

Project Feasibility Report and Proposal Document on Public Service of Namibia EDRMS

1. **Name of Project:** Electronic Documents and Records Management System (e - DRMS) Project for the Public Service of Namibia
2. **Office Responsible for Execution:**

Office of the Prime Minister of Namibia
3. **Project Description:** To implement the e-DRMS in line with policy directives and project management principles
4. **Project Objective :** To ensure a risk –free records and archival system for the Public Service of Namibia which is set up in a sustainable electronic documents and records management environment in line with Archives and related statutory provisions, within the next two years.
5. **Project Background and Situational Analysis**

a) **Background – Policy Scenario:**

The **Government** of the Republic of Namibia has set in motion various policies for execution over the medium to long term to ensure that Namibia is on course to :

- (i) achieve its goal of a prosperous and industrialized nation in line with **Vision 2030**;
- (ii) meet the socio-economic challenges and targets of the **Millenium Development Goals** by 2015; and
- (iii) meet the new goals and targets, now being formulated, for the **National Development Plan 3** (NDP 111) for the five year period 2007 – 2012.

As a **developmental State**, Cabinet has tasked the Public Service of Namibia to be complementary to the private sector and augment the national capacity for economic development and growth. To achieve this objective, “the **Public Service** should be moulded into a professional cadre – one that will boost the State’s capacity to participate in the economy”. (cf. Prime Minister’s Mission Statement – see www.opm.gov.na/opmmissionstatement). As a body now nearing the mature phase of transition and reform the Public Service must thus

execute the following policies effectively, efficiently and accountably, with a view to, among others:

- (i) implement a performance management system (PMS), to imbue it with a performance-oriented culture;
- (ii) create and run the Namibia Institute of Public Administration and Management (NIPAM) to properly train cadres for the public service;
- (iii) establish e-Government and related support systems through utilization of ICTs for better and improved services delivery and access to public services;
- (iv) improve the performance and governance of State-owned enterprises;
- (v) curb the spread of HIV / Aids as a national pandemic;
- (vi) design and establish the implementation mechanism of the Transformational Empowerment Social and Economic Framework (TESEF);
- (vii) develop Private – Public Partnerships for improved delivery of public services and economic performance;
- (viii) improve ethical conduct, fight corruption, and adhere to the Service Charter principles.

The **Office of the Prime Minister** as the custodian of the Public Service, is responsible for the execution of these policies. There are many other macro – policies and projects being executed by line ministries, especially in the context of Vision 2030 and NDP3.

As an **enabler** for the achievement of the aforementioned challenges, the Public Service must have in place, among others, **a reliable and proper documents and records management system**. Such a system must comply with both international and national archival standards for public bodies. The effective and efficient maintenance of the Government's present manual-based archival system has been undermined over the last few years, especially as a result of the ever-increasing use of the electronic means of communication. This, again, has been made possible by the ever-increasing usage of information and communications technologies (ICTs) by Government officials. In recognition of the aforementioned, one of the **strategic imperatives of the e-Government policy** is the design, implementation and application of a Public Service electronic documents and records management system.

b) Situational Analysis- General:

- (i) The E-Governance Policy of 2005 outlines the intention of the Government to ensure ICT becomes an effective tool that will

allow government to provide its services on 24/7 basis and improve efficiency and effectiveness in service delivery

- (ii) At a Cabinet Retreat held in 2005, Swakopmund, Cabinet further resolved that, among others, the Office of the Prime Minister (OPM) should embark on various ICT initiatives that will enhance capacity building and improve service delivery to the people. Thus, among others, and e-DRMS project should be executed in collaboration with the National Archives of Namibia.
 - (iii) As the OPM is responsible for the effective and efficient management of the Public Service, and must adopt strategies to achieve the same, the successful outcome of the project will serve as a basis for its deployment, at all (27) Offices/Ministries/Agencies (O/M/A's).
 - (iv) Cabinet has adopted further resolutions on the development of the e-DRMS, especially in relation to the financing of the project and with respect to a service provider on the execution of the project.
- c) At present the management of documents approval processes generated by IT systems (eg., on the IFMS, HRIMS, etc) has been made difficult because the tracking system or workflows in place to monitor actions or activities that have been carried out on a particular document do not link up with an approved records or archival repository. As a result, original written instructions and approvals issued at different levels of the organizational hierarchy are either lost or its movement not tracked or linked to a records chain, when converted to an electronic environment. The e-DRMS must be capable of managing a wide range of information (documents, records, business processes, etc) and also ensure that such a system complies with archival standards and complies with requirements for the (evidential) discovery thereof.
- d) What is required, in short, is a system capable of delivering a web-based integrated Electronic Documents and Records Management System with a workflow utility. The system should also be able to manage both electronic and physical documents, including the imaging of records. This will require a service oriented business intelligence solution which will at the same time provide for an integrated (unified) service oriented architecture (SOA) of GRN's existing disparate capabilities which already demanded high investment.

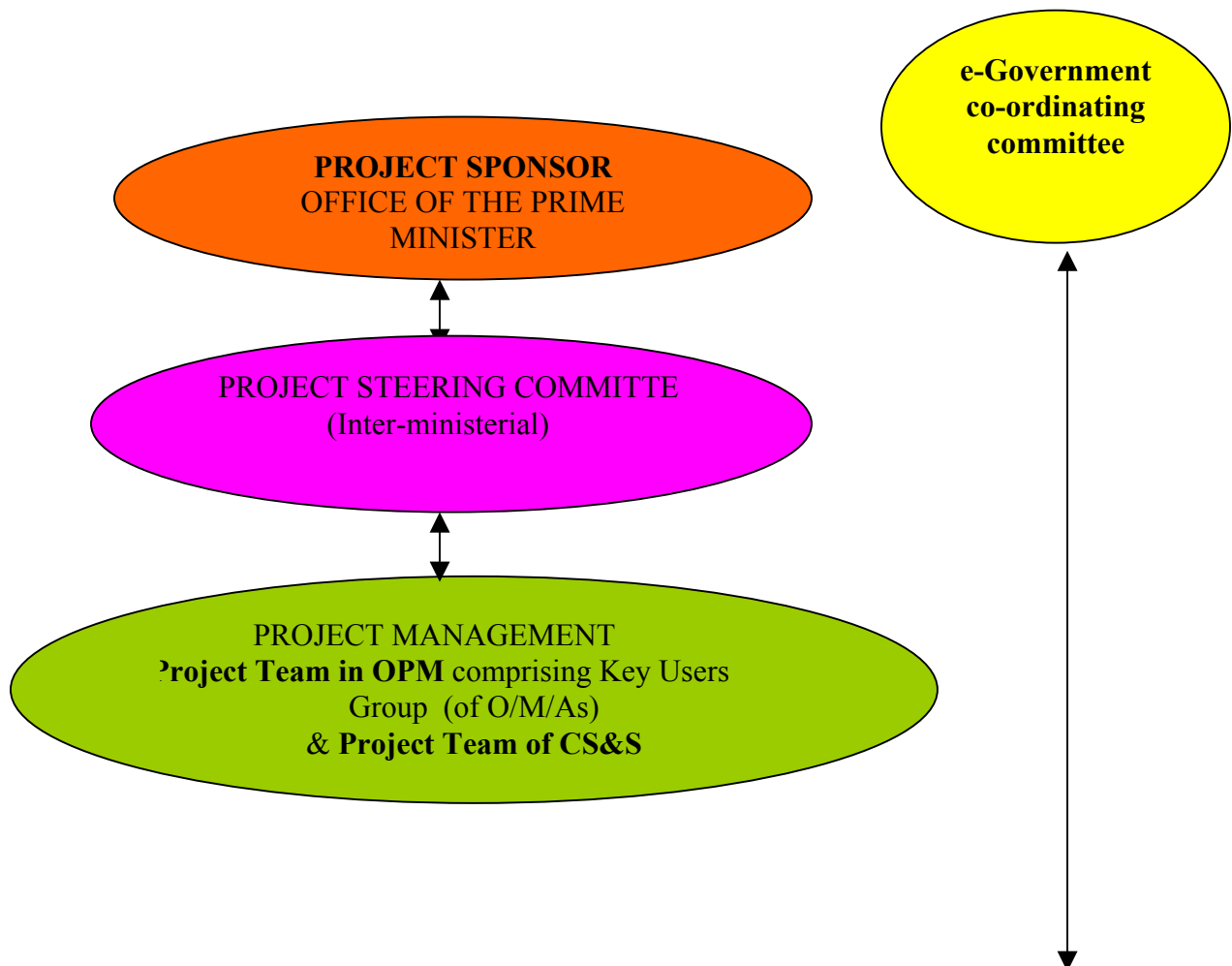
6. e-DRMS (Planned) Project Execution

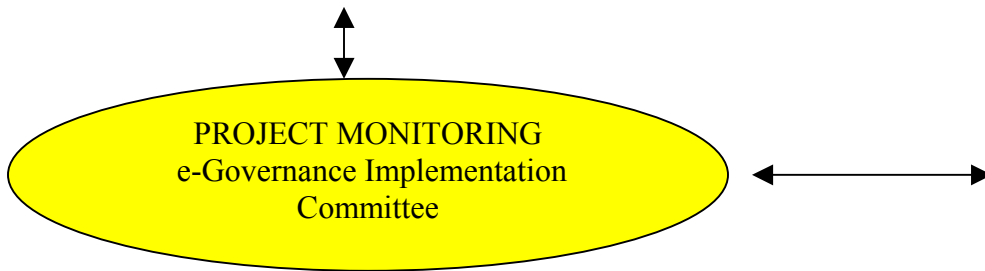
- (a) **Project policy compliance: legal requirements and directives.**

- (i) Archives Act of 1992 and Code of Procedure
- (ii) Public Service Act of 1995, its regulations and Staff Rules
- (iii) State Finance Act of 1991 and Treasury Instructions
- e) Other statutes of GRN requiring compliance with records and documents (eg., the Labour Act of 1991 (now subject to amendment), the Anti- Corruption Act of 2005, etc)
- f) Cabinet directives and policies.
- g) Rules of Court and Tribunals on the discovery of documents in evidence.
- h) Draft Electronic Documents Management policy issued by the Ministry of Education (May 2006).
- i) The approved (provisional) Design Criteria Standard for Electronic Records Management Software Applications by DPSITM.
- j) The Service Oriented Architecture (SOA) for the e-Office product, approved by the parties to the project

(b) Project Execution Structure

Due to the fact that the e-DRMS is a Public Service – wide project, it has an inter-ministerial structure. The project structure outline for its execution, monitoring and control, is as follows:





Function Model Structure of New e-Office product

