



**The Republic of Vanuatu/La République de Vanuatu**

**Office of the Prime Minister/Bureau du Premier Ministre**

**Office of the Government Chief Information Officer (OGCIO)/  
Bureau du Chef de Service de l'Information (BCSI)**

# **OGCIO**

# **2012 Annual Report**

6 March 2013



## **Welcome from Fred Samuel, Chief Information Officer!**

Welcome to our first Annual Report! This Annual Report is the first ever such report by the Office of the Government Chief Information Officer (OGCIO), and as such represents a major milestone in the development of the Office.

The position of Chief Information Officer (CIO) and the OGCI was established by Council of Ministers on 23 November 2011, in decision number 109-2011. In only a year and a month, OGCI has already achieved a number of important goals and achieved many of its objectives, as described later in this Report. The year 2012 was hectic but immensely exciting and satisfying, since the OGCI leapt in one year from infancy to young adulthood.

OGCI has two main foci: First, to use ICTs (information and communications technologies) to efficiently and effectively achieve an educated, healthy and wealthy Vanuatu. Second, to lead the iGov Initiative, (the Integrated Government Initiative), which uses world-class e-government solutions and ICTs to bring better service delivery methods to all ministries and agencies, and ultimately to Vanuatu's residents and businesses.

Both of these areas are well underway, and we believe they will lead to a better Vanuatu, with a more responsive, citizen-focused government, and a population that is better off in many ways.

This annual report covers the period of 1 January 2012 through 31 December 2012. The report has the following sections, as required and specified by the Prime Minister's Office:

- Chief Information Officer's Statement of Responsibility
- Organizational Structure
- Organizational Vision, Mission, Vision, and Objectives

- Objectives and Achievements
- Summary of Progress Reports
- Human Resources
- Financial Statements for 2012
- Other Issues
- Annex

These are presented below. Thanks for reading our Annual Report. We invite you to keep current with our activities by examining the OGCIO website, and we especially invite your comments and feedback on our operations and vision.

We hope your 2013 is as exciting for you as our 2012 was for us!

Sincerely,

Fred Samuels  
OGCIO



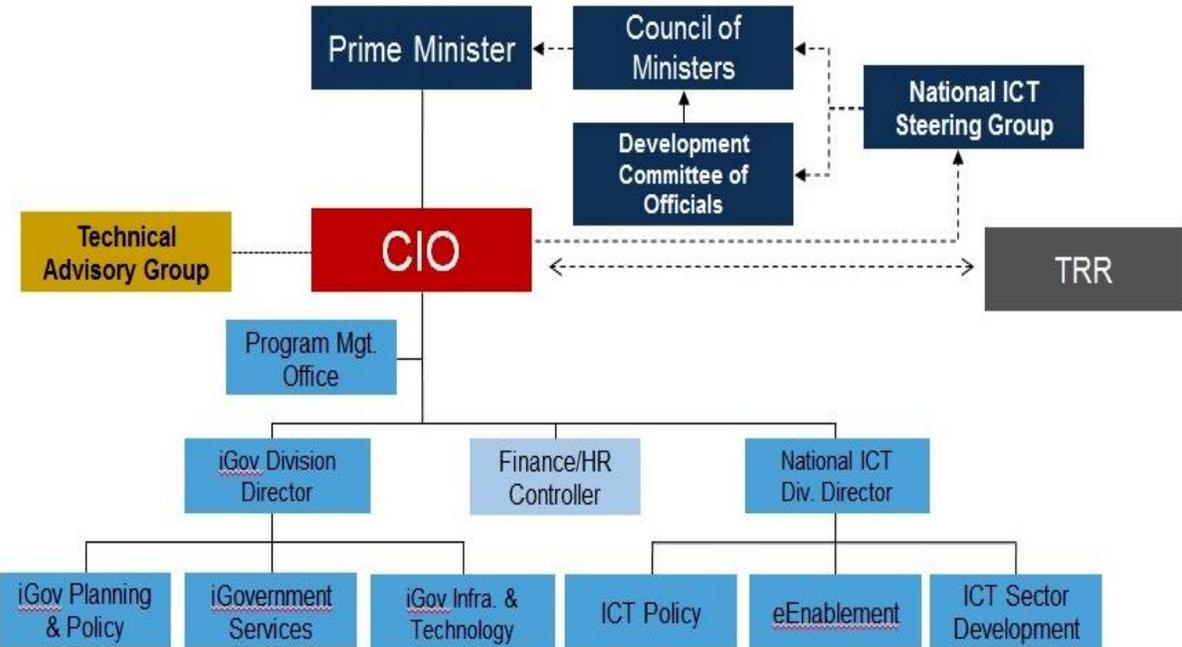
# Chief Information Officer’s Statement of Responsibility

The Chief Information Officer, Mr. Fred Samuel, head of the OGCIO (Office of the Government Chief Information Officer) is responsible for this Annual Report and its included financial and other statements.

## Organizational Structure

The organizational structure of the OGCIO is presented below.

**OGCIO Organizational and Location Chart<sup>1</sup>**



<sup>1</sup> Note that the above chart was informally in place during the second half of 2012, and became formal as of 1 January 2013. During the second half of 2012, the OGCIO was legally under the Ministry of Finance and Economic Management, whose “parental guidance” and mentorship is gratefully acknowledged.

# **Organizational Motto, Vision, Mission and Vision**

## **Motto of the OGCIO**

### **ICT Blong Everywan!**

## **Vision Statement of the OGCIO**

High quality, high speed, highly useful, efficient, effective and affordable information and communication technology (ICT) tools for all Vanuatu residents, public servants and businesses, as a key enabler of good governance, and of the sustainable and inclusive economic and social development of Vanuatu.

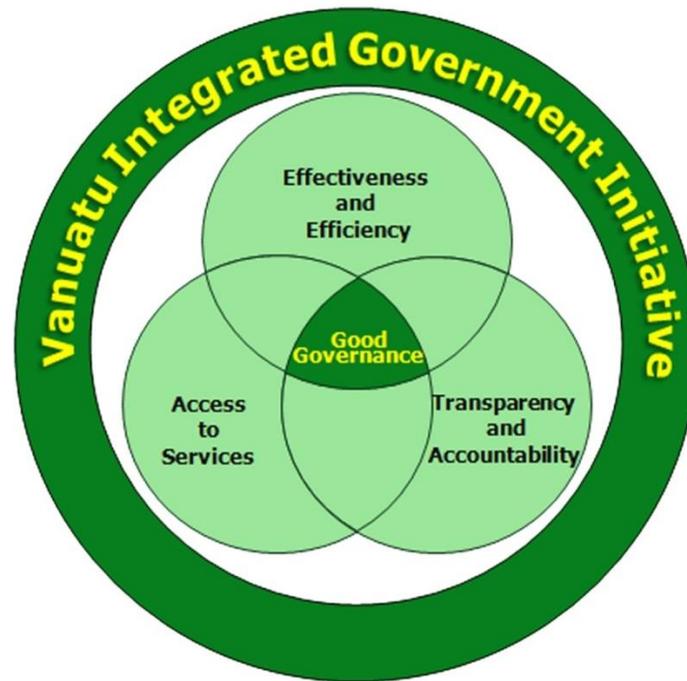
## **Mission Statement of the OGCIO**

The mission of the OGCIO is to:

- Lead and coordinate the Government's efforts to maximize contribution, efficiency and effectiveness of information and communication technology tools in achieving the national vision of an "Educated, Healthy and Wealthy Vanuatu."
- Lead and coordinate the effort to maximize the penetration of ICTs in society, government and business.
- Transform government service delivery where-ever feasible to be web-enabled, citizen-oriented, useful, rapid and accessible 24/7/365.
- Move up the various stages of the internationally-recognized e-government development sequence as rapidly as possible, to ultimately achieve seamless, integrated government service delivery.
- Lead and provide policy and strategy support to the iGov (integrated government) Initiative, coordinating efforts across all agency boundaries and at all levels, including for iGov budgeting and expenditures.
- Manage and standardize the government's network and ICT resources in a professional, customer-oriented and efficient manner.

## **Our Values**

The figure below shows the OGCIO values and principles, and how they intersect and build to create Good Governance, a core value for our organization.



It was this graphic that was used by OGCIO as the symbol of the first-ever National ICT Day in Port Vila in 2012. This is the symbol worn by OGCIO staff in running the first-ever national Face-to-Face video-conference in August 2012, in which the Prime Minister and Leader of the Opposition answered tough, direct questions from residents of the outer islands.

For the specific objectives of the OGCIO, see the next section.

## **Objectives and Achievements**

The objectives of the OGCIO are spelled out in three relevant CoM decisions, namely:

- Council of Ministers Decision 6/2006
- Council of Ministers Decision 7/2008
- Council of Ministers Decision 109/2011.

The achievements of OGCI0 vs. these objectives are discussed below. The objectives as directed by the COM is in black, while the achievements to date are in **bold blue**.

Council of Ministers Decision 6/2006. This decision of 27 February 2006 was entitled “Information Systems Infrastructure and Service Management Strategy.” It stated that:

- The Government Information Systems Network would be upgraded, using donor funds. **This has been fully achieved, with the building and successful operation of the highly reliable and extensively-used Government Broadband Network (GBN).**
- All Government ministries and departments must comply with all standards (including standards on the procurement of equipment and software) established by the Information Services Division of the Department of Finance (the predecessor of the OGCI0).  
**This is now largely achieved, due to the centralization of ICT procurement and budgets under the OGCI0, and use of high standards. OGCI0 has also undertaken the first-ever audit of all the government’s ICT resources, including PCs, servers, and network elements, and is moving to install a Standard Operating Environment (SOE) of minimum standards for all existing and future ICT purchases.**
- PSC and MFEM should take an active role on disciplinary actions on any cases of deliberate abuse of the Information System.  
**OGCI0 has been asked to assist in tracing un-authorized releases of information by civil servants to the press, usually via email. Generally OGCI0 is able to provide the necessary technical assistance in this task. Computer and internet usage policies are in place but are not uniformly**

enforced, and the policies need updating; OGCIO plans to do this in the next year. OGCIO is not aware of specific PSC or MFEM disciplinary actions in this area.

- Ministries were ordered to design and implement a Disaster Recovery Strategy for all Government IT systems.  
**Since most ICT activities are now centralized under the OGCIO, and the OGCIO has an adequate Disaster Recovery Strategy and Regular Backup Strategy in place and operational, this is not a major issue, and the problem has been adequately addressed. There are some ministries and agencies which have specialized, unconnected “islands” of ICT equipment and activity; these need to be audited by OGCIO in the next year, to ensure that their disaster and backup (and security) policies and procedures are adequate.**
- All Government Ministries and Departments were ordered to transfer all their IT systems to the Government Information Systems Network during the upgrade and following a timeline schedule provided by the DoFT, to reduce costs, improve security and effective communication.  
**Most organizations have transferred their systems and network operations to the OGCIO Data Center and GBN. As mentioned, there are a few specialized “islands” which remain separate and probably should remain so. The result of the transfer and the OGCIO upgraded policies and procedures, is that ICT management, government-wide, is now at a much higher level than it was in 2006 when this CoM directive was issued.**
- A committee should be set up which includes representative of the various Ministries and chaired by the Director of Finance to oversee the implementation the Information Systems improvement strategy.  
**This committee has been superseded by the OGCIO Technical Advisory Committee (TAG), which reports to the CIO. The TAG met extensively early in 2011 and early in 2012, and then met again several times in**

## December 2012.

- The Information Systems committee must report annually to the MBC on the progress of the Information Systems development.  
**This function has been taken over by the CIO, who reports directly and regularly (generally weekly) to the Prime Minister on ICT progress and issues.**
- An internal Government telephone network should be set up which would utilize the improved Government Information Systems Infrastructure.  
**The new and highly reliable GBN carries voice traffic. This problem is solved and this objective fully addressed.**
- There must be an improvement in the Network Security for all classified documents.  
**There has been very significant improvement in this area. OGCIO has created specific access rights and password and other protections which prevent unauthorized access to electronic classified documents.**

**However, it should be noted that OGCIO currently has no control over the possibility that an employee could download a classified document to a flash drive, or email a sensitive or classified document via a private email account. These are not technical problems, since USB ports can be disabled and access to private email denied. But they are policy problems that need to be carefully considered. OGCIO will be reviewing these issues over the next year.**

Council of Ministers Decision 7/2008. This decision, entitled the “Vanuatu E-government Project,” approved receipt of a low interest loan from China to finance the large Government Broadband Network (GBN), and authorized the Ministry of Infrastructure and Public Utilities (then in charge of ICTs in the GoV) to appoint members of the GBN work team.

**The GBN has now been built and is working well. It needs to be expanded, so that all ministries and agencies in provincial centers, not just a few locations, have immediate and ready access to the very useful GBN. Expansion of the GBN in Phase 2 (extend beyond limited presence in Provincial Capitals to a campus approach to each Capital) and Phase 3 (extend to all feasible outlying government locations) is in the planning stages.**

Council of Ministers Decision 109/2011. This important decision, entitled “Transforming Government Service Delivery – Vanuatu Integrated Government Initiative 2011-2013,” was passed on 23 November 2011, and had the following main provisions:

- Establish the Strategic Plan for Vanuatu’s Integrated Government Initiative (iGov Initiative).

**The Strategic Plan for the iGov Initiative has been approved and is moving forward. However, to fully realize the installation of the Initiative will require very substantial funding over the next six years. Seeking and securing such funding is a major focus for the OGCIO, and was not achieved in 2012.**

- Establish the OGCIO as the lead agency for the iGov Initiative.  
**This has been achieved. OGCIO has been established, partially staffed up, and is moving forward energetically. A highly qualified and focused ni-Van CIO heads up the Office and is pursuing the iGov agenda vigorously. OGCIO is interacting well with the various sectors, ministries and agencies. In 2012 OGCIO provided technical assistance to many ministries, and worked cooperatively on several major ICT improvement projects. Partly as a result of establishing the OGCIO and the iGov Initiative, Vanuatu has been rated much higher by the UN Public Administration Network (UNPAN) in its bi-annual e-government survey of all the countries on Earth. In 2010 Vanuatu was rated at 0.25 out of 1.00 on the UNPAN scale, while in 2012 Vanuatu had jumped up dramatically to 0.35 out of 1.00, a 40 percent increase in just two years.**

- Establish that OGCIO will have overall interagency and cross-level coordination responsibility for the iGov Initiative and related matters. **This has happened. Under this authority, in 2012 OGCIO undertook the first-ever audit of all GoV ICT resources; the first-ever "whole of government" Enterprise Architecture analysis of ICT management inside the GoV; the first-ever technical analysis of the GoV's IT systems, combining into one comprehensive "Bible" all the previously separated infrastructure-related documents and manuals; and the first-ever comprehensive plan for "Transforming Government Service Delivery" -- current and desirable applications requirements for all ministries and departments. These are all major steps forward.**

**OGCIO also took the lead in the highly successful National ICT Day in May 2012 in Port Vila, which brought together government agencies, businesses, NGOs and others in an event praised by participants and the media. OGCIO also played a major role (working with the Pacific Institute of Public Policy) in the technical operation of the ground-breaking Face-to-Face national video-conference in August, 2012, in which the Prime Minister and the Leader of the Opposition fielded tough questions directly from residents in the outer islands and Efate.**

**Note that as described in more detail below, OGCIO is proposing the establishment of a National ICT Development Committee in 2013, with the Prime Minister or his designate as the chair, and OGCIO as the secretariat. Detailed planning for this important effort got underway in July 2012 and continued throughout the year.**

- Stipulate that the OGCIO will report directly to the Prime Minister. **This is in place, and is in line with highly recommended international best practice.**

- State that OGCIO will provide policy and strategy development support to the National ICT Steering Group.

**This Group had been previously disbanded by the Ministry for Infrastructure and Public Utilities, but under OGCIO leadership the consultations with stakeholders have been re-started, with an emphasis on action planning, full involvement of all stakeholders, and the planning of working groups. In accordance with the best international practices, the OGCIO will propose in 2013 the establishment of a multi-stakeholder National ICT Development Committee, chaired by the Prime Minister or his designate, with the OGCIO as its secretariat. This structure is important to ensure sustainable and effective impetus to development, and coordination of ICT-related initiatives across the Government and with other stakeholders (including the private sector, non-government organizations, academia, and citizens). This activity is expected to lead to the adoption of a highly action-oriented National ICT Policy by about July 2013.**

- Gave the OGCIO the responsibility to provide advice on iGov expenditures, planning and accounting, although MFEM remains as the “financing and controlling entity for all Government ICT investments” and MFEM will “play a key role in Government ICT investment decisions.”

**As described earlier, OGCIO now has a higher degree of control of iGov and all ICT expenditures.**

**In addition to the above OGCIO achievements directly related to CoM decisions, it should be noted that a number of other extremely important national goals have been recently accomplished by the ICT sector as a whole. These include:**

- **Opening the telecom sector to competition in 2008**
- **Creating and successfully installing a new, independent telecom regulator in 2008**

- Issuing new ISP licenses, beginning with 8 in 2009 and now (in 2012) up to 15
- Creating a draft National ICT Policy in 2010, which is serving as a basis for the re-started, re-invigorated National ICT Policy process in 2012
- Creating the e-Government Strategic Road Map in 2011
- Overseeing the massive market expansion of mobile telephony, which grew from about 15 percent penetration in 2008 to over 80 percent in 2012. When examined at the household level, the Pacific Institute of Public Policy studies indicate that over 94% of Vanuatu households now have access to a mobile phone, a remarkable achievement.

## **Summary of Progress Reports**

Beginning in November 2012 OGCI0 began producing detailed monthly reports on its activities. These provided information on the status in each of the key areas of focus, the major accomplishments, plan for the next period, and issues or problems for management consideration. In each area a red, yellow or green “stoplight” rating was given, which was summarized in an “Executive Dashboard.” An augmented version of the December 2012 report is provided in the Annex below, to give the reader a detailed insight into OGCI0 operations.

## **Human Resources**

The chart below provides staffing details of currently authorized civil service positions in the OGCI0.

Position	Unit	Level
Government CIO	Office of the CIO	SEL1 9.1 (Donor supported)
Executive Officer	Admin & Finance	Ms 6.7
ICT Program Manager	Program Mgt Office	SSK 7.0
Application Development Manager	Applications	SSK 7.0
Application Development Administrator	Applications	Ps 6.0
Application Development Officer	Applications	Os 5.6
Network Manager	IP Network , Systems, Security, and NOC	EL2 8.0
Security Administrator	IP Network , Systems, Security, and NOC	SSK 7.0
Senior Network Administrator	IP Network , Systems, Security, and NOC	SSK 7.0
Network Administration Officer (x2)	IP Network , Systems, Security, and NOC	Ps 5.6
Manager , Transmission, Power, and Logistics	Transmission, Power, & Logistics	SSK 7.0
Database Manager	Database Administration	SSK 7.0
Help Desk and Support Manager	Help Desk & Desktop Support	SSK 7.0
Help Desk and Support Administrator	Help Desk & Desktop Support	Ps 5.6
Desktop Support Officer(x 3)	Help Desk & Desktop Support	Os 4.3
Help Desk Officer	Help Desk & Desktop Support	Cs 2.7

In addition, the following donor-funded Technical Advisor contractors are currently active in OGCI0, as of 31 December 2012:

- Strategic iGov Advisor
- ICT National Policy Advisor
- Customs and Revenue Advisor
- Security Advisor
- Enterprise Architecture Advisor.

## Financial Statements for 2012

During 2012 OGCI0 was located for financial purposes under MFEM, in cost center 3508. OGCI0 was financially and organizationally transferred to the Prime Minister's Office as of 1 January 2013.

Reports obtained from FMIS for 2012 for OGCI0 are as follows:

- Statement of appropriation:

ITEM	AMOUNT IN VATU
Original Appropriation	175,250,293
Supplementary Appropriations	0
Virements (transfers between cost centers)	7,600,000
Final Budget	182,850,293
Actual Expenditure	174,164,388
Under or (Over) Spend	8,685,905

- Statement of financial performance:

ITEM	AMOUNT IN VATU
<b>REVENUES</b>	
Original Appropriation	175,250,293
Supplementary Appropriations	0
Virements (transfers between cost centers)	7,600,000
Final Budget	182,850,293
Revenue from Equipment Disposal	227,610
<b>GRAND TOTAL ALL REVENUES</b>	<b>183,077,903</b>
<b>EXPENDITURES</b>	
Personnel, Actual Expenditures	31,383,084
Operating Expenses, Actual Expenditures	142,781,304
<b>GRAND TOTAL ALL EXPENDITURES</b>	<b>174,164,388</b>
<b>UNDER OR (OVER) SPENDING</b>	
Final Budget minus Grand Total All Expend.	8,685,905
Grand Total All Revenues minus Grand Total All Expenditures	8,913,515

- Statements of cash flows, borrowings, commitments, specific fiscal risks, accounting policies and other: According to FMIS staff, such a Statement is “not applicable” to OGCIO during 2012.
- Statement of financial position: According to FMIS staff, such a Statement is “not applicable” to OGCIO during 2012.

## **Other Issues**

OGCIO, as mentioned earlier, contracted for expert technical assistance, and received reimbursement for these and other expenses from AusAID, the major donor, and the World Bank, the secondary donor.

The national government (not OGCIO) entered into a low interest loan agreement with China to fund the construction of the Government Broadband Network. Costs of this loan are not reflected in the statements above.

No other issues were identified.

**Annex:**  
**Year-End Version of the**  
**OGCIO Monthly Progress Reports**

[here proceed to pdf version of Progress Report document;  
provided separately