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
2013 Annual Report

24 February 2013

Welcome from Fred Samuel,
Chief Information Officer!

Welcome to our second Annual Report! Our first annual report was compiled while we were under the Ministry of Finance and Economic Management. This Annual Report is the first report by the Office of the Government Chief Information Officer (OGCIO), under the Ministry of the Prime Minister and as such represents a major milestone in the development of the Office.

The position of Chief Information Officer (CIO) and the OGCIO was established by Council of Ministers on 23 November 2011, in decision number 109-2011. OGCIO has achieved a number of important goals and achieved many of its objectives, as described later in this Report. The year 2013 was an interest and exciting year since the OGCIO leapt from infancy to young adulthood.

OGCIO 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.

Since this annual report will be our first report under the Ministry of the Prime Minister, it will cover OGCIO achievements that the Office of the Government CIO has achieved over the past years, as well as those of the period of 1 January 2013 through 31 December 2013. 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 2013

- 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 (http://www.ogcio.gov.vu), and we especially invite your comments and feedback on our operations and vision.

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

Sincerely,

Fred Samuel
OGCIO

Table of Contents

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.

Corporate Structure

The PSC approved organizational structure of the OGCIO is presented below.

OGCIO Organizational Chart[1]

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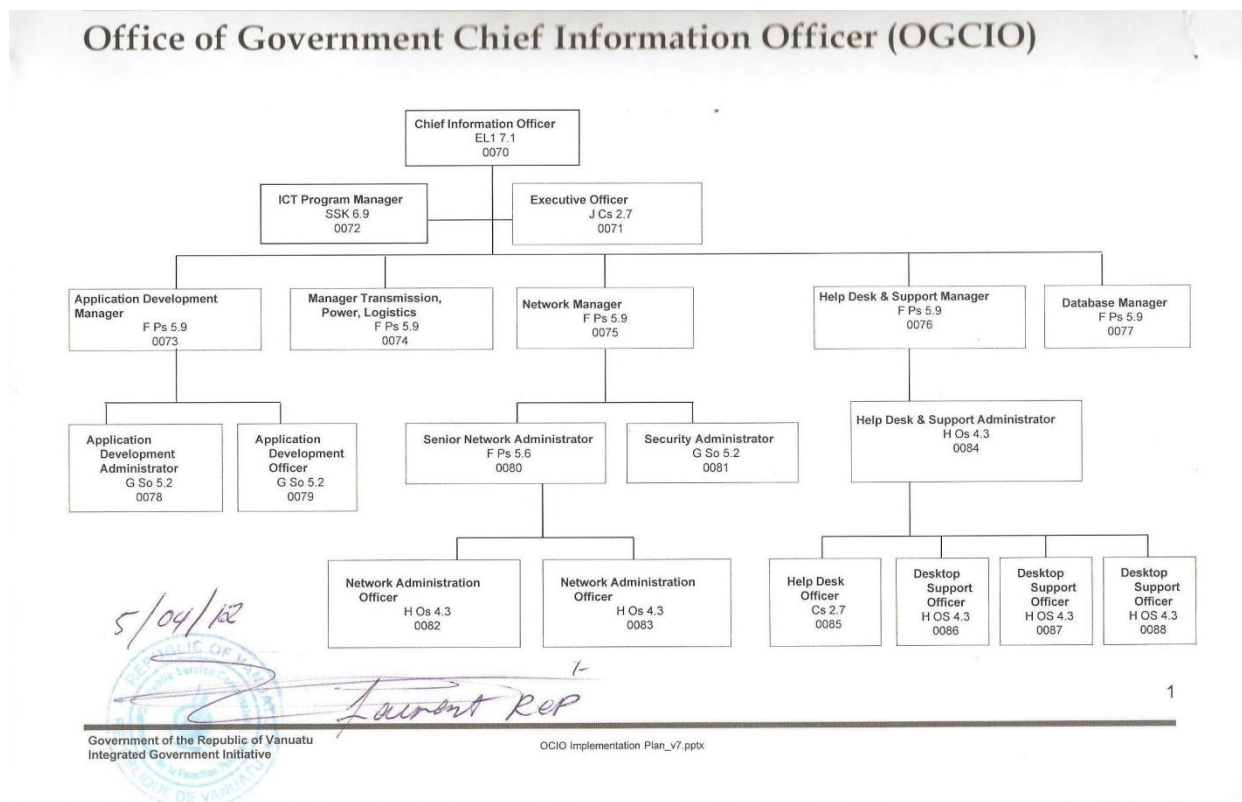
[1] Approved and signed by PSC as of 5/4/2012. On 1 January 2013, OGCIO moved from MFEM to PMO. Also note that PSC approved four (4) additional permanent positions for OGCIO, namely, Security Administrator, Assistance Help Desk Officer, Desktop Support Officer and Help Desk Officer.

Corporate Overview

In this section, we report on the vision, mission, values and objectives of the Office of the Government CIO.

Motto of the OGCIO

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ICT Blong Everywan!

</div>

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.
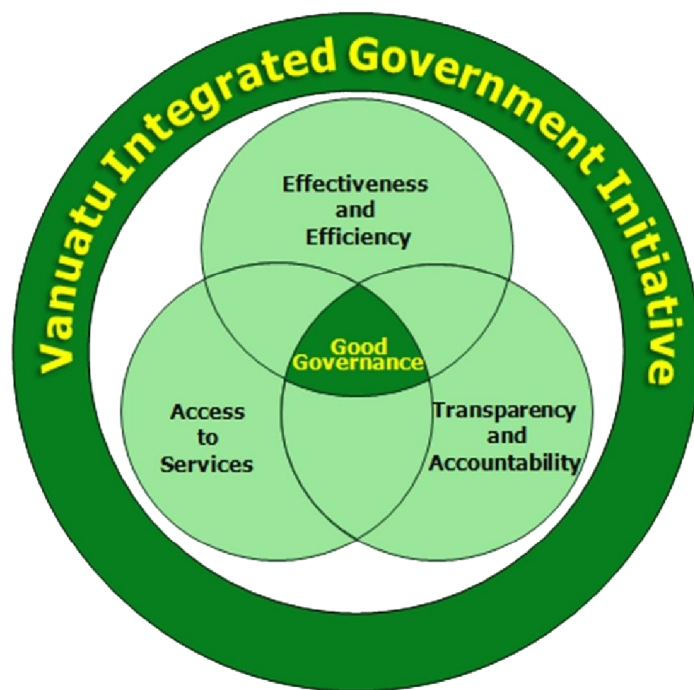
It was this graphic that was used by OGCIO as the symbol of the first-ever National ICT Day in Port Vila in 2012 and in the subsequent National ICT Day on May 17, 2013. This is the symbol worn by OGCIO staff in running the first-ever national Face-to-Face video-conference in August 2012, in which the 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.

Although we have reported the achievements of OGCIO verses these objectives in our 2012 annual report (which is available on our website, http://www.ogcio.gov.vu), we feel that it will be worthwhile discussing them in this report again. The table below shows the COM directives on the left and the achievements related to those directives on the right.

Council of Ministers Decision 6/2006.

This decision of 27 February 2006 was entitled "Information Systems Infrastructure and Service Management Strategy." It stated that:

Objectives	Achievements
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 OGCIO).	This is now largely achieved, due to the centralization of ICT procurement and budgets under the OGCIO, and use of high standards. OGCIO 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. All tender documents have been approved and Daltron PNG has secured the tender for SOE Project Implementation.
PSC and MFEM should take an active role on disciplinary actions on any cases of deliberate abuse of the Information System.	OGCIO has been asked to assist in tracing un-authorized releases of information by civil servants to the press, usually via email. Generally OGCIO 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 has worked together with stakeholders in developing a cyber security policy which was passed by the COM on November 7, 2013. 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 ‰slands+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 ‰slands+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 of 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 and provides valuable advice and support.
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:

Objective(s)	Achievement(s)
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:

Objectives	Achievements
Establish the Strategic Plan for Vanuatus 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 substantial funding on the order of USD20 . USD50 million is a major focus for the OGCIO, and was not achieved in 2013.
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. 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. (2014 figures are not yet available)
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 on May 17th every year since 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.

In 2013, OGCIO established the first ever National ICT Development Committee for Vanuatu, 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 until the final establishment in 2013.

The National ICT Policy passed by COM in November 2013, makes it clear that OGCIO has the lead in ICT coordination. |
| 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 facilitated 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 leads to the adoption of a highly action-oriented National ICT Policy in November 2013.
Gave the OGCIO the responsibility to provide advice on iGov expenditures, planning and accounting, although MFEM remains as the ‰inancing and controlling entity for all Government ICT investments+and MFEM will ‰lay 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.

The National ICT Policy has a clause that makes it clear that Ministries must allocate a ‰easonable+amount of their budgets to ICTs.

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 2013) 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 and in 2013 the multi-stakeholder National ICT Development Committee was established, chaired by the Prime Minister or his designate, with the OGCIO as its secretariat. A wide multi-stakeholder consultative process was employed for the Policy which was then approved by COM on November 7, 2013. A date has yet to be set for the official launch of the policy in 2014.
	• 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 2013. 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.

2013 was an exciting year with many OGCIO achievements. The following are the four major achievements which the Office of the Government CIO has achieved in 2013:

- Landing of the first ever submarine cable from Fiji, at the Mele bay Cable Landing Station (CLS)
- Passage of the National ICT Policy
- Passage of the Cyber Security Policy
- Passage of the Universal Access Policy

The National ICT Policy is the pillar for ICT development in Vanuatu. Passage of this important policy by the COM makes an important milestone in Vanuatu's history.

Some of the other achievements in 2013 include:

- OGCIO signed a MOU with the Ministry of Education (MoE) and also with Ministry of Health (MoH).
- We were the first among the Pacific island nations to establish an Internet Exchange Point or IXP, which allows exchange of local traffic. In doing this, we beat our friendly rival Fiji by several months!
- OGCIO took the lead in celebrating International ICT Day and making it one of the biggest events of the year
- OGCIO undertook the first-ever survey of ICT usage in the schools
- OGCIO created ICT "visions" for several key sectors, including Customs Revenue and Law and Justice.
- Moving to new and more professional offices in Vila Mall.

Summary of Progress Reports

Since November 2012 OGCIO 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 October to December 2013 report is provided in the Annex below, to give the reader a detailed insight into OGCIO operations. The Executive Dashboard reports are accessible via our website at http://www.ogcio.gov.vu/

Human Resources

Total number of staff

The table below provides staffing details of currently authorized civil service positions in the Office of the Government CIO.

Post Title	Post No.	Unit	Level	Status	Gender	Language	Home Island
Government CIO . *Fred Samuel*	0070	OGCIO	A2 SEL1 9.1 (Donor supported)	Permanent	M	English	Efate / Shefa
Executive Officer . *Lesline Tau*	0071	Admin & Finance	E Ms 6.7		F	English / French	Pentecost / Penama
ICT Program Manager . *Jackson Miake*	0072	Program Mgt Office	D SSK 7.0	Permanent	M	English	Tanna / Tafea
Application Development Manager . *John Louis*	0073	Applications	D SSK 7.0	Permanent	M	English	Tongoa / Shefa
Application Development Administrator . *Bjorn Sogari*	0078	Applications	F Ps 6.0	Permanent	M	English	Pentecost / Penama
Application Development Officer . *Karae Vurobaravu*	0079	Applications	F Ps 5.6	Permanent	M	English	Malo / Sanma
Network Manager . *Jethro Webston*	0075	IP Network, Systems, Security, and NOC	A1 EL2 8.0	Permanent	M	English	Pentecost / Penama

Senior Network Administrator . *Emma Scadeng*	0080	IP Network, Systems, Security, and NOC	D SSK 7.0	Permanent	F	English	Santo / Sanma
Security Administrator . *Philix Wartef*	0081	IP Network, Systems, Security, and NOC	SSK 7.0	Permanent	M	English	Santo / Sanma
Network Administration Officer 1 . *Kensley Jovi Joses*	0062	IP Network, Systems, Security, and NOC	F Ps 5.6	Permanent	M	English	Malekula / Malampa
Network Administration Officer 2	0063	IP Network, Systems, Security, and NOC	F Ps 5.6	Permanent			
Transmission, Power & Logistics Manager . *André Tagar*	0074	Transmission, Power, & Logistics	SSK 7.0	Permanent	M	English / French	Efate / Shefa
Database Manager . *Nicky Doan*	0077	Database Administration	SSK 7.0	Permanent	M	English	Ambae / Penama
Help Desk & Support Manager . *Ross Shing*	0076	Help Desk & Desktop Support	SSK 7.0	Permanent	M	English	Aneityum / Tafea
Help Desk & Support Administrator . *Natiang Paul-Henry*	0084	Help Desk & Desktop Support	F Ps 5.6	Permanent	M		Tanna / Tafea
Desktop Support Officer 1 . *Jenery Thompson*	0086	Help Desk & Desktop Support	H Os 4.3	Permanent	M	English	Malekula / Malampa
Desktop Support Officer 2 . *Jennifer Vira*	0087	Help Desk & Desktop Support	H Os 4.3	Permanent	F	English	Ambae / Penama

Desktop Support Officer 3 . *Jimmy Ores*	0088	Help Desk & Desktop Support	H Os 4.3	Permanent	M	English	Malekula / Malampa
HelpDesk Officer . *Florina Tokon*	0085	Help Desk & Desktop Support	J Cs 2.7	Permanent	F	English	Efate / Shefa
Desktop Support Officer 4 - *Anthony Wabiat*		Help Desk & Desktop Support		Permanent	M	English	Efate / Shefa
Desktop Support Officer 5 - *Donson Joseph*		Help Desk & Desktop Support		Permanent	M	English	Makira / Shefa
Desktop Support Officer 6 - *James Iavro*		Help Desk & Desktop Support		Permanent	M	English	Santo / Sanma
Desktop Support Officer 7 - *Paul Demas*		Help Desk & Desktop Support		Permanent	M	English	Paama / Malampa
Assistant Admin Officer - *Lona Kelly*		Admin & Finance		Permanent	F	English	Paama / Malampa

Budget Impact of HR Activities

The OGCIO as currently constituted has the following major HR/budget problems:

1. Under-investment in ICTs in the Government is estimated at about USD 50 million (or about VUV 4.8 billion) over the last 20 years. This massive under-investment means that a correspondingly large positive investment in ICTs is needed across the Government.

2. OGCIO requires in the region of 33 . 53 permanent staff to adequately perform its functions, compared to 22 permanent staff currently on board.

3. OGCIO is currently part of the Government system, under Public Service Commission (PSC), Central Tender Board (CTB) and State Law Office (SLO) control. In future, with the new submarine cable, it seems likely that a more agile, quasi-private structure and procedures will be needed.

Staff Training

Post No.	Gender	Language	Training Summary
0078	Male	English	Fundamental Technology and Measures for e-government promotion . held from January 2013 to January 2014. This training program was held aims at solving problem in respect to thematic issues by using database utilized systems.
0076	Male	English	Training held from 08/04 to 12/04/13. The training, titled %Deployment of Windows 7+was required with the deployment of Windows 7, as required with this new SOE.
Mixed	Mixed	English	Titled %Project Management+, using Project Management Institute (PMI) approach, by Pacific Project Management.
0087	Female	English	Windows 7, Enterprise Desktop Support: 4 . 8/03/13 • Identify and Resolve Desktop Application Issues • Identify and Resolve New Software Installation Issues

Financial Statements for 2013

OGCIO was financially transferred to the Prime Minister's Office as of 1 January 2013 and was located for financial purposes under the Ministry of the Prime Minister, in the cost centers of 57AA . Administration & Operation and 57AB - Government Broadband Network (GBN).

Reports obtained from FMIS for 2013:

Statement of 2013 Appropriation

ITEM	AMOUNT IN VATU	
	2012	2013
Original Appropriation	175,250,293	290,250,293
Administration & Operation		*221,034,290*
Government Broadband Network		*69,216,003*
Supplementary Appropriations	0	0
Virements (transfers between cost centers)	7,600,000	(6,500,000)
Administration & Operation		*(6,500,000)*
Government Broadband Network		*0*
Final Budget	182,850,293	283,750,293
Administration & Operation		*214,534,290*
Government Broadband Network		*69,216,003*
Actual Expenditure	174,164,388	282,745,778
Administration & Operation		*213,559,721*
Government Broadband Network		*69,186,057*
Under or (Over) Spend	8,685,905	1,004,515
Administration & Operation		*974,569*
Government Broadband Network		*29,946*

Statement of Financial Performance

ITEM	AMOUNT IN VATU	
	2012	**2013**
REVENUES		
Original Appropriation	175,250,293	290,250,293
Supplementary Appropriations	0	0
Virements (transfers between cost centers)	7,600,000	(6,500,00)
Final Budget	182,850,293	283,750,293
Revenue from Equipment Disposal	227,610	0
GRAND TOTAL ALL REVENUES	183,077,903	283,750,293
EXPENDITURES		
Personnel, Actual Expenditures	31,383,084	36,930,008
Operating Expenses, Actual Expenditures	142,781,304	245,815,770
GRAND TOTAL ALL EXPENDITURES	174,164,388	282,745,778
UNDER OR (OVER) SPENDING		
Final Budget minus Grand Total All Expends.	8,685,905	1,004,515
Grand Total All Revenues minus Grand Total All Expenditures	8,913,515	1,004,515

- 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.

- 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.

- OGCIO has been promised approximately AUD 500,000 from Department of Foreign Affairs & Trade (DFAT); as of 12 December 2013. This amount had not arrived.

- OGCIO received USD 600,000 as part of a larger World Bank grant to TRR. This funding supports the following positions; Economist, Enterprise Architect, Security Adviser and possible future Attorney, all part-time. As of 31 December 2013, these funds are being successfully accessed.

Development Projects

OGCIO, contracted various technical experts who are providing technical assistance to OGCIO, and received reimbursement for these and other expenses from AusAID, the major donor, and the World Bank, the secondary donor.

The following donor-funded Technical Advisor contractors were currently active in OGCIO, as of 31 December 2013:

- ICT National Policy and iGov Advisor
- Security Advisor
- Enterprise Architecture Advisor
- Economist on Cable Issues

Portfolio Legislation

OGCIO was financially and organizationally transferred to the Prime Minister's Office as of 1 January 2013 based on a Council of Ministers' decision. There is no legislation establishing the OGCIO, although this is desirable and in line with international norms.

Decision of the Courts

There are no court decisions affecting OGCIO.

Complaint Mechanisms

OGCIO maintained a professional HelpDesk and User Support service for Government clients to report issues and complaints. The HelpDesk and User Support service is accessible via e-mail, VoIP on 1135, or issues can be reported in person.

Access to the HelpDesk and User Support service is accessible via e-mail 24/7, via VoIP or in person 8 hours per day from Mondays to Fridays, excluding public holidays.

In terms of telecommunications for the public, the government has established the TRR to regulate the telecommunication market so that there is a fair competition environment

for telecom operators to compete. The citizens of Vanuatu can raise complaints and issues to the TRR's complaint & resolution desk at any time.

Annex

Year-End Version of the

OGCIO Monthly Progress Reports

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

**GOVERNMENT OF THE
REPUBLIC OF VANUATU**
OFFICE OF THE PRIME MINISTER

**GOUVERNEMENT DE LA
REPUBLIQUE DU VANUATU**
BUREAU DU PREMIER MINISTRE

OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER
STATUS REPORT: OCTOBER THROUGH DECEMBER 2013

Program Area	Status	Key Message
National ICT Development		
National ICT Policy	🟢	National ICT Policy adopted by CoM in November. Public launch planned for March 2014. Advisor in place.
UAP Policy, e-Enablement, Cyber-Security, and Major Projects	🟢🔴	UAP policy + CyberSecurity Policy adopted by CoM in November. Submarine cable "lighting" on track for Jan 2014, but cable has **no** major signed customers. **GoV action needed to resolve this major issue.**
iGov Initiative		
Applications Development Program	🟡	Police, Public Solicitor, Lands and other agencies assisted with small systems. Law-Justice ICT "visioning"almost complete and looks very successful. Major funding unsourced for this area, hence yellow rating.
Transmission Network	🟢	All MW sites links online. Sola & Tanna VSAT Links migrated to TVL & Digicel links. MW power rectification issues identified and resolved.
IP Network & Data Centers	🟢	Fiber optic link Fiji -Vanuatu finished. TVL signed up to VIX. Meteo Data Center upgraded. Lands server migrated. Sat link for GBN to HK uprated to 10 Mbps. Co-location agreement with TVL signed.
Help & Front Desk; Hardware	🟢	Calls being resolved at rate of 13/day; new e-logbook working and staff all familiar with it. Only 16 calls unresolved out of 2065 to date, less than 1%.
OGCIO Management		
Establishment of new org structure & functioning	🟡	Structure partially resourced; long term funding unclear; recruitment done for 4 new staff positions; Business Relations contract drafted and recruitment begun.
Advisor Recruitment	🟢	Economist TA hired. Lawyer TA put on hold, due to poor response to notice. iGov Advisor undertaking Nat. ICT Policy role. Security & Enterprise Architecture Advisors working well. Applications TA needed but no $$.
Financials/HR	🔴	Donor funding for 2013 CY/FY unresolved, even though 12/12 of FY is over. Critical CAPEX shortages due to under-investment. WB grant/loan offer received, action needed.

🟢 **On Track**   🟢 **Potential issues but getting better**
🟡 **Some potential issues – Requires Management Attention**
🔴 **Critical Issues – Requires Executive Attention**