



REPUBLIC OF KENYA

MINISTRY OF INFORMATION, COMMUNICATIONS AND THE DIGITAL ECONOMY

STATE DEPARTMENT FOR ICT AND THE DIGITAL ECONOMY

GUIDELINES FOR IMPLEMENTATION OF THE DIGITALIZATION OF GOVERNMENT SERVICES PERFORMANCE CONTRACT INDICATOR FY 2026/2027 (23RD CYCLE).

BACKGROUND

The Government continues to prioritize Digital Transformation as a key enabler of efficient, transparent, secure and citizen-centric service delivery. In line with the Performance Contracting Guidelines for FY 2026/27 (23rd cycle), Digitalization of Government Services indicator requires all Ministries, Counties, Departments and Agencies (MCDAs) to institutionalize the implementation of the Government Enterprise Architecture (GEA) and Government Interoperability Framework (GIF).

The GEA and GIF provides a common framework for aligning business processes, data, applications and technology investments with Government priorities while promoting interoperability, standardization, efficient utilization of public resources, enhanced cybersecurity and seamless delivery of Government services.

PURPOSE

The guidelines assist MCDAs to operationalize the sub-indicators, focusing on:

- Development of Institutional Enterprise Architecture.
- Establishment of a comprehensive ICT systems and API inventory.
- Re-engineering of the core prioritized services.
- Digitalization of the re-engineered services and onboarding onto e-Citizen portal where applicable.
- Compliance with Data Protection Act and Cybersecurity standards.

WHY THE GEA

- i. Government Enterprise Architecture (GEA) is the Government of Kenya's authoritative Whole-of-Government framework and management discipline for planning, designing, integrating, and governing the evolution of public sector institutions, services, information, and technology.

- ii. It provides a structured approach for understanding how government currently operates and directing its transformation toward a coordinated, efficient, secure, and digitally enabled future state in which government functions as a single, integrated enterprise.
- iii. Establishes the principles, standards, reference models, and governance mechanisms that guide how MCDAs plan and implement digital initiatives, manage information assets, and deliver public services. It ensures that government operates cohesively rather than as a collection of independent systems and initiatives.
- iv. Assesses the current (“as-is”) environment, including institutional mandates, policies, services, processes, data ecosystems, applications, infrastructure, and operational capabilities, and defines a clear pathway toward a desired (“to-be”) architecture that supports national development priorities, improves service delivery outcomes, strengthens accountability, and optimizes the use of public resources.
- v. Adopts an enterprise-wide perspective that ensures business capabilities, information assets, digital platforms, and technology infrastructure are coherently designed, integrated, and governed across institutional boundaries.
- vi. Promotes interoperability, reuse of shared platforms and services, standardization, and evidence-based decision-making, enabling government to respond effectively to evolving policy demands, technological change, and emerging risks.

STEP BY STEP GUIDELINES ON THE SUB-INDICATORS

1. Institutional Enterprise Architecture

MDCAs are expected to **develop and customize their Enterprise Architecture (EA)** to their domain-specific and sector-specific architectures aligned to the mandates of individual MCDAs.

This shall entail:

- i. **Definition of sector and agency value streams and services** (Value streams represent the end-to-end flow of activities that deliver value to citizens, businesses, or internal stakeholders).
- ii. Design **business, data, application, integration, technology, security, and human capital architectures** relevant to their domain.
 - **Business processes/ Business Architecture:** Defines what the organization does, its goals, and how work gets done.
 - **Data architecture: Information (Data) Architecture:** Manages how information is created, stored, and shared. Describes the government's core data assets and how they are managed and utilized.
 - **Applications:** Maps out the software programs the institution uses. Details the software applications and systems that automate processes and manage data.
 - **Technology infrastructure:** Details the physical hardware, networks, and cloud systems. Outlines the underlying hardware, software, and network infrastructure that hosts applications.

- **Governance:** Sets the rules and standards for purchasing and building technology. Establishing decision-making structures, policies, and processes to manage and enforce the GEA.
- **Security Architecture:** Protecting the confidentiality, integrity, and availability of government information and technology assets.
- **Integration Architecture:** Ensuring seamless data flow, process orchestration, and communication across government entities and systems. Inter-Ministry Reporting, Workflow & Data Integration, Messaging Tools.
- **Human Capital Architecture:** Developing the necessary skills, competencies, and culture to support a digitally transformed government. Skills Development, Workforce Planning, Change Management.

iii. **Identify shared service opportunities and dependencies**

- These are functions or capabilities that can be centralized and reused across multiple business units or agencies (Data centers, digital payment gateways, unified portals, HR, finance, procurement).
- Dependencies show how systems, processes, or data flows rely on one another — essential for risk management and planning.

iv. **Develop transformation roadmap aligned to Institutional priorities**

- means translating high-level government goals into actionable, time-bound initiatives across technology, people, and processes. It's where enterprise architecture becomes a strategic enabler for public value.

The developed **Institution Enterprise Architecture** must be submitted to the State Department for ICT and Digital Economy for approval.

The EA shall be reviewed annually and updated to reflect evolving Digital Government frameworks.

Summarized steps in development of Institutional Enterprise Architecture

- i. Define sector and agency value streams and services
- ii. Map the identified services (AS-IS) and (TO- BE) processes
- iii. Design Business, Data, Application, Integration, Technology, Security, and Human Capital Architectures
- iv. Identify shared service opportunities and dependencies
- v. Develop Transformation Roadmap aligned to Institutional Priorities

2. ICT Systems and API Inventory/Register

MCDAs shall establish and maintain a **comprehensive inventory/register** of ICT systems, applications, and APIs.

a) ICT Systems / Applications Inventory

- I. **System details:** Name, type (ERP, CRM, HR system, etc.), purpose, and description.
- II. **Ownership and maintenance responsibility:** Department or individual responsible.
- III. **Lifecycle status:** Development, testing, production, or decommissioned.
- IV. **Dependencies:** Links to other systems, integrations, or data sources.
- V. **Compliance metadata:** Licensing, vendor contracts, and regulatory requirements.

b) API Inventory/Register

- VI. **API metadata:** Title, description, type (REST, SOAP, GraphQL), and version.
- VII. **Endpoints:** URLs, schemas, and contracts.
- VIII. **Ownership & contacts:** Who manages the API.
- IX. **Lifecycle stage:** Testing, production, deprecated.
- X. **Documentation links:** External or internal references.
- XI. **Security context:** Authentication methods, sensitivity of data, exposure risks.
- XII. **Tracking data:** Usage statistics, performance metrics, and error logs

The **inventory** shall be submitted to the State Department for ICT & Digital Economy (SDICT&DE) via an online portal.

3. Core services identification and prioritization

MCDAs shall identify Core Services (citizen centric and back office services) and Prioritized for Business Process Re-engineering

4. Re-engineering of Core Services

MDAs shall **re-engineer at-least two core services end-to-end.**

Re-engineering shall focus on:

- Eliminating redundancies
- Streamlining workflows
- Enhancing user experience

Documentation shall include: current (“AS-IS”) processes, challenges, and re- engineered (“TO-BE”) processes.

5. Digitalization and onboarding to e-citizen platform

MCDAs shall digitalize at least the two re-engineered services and on boarded to e-Citizen platform where applicable

6. Data Protection and Cybersecurity

MCDAs must implement measures on:

- Cybersecurity risk management
- Business continuity strategies
- Data protection compliance

All digitalized services must adhere to the Data Protection Act and relevant ICT standards.

REPORTING AND MONITORING

MCDAs shall submit: -

- i. Institutional ICT Systems and API Inventory/Register, through digitalization portal at <https://digitalization.ict.go.ke>.
- ii. Institutional Enterprise Architecture through Online Audit and Compliance Tracking Dashboard integrated with the digitalization portal (<https://digitalization.ict.go.ke>) for compliance monitoring and reporting.
- iii. Quarterly reports on each sub-indicator through the portal (<https://digitalization.ict.go.ke>).

Performance will be assessed against the following sub indicators:

- i. Institution Enterprise Architecture developed (40%)
- ii. ICT Systems and APIs Inventory/ register established (40%)
- iii. Core Services Identified and Prioritized for Business Process Re-engineering (5%)
- iv. At Least Two Core Services Re-engineered End-to-End (10%); and
- v. Digitalization of at Least Two Re-Engineered Services and Onboarding onto e-Citizen where Applicable (5%)

CONCLUSION

MCDAs to nominate two Government Enterprise Architecture (GEA) focal point officers and submit nomination letters to digitalization@moict.go.ke.

The nominated officers shall be taken through a comprehensive capacity building and training programme to strengthen their competences in implementation and governance of the Institutional Enterprise Architecture.

These guidelines ensure a standardized, measurable, and progressive approach to digitalization of Government services.