

Presentation: the Concept of “shared services”

The words “Shared service by sector” is defined by the Ministry of Public service and Labor as follows:

“Job positions which were integrated in the organisation structures of the line Ministries to serve institutions in the same sector excluding those that were relocated to secondary cities and other few exceptions due to the nature of some institutions. Those shared services by sector include Planning and M&E, Human Resource Management, Legal Affairs, Internal Audit and IT function”.

The initiative accompanied a redesigned IT governance structure. The core idea involves aligning institutions with similar mandates into sectors, where a "sector" denotes a leading Ministry with its affiliated agencies operating in the same line of business. This Strategy revolves around shared IT services and personnel to cater to the collective needs and plans of the entire Sector. Ministries with shared IT units are overseen by either a Chief Digital Officer or an IT Business Analyst.

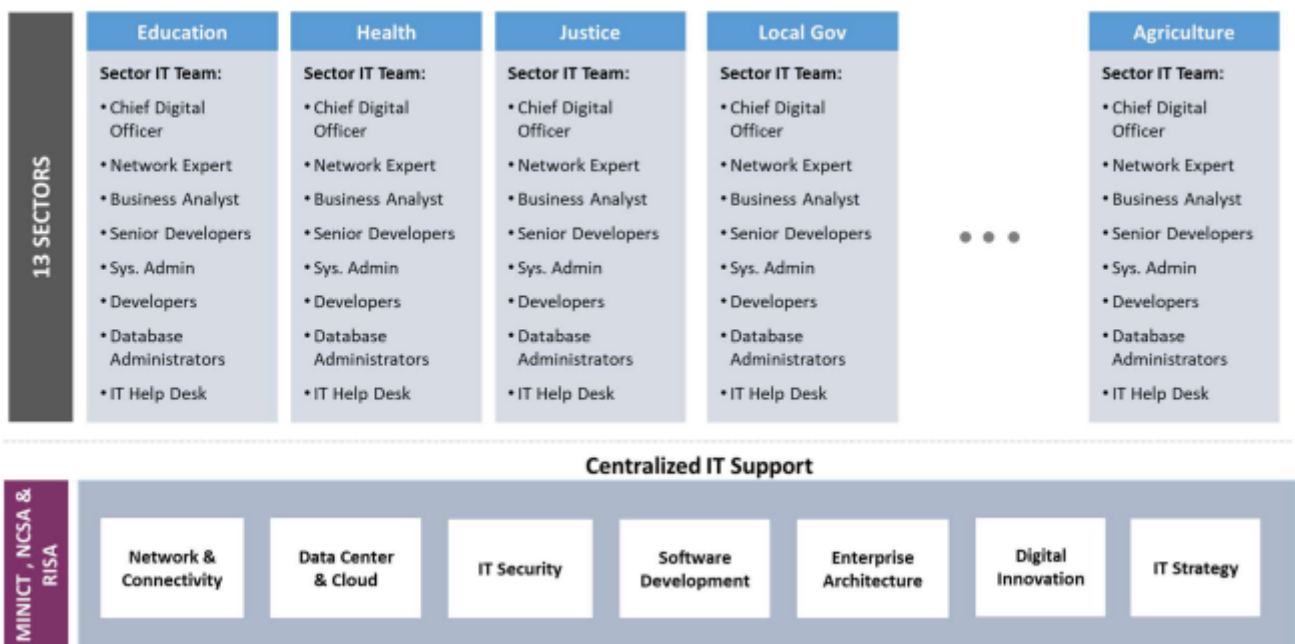


Figure: The framework of Shared Services

The consolidation approach is implemented by clustering Government institutions within the same business sector. In this setup, IT resources are shared within the Sectors and at the National Level (RISA, NCSA & MINICT). The IT workforce is mobile and dynamically allocated to different locations based on prevailing needs and priorities.

Example of a Sector IT (Environment and Disaster Management Sector) Institutions under the “Environment and Disaster Management” Sector include the Ministry of Environment, Rwanda Land Management Authority, Rwanda Mining Board, Meteorological Agency and other affiliated

institutions.

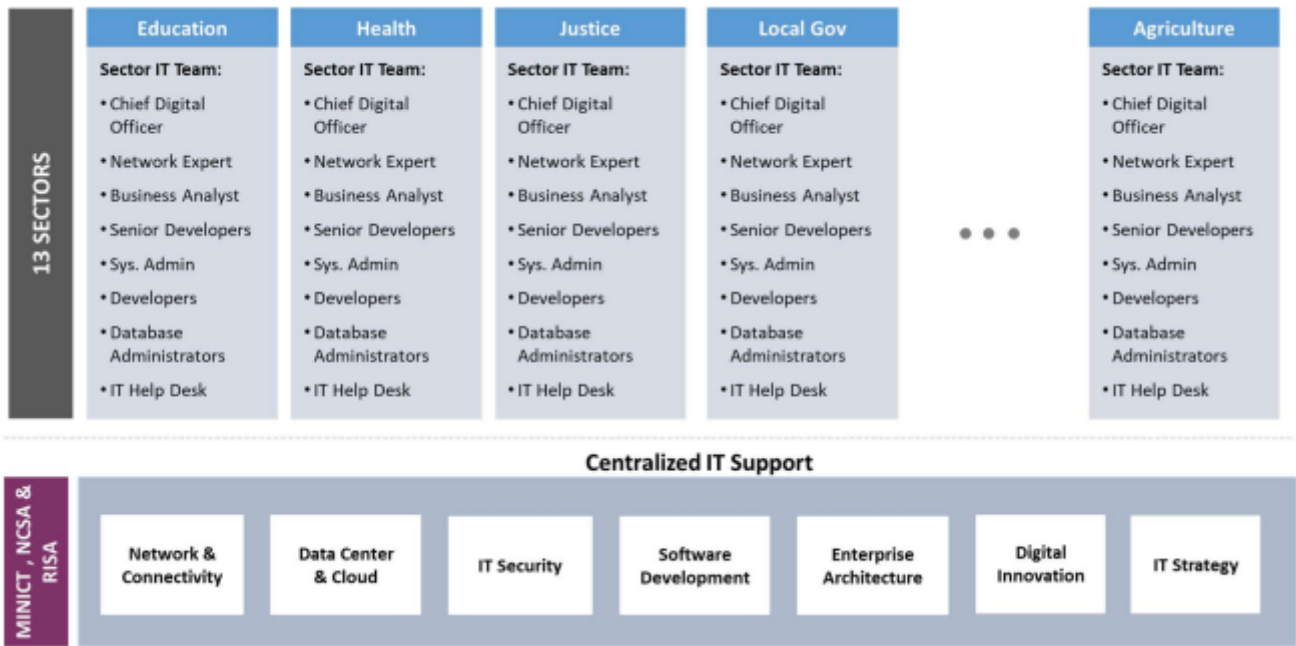


Figure: Example of a sector IT: case of the Environment and Disaster Management Sector

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