

# Objectives of the Shared Services Mechanism

The reorganisation for IT departments around Shared services will enable a successful digital transformation and meet the various demands and expectations from citizens, stakeholders, partners and employees. More specifically, the objectives are as follows:

- **Accelerating the digitization efforts for Rwanda** in response to national targets in National Strategy documents and promoting innovation;
- **Promoting IT standardisation, reducing spending on systems procured from abroad**, removing duplications and achieving efficient service delivery across the entire Government;
- **Consolidating and modernising technology platforms to ensure better quality of service** to citizens;
- **Reducing the cost of IT resources by achieving economies of scale through consolidation of IT purchases** at Ministry level;
- **Achieve greater consistency and satisfaction for the end-users** through the introduction of better citizen-oriented design principles;
- **Stronger data governance to drive best-practice in intelligent reporting** and business insights paving the way for more elaborated use cases of Analytics and Artificial intelligence;
- **Focus on preventive management rather than reactive management** to achieve greater stability of IT systems (i.e.; preventive maintenance).

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