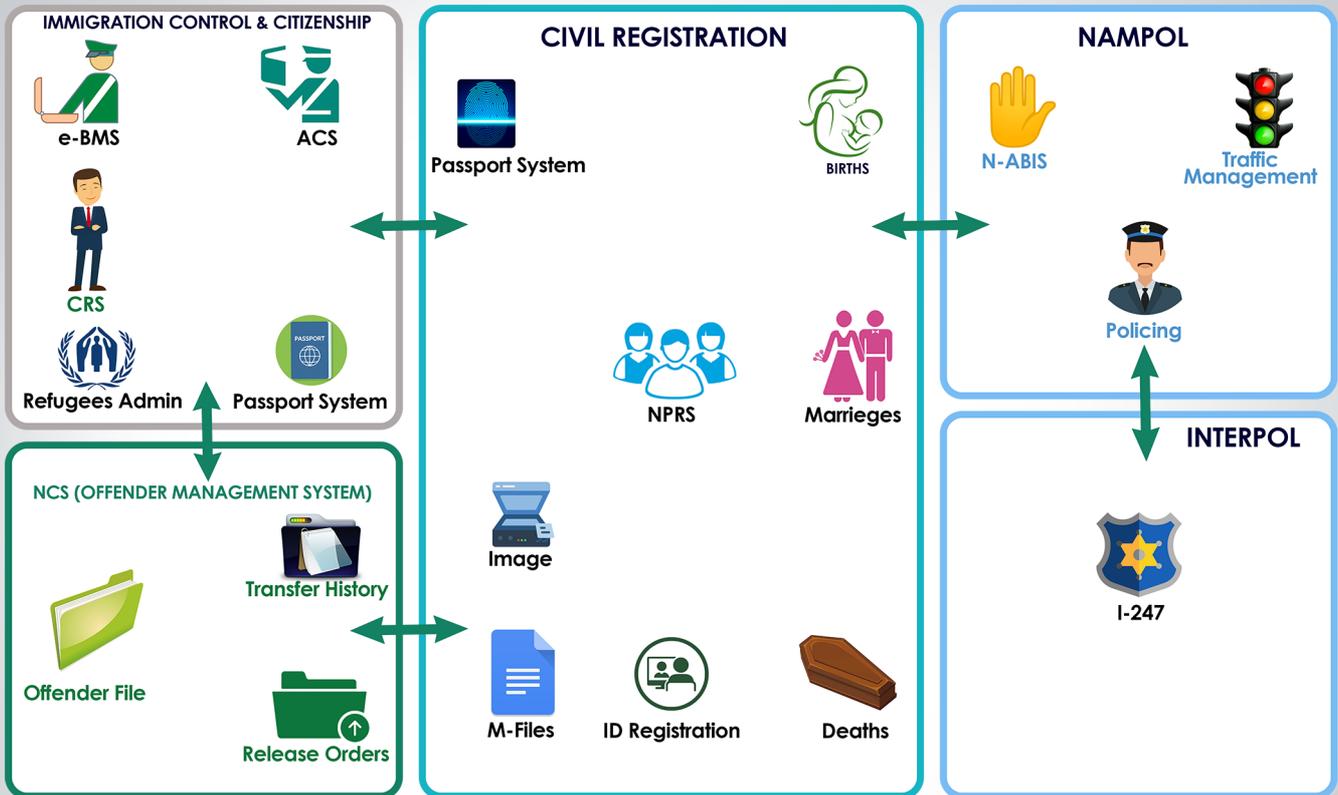




MINISTRY OF HOME AFFAIRS, IMMIGRATION  
SAFETY AND SECURITY

# INNOVATION AND INTEGRATION NEWS



### STATEMENT BY THE EXECUTIVE DIRECTOR



Globalization and digital disruption have changed the business landscape. In this competitive and fast-paced world, the Ministry is focusing on innovation. The Covid-19 crises have increased employees' awareness of and focus on the technological tools, and will likely accelerate their development into the workplace. Because of this, communication technologies likely will continue to be created, improved and enhanced. In today's world, organisations need to align technologies that are grounded in principles that reinforce intentionality and a growth mindset.

We are ensuring that the Ministry aims to adhere to the public sector innovation framework policy that of promoting and nurturing creativity and innovative public service delivery. This is in line with the strategic priority 1 of the public sector innovation policy 2020 (Nurturing a national culture of creativity and innovation within the public sector). Which is also aligned to the Prime Minister's call-**“Mainstreaming innovation into respective public sector transformation strategies to achieve transformed service delivery translating into a competitive public service”**.

As we strive to be the leading Ministry in this perspective, we aim to do more with the little resource at our disposal. And we are very hopeful in assuring that all our initiatives are citizen centric, to impact in a tangible way on the lives of citizens.

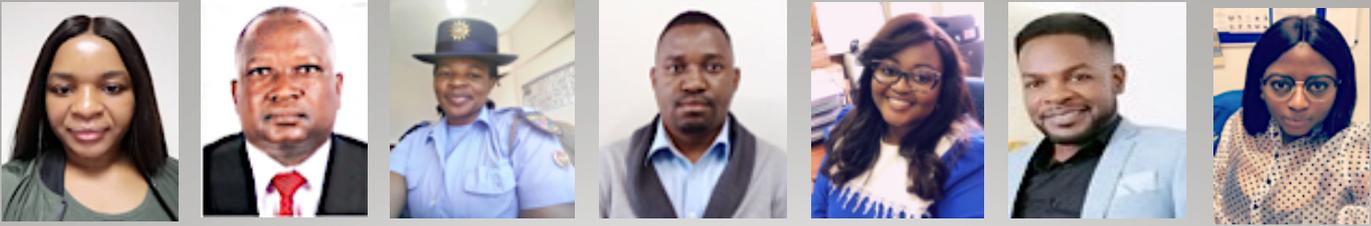
The Initiative is strongly informed by the Harambee Prosperity Plan II, under the Effective Governance Pillar. Paying particular attention on the accountability and transparency goal, the improved performance and service delivery, as well as the enhanced citizen participation and engagement goal.

Lastly, I would like to reassure the public of the Ministry's commitment of enforce initiatives, undertook in pursuit of transforming the operations of the Ministry to respond favourably to the demands of its clients.

Mr. Etienne Maritz  
**Executive Director**



## IMPLEMENTATION OF A TASK FORCE



**From left to right:** Warrant Officer Lavinia Amadhila (Nampol), Mr. Tomas Shivute (Home Affairs and Immigration), Warrant Officer Julia Malumbu (Nampol), Mr. Johannes Kafidi (Home Affairs and Immigration), Ms. Eva-liisa Kafita (MICT), Mr. Sakeus Kadhikwa (PRO) (Home Affairs and Immigration), Ms. Peggy Shipia (Legal) (Home Affairs and Immigration), Ms. Pombili Dias (OPM), Chief Matias Indongo (NCS), Ms. Ainna Hangula (IT) (Home Affairs and Immigration), Mr. Fillemon Johannes (MICT), Ms. Yolande Rijarua (IT) (Home Affairs and Immigration), Mr. Oscar Muhapi (Home Affairs and Immigration), Ms. Minikuee Kasaona (OPM), Ms. May Kambombo (Home Affairs and Immigration).

Introducing the Ministerial ICT System Integration Implementation Taskforce.

An ICT Assessment Report that has provided findings of an independent assessment of the e-readiness of the internal systems of the Ministry leads to the formulation of the team.

The Taskforce is entrusted to propose actions, approaches and possible solutions towards an integrated national database that would serve as the single source of truth for establishing and verifying the identity of the population of Namibia.

To date, the Ministry has embarked on implementing the recommendations to achieve an

internal e-governance ecosystem. This is an indication of the e-readiness of the Ministry and the Government of the Republic of Namibia (GRN) to roll out its e-Government Strategic Action Plan (eGSAP).

The Ministry is committed to championing the delivery of effective and efficient services to the public with the goal *“through an integration solution, to speed up information flows and reduce operational costs for the ministry”*.

As information technology progress, promoting the integration and information sharing between the government information systems becomes a significant matter in the field of information-based government administration.



**THE FOLLOWING ARE THE FUNCTIONAL LEADS:**



Ms. Gillian Korer  
Border control/surveillance



Mr. BU Shikongo  
Birth/Marriage/Death



Ms. Eite Shiponeni  
Visas and Permits



D. Comm. Nandapo  
Motor Vehicle System



D. Comm. Shikongo  
Firearms



Insp. De Voss- Namibian  
Police Criminal Record  
Beuro (NPCRB)



Comm. J. Muyemburuko  
Regional Commander-  
NCS



D. Comm. A. Gawanas  
Traffic Law Enforcement  
Division



Mr. Venantius Nauyoma  
Refugee Management



Mr. Taddeus Shambalula  
ID production



Ms Josephine Nghimtina  
Passports and Citizenship



### PARTNERSHIPS AND COLLABORATION KEY TO INNOVATION AND IMPROVED SERVICE DELIVERY



The Ministry of Home Affairs, Immigration, Safety and Security's Taskforce on systems integration, together with the functional leads and operational experts attended a three-day 'bootcamp' at the Lucius Sumbwanyambe Mahoto Correctional Service Training College in Omaruru. Aptly named after a term borrowed from the Military, Army or Navy, a bootcamp describes a series of activities where people who have recently joined receive their basic training. In this context, the three day- learning activity which took place from the 14th to the 16th of June 2021 was a short but very intensive training program aimed at getting people to become much better at doing something in a short period of time.

The bootcamp was facilitated by the UNDP Accelerator Lab and sought to meet the objectives of introducing its methodologies and tools to support the implementation of the Public Sector Innovation Policy. The team developed as a prototype to guide the future roll - out to the remaining public sector innovation champions, the event was an exercise in collaboration with the public sector to become more innovative and customer-centric and to ultimately improve service delivery. The bootcamp was also based on the untested assumption that although

innovation and learning are part of an organization's competitive advantage, changing mindsets and developing the capacity to encourage innovation for the public sector requires support both in learning and doing.

During the three days, one of the methods used to synthesize the various and unique challenges of the Ministry was to develop the following question: "How might we collaborate and leverage each department's unique capabilities to provide innovative, efficient and effective services to the public?" This question set the tone for several discussions on future services and the development of possible scenarios which would ensure that no 'one is left behind' but for the Ministry to also deliver in the spirit of one 'Namibian House'.

As part of its collaborative efforts, the Ministry also invited the digitalization and innovation teams from both Office of the Prime Minister, Directorate Public Service innovation as well as the Ministry of Information and Communication Technology to participate in the bootcamp.

Further, to test innovative ways of working and doing development and designing responsive and evidence-based policy work "differently", the three days were packed with a mixture of short presentations and several participatory and experiential learning exercises which covered sensemaking, solutions mapping, collective intelligence, experimentation, prototyping and futures literacy. The 90-day learning cycle was used to illustrate and to showcase the work the 91 other Accelerator Labs across the world were doing to enhance network learning effect and, in the process, "becoming smarter together".

While the bootcamp ended on a high note despite the disruption caused by new COVID-19 restrictions and regulations, it also strengthened the Ministry's resolve to become more adaptive, agile and to use the challenges as pivots to become more innovative. Watch this space for emerging partnerships, collaboration and innovation from the Ministry.





**INVESTING IN TRAINING**



Valuing and appreciating employees as the Ministry’s assets and looking after their training and development needs, is regarded as one way of improving staff performance and make them more loyal to the organisation. This year alone, the Ministry has invested in training and development of about 71 staff members from the Civil Registration Department.

New and existing employees from the department endured a five-day working training at Lucius Sumbwanyambe Mahoto Correctional Training College in Omaruru, which was facilitated in-house aimed to save costs by do more with the little resource at the Ministry’s disposal. The training culminated as part of the Ministry’s solution to equipped staff with skills of Interpretation and application of Laws, Performance Management System, Key aspects of HR, Code of Conduct, Ethics’ and Integrity, Customer Service and Public Sector Innovation.

The training which is designed towards inculcating additional skills and strategies on the provision of quality service delivery to customers is an on-going programme, aimed to oversee that all new and old staff members undergo such training.



### CHANGE FOCUS

#### Transparency, a core to the Ministry

Since transparency at work requires both great technology and an organisational culture centred on openness- MHAISS championed on the “unequivocal” tendency to improve disclosing information by introducing what is called “Modern Governance”, which is a practice of empowering members of the board with the technology, insights, and processes required to fuel good governance.

As part of the business solution, members of various committees in the Ministry can now make

informed board decisions through a high-quality board Management software called M-file that provides secure means of communication, so that sensitive issues before the board are not leaked or hacked.

The entire decision-making process, which should be a matter of records is now communicated among board members and the discussions as well as the background information of every application is available to all board members and secretariats.

### RE-LAUNCH OF THE SMS NOTIFICATION SERVICE

In context of improving service delivery, MHAISS in partnership with Mobile Telecommunication Company (MTC) re-introduced the SMS notification service for ID Application Services. This one-way communication service automatically sent out a notification about the status of an application and it is free of charge.

Applicants for IDs will henceforth receive an SMS on their mobile phone when:

Their application has been approved and printed, and when the ID is ready for collection.

This will save applicants time and decongest the offices, since applicants no longer need to visit the office to enquire on the status of their application. Additionally, this will also reduce the risk of

exposure, especially at this time of Covid-19 pandemic.

Applicants will receive a push notification SMS from 10001 that will read:

“Your ID card will be ready for collection from X Office within 5 working days” when the ID is Card is being dispatched from HQ to Regional Office for collection

“Your ID card is ready for collection from X Office” when the ID card has been received by the Regional Office that the applicant chose as a collection office during application time.

In the near future, applicants will be able to enquire about the Status of their ID application by sending a text message. Which will cover other service of the ministry as well.

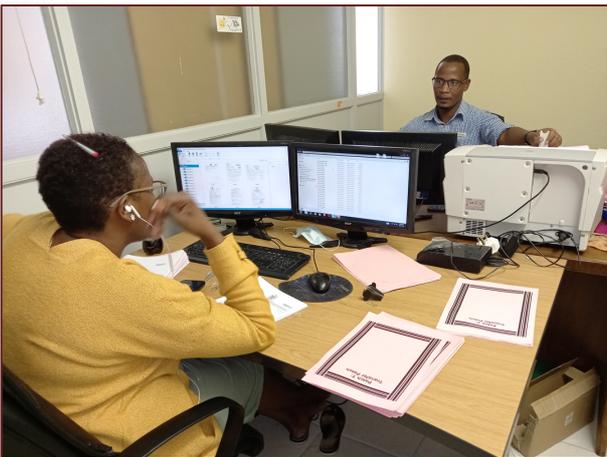


### SMS NOTIFICATION SERVICE



*Notification service will be expanded to other Departments, such as Passport, Certificate of Conduct, just to mention a few.*

### SCANNING & ELECTRONIC RETRIEVAL SERVICE UNIT



The Scanning Unit in the Ministry was recently introduced. This Unit offers a fully comprehensive document management system, that of allowing the retrieval of scanned documents on M-files for viewing and printing directly from the retrieval system (M-Files System).

This is a critical centralised production-scanning unit with a high-volume, high-quality scanning performance for document-intensive applications.



Hailing the introduction of the scanning unit, will reduce the scanning workload from staff members, enhanced to provide clients and staff members with highly professional and well-managed scanning services that will generate an effective and efficient way to retrieve information.



*“The system is so effective now. As soon as the response letter is scanned, it will reflect at the counters now and instant communication to the clients reflect immediately”.*

**Engensia Kandjou**



*“It’s a way to move forward, cause technology has advanced now. Clients can get their correspondence/ records on time. Just by the click of a button”.*

**Bernhard Gaingob**



*“This new system of scanning has reduced the back log of application and it is faster and more convenient compared to the smaller one we used to have”.*

**Teresia Amakali**



**SIGNS OF PROGRESS**



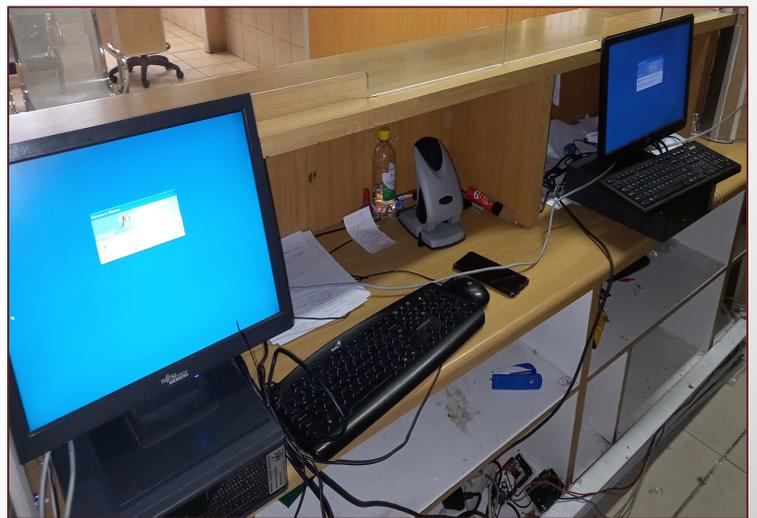
Training Immigration officers on M-file and NPRS

**CHANGE IN PICTURE**

Before



After



Installing and preparing an additional workstation at the Passport counters



**WEWORK LAB - PARTNERING WITH EXTERNAL PARTIES**

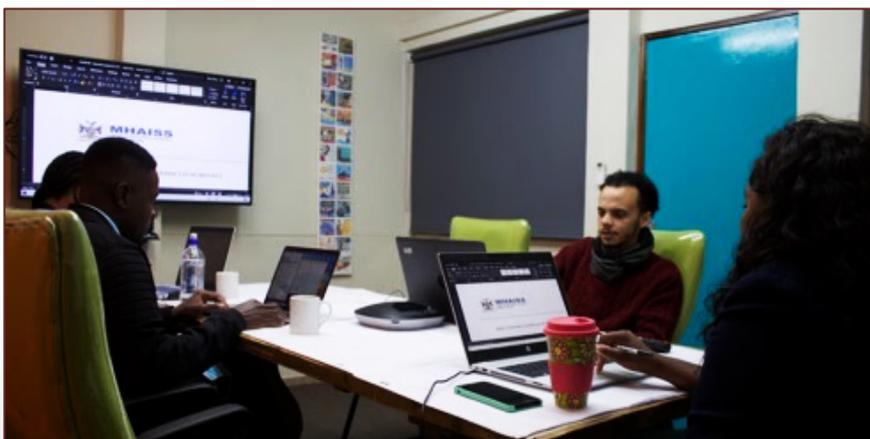
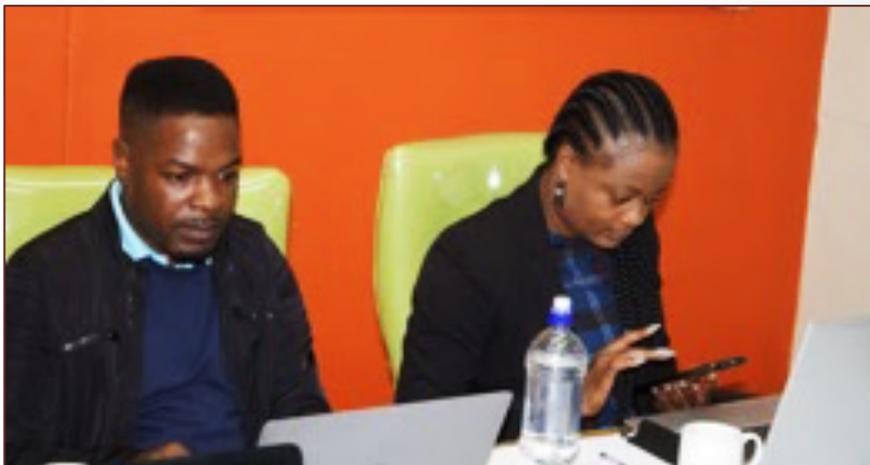


Integration Implementation Taskforce brainstorm meeting





MHAISS in collaboration with UNDP Innovation Hub at Groot Aub Constituency Office



Consultation meeting with Document Warehouse



## CHAMPIONS OF CHANGE



*“Innovation is imperative to the continuing success of any organization and MHAISS is not an exception. MHAISS staff members should be more innovative and implementer of new think, process or service with the purpose of improving efficiency, effectiveness or competitive gain. Customers expect excellent and timely service delivery; hence each staff should be an innovator and the MHAISS should create a conducive environment for incubation and staff be encouraged and supported”.*

**Commissioner Likius Valombola**



*“Allow me to quote an African proverb that says that ‘an army of sheep led by a lion, will always win the army of the lions led by the sheep’, apart from knowing my position in the process I am depending on the team’s trust and commitment because together we can make it”.*

**Commissioner Lovisa Uukelo**



*“As an innovation champion- I have the responsibility of entrenching the culture of innovation and to bring a paradigm shift in staff members”*

**Oscar Muhapi**



*“Reinventing the wheel to address the increasingly sophisticated demands of our citizens, it’s my motto”*

**Yolandi Rijarua**



*“As the champion you must truly believe in the initiative at hand. Your passion and enthusiasm will be infectious and will create a positive influence. Without passion, there may not be sufficient energy to propel the change initiative. You must also be persistent. You can’t be a quitter. While implementing major change there are sure to be bumps and obstacles in the road”.*

**Sacky Kadhikwa**





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