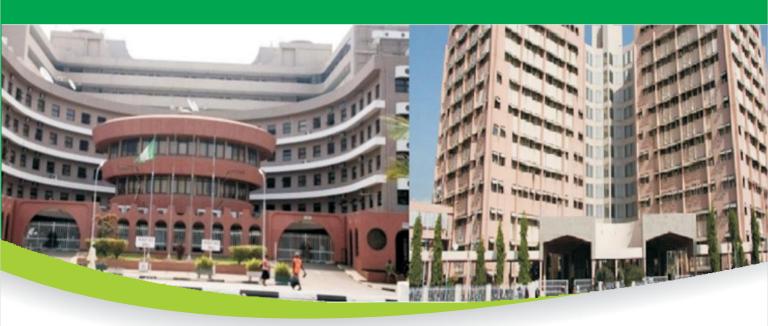# ANNUAL PERFORMANCE REPORT

ON

FEDERAL GOVERNMENT SCORECARD FOR RANKING WEBSITES OF FEDERAL MINISTRIES, DEPARTMENTS AND AGENCIES (MDAS)

DECEMBER, 2018.

SCORE**CARD**

MacArthur Foundation

R2K
RIGHT TO KNOW

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ABBREVIATIONS & ACRONYMS

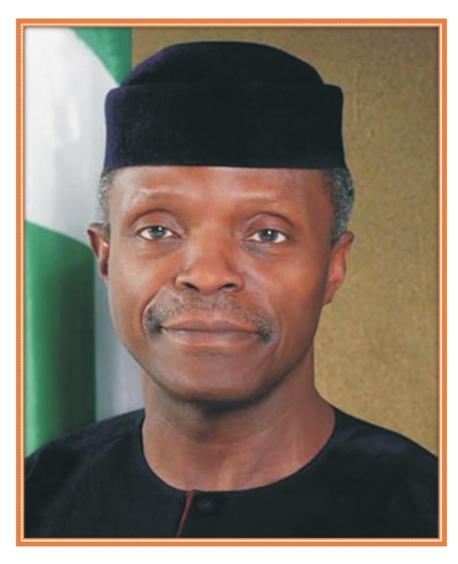|		
BPSR	-	Bureau of Public Service Reforms
CMS	-	Content Management System
CSOs	-	Civil Society Organisations
EoDB	-	Ease of Doing Business
FCSC	-	Federal Civil Service Commission
FMCT	-	Federal Ministry of Communication Technology
FMJ	-	Federal Ministry of Justice
FOI	-	Freedom of Information
GBB	-	Galaxy Backbone Limited
ICT	-	Information and Communication Technology
IMTT	-	Inter-Ministerial Task Team
ISDMG	-	Independent Service Delivery Monitoring Group
IT	-	Information Technology
MDAs	-	Ministries, Departments and Agencies
NCS	-	Nigeria Computer Society
NGOs	-	Non-Governmental Organisations
NIGCOMSAT-		Nigeria Communication Satellite
NIRA	-	Nigeria Internet Registration Association
NITDA	-	National Information Technology Development Agency
OAGF	-	Office of the Accountant General of the Federation
OHCSF	-	Office of the Head of the Civil Service of the Federation
OSGF	-	Office of the Secretary to the Government of the Federation
PEBEC	-	Presidential Enabling Business Environment Council
R2K	-	Right to Know, Nigeria
SERVICOM -		Service Compact
SGF	-	Secretary to the Government of the Federation

HIS EXCELLENCY
MUHAMMADU BUHARI, GCFR
PRESIDENT, COMMANDER - IN - CHIEF OF THE ARMED FORCES
FEDERAL REPUBLIC OF NIGERIA

HIS EXCELLENCY
PROF. YEMI OSINBAJO, SAN, GCON
VICE PRESIDENT FEDERAL REPUBLIC OF NIGERIA

BOSS MUSTAPHA
SECRETARY TO THE GOVERNMENT OF THE FEDREATION
FEDERAL REPUBLIC OF NIGERIA

MRS. WINIFRED EKANEM OYO-ITA, FCA
HEAD OF THE CIVIL SERVICE OF THE FEDERATION

MR. D.I ARABI, MCIPM, MNIN, Fellow (FICD)
AG. DIRECTOR-GENERAL, BUREAU OF PUBLIC SERVICE REFORMS

Executive Summary

The Bureau of Public Service Reforms as an engine room of reforms in the country has the mandate to initiate, coordinate, monitor and ensure full implementation of government policies and programmes.

In 2016, the Federal Government established a policy on Ease of Doing Business (EoDB) to stimulate a conducive environment for businesses and investments to thrive in Nigeria. The policy became pertinent to enable the government diversify the nation's economy to boost its revenue base and ensure the government delivers its electoral promises. Following investigations that the MDAs, which are the machinery for implementation of government policies were lacking functional websites required for the EoDB policy to be effectively and efficiently implemented, the Bureau working with key government agencies and a donor agency, Right to Know (R2K) Nigeria institutionalized a service improvement tool known as Federal Government scorecard for ranking websites of the MDAs.

The scorecard is a strategic/peer review tool deployed to assess/rank MDAs' websites by identifying key constraints in accessing the websites for doing business and delivery of public goods and services.

There are fourteen strategic thematic areas with Key Performance Indicators that are measured in the scorecard as follows: .gov.ng/ng domain string and local website hosting, Look and Feel, Content, Relevance to MDAs mandate and government policy, Structure, Device Compatibility, Security, Load Time, Usability (ease of navigation), Availability/Uptime, Functionality, Interactivity, Accessibility and Capacity Building for MDAs' web-managers.

Following the approval of the Secretary to the Government of the Federation (SGF) vide Circular *ref: SGF/OP/1/S.3/XII/64* dated 10th December, 2017, the scorecard was piloted for seventy (70) MDAs whose selection were based on the following categories, namely: Mainstream MDAs, MDAs with huge customers interface and those identified to be focal in the Presidential Enabling Business Environment Council (PEBEC) operations. Consequently, the MDAs were evaluated and scored by Jury which comprised of relevant government agencies, CSOs, Non-Governmental Organisations (NGOs) and private body. The results of the evaluation alongside the scorecard ranking of each participating MDA was officially released on the 6th December, 2018. The MDAs which ranked top three on the scorecard were as follows:

1st position	-	Federal Ministry of Information and Culture
2nd position	-	SERVICOM; and
3rd position	-	Federal Ministry of Justice.

In preparation for the 2019 evaluation exercise, the IMTT has reviewed and updated the scorecard criteria in line with current realities in the scorecard implementation efforts and international best practices. In the same vein, the process of constituting a Jury for the exercise has commenced with solicitation for participation of a number of reputable organisations. As at the time of this report, the Computer Warehouse Group and Google Nigeria had confirmed their interest to participate in the Jury.

As part of efforts to ensure continual relevance and improvement of government websites, the Bureau is partnering with Nigeria Internet Registration Association (NIRA), Galaxy Backbone and Federal Ministry of Communication Technology to organise capacity building programme for Heads of ICT and website Administrators in the MDAs in due course. This is aimed at addressing huge skill and capacity gaps identified to be part of the declining factors in the improvement of the operationalization and standardization of government websites vis-à-vis effective and efficient delivery of public goods and services.

D.I Arabi
Ag. Director-General

OVERVIEW OF THE SCORECARD

The Federal Government scorecard for ranking websites of federal MDAs is a strategic service improvement tool and peer review mechanism to track and ensure:

➢ That MDAs become more accessible to the public about its operations and overall mandates;

➢ That MDAs' information are made readily available and disseminated widely to the public;

➢ That MDAs websites are up to date and reviewed, as the need arises;

➢ That MDAs are available within working hours to attend to public complaints/enquiries; and

➢ That MDAs promote transparency and accountability in line with the provisions of Freedom of Information Act and or any other related extant provisions.

The scorecard became necessary amidst the concerns that less than 30% of the MDAs, which are the engine room for implementation of government policy on Ease of Doing Business have functional websites and less than 25% have active email addresses and telephone numbers on their websites, which also underpin the poor performance in the implementation of FOI Act.

In most cases, the websites are deficient of requisite capacity to drive MDAs' operations and the much envisaged reforms in the way government businesses are rendered.

The scorecard was introduced to assess, score and rank government websites in order to provide feedback around internal processes and external outcomes so institutions/managers can continually improve on their service delivery. Implementing the scorecard will not only compel public institutions to adhere to laid-down standards for government websites, it will also help to measure what actually matters when it comes to websites performance.

The scorecard was formulated in 2017 by the Bureau of Public Service Reforms (BPSR),in collaboration with R2K Nigeria, MacArthur Foundation, and an Inter-Ministerial Task Team (IMTT) drawn from key MDAs.

Membership of the IMTT and their Institutions:

- ➤ Mr. D.I Arabi, Ag. DG, BPSR   Chairman
- ➤ Mr. Stephen WJS   OSGF
- ➤ Mr. Gide Sanusi,   OHCSF
- ➤ Mr. Okoro Ikechukwu,   OHCSF
- ➤ Mrs. Mary Uduma,   NIRA
- ➤ Mr. Sikiru A Shehu,   NIRA
- ➤ Mrs. Uchechi Kalu,   NIRA
- ➤ Mr. Olufemi Olufeko,   FMCT
- ➤ Mr. Jeb Gyro,   FMCT/Secretariat
- ➤ Ms. Stephanie Boms   FMCT/Secretariat
- ➤ Mr. Folayan Oluwasegun   NITDA
- ➤ Mr. Usman Maruf Yakubu   NITDA
- ➤ Mrs. Ladi Danielle Aku   SERVICOM
- ➤ Mr. Igwe Cashmir   SERVICOM
- ➤ Mrs. Ene Nwankpa   R2K
- ➤ Ms. Victoria Etim   R2K/Secretariat
- ➤ Mrs. Aderemi Eyiyemi Helen   FMJ
- ➤ Mr. Alegbeleye Femi   BPSR/Secretariat
- ➤ Mr. Akim Nnamdi   BPSR
- ➤ Mr. Oguntuyi Olusegun   BPSR/Secretariat
- ➤ Mr. Henry Okelue   GBB
- ➤ Mr. Akintayo Bamisaiye   GBB

Group Photograph of the IMTT

IMTT Meeting in sessions

IMPLEMENTATION OF THE SCORECARD
Approach and Methodology

The scorecard inaugural deployment was approved by the SGF vide Circular ref: SGF/OP/1/S.3/XII/64 dated 10th December, 2017 for seventy pilot MDAs chosen in relation to their mandate and customers' focus. The scorecard approach had involved setting up criteria with Key Performance Indicators and regularly evaluating how current state of the MDAs' websites compares to these criteria. These helps to identify areas where performance is not meeting expectations, so that the concerned institutions/managers can focus attention on improving in the areas that directly relate to them.

The selection of the pilot MDAs were categorized into three main branches, namely:

i.   Mainstream MDAs;
ii. MDAs with huge customers interface; and
iii. MDAs identified to be focal in the Presidential Enabling Business Environment Council (PEBEC) operations.

List of the Pilot MDAs

A.   **Pilot MDAs in the Mainstream Category**:

1. Federal Ministry of Trade and Investment
2. Federal Ministry of Interior
3. Federal Ministry of Water Resources
4. Ministry of Budget and National Planning
5. Ministry of Defence
6. Federal Ministry of Information and Culture
7. Federal Ministry of Justice
8. Federal Ministry of Mines and Steel Development
9. Federal Ministry of Education
10. Federal Ministry of Health
11. Federal Ministry of Communications
12. Federal Ministry of Labour
13. Federal Ministry of Power, works and housing
14. Federal Ministry of Women Affairs

15. Federal Ministry of Mines and Steel Development
16. Federal Ministry of Education
17. Federal Ministry of Health
18. Federal Ministry of Communications
19. Federal Ministry of Labour
20. Federal Ministry of Power, works and housing
21. Federal Ministry of Women Affairs
22. Federal Ministry of Niger Delta Affairs
23. Federal Ministry of Finance
24. Federal Ministry of Agriculture and Rural Development
25. Ministry of Foreign Affairs
26. Federal Ministry of Youth and sports
27. Federal Ministry of Science and Technology
28. Federal Capital Territory Authority
29. Federal Ministry of Environment
30. Ministry of Petroleum
31. Federal Ministry of Transport

B. Pilot MDAs in the Ease of Doing Business Category:

1. State-House
2. Office of the Secretary to the Government of the Federation
3. Office of the Head of the Civil Service of the Federation
4. Federal Civil Service Commission
5. Office of the Auditor-General of the Federation
6. Office of the Accountant-General of the Federation
7. Federal Airport Authority of Nigeria
8. Nigerian Immigration Service
9. Central Bank of Nigeria
10. Corporate Affairs Commission
11. Nigerian Customs Service
12. National Drug Law Enforcement Agency
13. Special Control Unit for Money Laundering

14. Nigerian Police Force
15. Federal Ministry of Agriculture & Rural Development- Plant Quarantine
16. Nigerian Civil Aviation Authority
17. Federal Inland Revenue Service
18. National Intelligence Agency
19. National Sovereign Investment Authority
20. Office of the National Security Adviser
21. Nigeria Ports Authority
22. Nigeria Export Promotions Commission
23. Nigeria Import Promotions Commission
24. Nigeria Shippers Council
25. Nigeria Export Import Bank
26. Nigeria Export Processing Zones Authority
27. Nigerian Maritime Administration and Safety Agency
28. Nigerian Electricity Regulatory Commission
29. Nigeria Electricity Management Services Agency
30. National Collateral Registry
31. SERVICOM
32. Department of State Security

C. Pilot MDAs in the Huge Customer Interface Category

1. Nigerian National Petroleum Corporation
2. Department of Petroleum Resources
3. Petroleum Equalization Fund
4. Nigerian Communication Commission
5. Nigeria Communication Satellite (NIGCOMSAT)
6. Nigeria Extractive Industries Transparency Initiative (NEITI)
7. National Bureau of Statistics
8. Bureau of Public Procurement.
9. Economic and Financial Crimes commission
10 Bureau of Public Service Reforms
11 Federal Road Safety Commission
12 National Identity Management Commission
13 Galaxy backbonePlc.

Evaluation Procedures

The process of evaluating the pilot MDAs had involved a body of Jury drawn from relevant agencies of the government, CSOs, NGOs and private organisations. The Jury measured and evaluated the MDAs against the scorecard criteria over 60 days period, which were spread through the year. The final evaluation results were then aggregated and the MDAs were ranked accordingly.

Membership of the 2018 Jury and their Organisations

Mr. Abdullahi A. Tumba/Director (ICT)	-	OHCSF
Mr. Isah Abubakar Kimpa/Director (IT)	-	OAGF
Mr. Ajayi Afolabi/Director (ICT)	-	FCSC
Mr. Ayokunnu Ojeniyi	-	PEBEC
Mr. Olufemi Olufeko/AD-e-Govt.	-	FMCT
Mr. Muhammad Kabir Salihu	-	NITDA
Mrs. Mary Nma Uduma	-	NIRA
Mrs. Ene Nwankpa/Coordinator	-	R2K Nigeria
Mr. Atambi Ade Ade/Director (R&S)	-	ISDMG
Dr. Akin Fapounda	-	NCS
Dr Anne Nzegwu/Director (RC)	-	MBNP
Mrs. Ladi Aku	-	SERVICOM

Thematic Areas and the Key Performance Indicators
The following table outlines the criteria thematic areas and expected key performance indicators within each area:

S/N	Criteria	Key Performance Indicator(s)
1	.gov.ng/.ng domain string and local web hosting.	1) Ministries should have a .gov.ng domain. 2) Departments should end with .gov.ng. 3) Government initiatives, committees and units should also maintain .gov.ng domains. 4) Agencies must end with .ng string. Domain registration and website hosting to be in-country.
2	Appearance and aesthetics (Look and Feel)	1) Ministries and departments should maintain the official colors of Government i.e. green background (HTML hex colour value #007D53). 2) Agencies can maintain their individual agency's colors. 3) All Government websites should bear the coat of arms of the Federal Government of Nigeria on their homepage either as part of their logo, on their masthead or in their footer. 4) MDA name should be present on masthead. (Please note: The masthead is the top green bar that has the navigation and name of the MDA)

SN	CRITERIA	Key Performance Indicator
3	Content	Website is expected to have up to date content. Necessary details e.g. names of management team members, addresses, etc. must be up to date. Management updates, organizational changes, etc. should be done within 24 hours. News items should not be older than 3 months. Use of images and multimedia items such as videos.
4	Relevance to MDAs mandate/ government policy	Content on website is expected to speak to the operation and business of the MDA. It must also be in line with the government policy that set up the MDA
5	Structure	MDA websites are expected to have at a minimum the following pages that are searchable from a search box: (a) Homepage (b) About MDA (c) Management team (d) Organogram (e) Services (f) Contact Us (g) Annual Reports
6	Responsiveness (Device Compatibility)	MDA websites are expected to render properly on both desktop, tablets and mobile phones.

SN	CRITERIA	Key Performance Indicator
7	Security	Website is expected to have SSL certificates as basic security and Captcha where applicable i.e. on forms, feedback forms and other forms that need to be filled and submitted online. Extra website security will get more scores.
8	Load Time	The target load time for an MDA website should not be more than 10 seconds. MDA will score higher with faster load time. www.tools.pingdom.com will used as approved testplatform
9	Usability / ease of navigation	MDA website is expected to be easily navigable. It is desirable that all website pages should be reachable from Homepage
10	Availability / Uptime	Website is expected to be up/available for 90% of the time in a year. A higher uptime will get the website more scores. Www.uptimerobot.com will be used as the tool for measuring this.

SN	CRITERIA	Key Performance Indicator
11	Functionality	It is expected that website should provide the ability for citizens/stakeholders/customers to carry out some activities they would normally come to the office to carry out, e.g. forms, brochures, nominal rolls, payments, etc. 1) Ministries and Departments - Downloaded resources like Brochures, Nominal Roll, Annual Reports, and Forms (if any) 2) Agencies - Online fillable forms/ downloadable forms and/or Brochures, Online Payment
12	Interactivity	MDA website is expected to have a contact us page with physical address of the MDA, working @.gov.ng email address, a working feedback form, working contact phone number of MDA, departments/units. MDA will score extra marks if it makes available other interaction platforms e.g. its social media links, a live chat, etc.
13	Accessibility	MDA website is expected to have fonts that are easily readable both in type, size, and colour. Website will score more points if it takes into consideration people with special needs e.g. photo-sensitivity, flashing text, and the ability to enlarge font size. Minimum font size requirement = 12 px. Expected font
14	Capacity Building	MDA is expected to make their webmasters available for at least one website/CMS training to be organized by BPSR. MDA will score more marks if it can show proof of more relevant training for webmasters

RELEASE OF THE 2018 EVALUATION RESULT OF THE SCORECARD

The procedures of the scorecard had involved validation of the outcomes of the Jury's evaluation by the IMTT. Thereafter, the validated evaluation result was forwarded to the SGF for his information and to obtain his approval for it to be publicised.

In order to set the record straight, it is imperative to state at this juncture that the Office of the Secretary to the Government of the Federation was not ranked in the 2018 Scorecard due to the fact that its website was unavailable for evaluation within the Jury season. In a similar context, a decision was reached that the BPSR though evaluated and emerged best, should be exempted from the ranking because it was the initiator of the Scorecard, but its website should serve as standard for others to adopt. This was intended to further underscore the credibility, transparency and acceptability of the Scorecard and its process.

On the 6th December, 2018, the final evaluation result of the scorecard was officially released in a Press Conference held at Obasanjo Hall, Office of the Head of the Civil Service of the Federation where all the participating MDAs, CSOs, Media organisations and other stakeholders were in attendance.

The MDAs that ranked top three in the Scorecard were as follows:

1st position - Federal Ministry of Information and Culture

2nd position - SERVICOM; and

3rd position - Federal Ministry of Justice.

Representative of Federal Ministry of Information receiving the award for 1st Position

Representative of SERVICOM receiving the award for 2nd Position

*Representative of Federal Ministry of Justice receiving
the award for 3rd Position*

Scenes at the Press Conference for the official release of the 2018 Scorecard Results.

FORMAL PRESENTATION OF AWARD TO
DCNS. GRACE ISU GEKPE
THE PERMANENT SECRETARY, FEDERAL MINISTRY OF INFORMATION AND CULTURE

2018 Evaluation Result of the FG Scorecard for ranking websites of Federal MDAs

2018 FEDERAL GOVERNMENT SCORECARD
FOR RANKING OF MINISTRIES, DEPARTMENTS & AGENCIES (MDAS) WEBSITES

MDA	.GOV.NG DOMAIN	Appearance & aesthetics (Look and Feel)	Content	Relevance to MDAs mandate/ government policy	Structure	Responsiveness (Device Compatibility)	Security	Load Time	Usability /ease of navigation	Availability /Uptime	Functionality	Interactivity	Accessibility	Capacity Building	Overall Score	Ranking
Federal Ministry of Information	4	3	3	4	1	4	3	4	3	4	2	4	2	1	3.07	1st
SERVICOM	4	1	3	4	3	4	2	4	3	4	3	4	2	1	3.03	2nd
Federal Ministry of Justice	4	4	3	4	2	4	2	3	4	4	3	2	2	1	3.03	3rd
Federal Ministry of Science & Technology	4	4	4	4	4	4	1	1	4	4	2	2	2	1	3.01	4th
Federal Road Safety Commission	4	1	3	4	4	4	1	4	4	4	4	3	1	1	3.00	5th
Nigeria Extractive Industries Transparency Initiative (NEITI)	4	2	3	4	4	4	3	1	4	4	3	2	2	1	2.96	6th
Nigeria Export Processing Zones Authority (NEPZA)	4	1	2	4	1	4	4	4	3	4	3	4	2	1	2.94	7th
National Identity Management Commission (NIMC)	4	1	4	4	4	4	1	2	4	4	4	2	2	1	2.93	8th
Federal Ministry of Trade and Investments	4	1	3	4	2	4	1	2	4	4	4	4	2	1	2.87	9th
Federal Ministry of Environment	4	3	3	4	4	4	1	3	4	4	2	1	2	1	2.85	10th
Central Bank of Nigeria	4	1	4	4	4	4	0	4	4	4	2	2	2	1	2.84	11th
Corporate Affairs Commission	4	1	3	4	1	4	1	4	4	4	4	3	2	1	2.81	12th
Federal Ministry of Power, Works, and Housing	4	4	3	4	1	4	0	3	4	4	2	2	3	1	2.77	13th
Ministry of Defence	4	4	3	4	1	4	2	3	2	4	2	2	2	1	2.76	14th
Nigerian Communication Commission (NCC)	4	1	2	4	2	4	0	2	4	4	4	4	3	1	2.75	15th
Federal Ministry of Budget and National Planning	4	4	2	4	1	4	2	2	4	4	2	2	2	1	2.73	16th
Office of the Head of the Civil Service of the Federation	4	4	4	3	3	4	0	2	2	4	2	2	2	1	2.70	17th
Nigerian Ports Authority (NPA)	4	1	3	4	2	4	1	3	2	4	2	4	2	1	2.69	18th
Federal Ministry of Labour and Productivity	4	4	3	3	2	4	1	1	4	4	2	1	2	1	2.57	19th
Federal Ministry of Education	4	4	3	2	1	4	1	4	3	4	2	2	1	1	2.57	20th
Federal Ministry of Communication Technology	4	4	3	4	1	4	1	4	2	2	2	2	1	1	2.57	21st
Nigerian Electricity Management Services Agency (NEMSA)	4	1	3	4	1	4	1	2	3	4	3	3	2	1	2.57	22nd
National Bureau of Statistics (NBS)	4	1	3	4	1	4	1	3	1	4	2	4	2	(1)	2.55	23rd
Ministry of Niger Delta Affairs	4	4	2	3	1	4	1	3	2	4	1	3	2	1	2.54	24th
Bureau of Public Procurement	4	2	2	2	1	4	2	4	4	4	2	3	1	1	2.54	25th
Ministry of Foreign Affairs	4	4	3	3	1	3	2	2	2	4	2	2	2	1	2.53	26th
Nigerian Shippers Council	4	1	3	3	1	4	1	3	4	4	3	2	2	1	2.50	27th
Federal Ministry of Mines and Steel	4	1	4	3	3	4	0	1	4	4	2	2	2	1	2.49	28th
Federal Airport Authority of Nigeria (FAAN)	4	1	3	4	1	4	2	2	2	4	3	2	2	1	2.49	29th
Department of Petroleum Resources (DPR)	4	1	3	4	4	4	1	0	2	4	4	1	2	1	2.49	30th
Nigerian Export-Import Bank (NEXIM)	0	1	1	3	3	4	1	4	4	4	3	3	3	1	2.49	31st
Federal Ministry of Transportation	4	4	2	2	1	4	1	4	2	4	2	2	2	1	2.47	32nd
National Civil Aviation Agency (NCAA)	4	1	2	4	1	4	0	2	4	4	3	3	2	1	2.46	33rd
Nigerian National Petroleum Corporation (NNPC)	0	1	3	4	2	4	0	4	3	4	2	2	4	1	2.43	34th
Federal Ministry Agriculture & Rural Development	4	3	3	4	1	4	1	3	1	2	2	2	2	1	2.41	35th
Nigeria Immigration Service (NIS)	4	1	1	3	1	4	0	3	4	4	4	3	2	1	2.40	36th
National Drug Law Enforcement Agency (NDLEA)	4	0	3	4	1	4	2	3	2	4	2	2	2	1	2.40	37th
Nigerian Maritime Administration and Safety Agency (NIMASA)	3	1	3	4	4	4	0	2	3	4	3	0	2	1	2.38	38th
Federal Capital Territory Administration (FCTA)	4	4	1	4	1	4	1	4	2	4	0	1	2	1	2.34	39th
State House	4	2	3	4	1	4	1	2	3	4	2	0	2	1	2.30	40th
Economic and Financial Crimes Commission (EFCC)	0	0	3	4	1	4	1	3	4	4	3	2	2	1	2.30	41st
Nigerian Communications Satellite (NIGCOMSAT)	4	1	2	3	1	4	0	0	2	4	4	4	2	1	2.29	42nd
Galaxy Backbone Plc	0	1	2	4	1	4	0	3	4	4	2	3	2	1	2.26	43rd
National Collateral Registry	4	1	3	4	1	4	0	0	2	4	3	3	1	1	2.26	44th
Federal Ministry of Interior	4	4	1	3	1	4	1	2	2	4	2	1	2	1	2.25	45th
Special Control Unit Against Money Laundering (SCUML)	0	1	2	4	1	4	1	3	3	4	3	2	2	1	2.24	46th
Nigeria Customs Service (NCS)	4	1	1	4	1	4	0	2	4	4	4	2	0	1	2.23	47th
Federal Ministry of Health	4	4	1	4	1	4	1	3	1	4	0	1	2	1	2.22	48th
Federal Ministry of Youth and Sport	4	4	1	2	1	4	1	3	2	4	2	1	2	1	2.22	49th
Federal Ministry of Water Resources	4	1	2	4	1	3	1	0	4	4	2	2	2	1	2.18	50th
Ministry of Petroleum Resources	4	1	1	3	1	4	2	0	1	4	2	4	2	1	2.18	51st
Petroleum Equalisation Fund (PEF)	4	1	2	3	1	4	1	2	2	4	2	2	2	1	2.17	52nd
Nigeria Police Force	4	1	2	4	1	4	0	4	2	4	3	0	2	1	2.16	53rd
Office of the Auditor General of the Federation	0	1	3	4	1	4	1	0	4	4	2	2	2	1	2.15	54th
Federal Ministry of Finance	4	4	2	2	1	4	1	2	1	4	1	1	1	1	2.08	55th
Nigeria Agricultural Quarantine Service (NAQS)	4	1	3	2	1	3	0	1	4	4	2	2	2	1	2.07	56th
Nigerian Export Promotion Council (NEPC)	4	1	2	3	1	4	1	0	4	4	3	2	1	1	2.06	57th
Nigeria Sovereign Investment Authority (NSIA)	0	1	3	4	1	4	0	4	4	4	0	0	3	1	2.04	58th
Federal Inland Revenue Service (FIRS)	4	1	1	3	1	1	1	2	1	4	4	1	4	1	1.90	59th
Federal Civil Service Commission (FCSC)	4	0	0	0	0	0	0	0	0	0	0	0	0	1	0.49	60th
Federal Ministry of Women Affairs	4	0	0	0	0	0	0	0	0	0	0	0	0	1	0.25	61st
Nigerian Intelligence Agency (NIA)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd
Office of the National Security Adviser	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd
Nigerian Investment Promotion Commission (NIPC)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd
Department of State Security Services (DSS)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd
Office of the Accountant-General of the Federation	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd
Nigerian Electricity Management Services Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.05	62nd

TRAINING OF IT OFFICERS/WEB MANAGERS IN THE MDAS

Part of the lessons learnt from the 2018 evaluation is the fact that there are noticeable skill gaps in the capacity of IT Officers/Managers of MDAs' websites. Towards this end, the Bureau in partnership with NIRA, Galaxy Backbone and Federal Ministry of Communication Technology has designed series of workshops and capacity building programmes for Heads of ICT and Web Administrators in the MDAs, which will commence in due course. There are other specialized training that will also be conducted for the officer as the exercise progresses.

PREPARATION FOR THE 2019 EVALUATION

The IMTT has held several meetings to deliberate and fashion-out groundwork activities towards preparation for the 2019 Scorecard ranking and evaluation exercise. Most expectedly, the criteria for the scorecard has been reviewed and updated by a sub-Committee which comprised of Galaxy Backbone, NITDA, SERVICOM and NIRA to address a number of issues that emerged during the 2018 evaluation and ensure that they meet international best practice.

In the same vein, the process of selecting and constituting a Jury for the 2019 evaluation has commenced by soliciting representation of notable private firms, CSOs, NGOs and Media Organisation. Already, Computer Warehouse Group and Google Nigeria had written to the Bureau to confirm availability for the Jury assignments.

In order to fully prepare the MDAs for the 2019 exercise, the IMTT will organise series of interactive workshops/training to communicate findings of the 2018 Scorecard, create enlightenment on the objectives of the programme and provide skill supports, where necessary.

CONCLUSION

The Federal Government scorecard for ranking websites of federal public institutions provides a tangible data that can be frequently applied to track and measure implementation of government policy on Ease of Doing Business as well as compliance with FOI Act. The IMTT is working to develop a policy note on the Scorecard to ensure MDAs continue to improve their websites along the targeted areas. The IMTT will also make effort to encourage ICT regulators and service providers both in the public and private sectors to utilise every outcome of the scorecard to deepen synergy among themselves and promote adherence to guidelines that improve performance.