



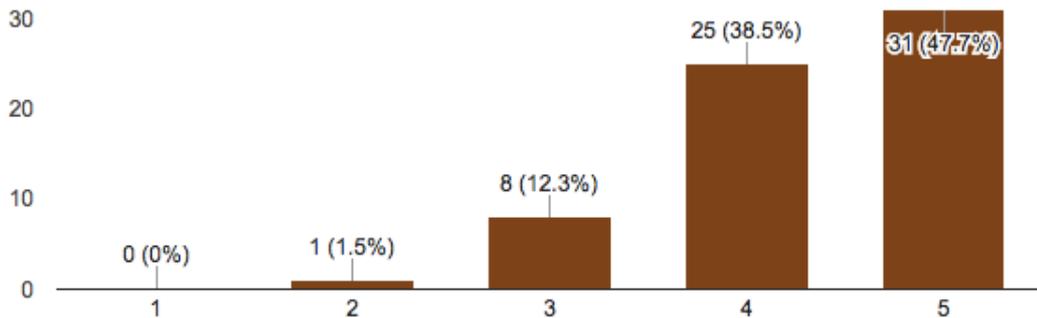
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2016:-ICT Year in Review ICT Sector Feedback –Information Infrastructure Issues

5. ICT Information Infrastructure Issues.

a) The government has moved to digitize its operations through Huduma Centers, eCitizen portal, etc. To what extent do you feel this is useful.(1- Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

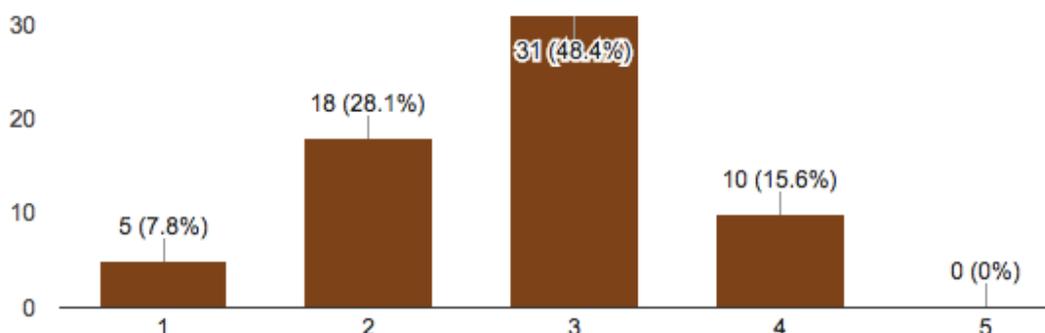
(65 responses)



86% of the respondents felt that government digitization (Huduma Centers, eCitizen portal) program has been useful to a very large extent. 12% felt it was moderately useful with a very small minority 1.5 thinking it has not been useful.

b) To what extent do you feel this digitization effort has gone into other sectors (e.g. transport, health, agriculture) (1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

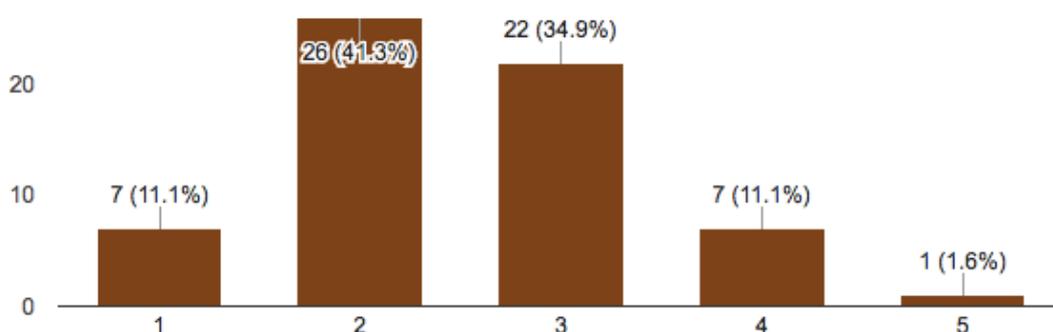
(64 responses)



48% of the respondents felt that the digitization of government operations has gone to the other sectors to a moderate extent. 30% felt this cross-sector absorption of ICTs has not really happened while 10% feel it has to a very large extent.

c) Local content production is one area that can accelerate ICT uptake. To what extent do you think this area has been addressed? (1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

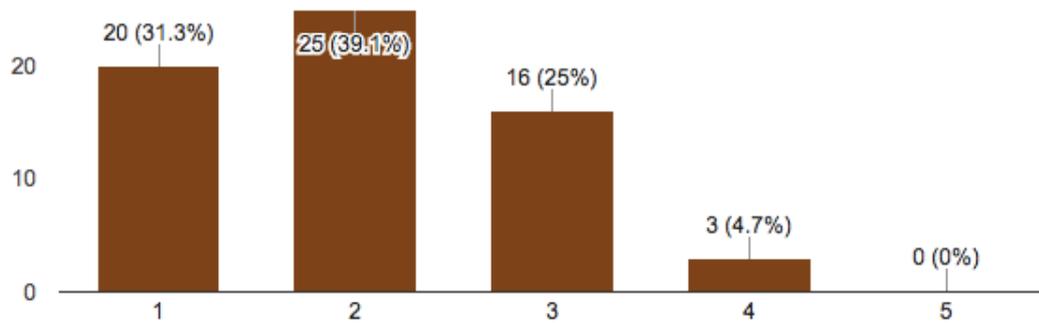
(63 responses)



52% of the respondents felt that the local content industry has NOT been well supported. 34% felt it has been moderately supported while only 8% felt it has been supported to a very large extent.

d) Security is a big concern, especially as the society gets more automated. To what extent do you feel the key actors have addressed the e-security question? (1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

(64 responses)



70% of the respondents felt that the issue of information security has not been adequately addressed. 25% thought it had been moderately addressed while only 4% felt it had been addressed to a very large extent.

e) List one or more Info-Infrastructure intervention that you feel has not been addressed to date.

The following were mentioned as key info-Infrastructure interventions that have not been addressed/misaddressed:

Misguided/aggressive e-Content regulation maybe counter-productive to local content industry. Security surveillance without Data Protection Act is counter-productive. The Government Shared Service concept still not effective, particularly at County levels. Expand eGov Services to be accessible thro USSD, Improve the user-interface on most Government websites, enhance cyber security and offer public awareness programs on the same.