ASSOCIATION OF LOCAL GOVERNMENT SERVICE MIS OFFICERS

MIS

I.T. A KEY TO DEVELOPMENT

INAUGURAL
ADDRESSES

BY:
HEAD OF SERVICE, LOCAL GOVERNMENT SERVICE
DIRECTOR-GENERAL, NATIONAL INFORMATION TECHNOLOGY AGENCY

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ADDRESS DELIVERED BY ING. DR. NANA ATO ARTHUR, HEAD OF THE LOCAL GOVERNMENT SERVICE AT THE INAUGURATION OF THE "ASSOCIATION OF LOCAL GOVERNMENT SERVICE M.I.S OFFICERS" ON FRIDAY 24TH June 2022, AT THE INSTITUTE OF LOCAL GOVERNMENT STUDIES, ACCRA.

CHAIRMAN

HON. MEMBER OF PARLIAMENT AND MINISTER OF COMMUNICATION

CHIEF DIRECTOR, MINISTRY OF LOCAL GOVERNMENT AND RURAL DEVELOPMENT

DIRECTOR-GENERAL, NATIONAL INFORMATION TECHNOLOGY AGENCY

EXECURIVES AND MEMBERS OF THE ASSOCIATION OF LOCAL GOVERNMENT SERVICE, M.I.S OFFICERS, (ALGMISO)

FRIENDS FROM THE PRESS

INVITED GUESTS

LADIES AND GENTLEMEN,

I deem it a pleasant duty to be associated with the inauguration of the **ASSOCIATION of LOCAL GOVERNMENT SERVICE M.I.S OFFICERS (ALGMISO).**

Madam Chairperson, kindly allow me to extend my warmest welcome to all of you, having travelled far and near for this important function and also to express my congratulations to the executives for the good work done. Although confronted with some organizational difficulties, they have managed to actualized the formation of this important association. **AYEKOO!!!**

ALGMISO is made up of energetic Officers who are prepared to use their extensive knowledge in Information Technology (IT) for the Service to take its rightful position within the Global Village. In other words, the role of ALGMISO is to improve the operations of the Local Government Service (LGS).

Ladies and gentlemen, **DIGITITALIZATION OF GOVERNMENT BUSINESS AT THE LOCAL LEVEL; THE ROLE OF MIS Officers"** the theme for today's event which I consider it as appropriate and timely. In the sense that, technology is undergoing an unprecedented revolution, hence, you either join the bandwagon or you are left behind.

To this end, every Organization needs a Management Information System (M.I.S) Unit or Department to facilitate its operations in terms of the use of accurate, credible and dependable data as a vital ingredient for making informed decisions.

As a Service, we also need the expertise of MIS Officers to manage our huge human resource(s) data from entry to exit through the gathering, analyzing and managing of data for administrative purposes.

Hon. Minister, in view of the above vital role played by the M.I.S Officers, the Local Government Service has recruited about Two Hundred and Fifty (250) MIS Officers since the creation of the MISD class. MIS Officers are in fact the drivers of all data and information related tasks within the Service. Again, their presence within the Regional Coordinating Councils (RCC) and Metropolitan, Municipal and District Assemblies (MMDA's) have given practical expression to the current digitalization process within the Service and the nation as a whole as previously mentioned.

Madam Chairperson, please allow me to place on record the unfathomable role the government under the leadership of His Excellency the President, Nana Addo Dankwah Akuffo Addo and the

Vice Mahammud Bawumia have played in their brisk march to have full scale digitalization to discharge government business. The above has led to the issuance of ECOWAS Card, Digital Address system and Online Passport acquisition among others. The reasons above make the MIS Officers the pivot on which such task revolve, thereby trumpeting further their usefulness.

However, despite the vital role the MIS Officers play, I am also sufficiently aware that the class is confronted with a number of challenges thereby retarding the speed at which local digitalization process should go. These includes;

- Manual collection of internally Generated Funds (IGF)
- Unproper use of the Ghana Integrated Financial Mismanagement System (GIFMIS)
- Inappropriate use of the Human Resource Management Information system (HRMIS) and among others.

In this regard, I have itemized few of the challenges for our consideration and also map out strategies to circumvent them accordingly.

(a) Lack of Consultation during Procurement of I.T Equipment/Devices/Tools/Items
It has come to my notice that the MIS Officers are not consulted in the acquisition of IT equipment/Devices/Tools/Items. For this reason, the IT equipment we buy normally become obsolete in no time hence the leadership of RCCs/MMDAs should take note of it.

(b) Lack of Office for the IT Officers
Notwithstanding the crucial role IT Officers play, there is the urgent need for them to be given suitable office space and tools for their work.

(c) Administration of HRMIS
The supporting role MIS officers play especially to the Human Resource Managers regarding the functionality of the Human Resource Management Information Systems (HRMIS) has been relegated to the background. To this end, we usually receive less and credible data at the Head Office. For this reason, I will urge the Human Resource Managers to work hand in hand with the MIS Officers for the betterment of our data.

Madam Chairperson, permit me to point to other issues that are of concern to us at the OHLGS. Some of the MIS Officers complain that there is no much work for them in the office, for that matter some of them do not report to work regularly, yet they manage to report to the bank at the end of the month for their salaries.

Today in Ghana, as an MIS Officer, digitalization the following;

- Local Businesses (Business Operating Permit)
- Building Permits
- Digital Addressing System as well as
- Internal Generated Funds
- And most importantly Assembly Records/Records Management System for the Registry Unit

Madam Chairperson, Chief Director, I am fully aware that the formation of this Association is to serve as a tool or pressure group to address their concerns like any other Association within the service. However, in as much it is their right to form this Association, they also have a responsibility to be civil in their negotiations. Additionally, as the custodian of the service's data, they should be minded by Data Protection Laws especially in respect of the use of staff data.

In conclusion, in my capacity as the Head of Service and on behalf of LGS, this association is duly inaugurated and it would be accorded all the benefit and recognition enjoyed by all existing Associations within the service.

Thank you for your audience and may God bless our nation.

SPEECH DELIVERED BY THE DIRECTOR-GENERAL OF NATTIONAL INFORMATION TECHNOLOGY AGENCY (NITA), MR. RICHARD OKYERE-FOSU AT THE LAUNCH OF THE ASSOCIATION OF LOCAL GOVERNMENT MIS OFFICERS, ACCRA ON FRIDAY, 24TH JUNE 2022.

Madam Chairperson,

The Hon Minister,

The Head, Local Government Service

The Chief Directors, Ministry of Local Government and Rural Development

Members of the Media,

Distinguished Guests,

Ladies and Gentlemen,

It is a pleasure for me to join you and deliver this address on the occasion of the launch of the Association of Local Government MIS Officers, a force in furthering the goals of the local government digitalisation efforts with the theme **'Digitising Government Business at the Local Level: The Role of the MIS Officers'**

Madam Chairperson, I would like to take this opportunity to underscore that this association that is being launched today is a strong statement of commitment of the Service and government as a whole to MIS officers in Ghana and, I expect the other services such GHS and GES to follow suit.

Government's Digitalisation policy drive has been necessitated as **ICT** has become a pervasive tool in our day to day activities and ICT processes are internalize to ensure coherence.

Adopting digitalisation, government observes the likely challenges to be faced in the digitalization effort and by extension Local Government since Technology, Human resources, Behavioural and Change Management, etc. are involved. This is why the need to enforce compliance with legal and regulatory frameworks and also monitor the levels of technology adoption.

Ladies and Gentlemen, there was a need to implement government's digitalization initiatives to ensure:

- quality information communications technology,
- best practice and standards,

Following this, policies, laws and regulations have been developed to support MIS Officers such as:

- ICT4AD
- NITA Act 771
- Electronic Transactions Act 2008, Act 772
- Cyber Security Act 2020, Act 1038
- Data Protection Act 2012, Act 843
- National Communications Authority Act 2008, Act 769; Which must be studied

Under the NITA Act 771 and Electronic Transaction Act 2008, Act 772, NITA is mandated to provide oversight on the implementation of any form of technology among the MMDAs/MDAs and regulate ICT.

The NITA Act 2008, Act 771 mandates the Agency to;

- *REGULATE* the provision of information communications technology,
- *ENSURE* the provision of quality information communications technology,
- *PROMOTE* standards of efficiency and
- *ENSURE* high quality of service

Madam Chairperson, Distinguished guest, Ladies and Gentlemen, this inauguration is intended to inspire enthusiasm in MIS Officers and provide trust and confidence in working to achieve strategic goals of the Service in its Digitalization efforts for which they must note the following for guidance,

- Sc.55 –Electronic Transactions Act 2008, Act 772 classify IT systems as a "Protected Computer and Critical Database"

- Sc. 35 of the Cyber Security Act 2020, Act 1038 designates as a "Critical Information Infrastructure"

- Electronic Transactions Act-2008, Act 772

- Sc. 59 – Management of Critical Databases
- Sc. 107 -135: Cyber offenses

- Sc. 7 - Admissibility and Evidential weight of an electronic record

- Ghana Government Enterprise Architecture, IT Standards and Protocols to be used

- e-Government Interoperability Framework which focuses on addressing interoperability and strategic alignment

Madam Chairperson, permit me to underscore that Enterprise Architecture (EA) and Interoperability Framework must be seen as MIS Officers' Bible that guides them to maximise on digitalisation to achieve the goals and objectives of the Local Government Service.

Enterprise Architecture as a practice focuses on the alignment of business strategy and IT capability. Enterprise Architecture defines the current-state and target-state architectures in line with government-wide IT assets and capabilities, business strategy, strategic priorities, and guides the process of planning and designing IT capabilities to meet the desired objectives of the organization.

Governance of IT, an important aspect of digital transformation is given enough guidance in the Enterprise Architecture which NITA's role is to evaluate, direct and monitor its implementation.

Madam Chairperson, Ladies and Gentlemen, for the interest and zeal with which this inauguration is launched, we must take note of the following to guide us to ensure a successful implementation of MIS activities going forward: - thus People, Process and Technology domains as critical success factors in the digitalization ecosystem

PEOPLE

MIS Officers must be mindful of the following;

- Sc. 55 of the Electronic Transactions Act 2008, Act 772 empowers the Hon. Minister of Communication and Digitalisation to prescribe minimum requirements.
- The Public Sector IT/IM Class Scheme of Services defines the proposed minimum arrangements for MIS recruitment.
- NITA Standard on IT Governance.
- Sanction and fines are outlined under the Sc177-130 under the Electronic Transactions Acts for IT Professionals and non-IT Professionals
- Providers in the Digital ecosystem must comply with the provisions of the Data Protection Act 843, Act 2021 by registering as Data Controllers or Data Processors
- MIS Officers must have the appropriate skill sets and competencies
- Registration of MIS professionals to operate in the ecosystem
- MIS Officers must only deal with registered IT Companies etc.

- All Persons managing Local Government IT Infrastructure and Systems must have the requisite (1) Academic Qualification (2) Technical Certifications (3) Proficiency and Experience
- Local Government Institutions must ensure that they consult and engage persons registered with NITA with the requisite IT and Cybersecurity expertise and proven track records
- Managing Local Government IT infrastructure would require an array of unique and different skill sets sometimes ranging from Systems Administration, Networking, Database Administration, Cybersecurity etc.
- IT Professionals must be provided with the requisite operating logistics. The logistics must be fit for purpose.

PROCESS

Processes are followed to achieve the digitalisation initiatives and must be noted;

- Ensuring compliance with NITA's standards
- Address interoperability issues
- IT Audit to ensure strategic alignment.
- Strategic Alignment issues with implementation

TECHNOLOGY

The main goal is to provide an infrastructure/system/environment to promote; e-interaction within the Local Government digital ecosystem and e-government.

To ensure that the authenticity, integrity, confidentiality and non-repudiation of online interactions for digital tools such as;

- Electronic Document Management systems
- Secure Web access (including wireless access)
- Explore opportunity of using NITA's facilities
  - Data Centre Co-location
  - Cloud Hosting
- Put in place IT Security systems to address privacy, confidentiality and integrity of data.
- Implement systems for backup and business continuity
- Collaborations on the provision of high-speed internet access.
- Ensuring the procurement of genuine equipment and devices as well as licensed software

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Madam Chairperson, Ladies and Gentlemen, it is to note that 3 Critical Success Factors supporting activities that underline the entire value chain of Local Government digitalization are

- Organizational Infrastructure
- Human Resources Management; chain of command, Separation of Job (SoD) issues etc.
- Technology development/deployment

Madam Chairperson, for MIS Officers to achieve their full potential they must understand the legal framework in the sector they operate. The following could guide them:

- Act 772 Sc. 55. Protected computers and critical database
- Right of inspection by the regulator (NITA)
- 61. The Minister may cause audits to be carried out on a critical database to evaluate compliance with the provisions of this Act.
- Non-compliance with Act
- 62. (1) The Minister on receipt of the audit report shall consider,
    - any action recommended to remedy the non-compliance, and
    - the period within which the remedial action shall be performed.
- (2) The Minister shall report the recommendation to the National Security Council and the Council may take action or give directions
- 90.Liability of service providers and intermediaries
- 91. Electronic record transmission
- 103. Provider to keep logs and records
- 104. Backup preservation
- The law obliges MIS Officers to be mindful of the above sections for conformance. NITA's standards documents which IT professionals are trained on can provide detail information.

Cyber offences

- Unauthorised modification of computer programme or electronic record
- Unauthorised disclosure of access code
- Offence relating to national interest and security
- Causing a computer to cease to function
- Illegal devices
- Child pornography
- Confiscation of assets
- Ownership of programme or electronic record
- Conviction and civil claims
- Record and access to seized electronic Stealing
- Misrepresentation
- Charlatanic advertisement

- Criminal negligence
- Obtaining electronic payment medium falsely
- Electronic trafficking
- Possession of electronic counterfeit-making equipment
- General offence for fraudulent electronic fund transfer
- General provision for cyber offences
- Unauthorised access or interception
- Unauthorised interference with electronic record
- Unauthorised access to devices
- Unauthorised circumvention
- Unlawful access to stored communications
- Unauthorised access to computer programme or electronic record etc.

Conclusion.

On this note Ladies and Gentlemen, it is once again a pleasure for me to join you at this launch. We wish you a successful launch with the expectation that the Association will work with NITA, the ICT regulator to achieve the object of the Service and reflect on;

- Covid19 pandemic highlighted the power of technology in the digitalisation ecosystem.
- Digital Local Government transformation is taking place at an accelerated pace for effective citizens' service delivery with standardized information sharing.
- The need to address technology related issues and the privacy of data makes it imperative for NITA to monitor and enforce the provisions of the regulations
- Interoperability of systems is critical in ensuring seamless Technology interaction in service delivery.
- Staff managing Local Government systems should have the requisite skill sets and be provided with a fit for purpose logistic.
- Local Government institutions must internalise IT Governance
- Disregard for best practices and breaches of the legal and regulatory frameworks attract sanctions and fines for which NITA will ensure conformance.

Thank you.