

ICT POLICY DRAFT



Yobe State Government

Sponsored by:

National Information Technology Development Agency

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Acronyms

YOSERA	Yobe State Socio-Economic Reform Agenda
YBSG	Yobe State Government
YOSICTDA	Yobe State Information and Communication Technology Development Agency
ICT	Information and Communications Technology
MDAs	Ministries, Department and Agencies
PPP	Public Private Partnership
R&D	Research and Development

Preamble

Information and Communication Technologies (ICTs) are now widely accepted by developing countries as a critical tool in their efforts to eradicate poverty, enhance human development, and achieve Millennium Development Goals (MDGs). Recognizing this untapped potential, infrastructure initiatives and development strategies incorporating ICT are being increasingly promoted and launched across the globe.

ICT increasingly penetrates all social and economic activity all over the globe. It is a high stakes game that involves all sectors of society, comprising many stakeholders. It is complex and multifaceted. But ICT policy is often made as a result of concern for issues; so the starting point is a specific problem or situation faced by a country, state, local authorities, society or organization aiming to improve life, economy, business or a politician or government bureaucrat looking for better ways to deliver services.

With unprecedented breadth in the field of information technology, the world moved from the industrial age into the information age. The manifestation of this transformation is reflected in the taxonomy and lexicons we utilize for the current day to day existence. Words and concepts in different spheres of life's that reflects the paradigm change permeates our conversations; in the field of economics emerged concepts such as E-commerce, E-business and electronic money; In the area of social and business interactions we have E-mail, Instant Messenger and social networking; In Education: E-learning, In Medicine: E-health, In Agriculture: AgricIT, E-agriculture; And in the area of public sector: E-government.

We need to declare upfront that People change the world, not Technology. We say this to disavow the concept that Technology change the world. Technology is the new powerful tools that science has brought into the mix of making a better world.

ICT Policy is the governing spirit of how we as a society have decided to utilize these technologies to make a better world

for our self's and progeny. Like Political decisions, ICT policies must be local (Micro) that aggregates into National (Macro).

An ICT policy is like a constitution, a guiding framework for how the society and the government have decided to chart the way forward in all sorts of addressed sectors. It is a social framework, almost playing the role of the constitution in the political arena. ICT Policy therefore needs to encourage as wide an ownership as possible of the policy and the means for bringing it about. In the spirit of the platform itself, it should discourage monopolistic tendencies in ownership, whether through government or the private sector. It must encourage wide participation by all stakeholders so that everyone has a stake in owning the benefits of ICT. It is obvious but worth repeating. Unless an ICT policy has clear benefits for as many of the citizens as possible, it is hard to see the overall value of the investment in ICT as a vehicle of major developmental changes.

The process of making ICT decision must be clear and transparent to all stakeholders' including external investors. Moreover, the philosophy and guidelines for investment in ICT must have been thought-through, consistent and understandable in the objectives of any ICT policy framework. Any major decision that affects system and process must be regarded relative to the set framework, providing the necessary transparencies and freeing the decision makers from active participations in every decision making.

ICT policy must be actionable and prescriptive. Even though it is a living document that must be amended as needed through set vigorous processes, it never-the-less must proscribe a certain place and immediate actions that must be taken to set the process in motion.

while the potential advantages of ICT for Development (ICT4D) are enormous, national policies are yet to adequately reflect truly comprehensive and integrated strategies for harnessing and exploiting this potential. Much mention has been made of a

growing digital divide between countries. However, just as technology and knowledge gaps need to be bridged between countries, the increasing information and technology gap within countries also requires critical attention. There is, perhaps, a directly attributable link between growing inequality within nations and the intra-national digital and information divide.

It is the plan of NITDA that the development of States ICT policies on micro level will aggregate towards forming the new National ICT for Development policies.

The debate on ICT has permanently shifted from 'why' ICT for Development, to 'how' comprehensive and holistic ICT policies should be to unleash human potential and enhance people's capabilities to improve their lives. A sound ICT policy that truly covers all segment of the population must be an indispensable part of development strategies.

Section 1: Introduction

Aware of the dire need to bridge the digital divides within Yobe State, our country and the developed world and because of the urgent need for Yobe State to become globally competitive using Information and Communications Technology (ICT) as a tool, the Governor of Yobe State His Excellency, Ibrahim Gaidam, approved the development of ICT Policy for Yobe State as proposed by the Director of ICT, Governor's office Engr. Mohammed Abba Hassan and supported by National Information Technology Development Agency (NITDA).

Given that Yobe State Government (YBSG) is pursuing excellence in service delivery and is committed to transforming the state into a knowledge driven economy using ICT tools, there is a need for a robust policy framework to guide development and growth of the ICT sector in the state.

1.1 Background

The long term goal of the Yobe State Government (YBSG) as espoused in the State's YOSERA III, is to "transform the state into one of the four most economically developed state economies by the year 2020". Accordingly, four critical goals for developmental aspirations/outcomes have been developed by the state to guide the realisation of this vision. The four critical goals for these developmental outcomes are as follows:

- **Improvement of agricultural production:**

By supporting the small-scale farmers to become more productive through the introduction of extension services, the use of fertilizers, and similar inputs and creating competitive markets for their products, while private individuals, organizations and cooperative societies will be encouraged to develop commercial farming in the state.

1. Modernization of agricultural production, processing and storage through provision of new improved technology, hybrid and improved seedlings.

2. Development of Farm Centres and expansion of the Youth Empowerment Farm Schemes.

3. Promotion of intermediate technology through purchase of matching bulls, ox-carts, ridgers and inter-row cultivators under the animal traction loan scheme.
4. Procurement of grains for Yobe State Grains Reserve Programme.
5. Provision of water pumps, tube wells, wash boreholes to support irrigation farming among others.

- **Quality service delivery**

To be achieved through provision of basic social services, public service empowerment and citizens' inclusion and participation. Improve the provision of legal and business regulatory services as well as the overall business environment of the state to foster the growth of private enterprises and initiatives which will be achieved through the provision of basic social services, public service empowerment and citizens' inclusion and participation.

- **Improvement in basic infrastructure:**

To be delivered through construction/maintenance of roads, housing and water/electricity and industrial development.

- **Rebuilding human and institutional capacity:**

To empower every citizen of Yobe State by creating institutions an environment that will enable citizens of Yobe state to be self-confident, self-reliant and able to implement their own creative strategies to achieve their goals and ambitions in the context of a shared vision of prosperity for the state. These institutions will include the basic principles of integrity, responsibility, respect for the rule of law, respect for the rights of other people, hard work and striving for saving and investment.

Other key priorities of the State Government under YOSERA III will include

1. Poverty Reduction,
2. Entrepreneurial Development,
3. Water Supply and provision of Basic Infrastructure
4. Commerce and Industry to facilitate job creation
5. Effective road networks for enhanced physical mobility
6. Fostering peace and harmony within the State and with our neighbours
7. Encouraging communities to imbibe the spirit of self-help to complement Government efforts

In order to deliver these policy goals of the administration, YBSG realises the need to institute and exploit the potentials of information and knowledge-driven economy which is based on modern technologies. Given that such an economy (knowledge driven economy) depends to a large extent on the availability and application of modern ICT, YBSG intends to leverage on available and emerging ICT solutions.

Hitherto, there has been no formal policy and regulatory framework to guide operations in the ICT sector. This has resulted in fragmentation, inefficiencies in the management of resources and loss of benefits of economies of scale that would have otherwise accrued to the state from this sector.

The goal of this Yobe State ICT policy is therefore to provide a framework for streamlining the ICT sector and enhancing its ability to contribute to the actualisation of the state's developmental outcomes as espoused in the State's Vision 2020. In addition, this ICT policy shall be used to develop action plans, sectoral policies and specific implementation guidelines as appropriate.

1.2 What is ICT for Development (ICT4D) Policy?

Policy is a set of principles or a broad course of action that guides the behaviour of governments, organizations, corporations and individuals. It bridges the gap between the visions of where we are at and where we want to be and the plans that enable us to get there. For governments, policy is a

tool to promote national or state vision and the basis for the legislation and regulation through which it is implemented.

State ICT4D policy exploits information and communication technologies to further state economic and social goals. It matches the economic and social environment in which it is to be implemented. ICT4D policies differ from state to state depending upon state priorities, the states' level of development, and the extent of ICT infrastructure, geography and demographics and the extent of regional integration. However, some common principles guide all good ICT4D policy.

1.3 Policy Dimensions

For ICT4D policy to stimulate broad-based development, it must address five inter-linked dimensions.

- 1. Getting the focus right: ICT as an enabler or as a sector?**
States need to make a basic decision with respect to their ICT policies: do they try to grow their own ICT sector to manufacture and a market ICT product; which offers economic benefit that in the long term can be used for social development? Or do they use ICTs to help progress on their development goals (poverty reduction, education, health etc.) in the short term? Yobe State has opted for an approach that includes both enabling and ICT sector strategies but with different degrees of emphasis to respond to Yobe State's strengths and challenges.
- 2. Human capacity.** For ICT programs to be sustainable, a critical mass of people has to know not only how to use technologies and applications but also how to maintain them and generate from them innovative solutions to local problems. Yobe State will focus on training a core of professionals who will provide access to and maintain the ICT infrastructure (computers, computer software, communications networks) and adapt them to local needs. Yobe State will also ensure the retention of skilled technical staff in the state once they have been trained.
- 3. Applications and content** are the reasons for investing in ICT. Applications enable users to carry out functions:

sending e-mails, producing documents, creating web pages, managing databases and keeping financial records. These are generic applications which can be used by anyone. But applications can also be tailored to specific needs: e-government, e-education, e-health, e-commerce, for example. The content delivered by applications must satisfy the needs of local markets and users and be presented in an understandable form; if necessary using local languages and graphics. Both human and financial resources are scarce, therefore, priority will be given to key application areas for the achievement of stated goals because if resources are spread too thin.

4. **Infrastructure/Access** Expanding information technology and telecommunications infrastructure to rural areas is a challenge in all Nigerian States that can only be met with the participation of the private sector. Private companies will only invest if they see the prospect of financial return. Thus, policy will identify how much of state enterprise participation is allowed, where and when to introduce competition and how to regulate the ICT sector. Governments can manage privatization and the introduction of competition more effectively if an independent and well-staffed regulator is already in place.
5. **Enterprise** ICTs offer endless possibilities for innovation; local entrepreneurs are more likely to identify new products and services that match local needs than big multi-national companies. It is important therefore in constructing ICT4D policy to encourage the creation of local finance and credit facilities, property rights and commercial law, fair tax regimes and tariffs to stimulate the local ICT private sector as well as to create a predictable environment for external investment which will be needed to expand infrastructure.

1.4 ICT4D Policy and Strategic Plan Focus

ICTs are not an end in themselves. ICTs are tools for empowerment. ICT tools provide incredible possibilities for

decision making. Technologies open up new possibilities for Human beings to solve some of the most intractable problems we are facing, from Poverty to Food scarcity. But it is people that solve problems, not technologies. ICT promises to provide the people we trust to make the decisions for us with incredible tools to aide in these decision making process. The agent of change and of empowerment is information.

Access to information helps people identify and seize opportunities to grow and develop, and to better their lives and that of their families and communities. Access to information facilitates participation in society, in the economy, in government, and in the development process itself. The ability to share information on a level playing field helps overcome barriers to communication and encourages exchange and collaboration.

The international community also recognizes the importance of access to information. In Article 19 of the Universal Declaration of Human Rights, the international community via the United Nations (UN) recognizes that, "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers". The ability to use information and to communicate is fundamental to human welfare.

The ability to take full advantage of the information economy for the benefit of all in a given jurisdiction requires vision, discipline, planning, and method. The vision sets the stage and the agenda is defined by a strategic plan, followed by an action plan.

There are three aspects that need to be considered from a strategic planning standpoint. The first is the importance of maintaining a human development perspective and focusing on the achievement and benefits for people through the appropriate use of ICTs. The MDGs capture the most important objectives or outcomes sought from development initiatives from a human

development perspective. ICT visions, agendas and plans need to consider MDGs.

Having agreed on a people-centric approach, the second step is defining the process, agreeing on the steps involved, and managing this process.

A third aspect is the impact of changes in the international economy, especially the telecommunications sector, on the diffusion of technology and of ICTs, in particular. This aspect has a strong bearing on the strategic ICT vision and agenda. Understanding the issues that affect access to ICTs is also important and is included here for this purpose. The ICT vision and strategy should focus on people and not just on technology. For this to happen, it is important to develop both the ICT vision and strategy with people in mind and with the input of these very same people.

While planning and implementing an ICT agenda, it is helpful to take a look at established practice. Should the state ICT agenda be sector driven or should it focus on broader issues and objectives, on benefits for society and the economy as a whole? Many ICT strategies adopt a sectorial approach to ICT implementation. The Digital Opportunities Initiative (DOI) report clearly states that while there are many types of strategies that various countries have evolved to develop ICTs, evidence suggests that an integrated approach to ICT development and deployment is most likely to yield success in human, social and economic development over the longer term.

For ICT4D Policy and Strategic Plan to succeed, it must focus on the following:

1. Visioning and the Role of ICTs in Development
2. Development of ICT Policy and e-Strategies
3. Identifying Priority Areas and Developing Action Plans
4. Management, Monitoring and Evaluation Arrangements
5. Financing and Resource Mobilization

Section 2: Situational analysis of ICT in Yobe State

Prior to 1999, development of ICT sector in Yobe State was far below expectation for a state of its size and resources. At that time for instance, total fixed telephone lines were less than 5,000 while internet users were less than 2,000.

Since then, policy and regulatory developments along with other government and private sector initiatives at the federal and state levels have resulted in significant improvements in the ICT sector. For instance, Yobe State has moved from approximately 5,000 fixed telephone lines pre-1999 to over 1million lines by 2011¹. Internet access has also gone up by about 800% above pre-1999 levels. There is now modest ICT deployment in the functioning of government organisations as well as in the private sector.

Available statistics indicate the following:

ICT	Owned (%)	Access only (%)	Total Access (%)
Radio	29.6	52.0	81.6
TV	5.3	16.9	22.2
Mobile phones	15.5	36.3	51.8
Personal computers	1.4	2.0	3.4
Internet	0.6	2.4	3.0

Source: 2011 Annual Socio-Economic Report: Access to ICT, National Bureau of Statistics

¹ National Bureau of Statistics '2011 Annual Socio-Economic Report: Access to ICT' indicate that 51.8% of Yobe residents own a mobile phone line

2.1 Challenges of ICT development in Yobe State

Yobe state faces some specific constraints which must be overcome for the state to leverage existing and emerging ICT tools to socio-economic development.

These challenges are discussed along the following broad headings:

Policy, legal and regulatory framework;

There is presently, no official policy guiding the ICT sector, hence the urgent need for this policy. A single comprehensive ICT policy will address the following:

- Appropriate policies, legal, regulatory and institutional frameworks, including a converged ICT regulatory agency.
- Affordable and reliable access to ICT.
- Investment in ICT including Public-Private Partnerships (PPP).
- Research and Development (R&D) in ICT.
- Institutional framework for ICT policy development, monitoring and review.

ICT Infrastructure;

Paucity of ICT infrastructure (including internet and broadband infrastructure) in Yobe State and the country at large has hindered the provision of efficient and affordable ICT services to the residents of the state. The policy therefore addresses the following infrastructural deficiencies:

- Broadband infrastructure.
- ICT tools (Personal computers, tablets etc.).
- Physical infrastructure (including power).

Capacity;

There are very few ICT training institutions in the state; hence proficiency in ICT is still low among the populace. In

order to develop globally competitive indigenous human capital, the following issues must be adequately addressed:

- Appropriate ICT curricula and training materials for all levels (primary, secondary and tertiary) of education in the state.
- Digital literacy guidelines and standards for informal sector, non-literate population and special groups.
- Training programs for public servants and private sector employees.
- Incubation/information resource centres supporting research, innovation and development.
- Provision and recognition of e-learning modes of education.

Universal access;

Over 60% of the state's population reside in the rural areas and most do not have access to advanced ICT services. Some who live in the urban area are un-served and underserved. Effort therefore needs to be made to deploy a state wide ICT infrastructure, fund universal access programs and use existing government structures (schools, post offices etc.) to extend ICT services to the rural areas.

Multiple regulations;

This refers to a situation where players in the ICT industry are subjected to various rules and regulation from different agencies of government. This tends to discourage investment and deprive the sector much needed funding for improvement and expansion.

Security;

Security is a major challenge in the ICT sector. Cyber criminals have perfected and continue to perfect strategies for snooping data from various ICT platforms. Lack of appropriate legislation and coordination of activities of various security agencies is an area that requires urgent attention.

Section 3: Policy objectives

3.1 Policy vision

A globally competitive Yobe State operating a knowledge based economy.

3.2 Policy thrust

The thrust of Yobe State's ICT policy is to transform Yobe State into a knowledge-driven economy by creating conducive environment for the rapid expansion of ICT networks that are accessible to all residents at reasonable costs.

3.3 Policy goals

The goals of the Yobe State Policy on ICT are to ensure:

- a. That the coordination of all ICT activities brought under a single IT Agency
- b. A comprehensive ICT Act for Yobe State enacted
- c. Universal access to ICT education, technologies and services available.
- d. Indigenous capacity in ICT technologies and software development enhanced
- e. Harmonize multiple regulations in the ICT sector
- f. An enabling environment for investment in ICT in Yobe State enhanced.
- g. Provide a comprehensive guideline for the development of ICT in Yobe State
- h. Knowledge and awareness of the benefits and applications of ICT to the general populace including the artisans, farmers, youths, people with special needs, etc. across the state
- i. A 30% local content for ICT products and services used in the State.
- j. The PPP Approach for ICT infrastructure development adopted in the State

Section 4: Policy initiatives

4.1 Legal framework

To foster an enabling environment for sustainable growth of ICT sector in Yobe State, a robust policy, legal and regulatory framework is required.

Policy objectives

- To develop policies and enact laws which will ensure sustainable development of ICT sector in Yobe State.
- To prevent occurrence of multiple regulation in the ICT sector.
- To enact appropriate legislation to ensure protection of physical ICT infrastructure and to address cyber security

Strategies

Yobe State Government shall:

- Enact laws that will promote growth of the ICT sector in the state;
- Support the development of sectoral policies that will guide operations in specific areas of ICT;
- Monitor the implementation of laws and policies and revise same to ensure that they remain relevant and are able to respond to contemporary challenges in the ICT sector.

4.2 Universal access

It is globally acknowledged that citizen's access to ICT services is a desirable development goal. It is obvious that significant portions of Yobe residents do not have adequate access to ICT networks and services and this has negative consequences for the development of the state.

Policy objectives

- To ensure ubiquitous broadband presence across the state;

- To extend universal access to ICT services to all residents at affordable prices;
- To ensure that ICT contributes to growth of the state's economy and overall wellbeing of the residents of the state.
- To significantly increase the number of Yobe residents that own computers.

Strategies

- Encourage and subsidise infrastructure deployment including broadband.
- Utilise existing infrastructure (post office, schools etc.) to extend access/ service.
- Promote state wide use of e-services for all population groups including in remote and underserved groups.
- Provide personal computers in public places (e.g. public libraries, schools etc.) to help low income segments gain access to ICT services.
- Facilitate low cost, individual ownership of computers for every resident.

4.3 ICT Infrastructure

Increasing use of ICT services and tools in both the public and private sector occasioned by globalisation makes it imperative for Yobe State to develop a robust ICT infrastructure to meet growing challenges.

Policy objectives

- To develop a state-wide ICT infrastructure that will support broadband connectivity.
- To provide a reliable, accessible, secure and affordable ICT connectivity to national and international ICT infrastructure.
- To accord ICT infrastructure the status of critical state infrastructure.

Strategies

- Encourage the installation and upgrading of ICT infrastructure in the state
- Encourage the development and interconnection of databases in the state and interconnection of same with national databases.
- Ensure appropriate security for ICT infrastructure in the state
- Accelerate deployment of broadband (fibre optic and wireless backbone) infrastructure to support reliable universal access across the state.

4.4 Capacity building

Transformation to a knowledge-based economy requires a critical mass of skilled ICT personnel in the state. This requires a significant and sustained investment in ICT capacity building programs.

Policy objectives

- To integrate ICT into the curriculum of all level of education (primary, secondary and tertiary) in the state.
- To promote development of skilled ICT personnel.
- To support training and capacity building among public sector employees in the development and use of ICT tools and applications to improve the delivery of government services.
- To promote a culture of lifelong learning.

Strategies

- Introduce mandatory ICT subjects/courses at all level of education in the state.
- Facilitate and encourage the development of globally competitive ICT training institutions in the state.
- Develop and implement ICT training programs for public sector employees in line with the introduction of e-government and other digital functions in the operations of the state government.

- Promote the development of instructional materials in electronic formats.
- Encourage the establishment of incubation/information resource centres supporting research, innovation and development.
- Train and retool teachers/facilitators at all educational levels to enhance their ICT competence.

4.5 Indigenous content and manufacturing

Creating more local content will make ICT platforms (including those that reside in cyber space) more relevant to the development of Yobe State. Also the domestic production of ICT hardware and software is desirable for the overall development of the state.

Objectives

- To increase local content on the world wide web.
- To ensure rapid indigenisation and domestication of high technology ICT products and services.
- To facilitate local production of various ICT equipment and software to meet local and export demands.

Strategies

- Digitize and make available local content in areas such as music, movie, tourism etc.
- Encourage joint ventures between state, national and foreign enterprises towards the production of ICT hardware and software.
- Encourage patronage of locally manufactured ICT products.
- Provide incentives to encourage establishment of factories and institutions that produce ICT tools and that will lead to increase in the number of software developers.
- Ensure that intellectual property rights are protected.
- Build a strong interface between the industry and the academia for software development.

4.6 e-Health

Extend healthcare coverage delivery to all the corners of the State and all constituents.

Policy Objectives

- Health Care services for the elderly
- Women, Infants, and Children services to reduce infant mortality
- Substance Abuse and Mental Health Services Administration for the prison population
- Mental Retardation and Developmental Disabilities Services
- Epidemic detection and control services
- Workforce catastrophic accident coverage for industrial workers

Strategies

- Establishing a baseline against which improvements are identified and progress is measured. This includes assessment of existing business and technology assets
- Articulating a front-to-end business strategy and aligning it with a comprehensive technology strategy
- Reviewing relevant experiences or approaches (best practices) that have been successful elsewhere
- Establishing targets, goals and metrics for tracking progress
- Prioritizing capabilities and investments over time. Factor in the need to succeed early and often with recognizable benefits, all within the time frame during which executives need results

- Evaluating policy priorities, from emergency relief to expanded access to care, and from accountability and reporting to risk mitigation
- Investigating financing options
- Recognizing that aspects of the roadmap may shift with time and experience
- Adopting regular checkpoints for roadmap re-assessment results within this term of the Government

4.7 Security and safety

The protection of data stored on ICT platforms is vital for sustainable economic development of Yobe State.

Objectives

- To protect the rights and privacy of residents.
- To build confidence in the use of ICT networks and services.
- To ensure that ICT operators comply with generally accepted standards for safety and emergency in the provision of special services.
- To ensure the integrity of data and information stored on ICT platforms.
- To foster information sharing among security agencies.
- To ensure the protection of the child in cyber space.

Strategies

- Ensure that laws relating to ICT offenses are enacted and its implementation monitored.
- Ensure the provision of ICT services for emergency and distress situations in all parts of the state.
- Ensure that operators take all necessary steps to prevent the use of their ICT networks and facilities to commit crimes.

4.8 Investment and funding

Investment and funding are critical to the success of ICT development plan and program. Typically sources of funding

would include government, private sector and international organisations. Government has the responsibility of creating an enabling environment that will attract investment and funding from these stakeholders.

Objectives

- To create an enabling environment for foreign direct investment as well as national private investment in the ICT sector.
- To increase competition in the state's ICT sector.
- To encourage public-private partnerships in ICT sector development.
- To provide funding for government ICT projects.

Strategies

- Adequate budgetary allocation for government ICT projects.
- Provide incentives such as appropriate tax reliefs.
- Take steps to reduce the occurrence of multiple taxation and regulation in the state's ICT sector.
- Develop a public - private partnership framework to guide public-private collaborations in the ICT sector.
- Encourage the creation of one-stop-shops for obtaining approvals and permits required for developing ICT infrastructure.
- Provide appropriate fiscal incentives to encourage local manufacture of ICT equipment and development of software.
- Develop market demographic data for popular ICT services; this will facilitate market entry for different ICT vendors.

Section 5: Sectoral Structure

Yobe State ICT institutional structure shall consist of the following:

- Office of the Secretary to state Government;
- Yobe State Information and Communication Technology Development Agency (YOSICTDA);
- ICT units in ministries, departments and agencies (MDAs);

Role of Office of the Secretary to state Government

- Supervisory ministry for YOSICTDA

Role of YOSICTDA

- Develop and administer a comprehensive regulatory regime (including customer protection standards) for ICT sector in the state;
- Provide a dispute resolution framework for the ICT industry;
- Formulate plans/policies for ICT development as appropriate;
- Provide support to the private sector where appropriate to implement ICT development initiatives;
- Facilitate implementation of e-government initiatives;
- Facilitate and promote standards for development of ICT projects;
- Conduct studies to aid development of ICT sector;
- Encourage ICT capacity building programme among MDAs, the legislature and the judiciary to assist in the transformation of the state into a knowledge based economy;
- Supervise and liaise with ICT units in various MDAs;
- Facilitate and promote an enabling environment for local private sector and foreign direct investment in the ICT sectors as well as the development of world class indigenous ICT content;

- Improve access to public information; enhancing transparency and accountability.
- Strategic alliance with private sector as well as international organization for the actualization of the ICT vision of the state
- Drive the economy from natural resource based economy to knowledge driven one.
- Create Information and Communication Technology (ICT) awareness and ensures universal access in order to promote ICT diffusion in all sectors of our State life.
- Encourage local production and manufacture of ICT components in a competitive manner in order to generate and create jobs for our teaming youths
- Serve as a clearing house for all ICT procurement and service in public sector and empower the state to participate in software and ICT systems development.

Role of ICT units in MDAs

- Facilitate the adoption and use of e-government initiatives in MDAs;
- Give local ICT support to MDAs;
- Facilitate the formulation of sub-sectoral policies, action plans, strategies etc., ensuring alignment with overarching state policies and plans;
- Monitor and report (to YOSICTDA) on the implementation of sub-sectoral ICT policies, action plans, strategies etc.;
- Articulate local MDA ICT requirements and ensure inclusion of same in the MDA's budget proposals.

Section 6: Implementation and performance management framework

To ensure a successful implementation of policy regular monitoring and review process must be undertaken. The implementation of the various policy objectives shall be as in the mandates of respective agencies of government. YOSICTDA shall serve as the technical support and guidance

Lessons from implementation and global trends will be reflected during periodic review of this policy. It is expected that this policy will be reviewed every 5 years to take account of new learning and emerging challenges and opportunities.

This ICT policy shall:

- guide detailed implementation strategy/action plan for the ICT sector;
- guide development of the sub-sectoral policies and specific implementation guidelines as appropriate.

6.1. Implementation framework

The Yobe state ICT policy objective shall be implemented with focus on the objectives, involving public and private agencies with specific roles by YOSICTDA. The indicative cost implications of the various strategies for achieving the outlined policy objectives.

Policy Objectives and Strategies	Responsibility	Funding implication
Bring all ICT related activities under a single agency	YOSICTDA, Office of the Secretary of the state government, office of head of Service and Office of the Attorney General	Public
Provide a platform for the enactment of an	YOSICTDA, Office of the Attorney	Public

Yobe State Information and Communications Technology Act to provide a legal framework for the ICT industry in the state	General and Yobe State House of Assembly	
Promote universal access to high quality advanced ICT education, technologies and services with particular reference to internet capabilities	YOSICTDA	Public and Private sectors partnership
Develop and enhance indigenous capacity in ICT technologies and software development	YOSICTDA, private sector	Public and Private sectors partnership
Eliminate multiple regulation in the ICT sector which serves as disincentives to investors	YOSICTDA, Ministry of Commerce	Public
Create an enabling platform and framework for investment in ICT in Yobe State	YOSICTDA, Ministry of Commerce	Public and Private sectors partnership
Provide an overarching guide for the development of sectoral policies and implementation guidelines	YOSICTDA	Public and Private sectors partnership
Ensure the state effective participation in regional and	YOSICTDA	Public

international ICT fora		
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6.2. Results framework

The Yobe State ICT framework shall have clear focus on the objectives stated in this policy document. A key role of YOSICTDA will consist of monitoring, evaluating and reporting on the progress as indicated in the means of verification of the KPIs as identified.

Objective	KPI	Means of Verification (MoV)
Bring coordination of all ICT related activities under a single agency	<p>Establishment of YOSICTDA</p> <p>Establishment of ICT units in all MDAs in Yobe State</p> <p>Number of MDAs implementing guidelines issued by YOSICTDA on all matters relating to ICT in Yobe State</p>	<p>YOSICTDA offices</p> <p>ICT units in MDAs</p> <p>MDA Annual Performance Reports</p>
Provide a platform for the enactment of an Yobe State Information and Communications Technology Act to provide a legal framework for the ICT industry in the state	Enactment of an Yobe State ICT Act	YOSICTDA ACT

<p>Promote universal access to high quality advanced ICT education, technologies and services with particular reference to internet capabilities</p>	<p>Number of Yobe residents with access to ICT education</p> <p>Number of Yobe residents with access to internet enabled ICT technologies and services.</p>	<p>Survey reports</p>
<p>Develop and enhance indigenous capacity in ICT technologies and software development</p>	<p>Availability and/or use of ICT hardware and software developed in Yobe State</p>	<p>Survey reports</p> <p>YOSICTDA Annual Performance reports</p>
<p>Eliminate multiple regulation in the ICT sector which serves as disincentives to investors</p>	<p>Regulation of Yobe State ICT sector managed by a single agency</p> <p>One-stop-shop serving ICT operators in Yobe State</p>	<p>ICT one-stop-shops</p> <p>Permits issued to ICT operators in Yobe State</p>
<p>Create an enabling platform and framework for investment in ICT in Yobe State</p>	<p>ICT investment advice and services delivered via a one-stop-shop platform</p> <p>Investments in Yobe</p>	<p>ICT Investor Guide Document</p> <p>ICT Public-Private</p>

	<p>State ICT sector guided by Yobe State ICT Investor Guide document</p> <p>Relationship between private sector investors and public sector agencies in the ICT sector regulated by an Yobe State ICT sector public-private partnership policy</p>	<p>Partnership Policy</p> <p>ICT one-stop-shops</p>
Serve as an overarching guide for the development of sectoral policies and implementation guidelines	Degree of alignment between the Yobe State ICT policy and sectoral policies and implementation guidelines	<p>Yobe State ICT Policy</p> <p>Sectoral ICT policies and implementation guidelines</p>
Ensure the state effective participation in regional and international ICT fora	Number of Yobe State ICT policy goals pursued at regional and international ICT fora	<p>Report of attendance to regional and international ICT meetings</p> <p>Invitation letters to regional and international ICT meetings</p>

A detailed monitoring and evaluation framework incorporating milestones, targets, etc., shall be incorporated into a more detailed implementation strategy/action plan.

Proposed Organisation of YOSICTDA

- 1) Chairman And Members of The YOSICTDA Governing Board**
- 2) Special Adviser, YOSICTDA Management Board**
- 3) YOSICTDA Units (State ICT Resource Centre, Operations & Maintenance office, Call Centres)**

Reference materials

- National ICT Policy
- The 4-Point Agenda: Revised Governor's Blueprint for Development, 2010.
- Yobe State Socio-Economic Reform Agenda (YOSERA) III 2012–2015
- Yobe State Medium Term Implementation Plan