Building a Digital Nation: Kenya's Inter-Ministerial Approach

Coordinated Collaboration for Sustainable e-Governance

eSTDeV

From the people of Estonia

Presented by: **Victoria Nkatha** | Kenya Operations Lead | **E-Governance Conference Panel**

Setting the Context:
A Digital Leader with New Expectations

Kenya's Digital Leap – The Access Era Is Over

- Over 95% mobile penetration, 89% internet access (CAK, 2024)

- A decade of investment in infrastructure and platforms

- The future is not just about access, it's about coherence, coordination, and citizen value

- E-governance must become more strategic, interoperable, and citizen-centric

*"Digital reach is no longer the barrier. Coordination is."*
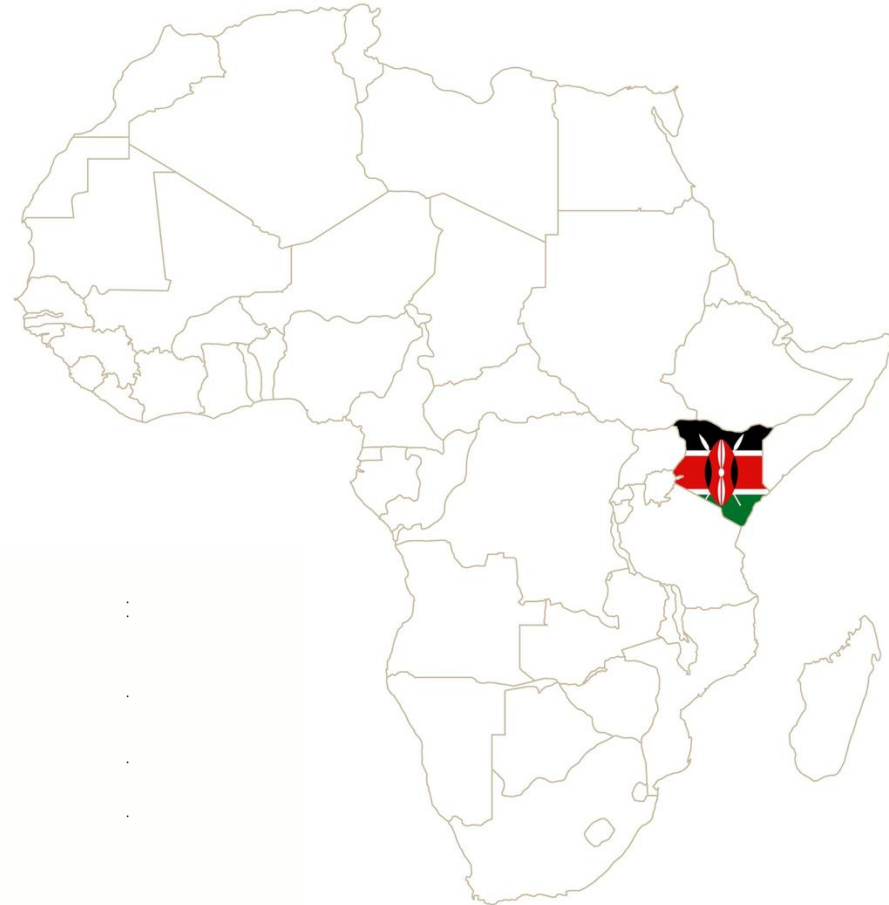
The Challenge – Fragmentation Across Ministries

A Patchwork of Progress

- Ministries created digital systems in silos

- Result: duplication of effort, inefficiencies, and inconsistent user user experiences

- Lack of interoperability and shared standards block scalability scalability

- Even strong systems failed to integrate across government

"Well-meaning initiatives, built in isolation, often failed to deliver collectively."
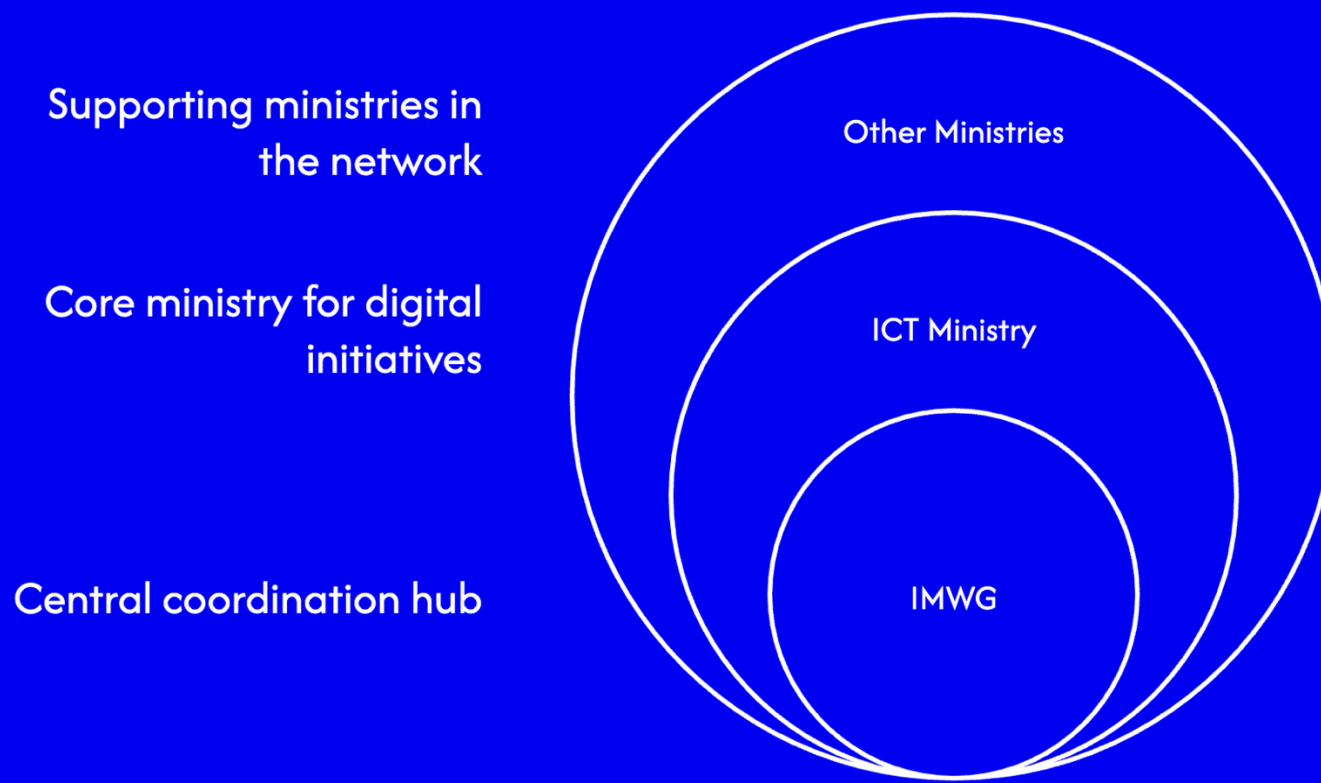

Fragmented Government

Duplication

Inefficiency

Friction

Lack of Coordination
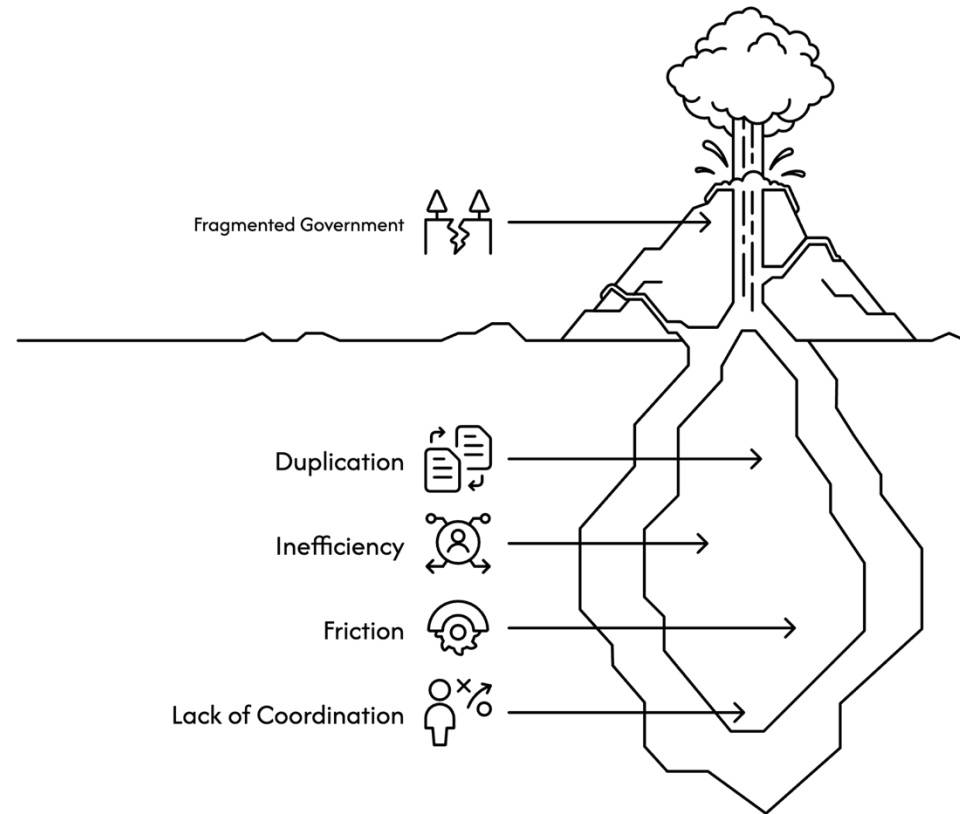
The Solution:
Inter Ministerial Work Group as a Coordination Engine

The Interministerial Working Group (IMWG)

IMWG Coordination Network

Supporting ministries in
the network

Core ministry for digital
initiatives

Central coordination hub

Other Ministries

ICT Ministry

IMWG

- **Led by the Ministry of ICT & Digital Economy**

- **Supported by ESTDEV and other global partners**

- **Brings together digital leads across ministries: Interior, Education, Public Service, Planning**

- **More than a task force — it's a new operating system for collaboration**

"We're not just having more meetings. We're changing how government collaborates."

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What IMWG Enables:
From Talk to Action

Turning Dialogue into Delivery

1. Joint technical working sessions on:

 - Data exchange frameworks

 - Digital identity integration

 - Policy and legal interoperability

2. Shared roadmap for system integration and service design

3. Alignment of KPIs across ministries

Achieving Integrated Services

Disjointed Dialogue

Uncoordinated initial conversations

Joint Sessions

Collaborative meetings and workshops

Shared Standards

Agreed-upon common frameworks

Integrated Services

Seamless, unified service delivery
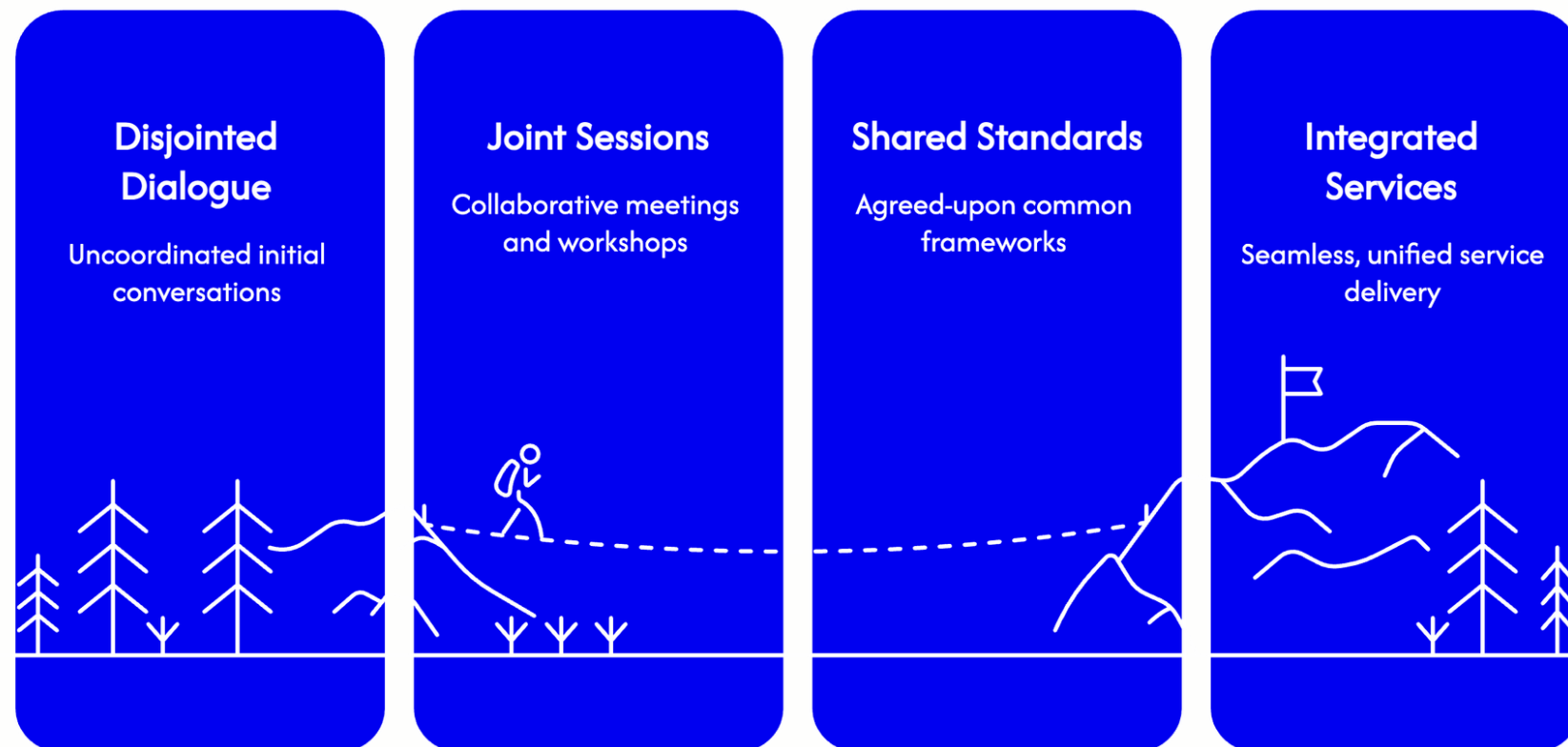
Case Study:
eCitizen and Data Interoperability

Why **Interoperability** is Non-Negotiable

IMWG Mechanism

Coordination body driving eCitizen's success

Data Exchange

Seamless flow of information between key government entities

Kenya's Digital Transformation

Infrastructure

Robust systems supporting digital service delivery

Shared Standards

Unified protocols ensuring interoperability and efficiency

- Kenya's vision: integrate citizen services under eCitizen

- Requires seamless data exchange between Civil Registration, Immigration, KRA, NHIF

- Without shared standards and infrastructure, implementation stalls

- IMWG is the mechanism that unlocks this potential

"We cannot scale eCitizen without breaking down institutional silos."

Our Guiding Principles

Three Anchors of Kenya's Digital Transformation

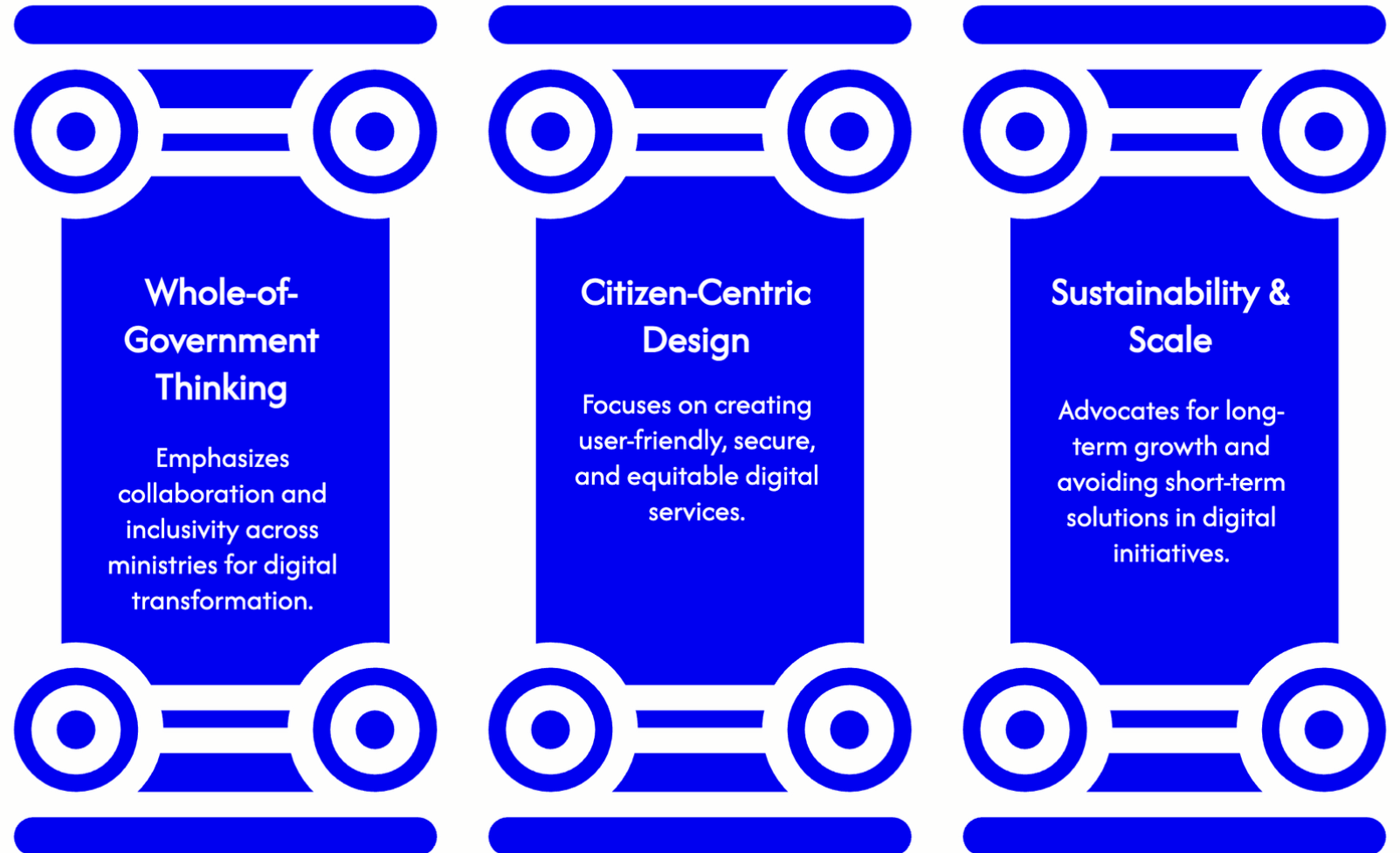**1. Whole-of-Government Thinking**
- Digital transformation is a team sport

- No ministry left behind

2. Citizen-Centric Design
- Services must be user-friendly, secure, and equitable
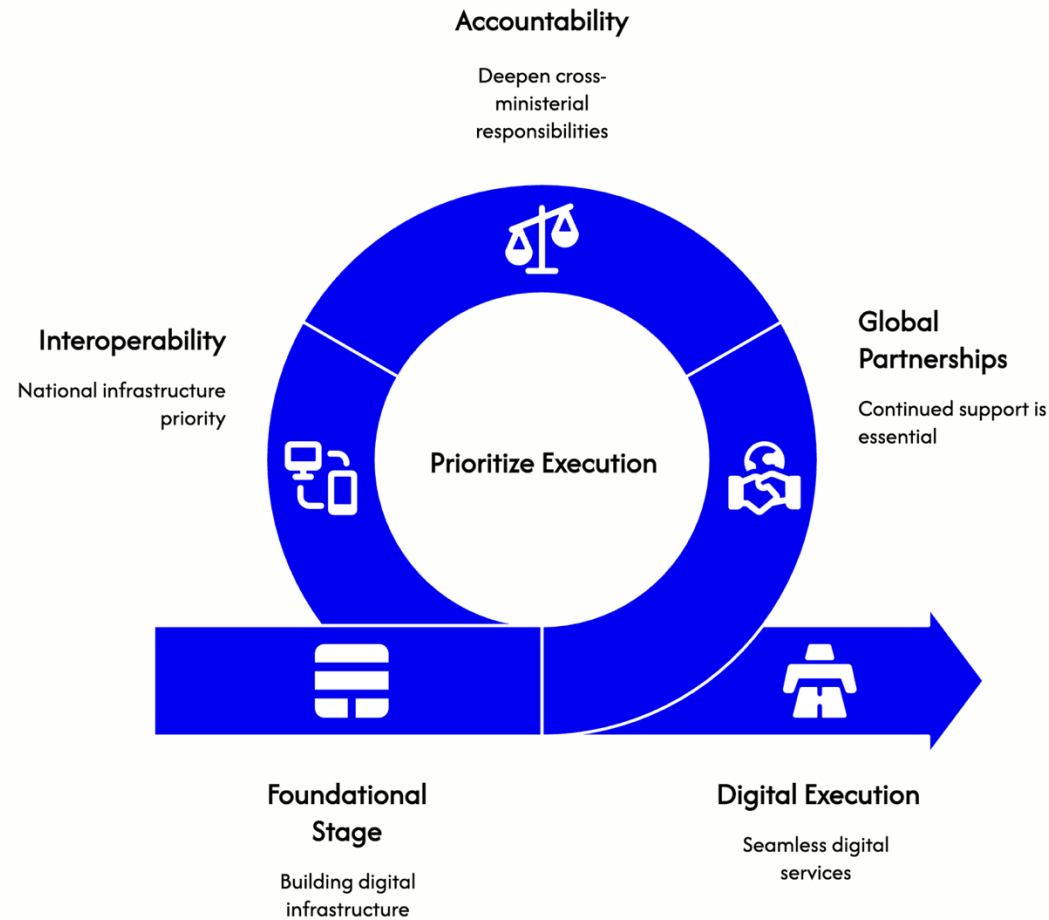
- Trust is the currency of e-government

3. Sustainability & Scale

- Build for growth and evolution

- Avoid short-term tech fixes

Whole-of-Government Thinking

Emphasizes collaboration and inclusivity across ministries for digital transformation.

Citizen-Centric Design

Focuses on creating user-friendly, secure, and equitable digital services.

Sustainability & Scale

Advocates for long-term growth and avoiding short-term solutions in digital initiatives.

Call to Action:
From Coordination to Execution

The Future is Interconnected, Interoperable, Inclusive

Accountability

Deepen cross-ministerial responsibilities

Global Partnerships

Continued support is essential

Interoperability

National infrastructure priority

Prioritize Execution

Foundational Stage

Building digital infrastructure

Digital Execution

Seamless digital services

- Kenya's digital journey must now shift from foundation to execution

- Continued support from global partners like ESTDEV is key

- Deepening cross-ministerial accountability.

- Elevating interoperability as a national infrastructure priority

"Digital government isn't an IT project. It's a governance project."

About me...

As the Kenya Operations and Capacity Building Lead at the Estonian Centre for International Development (ESTDEV), I spearhead high-impact initiatives that foster collaboration, operational excellence, and transformative capacity-building across Kenya. With over seven years of cross-sector experience in business development, project management, and International Development, I bring a multidisciplinary approach to driving strategic growth, partnerships, and sustainable development.

Victoria Nkatha -
Kenya Operations and Capacity building Lead