

Canberra, September 2012



The Government  
of The Republic  
of Vanuatu

# Vanuatu iGov & ICT Policy Initiative

Office of the Government Chief Information Officer (OGCIO)  
Meeting with AusAID

Fred Samuel, CIO

- 
- **Where We Are**
  - **Where We Are Going**
  - **What This Means for AusAID**



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# Where We Are

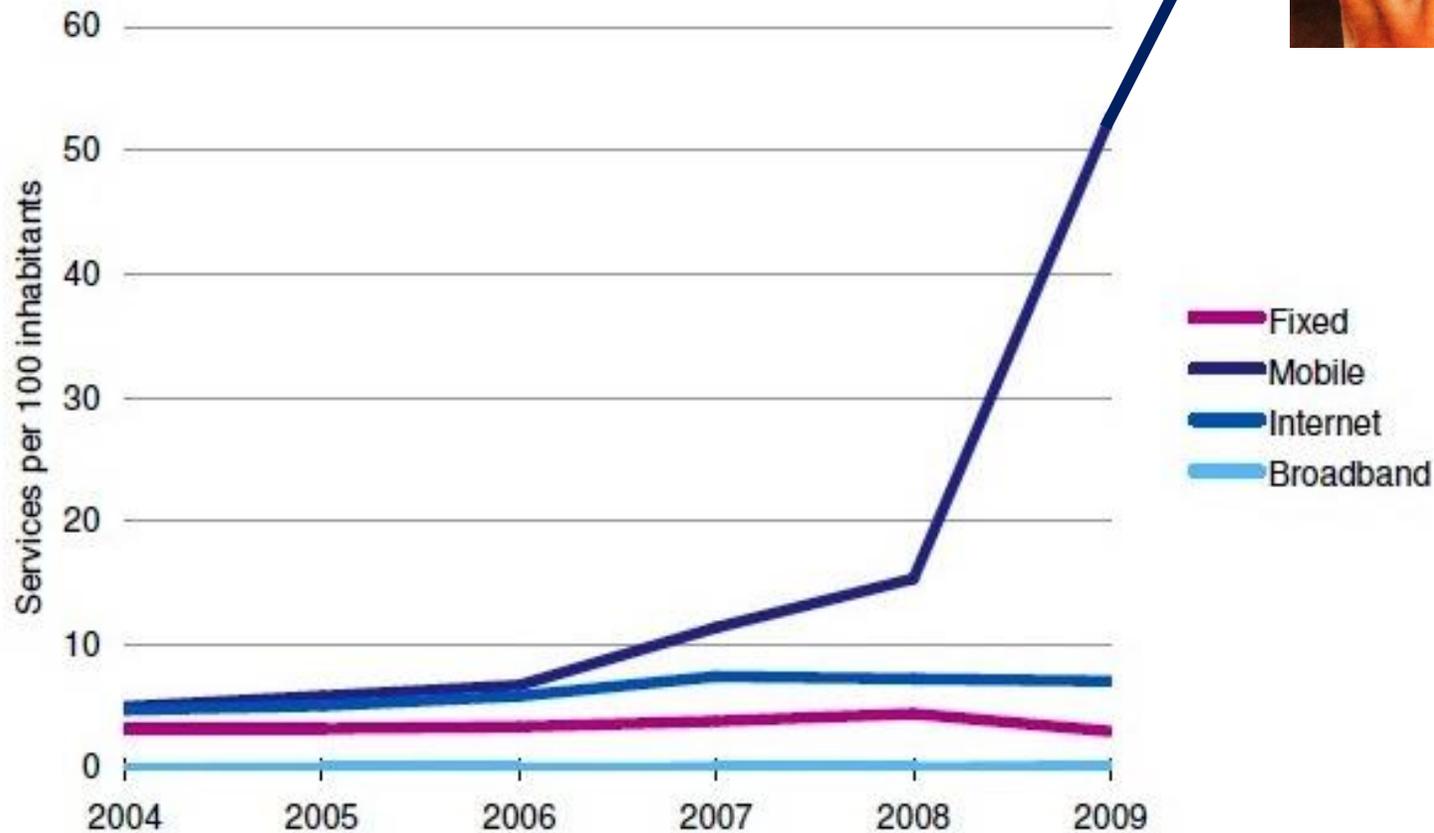


## **Vanuatu has undertaken major policy and infrastructure initiatives....**

- ✓ **Open competition (2008)**
- ✓ **Independent Telecom Regulator (2008)**
- ✓ **E-Government Network Infrastructure (2008)**
- ✓ **8 new ISP licenses (2009)**
- ✓ **Draft National ICT Policy (2010/2011)**
- ✓ **e-Government Strategic Road-Map (2011)**
- ✓ **Integrated Govt. Initiative (iGov Plan 2012-17 )**



The country has dramatically increased its phone penetration, especially in mobile....

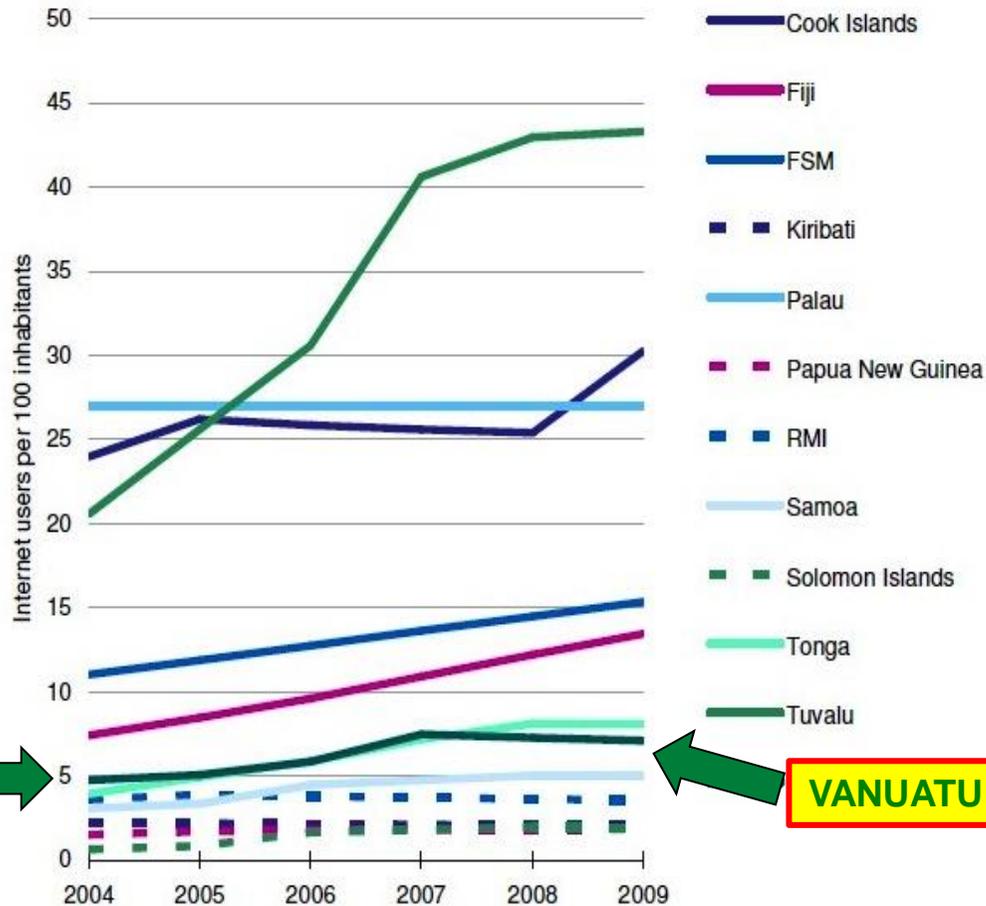


80% mobile penetration as of 1/2012



Sources: ADB/Network Strategies, 2011; TRR Annual Report 2011

# But Internet is only 8.5% and other penetrations remains low

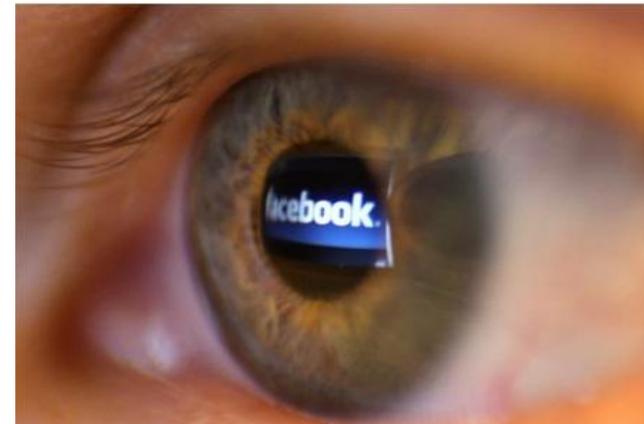


Source: ADB/Network Strategies, 2011

Other sources: Socialbakers.com, 2012; Pacific Institute of Public Policy, 2012

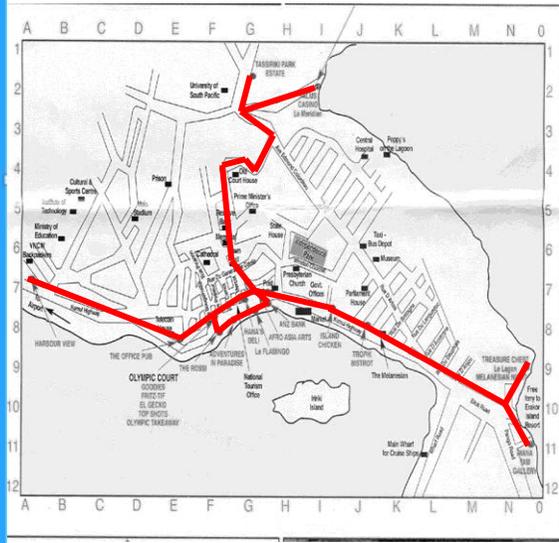
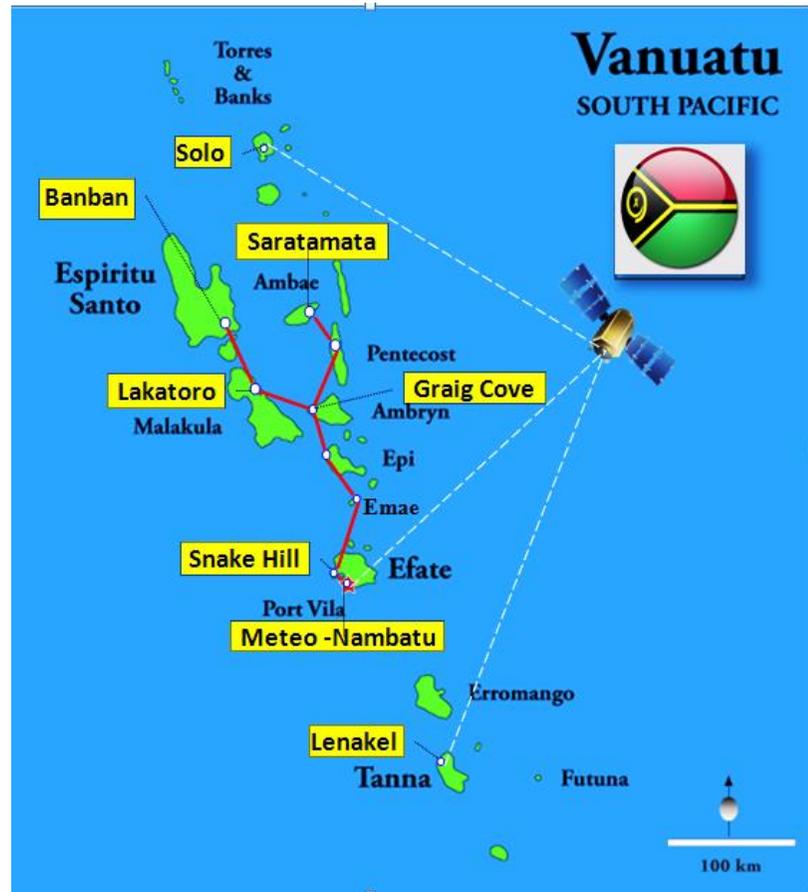
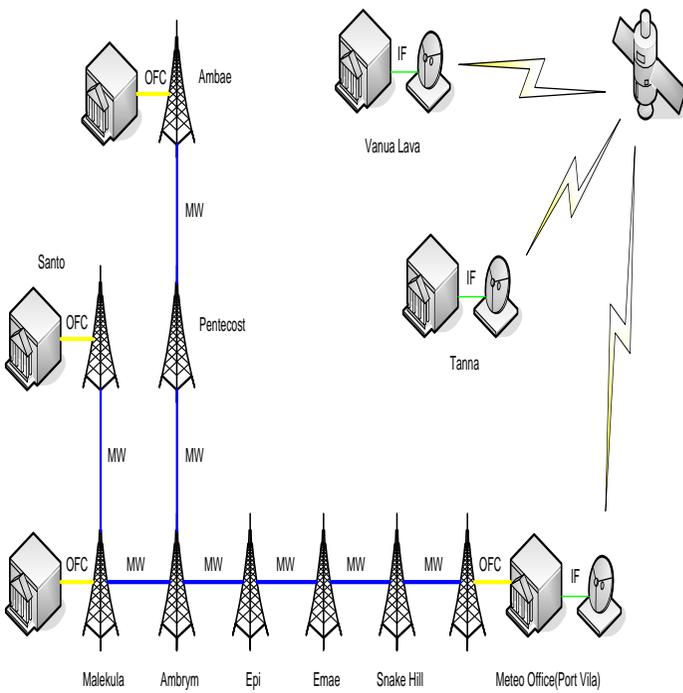


Computer penetration with Internet:  
Urban: 7.9% Rural: 1.7%



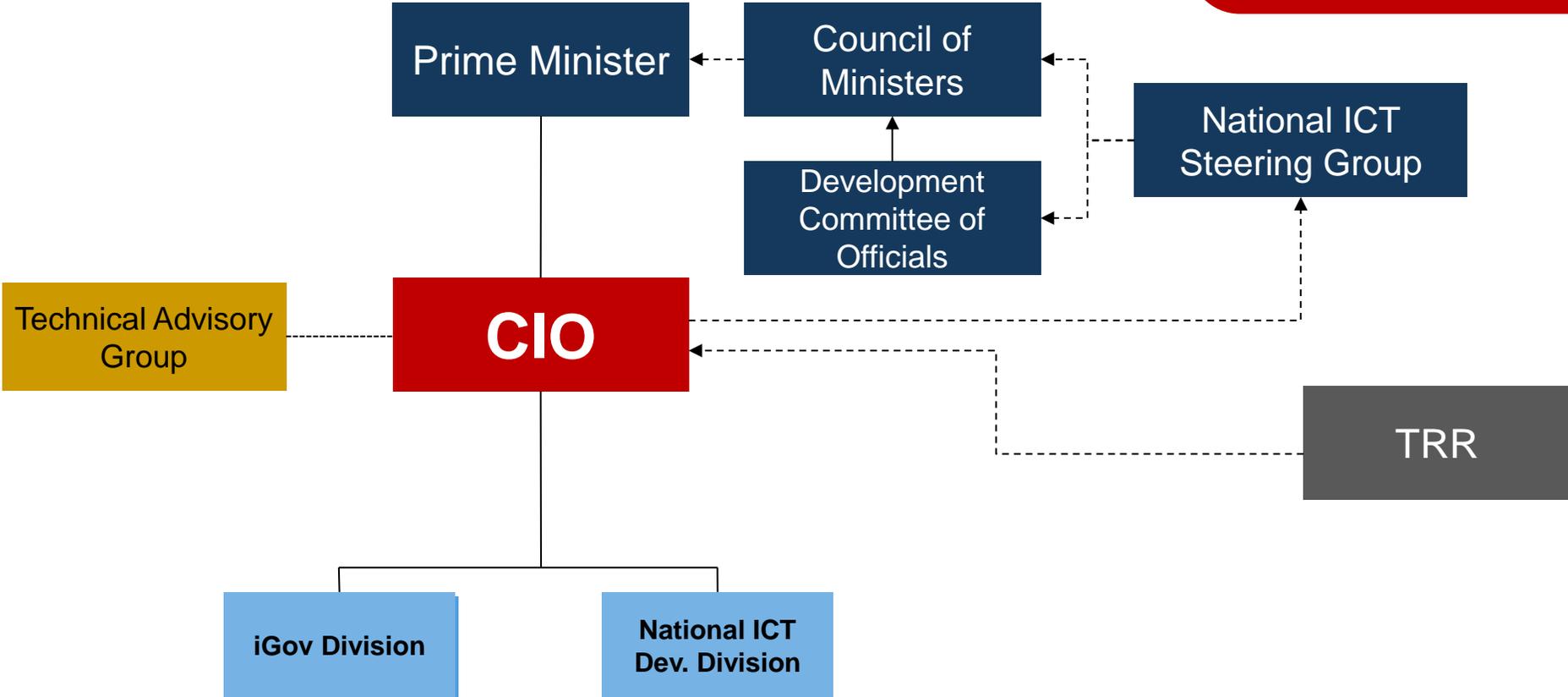
Facebook penetration: 3.9%

# The “Integrated Government” or iGov Initiative has built a world-class communications network...



...at USD \$28 M, this was a key element in the ICT (information and communications technology) plan

Vanuatu is a regional leader in having designated a Chief Information Officer to lead its ICT efforts



# Vanuatu is rated 135<sup>th</sup> of 190 countries in the world in the 2012 UNPAN survey of e-government status

<u>RANK</u>	<u>SCORE</u>	<u>COUNTRY</u>	<u>FLAG</u>
1	98.3/100	S. KOREA	
2	91.3	HOLLAND	
3	89.7	UK	
5	86.9	USA	
6	86.4	FRANCE	
12	83.9	AUSTRALIA	
13	83.8	NZ	
105	46.7	FIJI	
113	43.6	PALAU	
114	43.5	SAMOA	
134	35.4	TUVALU	
<b>135</b>	<b>35.1</b>	<b>VANUATU</b>	
141	32.4	NAURU	
146	31.3	MARSHALL IS.	
149	29.9	KIRIBATI	
168	24.2	SOLOMONS	
177	21.2	PAPUA N. G.	
190	6.4	SOMALIA	

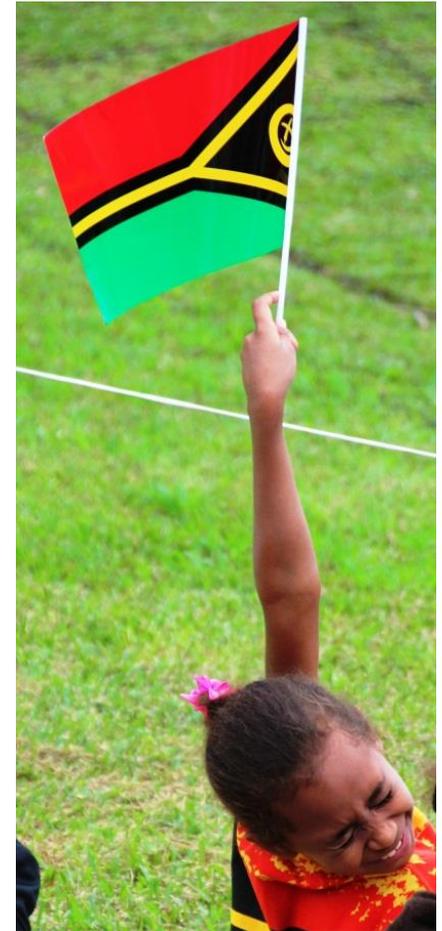
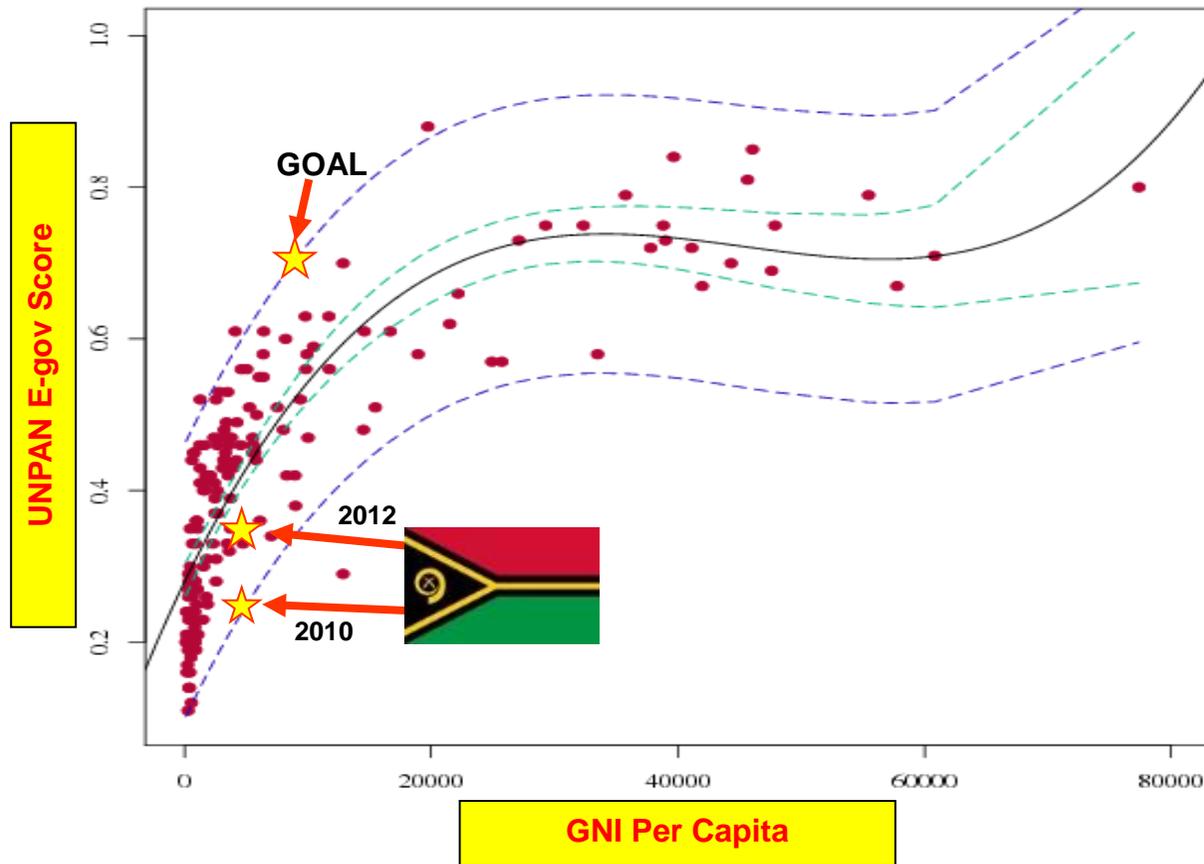


## VANUATU SCORE COMPONENTS

	<u>ONLINE SERVICE</u>	<u>INFRA-STRUCTURE</u>	<u>HUMAN CAPACITY</u>
<b>→</b>	<b>22.2</b>	<b>17.8</b>	<b>65.3</b>

Source: UN Public Administration Network, 2012

Vanuatu is ranked moderately low in the UNPAN e-gov report, but has made major progress in just two years, and is moving up in its income class



Sources:  
UNPAN & TradingEconomics.com

Scores:  
2010 e-gov: 0.2521; 2012 e-gov: 0.3512  
GNI per cap: \$2640

A PIPP survey of ni-Vanuatu found that mobile phones have only helped somewhat in communicating with government ministries...

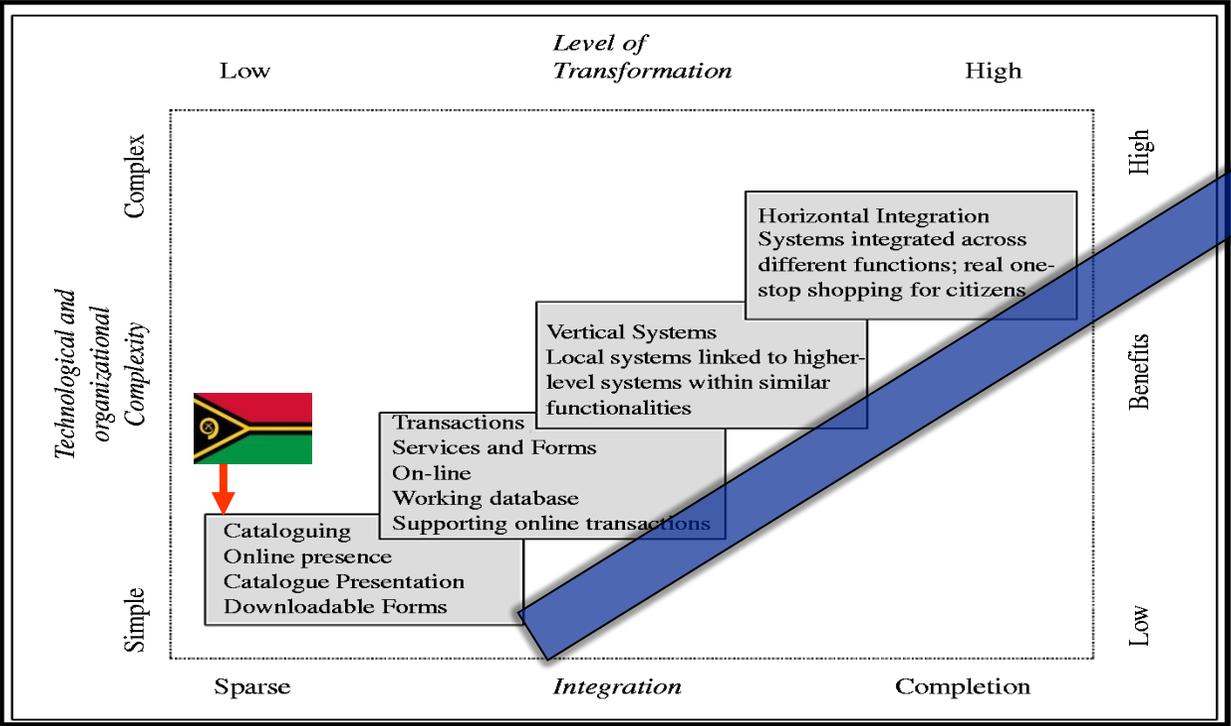


Percent of households where mobile phones have:	<u><b>A Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>Not at All</b></u>
“helped talk to govt departments”:	<b>7%</b>	<b>21%</b>	<b>27%</b>
“helped get more public info”:	<b>27%</b>	<b>46%</b>	<b>7%</b>

Source: Pacific Institute of Public Policy, 2012

...major improvements in “government to citizen” (G2C) communication and interaction should be a key focus

The country is in the early part of Stage 1 (of 4) of e-gov development...

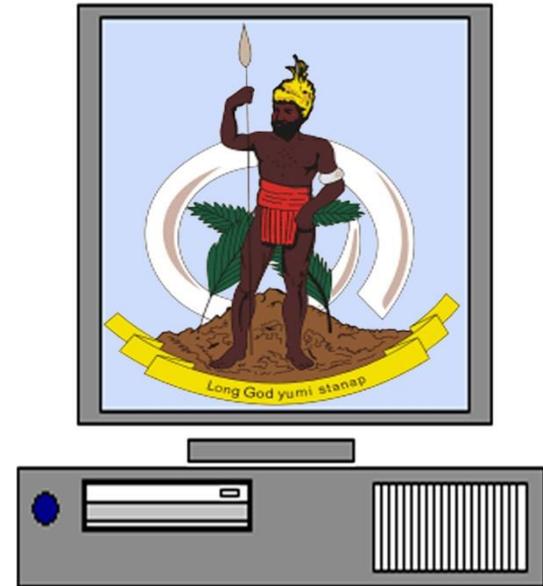


Source: Adapted from Layne and Lee (2001)

...a lot of work is needed to achieve a world class standard

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# Where We Are Going



# A revised final National ICT Policy will harness ICT tools to achieve national goals for ni-Vanuatu



Photo: Graham Crumb

## Modern ICT Infrastructure, Services and Applications



### Educated

- Teacher development
- Access to edu. materials
- More opportunities for independent learning
- More engaged students
- Improved planning and administration



### Healthy

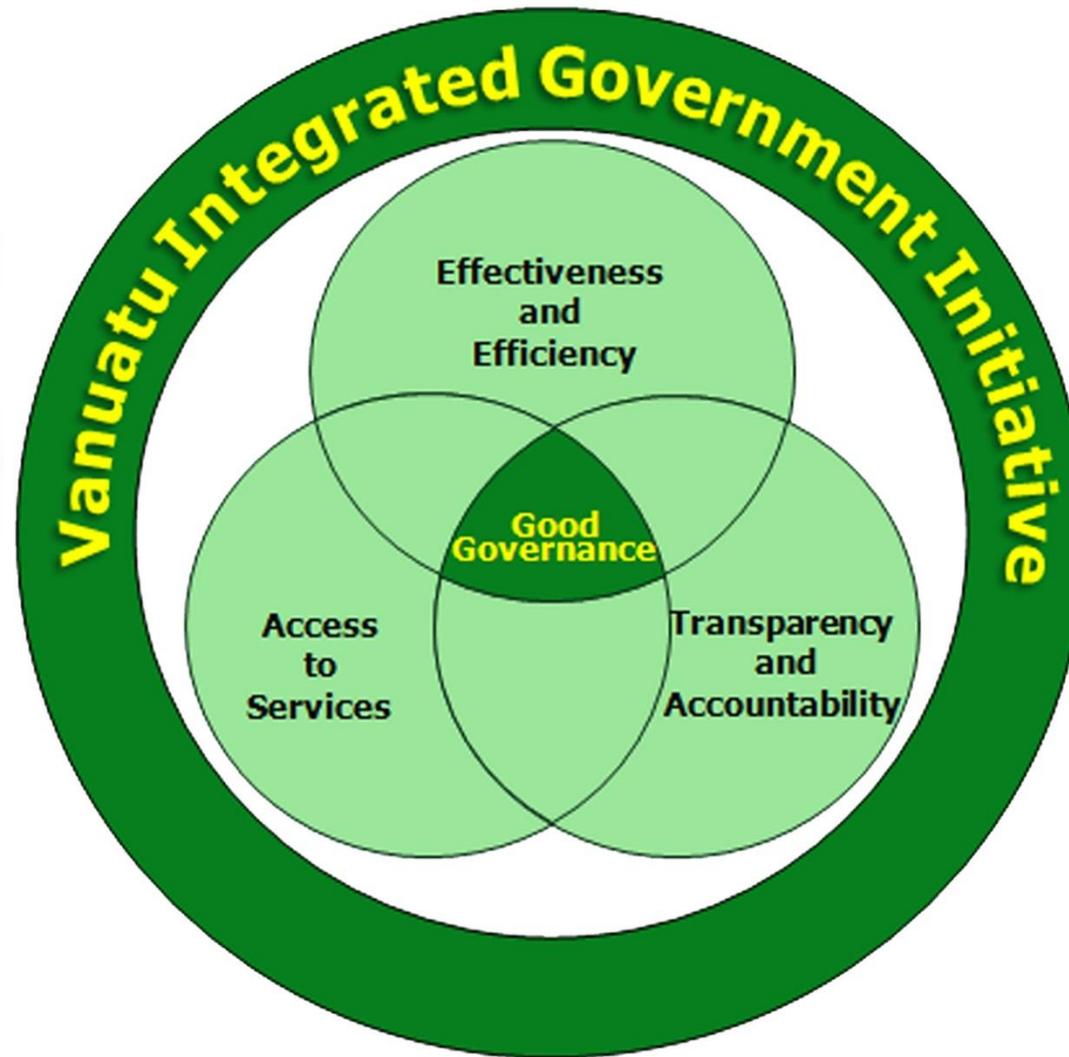
- Remote diagnoses and consultations
- Development of health workers
- Improved health information and management



### Wealthy

- Access to information
- Access to markets
- More efficient operations
- New business opportunities

# The iGov Initiative focuses on Good Governance for Vanuatu



# The iGov Initiative will improve many key functions over the next few years



Activity	2012			2013				2014				2015				2016				2017							
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
<b>Institutional</b>																											
OGCIO Establishment	█			█																							
Capacity Building	█			█																							
<b>Infrastructure &amp; Technology</b>																											
Transmission Network Maintenance	█																										
Network Extension	█			█																							
Network Site Upgrade	█			█																							
Data Centre Development & Upgrade	█			█																							
Technology Upgrade/Refresh	█			█																							
Integration, Migration & Architecture	█			█																							
IP Network Operation & Maintenance	█			█				█																			
<b>Applications</b>																											
VanGov Web Portal Development Project	█			█																							
VanGov Resource Management System	█			█				█				█				█											
Vanuatu Lands and Survey Management and GIS	█			█				█				█				█											
VanGov Content Management Platform	█			█				█				█				█											
Vanuatu Tax and Revenue Management Systems	█			█				█				█				█											
National Citizen Registration System	█			█				█				█				█											
Statistics Management System	█			█				█				█				█											
VanGov Education Platform	█			█				█				█				█											
VanGov Health Information System Platform	█			█				█				█				█											
Vanuatu Emergency and Disaster Mgt. Info. Systems	█			█				█				█				█											
Foreign Investor Management Information System	█			█				█				█				█											

# iGov is not just for urban areas

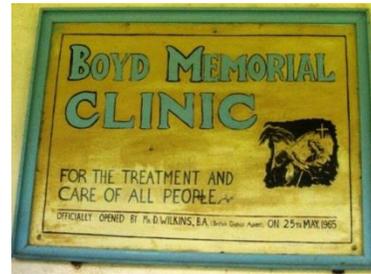


Photo: Graham Crumb





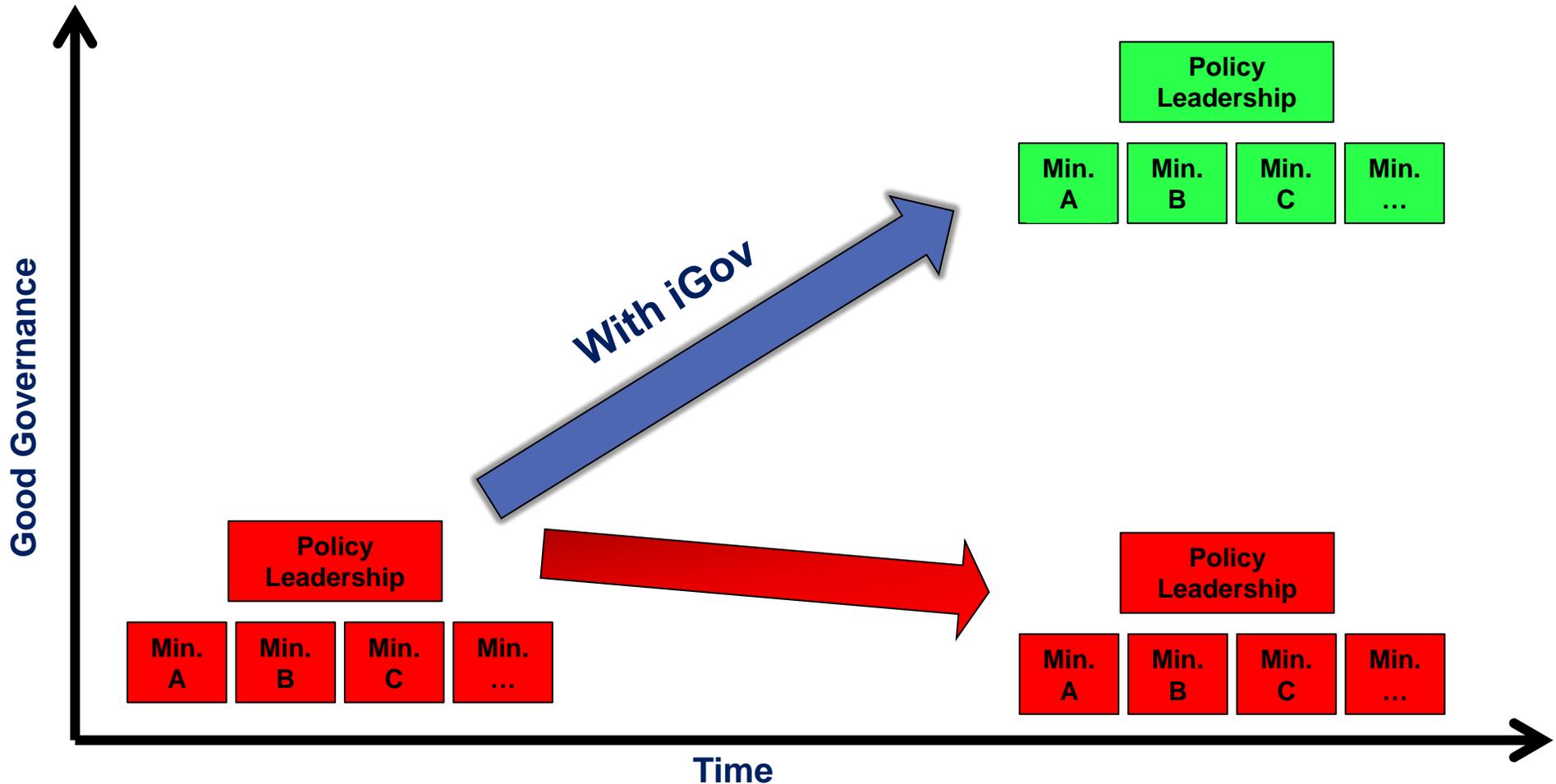
# What This Means for AusAID



**Australian Government**  
**AusAID**



# The iGov Initiative, with AusAID assistance, can be a positive “tide that lifts all boats” in Vanuatu



# Investment in iGov has numerous positive direct and indirect Public Value benefits

## Public Value Elements

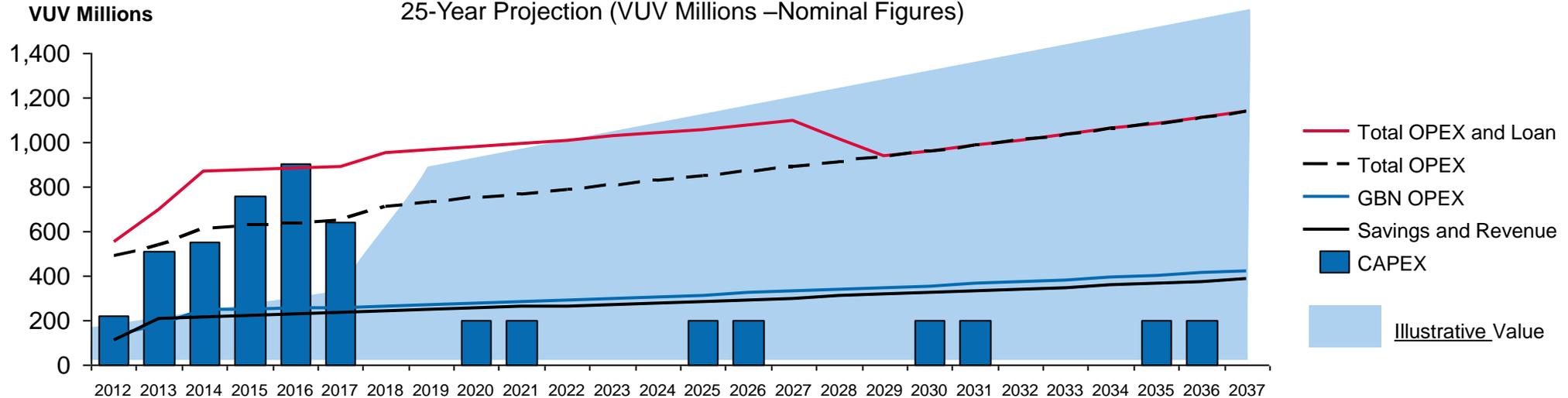


# A broad range of stakeholders can receive benefits

Sector	Investment Option	Direct Benefit	Scope of Benefit
Education 	School Construction	Improved physical facilities	Students and teachers in districts where schools are built
	School/Student Management Systems	Improved student information, teacher assignment, materials supply chain	<b>All students and teachers in Vanuatu</b>
Health  	Hospital Construction	Improved physical facilities	Patients and doctors/nurses in districts where Health Centers are built
	Health Information and Hospital Management Systems	Improved patient/disease information, doctor/nurse assignment, drugs/medical supply chain	<b>All patients and health care practitioners in Vanuatu</b>
Government 	Office Construction	Improved physical facilities	Departments and officers located in new offices
	More Officers/Political Advisors	Work output of additional staff	Programs/Sectors where additional staff are assigned
	Financial, Human Resource, and Asset Management Systems	Higher, more focused output of all staff, improved management of financial resources, protection of public assets	<b>All Vanuatu Citizens</b>

# Increased investment in iGov will generate savings and revenue, but most importantly, will drive substantial Public Value

**iGov Program Costs vs Savings/Revenue**  
25-Year Projection (VUV Millions –Nominal Figures)



## Discussion

- Generated savings and revenue from the GBN cover almost all the network operation and maintenance expenditure
- Costs include iGov capital investments, GBN operations and maintenance, eGovernment loan repayment and general iGov operations under OGCIIO leadership. Assumed capital investment project every 5 years after initial iGov development.
- Savings include reduced costs for telephone communication, separate leased lines and internet accounts, ad hoc computer and equipment procurement, and local travel
- Revenue is derived from wholesale bandwidth provision to operators, co-location on GBN towers and data services provision to the private sector

# Transforming Parliament could be a good way to start work at the top

OpenAustralia beta



www.parliament.uk



- Get e-mails on relevant actions
- Comment on Parliamentary debates
- See legislators' interests
- Citizens work to improve OpenAustralia
- Access site on mobile devices
- ❖ Watch live & archived debates
- ❖ Follow parliament on   
- ❖ Learn about members and voting
- ❖ Read Hansard from home
- ❖ Plan for upcoming debates & events
- ❖ Track bills thru process
- ✓ Open source African system
- ✓ Planning now for deployment
- ✓ Manages bill tracking & other functions
- ✓ Opens up system to citizens

# An OGCIO review of Parliament's use of ICTs revealed:



- ☹️ Website generally not updated since 2009, no citizen interaction
- 😡 No bios, pictures or social media on website
- 😠 Session packages in paper form, often not delivered until MPs arrive at opening of Parliament
- ☹️ Hansard produced from hand-written notes and audio recordings, not backed up
- 😬 Consolidated Laws of Vanuatu not updated since 2006



# A modern, ICT-based Parliamentary system could:



Have extensive citizen input, continuously updated



Be used as an outreach and education tool by MPs



Manage session packages and entire bill passage process electronically and efficiently



Produce an accurate Hansard readable on-line 24/7/365 from anywhere in the world



Create continuous compilation of the Laws of Vanuatu



Be an example at the top of the transformative power of ICTs

# A good joint goal: Vanuatu as the Estonia of the Pacific!



- ✓ All Ministers have laptops and share info electronically
- ✓ Cabinet meetings went from up to 8 hours down to 45 minutes
- ✓ No paper documents or reports in the Cabinet room

...in 2004 little Estonia established the world's first "paperless Cabinet" and is now a world leader in ICTs

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In summary, the future is bright and exciting for iGov and Vanuatu



iGov

Australian Government  
AusAID



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**Let us remember who we are doing all this for:**



The flag of the Republic of Vanuatu is partially visible on the left side of the slide. It features a black triangle with a yellow border, containing a yellow circular emblem with a white 'X' and a crescent moon. The rest of the slide has a red top half and a green bottom half, separated by a black horizontal band.

THANKS!

QUESTIONS?