

Leveraging Technology in Service Delivery: Perspectives from the UK

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MPAC Masterclass Series 3

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Scope of Discussions

- ❑ Who's Nojeem Jimoh?
 - Literacy re-defined
- ❑ Objectives of this session
 - Intended take away
- ❑ A Nigerian in the UK
 - The Eye-opening years
- ❑ Back Home
 - A British in Nigeria
- ❑ Do you see the money?
 - Business opportunities in Technology



In the Beginning

The Dark Ages

Sojourn in the UK



- Charting a career path in a foreign land/PATH
 - Uncommon opportunity
 - Obvious & known barrier to the future
 - What do we do now?
 - The commencement of my IT literacy

The image features a vertical Irish tricolor flag (green, white, and green) waving on a silver flagpole against a clear blue sky. A dark grey semi-transparent banner is overlaid at the bottom of the image, containing the title and a list of names.

Nostalgia: Stories from my friends in the UK

- Dawud Awofeso
- Misbah Oleolo

Deploying Technology in Service Delivery: Examples from the City of London Corporation



- Performance Measures
 - City-wide access to free WiFi
 - Online access to all services
 - Timeline of response to online enquiries is a key performance indicator
 - Self assessment of performance and publication of same
 - Peer review of services and publication of same
 - Provision for service user feedback on service delivery
 - Provisions for staff to work from home (Citrix)
 - Availability of braille for the disabled

Key Services Fully Available Online in the UK



- The Followings do not require a physical presence
 - International Passport (application & Renewal)
 - Driving Licence (application & renewal)
 - Travelcard (Bus, ferry, train tickets etc)
 - Motor vehicle registration and administration
 - Confirmation by Police of vehicle documents (MOT, Insurance, Road Tax etc)

Same Services – Different Ways



- My Uber experience with my daughter
- Paying at the tollgate/train stations/supermarkets etc.
- Central London Congestion Charge
- Speed Cameras in existence since 1992
- You cannot hold a driving licence if computer illiterate.

Business Opportunities in Technology: Courteville Business Solutions PLC As A Case Study

❑ Who/What is Courteville?

- e-business solution provider and first of such listed by NSE
- Operational in 18 States across Nigeria
- International presence in West Africa and Jamaica
- Multiple winner of Best Place to Work award

❑ Innovative Ideas by Courteville:

- Autoreg MVAD
- Autoreg Inspector
- E-commerce
- E-government
- WebPeople
- Staff Planet

❑ Courteville Innovations Ctd.

- Property Revenue Manager (PRM)
- NAPAMS (for NAFDAC)
- ISO Tracker
- HospiSuite
- Education
- SMELite
- EGOLE shopping
- Etc, etc.

Homework

www.courtevillegroup.com

Thank You.