



Good Practices around Digital Government and Innovation in Public Service Delivery

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The Foundation



The Foundation

1. Develop, operationalize, support and maintain



2. Put in place

POLICY & LEGISLATION

3. Innovations and research



4. Human and institutional capacity to ensure transformation of Public Service



5. Partnership





What we want

SPEED

SIMPLE

SEAMLESS

RESPECT

UNDERSTANDING

Dignity!

BE POLITE

Across the Country

All the time 24/7

Uniform Standards

KNOWLEDGEABLE

acquainted
learning
well-informed
development
study
education
department
wisdom
researcher
literature
solution
information
understanding
company
creativity
information
teaching
development
success
book
knowledge
idea
business
imagination
people
science
workers
methods
school

FIRMNESS OF PURPOSE

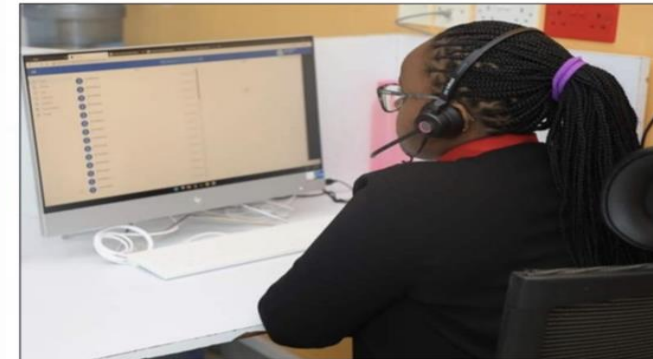


The Good Practices – Front End



HUDUMA KENYA SERVICE DELIVERY CHANNELS

53 Huduma Centres

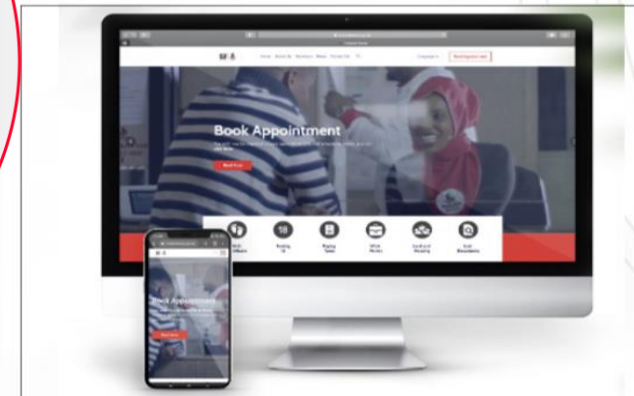


1919 Huduma Contact, Tele-counselling & Social Media Centre

Service By Appointment (SBA)

Track my Services (TMS)

Instant feedback - Post exit survey



Huduma Electronic & Mobile

4,000 Huduma Mashinanis





HUDUMA CONTACT AND TELE-COUNSELLING CENTRE



@Huduma Kenya



@Huduma Kenya



@Huduma Kenya

YOUR WELLBEING MATTERS

DON'T SUFFER IN SILENCE



If you are stressed or overwhelmed; call us anonymously

Call 020 690 0030





1. The Customer 1st - Approach



Customer Service

Customer Experience

Customer Obsession





1. Internal Customers

- Colleagues, Departments

2. External Customers

We must get the service right internally FIRST in order to get it right for external customers



CITIZEN ENGAGEMENT AND FEEDBACK



**KUBOOK NI SURE
NA FAST**

Su	Mo	Tu	Th	Fr	Sa	
31	01	02	03	04	05	06
07	08	09	We	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	01	02	03



Scheduling and Tracking Service By Appointment (SBA)

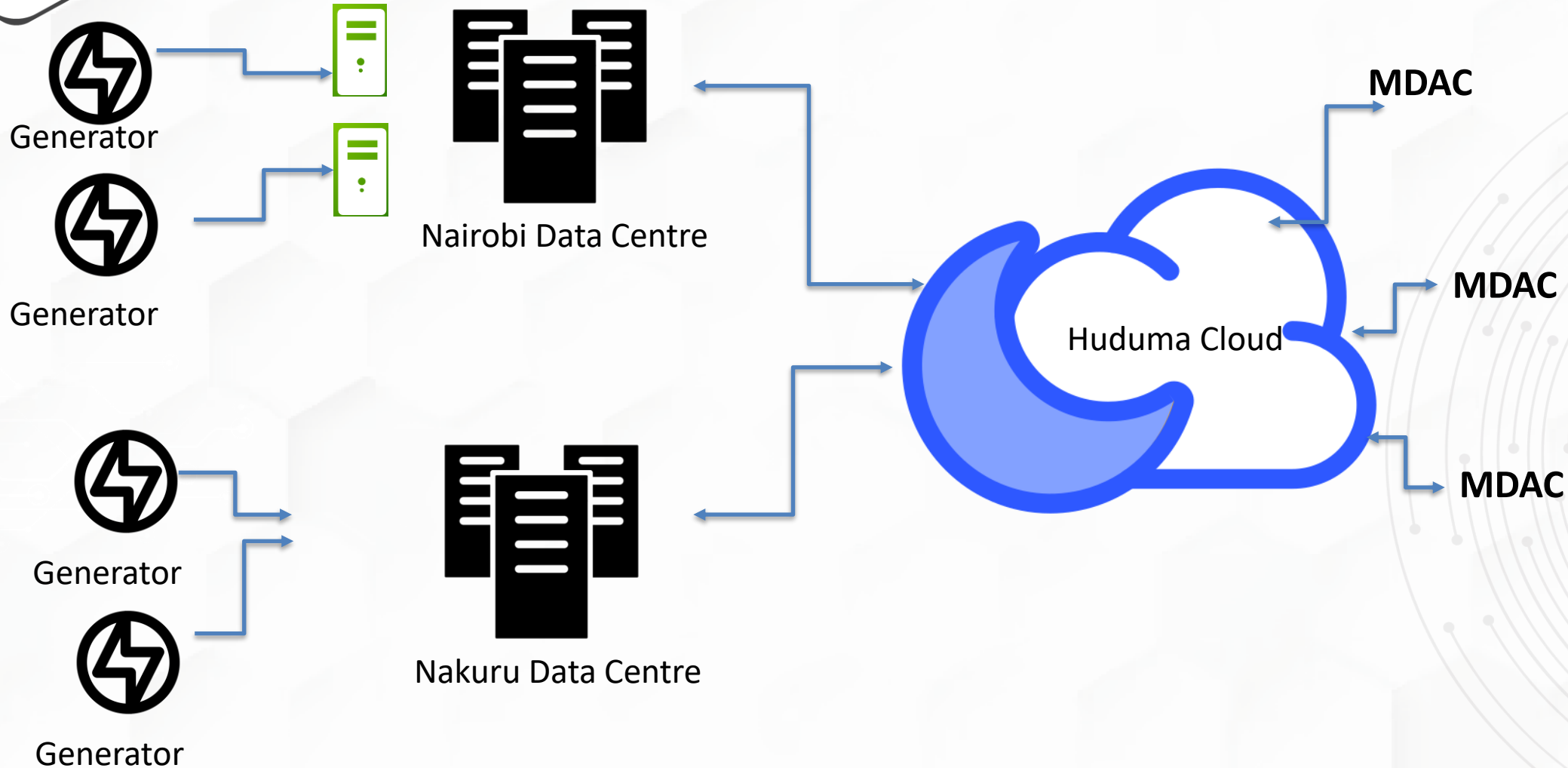
- ✓ Queue Management System
- ✓ Short Message Service (SMS)
- ✓ Post Service (Exit) Survey
- ✓ Virtual Meeting Management System
- ✓ Social media
- ✓ Track My Service
- ✓ Customer Relationship Management



The Good Practices – Back end



HIGH AVAILABILITY SYSTEMS



digital

ICT INFRASTRUCTURE – HUDUMA CLOUD

1

Compute -Servers - host the Virtual Desktops used across the 53 Huduma Centres

2

Virtual Desktop Infrastructure – End user terminals used at Huduma centres to serve customers

3

Storage Engines – Stores data and systems

4

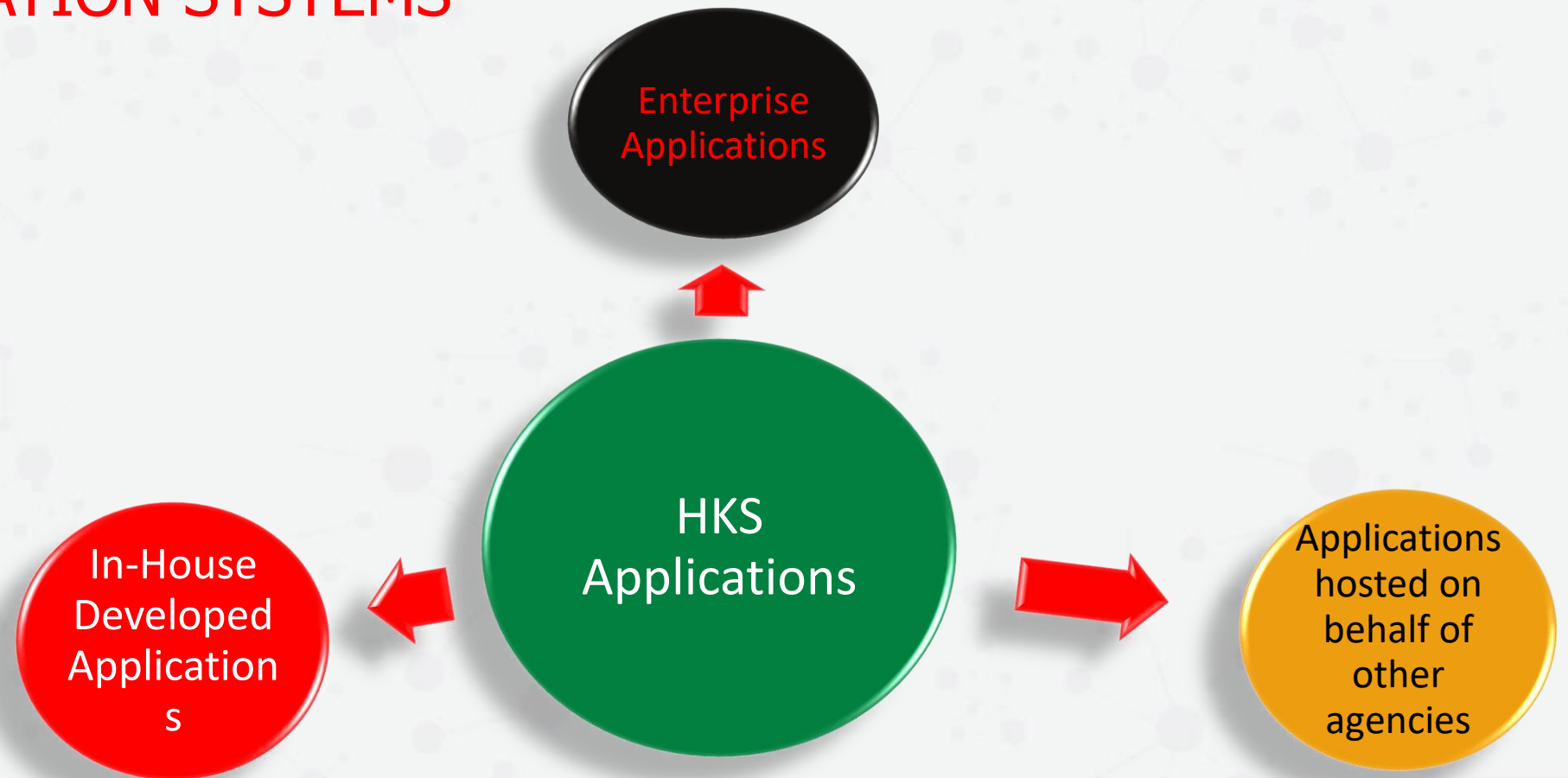
Data centre facilities – Nairobi and Nakuru

5

Network- Spans across 47 counties



INFORMATION SYSTEMS



Huduma Kenya Programme applications are classified into three categories



**Outcome and Continuous Improvement - Responsive
Whole of Government Support**



WHOLE OF GOVERNMENT SUPPORT



Asante!

