Considerations for mobile applications in Government

Increased access to the internet through mobile devices in Rwanda provides an opportunity to use mobile applications to deliver Government services in a convenient manner to more citizens. Mobile applications can also be used to improve efficiency of internal government processes. The following should be considered when adopting mobile applications in Government:

- Approval Process [Mandatory]
- Complementary delivery channels[Recommended]
- Cost effective approach[Recommended]

Approval Process [Mandatory]

- Mobile application projects should be approved before commencing and should follow the approval process defined in the RISA software lifecycle management guidelines and ICT spend control guidelines
- Once a mobile application is developed, written approval for publication should be obtained from RISA with information provided on the application’s compliance to Government design and security guidelines

Complementary delivery channels[Recommended]

Mobile applications should not replace other Government service delivery channels but rather should complement them. Mobile applications should not be the only means of providing information or service

Mobile applications content should align with content that is available through other channels

Cost effective approach[Recommended]

Mobile applications should only be developed if they provide the best way option to deliver a service or automate a process. Developers should consider other alternatives such as creating a mobile optimised website which may be more cost effective and easier to adapt to changing technology and future needs