Barr. Eze O. Eze	SSG Office	Perm Sec
3.	Okechukwu Igbonekwu	Enugu ICT	SPA-ICT
4.	Mr. Joseph Ene	Min of Science & Tech	Director ICT
5.	Onyishi Dan	Economic Planning	Executive Secretary
6.	N. N Anya Esq	Min of Justice	Director ICT
7.	Ella Umeasor	OHOS (ESTAB)	D. Director
8.	Njogo O. Michael	HSL, Lagos	CEO
9.	Ekwochi Stanley	Govt House	ACCT II
10.	Uche Onyia	ES Judiciary	Head of IT
11.	Okoro Ekene	ESUT	Dir. ICTC
12.	Nnamani Jane u.	Min of Lands	S L O
13.	Ekeme Ozioko	ESUT	Dir. ICT
14.	Ifeanyi Onah	Min of Education	D O. ICT/EMS
15.	Arinze Nduanya	LOCRHINE/ICT OA	Director
16.	Ugwu Solomon	ICT DOA	Director
17.	Ogugua Chioke	FIBER2U	CEO
18.	Lebechi Ojobor	IMT, Enugu	HOD
19.	Kingsley Eze	Tenece	CEO
20.	Eneasator Ikechukwu	ICT DOA	Member
21.	Okechukwu Igbonekwu	Enugu ICT	SPA-ICT
22.	Pius Bakare	Assent	ED
23.	Funmi Adegbesan	Assent	ITES
24.	Tony Mosunmade	Assent	C.E. O
25.	Ani Gladys	M.S.T	Depty Director
26.	Obinna Oji	Enugu ICT Agency	S A on ICT
27.	Aneke Chukwuma .S	Min Science & Tech	H S O
28.	Rene Ojaruwedia	Techroot Systems	C E O
29.	Chinevu Emeka	ICT Enugu	PA-SPA-ICT
30.	Anosike Chukwuma	e-Governance Enugu	ICT
31.	Marvin Okoh	e-Governance Enugu	ICT
32.	Kelechi Ugwu	SPARC - DFID	S T O

33.	Dele Thomas	SPARC - DFID	Consultant
34.	ED Nwobodo	SPARC - DFID	Consultant
35.	Eze Geoffrey N	SMOH Enugu	ICT
36.	Dadson John Nwakalo	DCSI LTD/ NCS	CEO
37.	Ejimadu Frank	e-Governance Enugu	ICT
38.	Udekwe Thankgod	e-Governance Enugu	ICT
39.	Agubuche Steven	e-Governance Enugu	ICT
40.	Okolo Anthony	e-Governance Enugu	IT Student
41.	Enekwe Ijeoma	e-Governance Enugu	IT Student
42.	Umego Ginika	e-Governance Enugu	IT Student
43.	Paul Breakthrough	e-Governance Enugu	IT Student
44.	Arinze Chime	e-Governance Enugu	Head e-Gov
45.	Dadem J	Desi Ltd	CEO

Annex 5: Review and revison of the Enugu State ICT Policy

The Enugu State ICT policy shall be implemented through planned processes and partnerships with the private sector partners in ICT. The implementation processes shall build evidence in the medium term of the course and issues of implementation, On the basis of this evidence, plans and planning shall be reviewed and revised, In any case, the Enugu State ICT policy shall be reviewed and revised at the end of four years from the day of formal commencement of the policy implementation subject to the approval of His Excellency, the Governor of the State.