PRESS RELEASE

NITA
UGANDA
- Driving the IT Revolution -
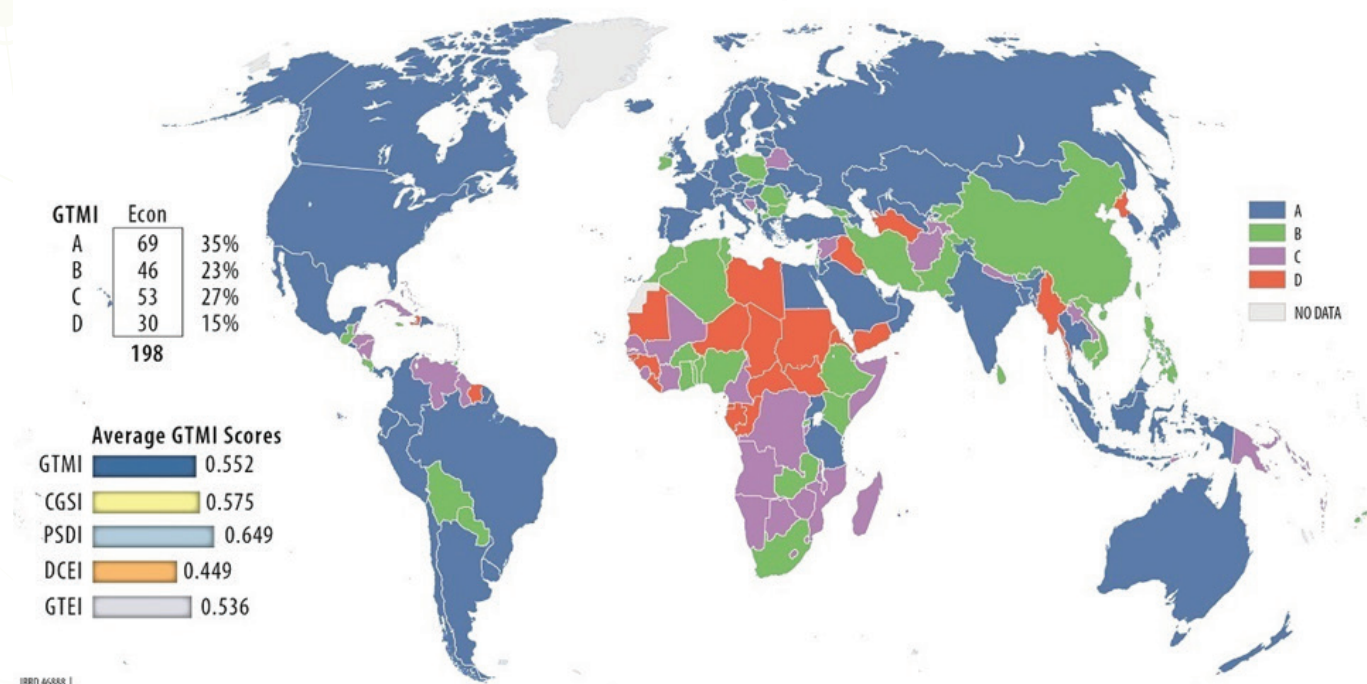
Uganda's Digital Transformation improves as per World Bank`s Govtech Index Maturity Report 2022.

On 16th November the World Bank released the GovTech Maturity Index (GMTI) 2022. The index reflects trends in the Public Sector Digital Transformation in 198 Global Economies. The GovTech Maturity Index (GTMI) measures the key aspects of four GovTech focus areas-supporting core government systems, enhancing service delivery, mainstreaming citizen engagement, and fostering GovTech enablers and assists practitioners in the design of new digital transformation projects.
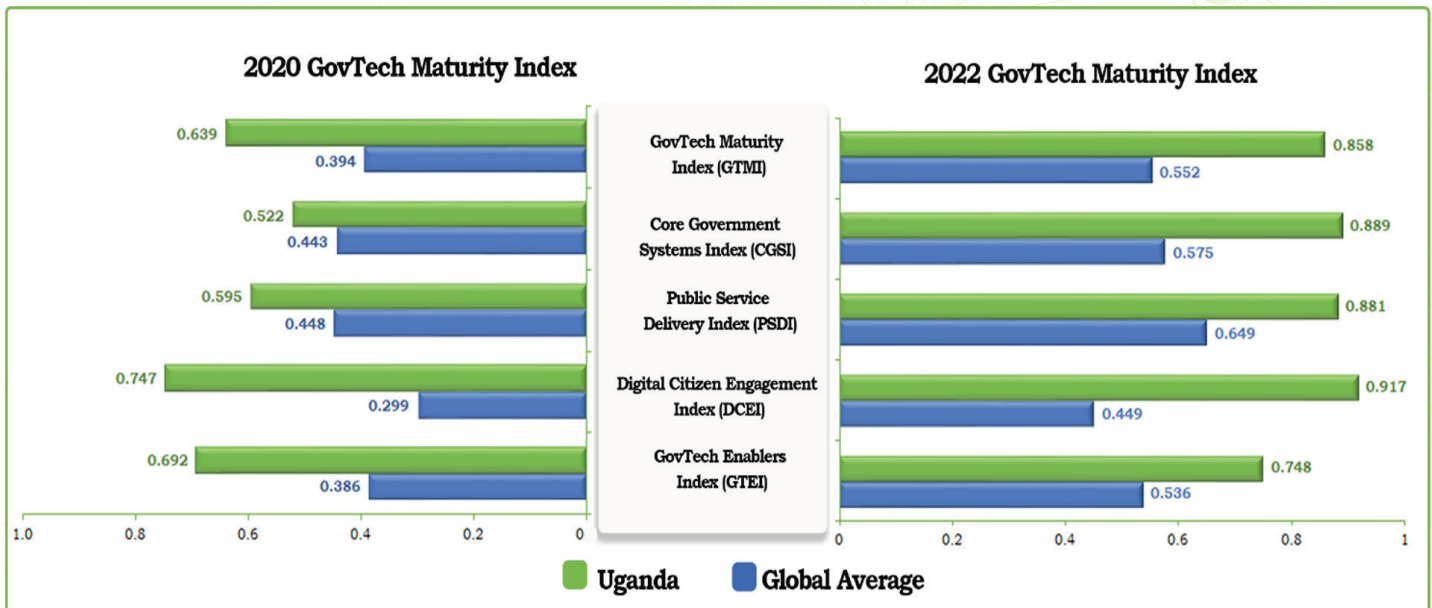
The World Bank`s GovTech approach represents the current frontier of government digital transformation which focuses on 4 areas; Core Government Systems, Public Service Delivery, Citizen Engagement and GovTech Enablers.

In the GovTech maturity index 2022 Report, Uganda's Govtech Maturity index value has risen from 0.639 in 2020 to 0.858 in 2022. Uganda has moved from Group B to Group A – the GovTech Leaders as shown in the map below.

2022 GovTech Maturity Index

GTMI	Econ	
A	69	35%
B	46	23%
C	53	27%
D	30	15%
	198	

Legend:
- A
- B
- C
- D
- NO DATA

Average GTMI Scores

GTMI	0.552
CGSI	0.575
PSDI	0.649
DCEI	0.449
GTEI	0.536

IBRD 46888 |
OCTOBER 2022

According to the Executive Director NITA-U Dr. Hatwib Mugasa, Uganda`s Digital Agenda is focused on mainstreaming citizens engagement, core government systems and online services to support public sector modernization.

2020 GovTech Maturity Index   **2022 GovTech Maturity Index**

Index	2020 Uganda	2020 Global Average	2022 Uganda	2022 Global Average
GovTech Maturity Index (GTMI)	0.639	0.394	0.858	0.552
Core Government Systems Index (CGSI)	0.522	0.443	0.889	0.575
Public Service Delivery Index (PSDI)	0.595	0.448	0.881	0.649
Digital Citizen Engagement Index (DCEI)	0.747	0.299	0.917	0.449
GovTech Enablers Index (GTEI)	0.692	0.386	0.748	0.536

Uganda   Global Average

Source; World Bank GovTech Report 2022

On core government systems Dr. Hatwib Mugasa noted that NITA-U on behalf of Government of Uganda developed the UG-Hub an integration platform for core government systems that enables seamless sharing of data cross government with currently 93 entities have been integrated. The Index highlights integration as an entry point for strengthening the GovTech approach.

Dr. Hatwib noted that the concluded Regional Communication Infrastructure Program (RCIP) improved Uganda`s Digital competitiveness affirmed by the GovTech Maturity report 2022. NITA-U extended broadband connectivity across the country, established an ISO Tier 3 National Data Centre offering centralized hosting services to Government institutions.

According to the Report, Uganda`s Govtech Maturity Index for both 2020 and 2022 improved beyond the Global average on all focus areas. Core Government Systems Index (CGSI), Public Service Delivery Index (PSDI), Digital Citizen Engagement Index (DCEI) and GovTech Enablers Index (GETI)

Uganda has been ranked the 2nd in East Africa after Tanzania in Govtech Maturity Index 2022; however, Uganda out competed her East African counterparts on the core government systems index (CGSI) and Digital citizen engagement index (DCEI).

However, despite progress in online service delivery and underlying shared platforms, the Digital divide in the world is on the rise. This aligns with Uganda's National IT Survey (2022) findings which show that although significant progress has been achieved in terms of overall penetration of and utilization of IT services, unequal access to and use of such services across the country remains a major challenge, with especially rural-urban, gender, and income-based divides.

According to Dr. Hatwib Mugasa Government should allocate adequate resources for investments in shared digital public infrastructure, digital skills development and innovation in the public sector. Government of Uganda should provide more incentives and financial support to GovTech startups/SMEs to promote the private sector involvement in addressing public sector challenges.

The use of frontier and disruptive digital technologies can greatly improve core government operations and online service delivery since Uganda has put in place GovTech foundations like the National Backbone Infrastructure (NBI) National Data Centre, Government Integration Platform.

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