Digital Government Workshop

Vanuatu's Experience

Honiara, Solomon Islands

6 – 7 November 2019

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OGCIO, Ministry of Prime Minister

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Presentation

- National Plans & Policies
- About our office
- Our Approach
- Lessons Learnt
- Challenges
- Conclusion

The People's Plan

SOC 6: Strong and Effective Institutions

6.4 Strengthen national institutions to ensure they are cost-effective and well-resourced to deliver quality public service

ENV 3: Climate and Disaster Resilience

3.2 Improve monitoring and early warning systems

ECO 2: Improve Infrastructure

2.9 Increase use of and access to information and communication technology, including on-line government services

Priority 3   E-Government

3.2 Ensuring efficiency of ICT resources throughout the Government

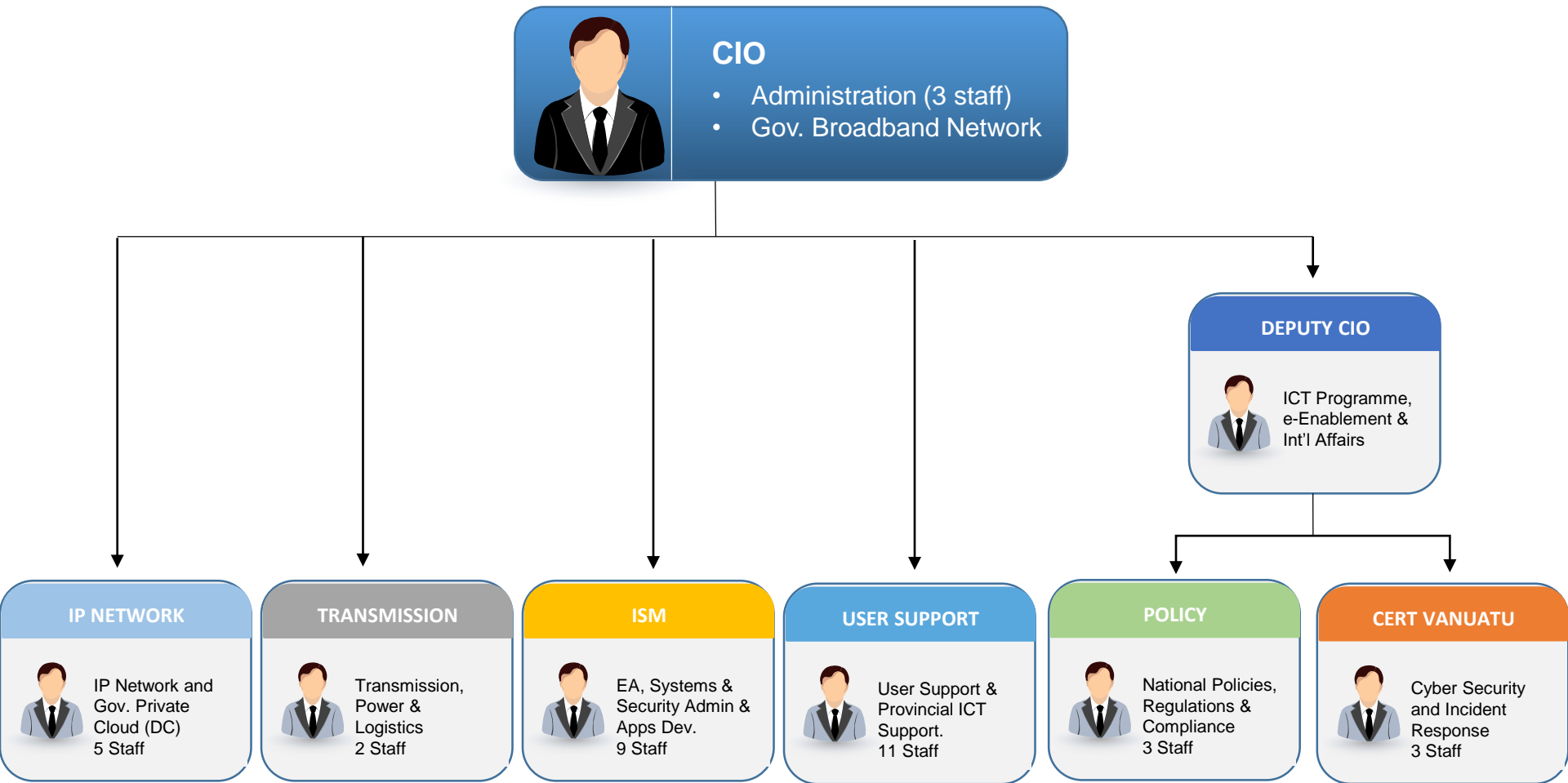3.8 Other Initiatives as per the E-Government Strategic Roadmap

Priority 4   Integration of ICT into Sectoral Policies

4.4 Utilising ICTs in disaster management and climate change mitigation and adaptation. In preparation for and response to disasters and emergencies, the GoV disaster planning and response agencies shall have potential to have free access to public and private network infrastructure and resources.
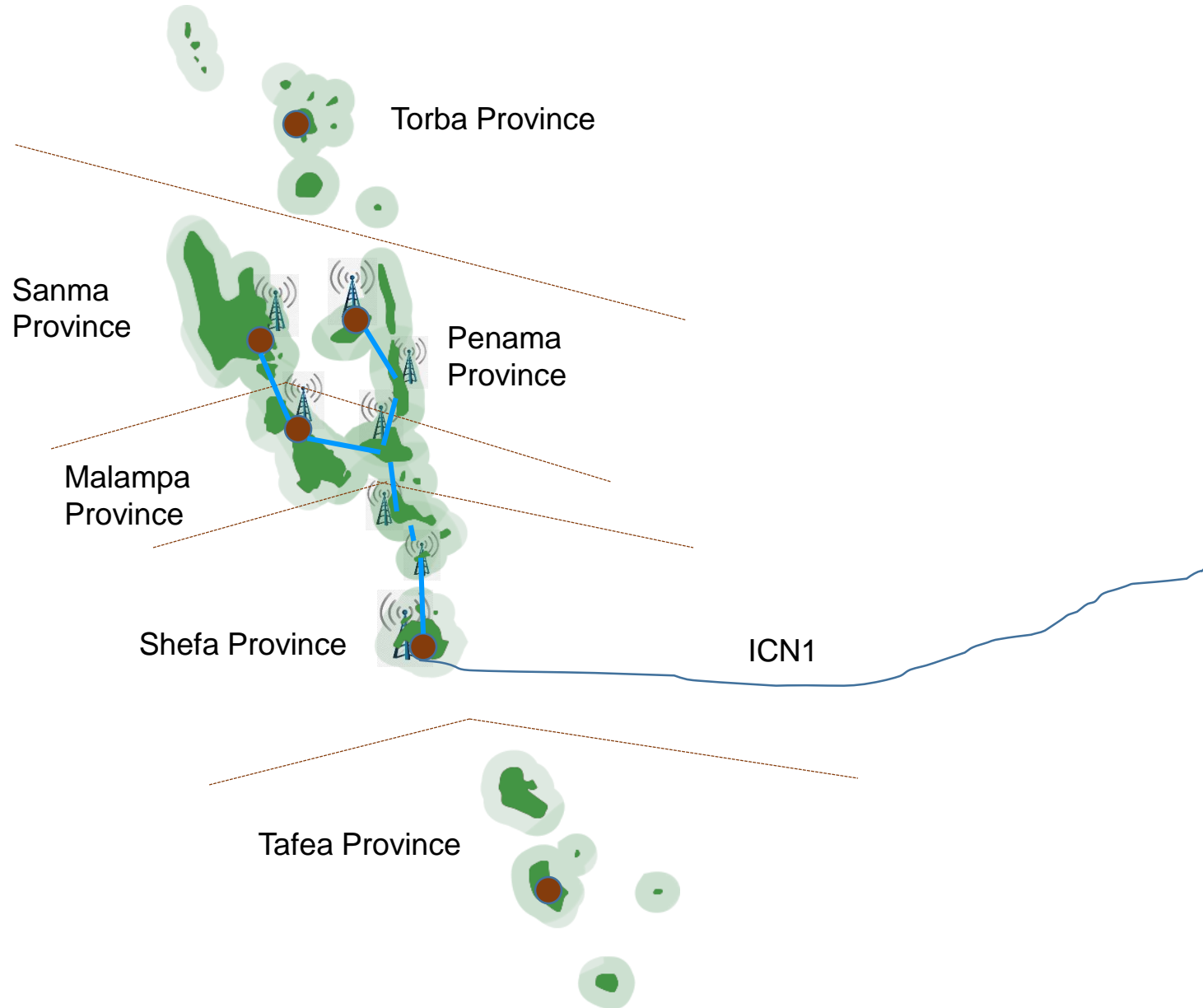
Priority 5 Building Trust

5.2 Effective disaster management plans for the telecommunication industry

Our Office

CIO
- Administration (3 staff)
- Gov. Broadband Network

DEPUTY CIO

ICT Programme, e-Enablement & Int'l Affairs

IP NETWORK	**TRANSMISSION**	**ISM**	**USER SUPPORT**	**POLICY**	**CERT VANUATU**
IP Network and Gov. Private Cloud (DC) 5 Staff	Transmission, Power & Logistics 2 Staff	EA, Systems & Security Admin & Apps Dev. 9 Staff	User Support & Provincial ICT Support. 11 Staff	National Policies, Regulations & Compliance 3 Staff	Cyber Security and Incident Response 3 Staff

Government Broadband Network

Our Approach

"..a whole-of-government systems and applications .."

- **National Digital Governance Roadmap**
- **Strengthen Network Infrastructure;**
- **Universal Access & Service Fund;**
- **Strengthen Cyber Security;**
- **Improve inter-island communications;**
- **Improvements to Government Cloud;**
- **Internet Exchange Point**

"..a sector specific systems & apps .."

Digital Services

Ministry of Prime Minister

OGCIO
Vanuatu Government

E-mail Service

Government Private Cloud – web hosting, Application/Database hosting

Document Management System

Unified Communication System

Central Repository of Government Data including Backup and Restore Services

Human Resource Management Information System

Digital Services

Ministry of Finance & Economic Management

Financial Management Information System

Vanuatu Budget Management System

https://doft.gov.vu

ASYCUDA World

Vanuatu Single Window

Revenue Management System

Population GIS

Trade Database

https://vnso.gov.vu

TeamMate Auditing System

https://nao.gov.vu

Digital Services

Ministry of Education & Training

Vanuatu Education Management Information System (VEMIS)

https://openvemis.gov.vu

Scholarship Application Management System

http://www.scholarships.gov.vu

Digital Services

Ministry of Health

District Health Information System

(DHIS2)

M-Supply

Tupia

https://moh.gov.vu/

Digital Services

Ministry of Agriculture, Livestock, Fisheries, Forestry & Biosecurity

https://biosecurity.gov.vu/

https://malffb.gov.vu/

Digital Services

Ministry of Internal Affairs

| Civil Vital Statistics Registration System | Electoral Registration System | Border Control System

Passport System | Police Information Management System

Firearms Registration System |

Lesson Learnt

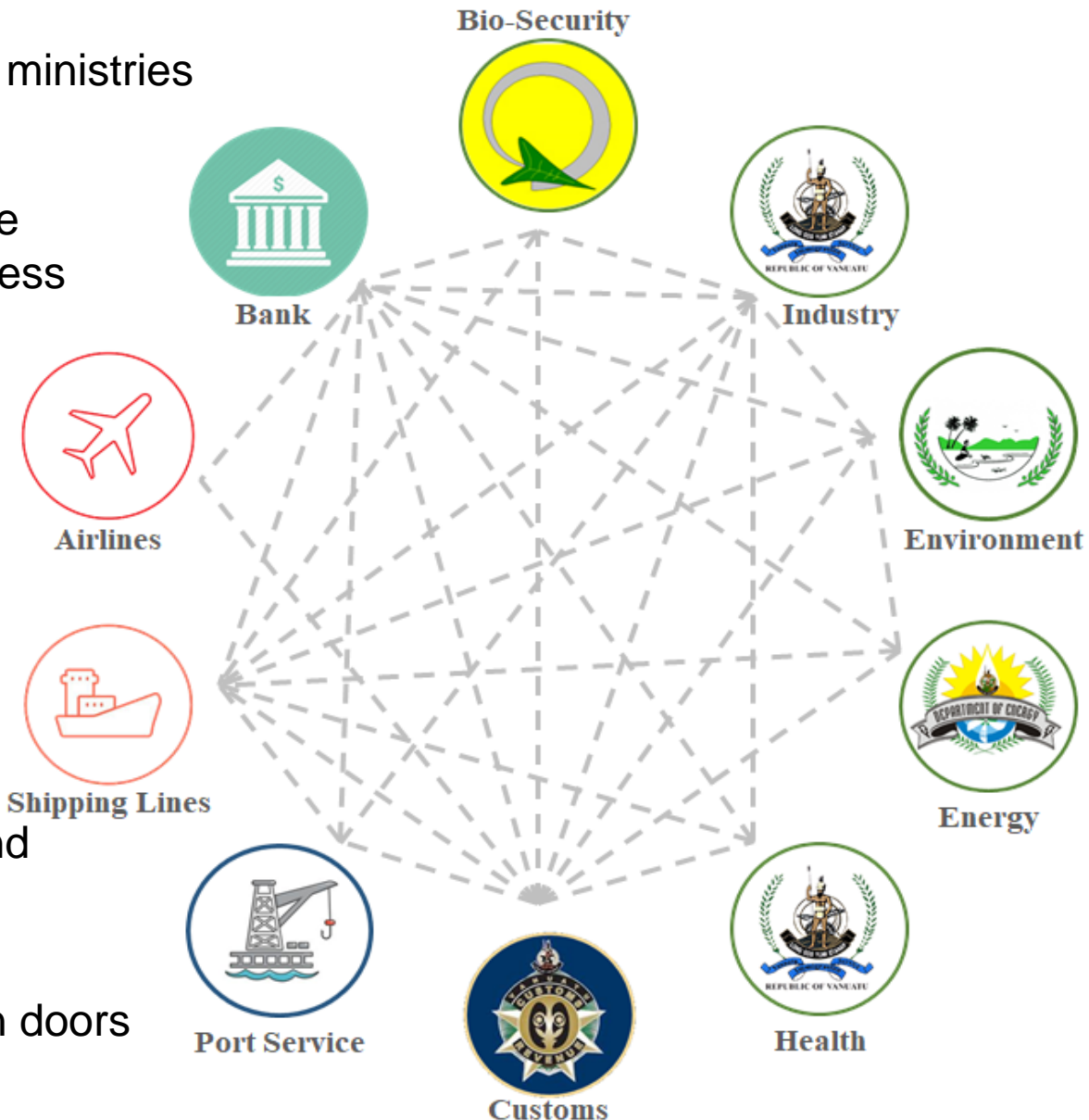Every agencies / departments / ministries want to build their own systems

Some of the Digital Services are automation of the current business processes

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Modernize our public administration and all business processes

Relevant policies, regulations and legislations must be in place

Collaboration is the key to open doors to opportunities

Bank

Bio-Security

Industry

Airlines

Environment

Shipping Lines

Energy

Port Service

Customs

Health

Lessons Learnt

Secure Platform for Exchanging of Data

Integration all government systems that **Enables Data Sharing**

Electronic Identity:

- Authentication of a user by digital certificate embedded in the ID card or SIM card

Digitalised information:

- Information systems and databases on all levels of government

Formalised exchange:

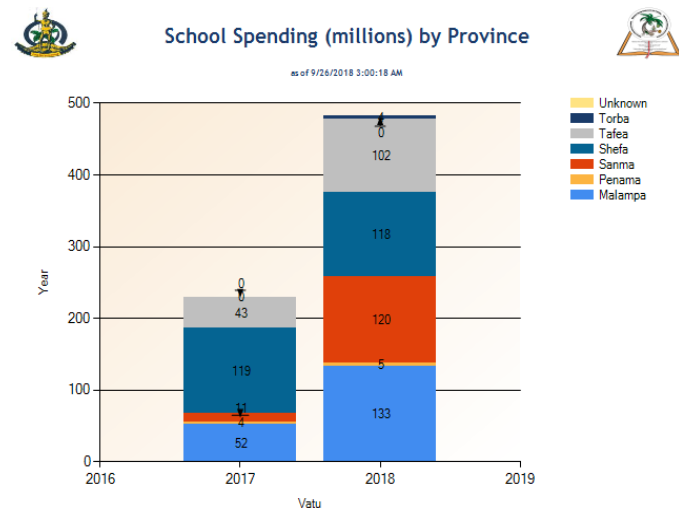- Secure Platform for Data Exchange - the connection of government databases by a data exchange service layer
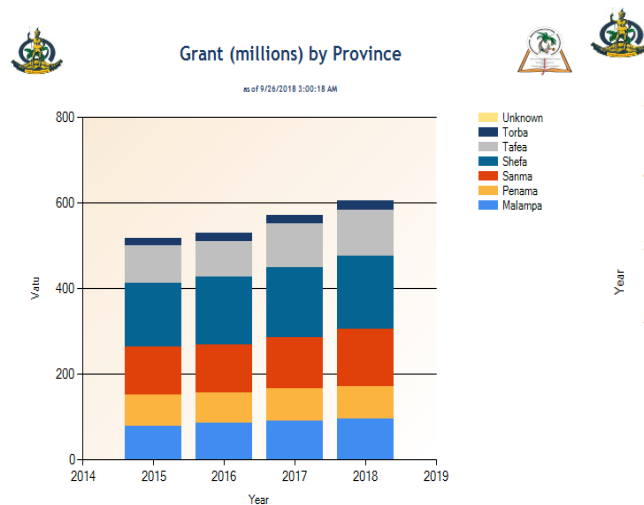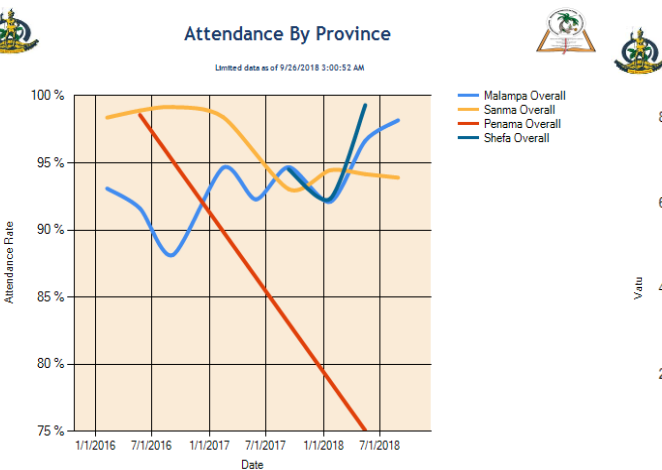
An Ideal System

An Ideal System

Gross Enrolment Rate per School Type

60% — Early Childhood Education
112% — Primary School
45% — Secondary School

2016

101% — Early Childhood Education
119% — Primary School
47% — Secondary School

2017

Attendance By Province

Limited data as of 9/26/2018 3:00:52 AM

- Malampa Overall
- Sanma Overall
- Penama Overall
- Shefa Overall

Grant (millions) by Province

as of 9/26/2018 3:00:18 AM

- Unknown
- Torba
- Tafea
- Shefa
- Sanma
- Penama
- Malampa

School Spending (millions) by Province

as of 9/26/2018 3:00:18 AM

- Unknown
- Torba
- Tafea
- Shefa
- Sanma
- Penama
- Malampa

Challenges

- People unwilling to accept change and change
  - Lack of admitting resistance
  - Lack of business requirements gathering and analysis
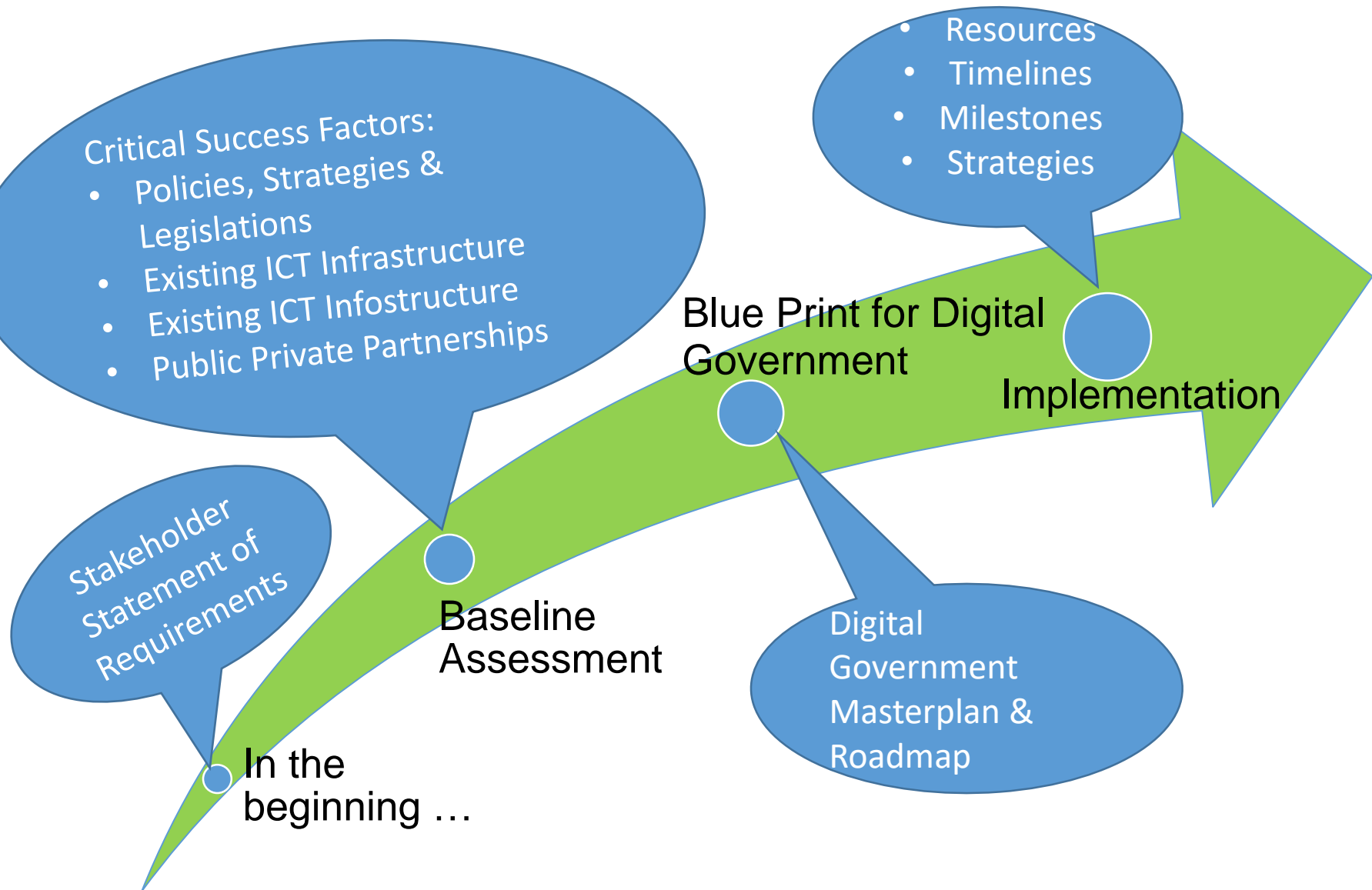 - Lack of accepting to scale up systems

Challenges

- No proper, policies legislations and regulations in place
- Lack of ICT in Sectoral Policies
- Lack of ICT Action Plans
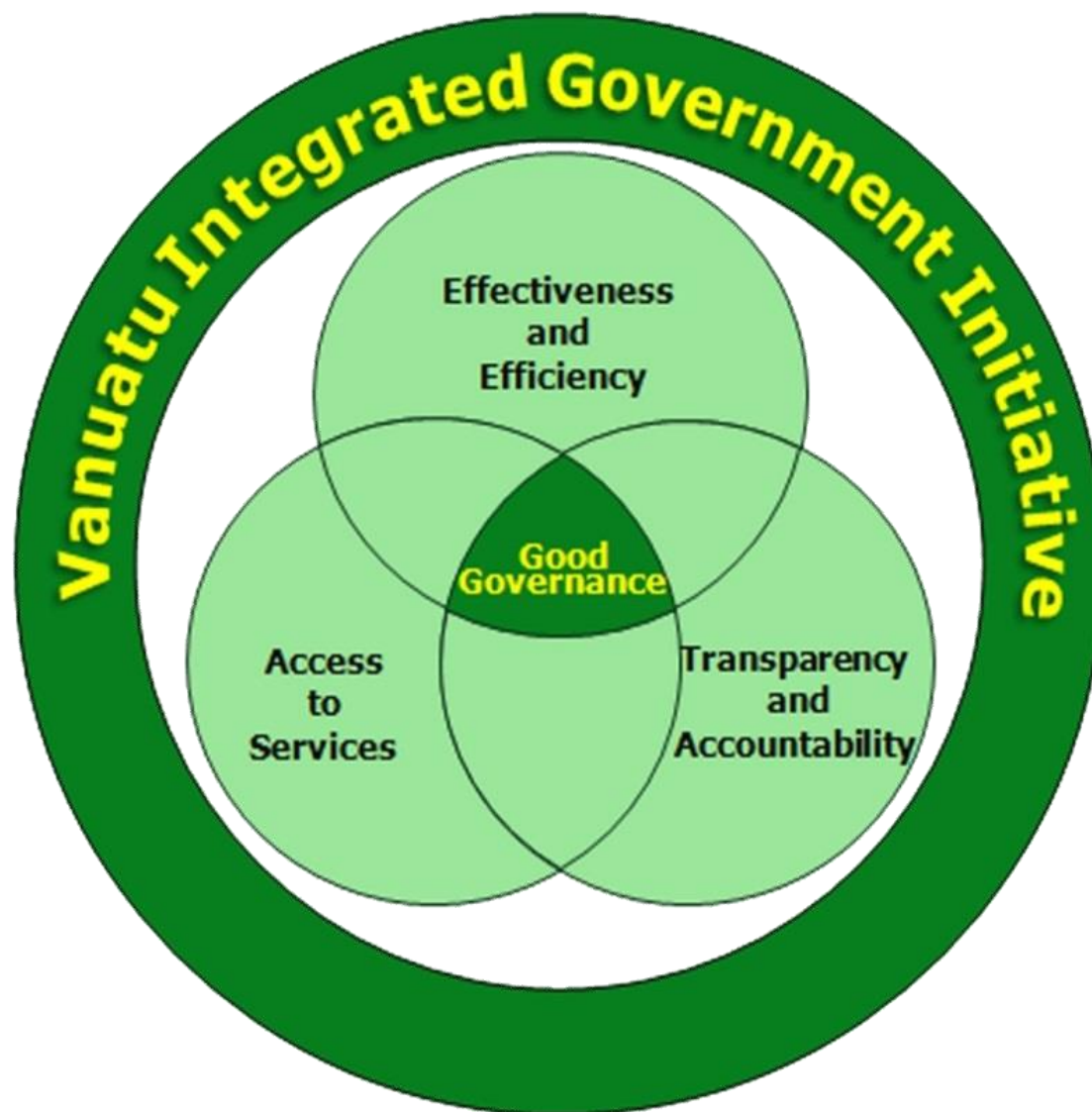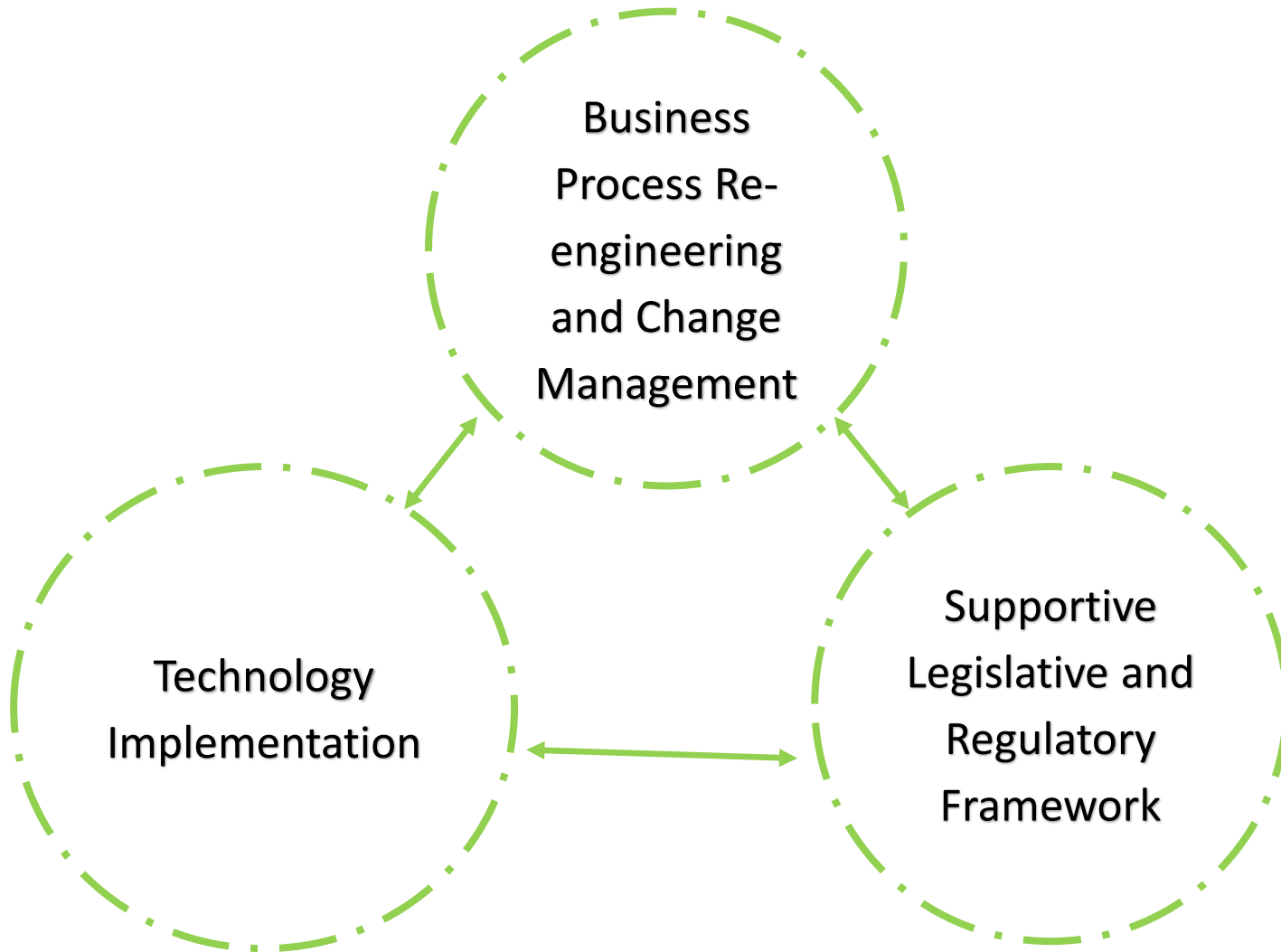- Buy-in from top management - no allocation of budget

Digital Government Workshop

Inception Workshop on Digital Government, 15 – 16 October 2019

Charting the Course

Critical Success Factors:
- Policies, Strategies & Legislations
- Existing ICT Infrastructure
- Existing ICT Infostructure
- Public Private Partnerships

- Resources
- Timelines
- Milestones
- Strategies

Stakeholder Statement of Requirements

Blue Print for Digital Government

Implementation

Baseline Assessment

Digital Government Masterplan & Roadmap

In the beginning …

Conclusion

Business Process Re-engineering and Change Management

Technology Implementation

Supportive Legislative and Regulatory Framework

Thank you!