

**EXECUTIVE CHAIRMAN FIRS' KEYNOTE ADDRESS AT THE 2022 e-
GOVERNMENT SUMMIT**

All protocols duly observed:

It is my pleasure to be given this opportunity to deliver a keynote address at this very important event. E-governance is an area of focus that I am very passionate about and my passion has been reflected in several processes at the Federal Inland Revenue Service in different areas, vis-à-vis the automation of tax administration using Taxpro Max, warehousing of Taxpayer records, collection of data from various agencies, e-Payment of taxes, e-Receipts, e-TCC, big data analysis and audit processes.

The goal of FIRS is to be totally data-driven. Creating a data-driven culture in the public sector will improve transparency, accountability, social Inclusiveness and partnership with the citizens.

The gains of ensuring coherent use of digital technologies across policy areas and levels of government cannot be over-emphasized as it will change every facet of our life, that is; increase productivity, ensure free and fair election, alleviate the rate of crime in our society, increase tax revenue due to interconnectivity and integration of Government agencies.

It will also go a long way in strengthening the ties between digital government and broader public governance agendas. For example, the social programs of the current government will be better served if we; - *have good feedback from the people benefitting from the program, - properly track their progress.*

This is to know when they have crossed the poverty line so that others can benefit from such programs.

Also in the total adoption of E-Government cum digital transformation, we need to look at the digital security and privacy issue. E-Governance comes with myriads of security and data privacy issues which we need to properly look into. As we are digitalizing and building digital infrastructures, the “big brothers” are watching like a hawk, looking for loopholes and weak points. We must invest in cybersecurity and protect the privacy of our citizens.

In digitalization, developing clear business cases to sustain the funding and success of digital technologies projects is very key.

E-Government is not cheap, it requires a lot of funding for infrastructure, software and human capacity building, among others.

However, if fully mature, the benefit is far higher than the cost.

In conclusion, I will leave us with some “foods for thought” that might guide our deliberation, which are;

1. Set strategic digital government objectives
2. Reinforce institutional capacities to manage and monitor project implementation.
3. Assess existing assets to guide the procurement of digital technologies.
4. Review legal and regulatory frameworks to allow digital opportunities to be harnessed.

On this note, I wish us a happy deliberation and fruitful submit.

Thank you.

Muhammad Nami

Executive Chairman Federal Inland Revenue Service