

Port Vila, January 2013



The Government
of The Republic
of Vanuatu

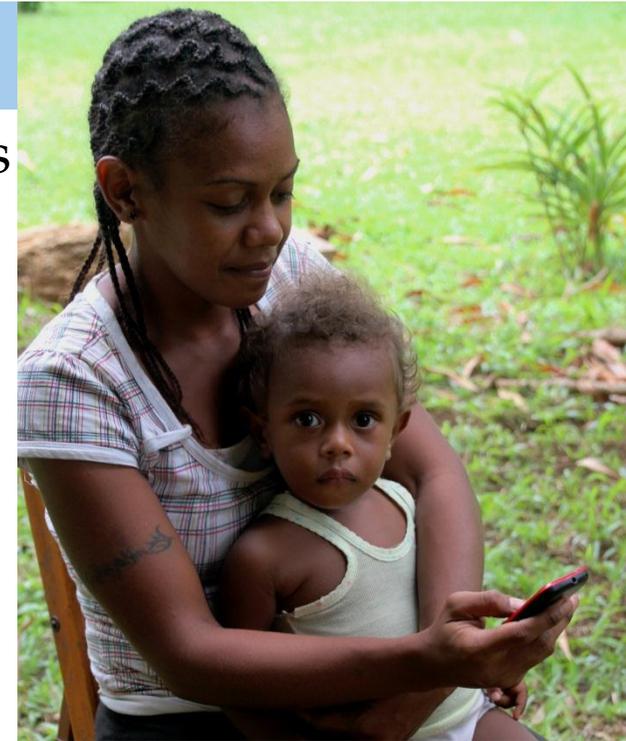
Vanuatu iGov Initiative

Office of the Chief Information Officer

Benchmark Analysis of Vanuatu's Standing in the World e-Gov Rankings, & Possible PC Cooperation

Presentation by Lew Toulmin
before the Peace Corps--Vanuatu

- Why Rankings Are Important
- Economist Intelligence Unit E-Readiness Rankings
- World Bank KEI Rankings
- Waseda University E-Government Rankings
- UNPAN E-Government Rankings
- Ranking in Stages of E-Gov
- E-gov Conclusions
- OGCIO Mission and Accomplishments
- Possible areas of OGCIO & PC Cooperation in the Future



E-gov & E-readiness ratings are widely used and are a good neutral measure of a country's progress...

USERS

- Investors
- Entrepreneurs
- Potential businessmen
- Scholars
- Donors
- Other governments
- Decision-makers in-country
- NGOs

USED FOR

- Investment decisions
- Business/job creation
- Credit ratings/interest rates
- Academic & professional publications
- Regional & int'l prestige
- Grants and loans
- Favorable or negative publicity



...these ratings can have financial impacts

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The well-regarded Economist Intelligence Unit (EIU) ranks 70 countries in E-Readiness

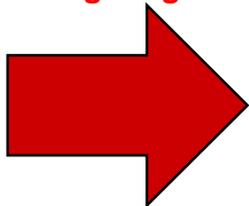
2010 rank (of 70)	2009 rank	Country	2010 score (of 10)	2009 score	2010 rank (of 70)	2009 rank	Country	2010 score (of 10)	2009 score
1	2	Sweden	8.49	8.67	36	38	Malaysia	5.93	5.87
2	1	Denmark	8.41	8.87	37	37	Latvia	5.79	5.97
3	5	United States	8.41	8.60	38	36	Slovakia	5.78	6.02
4	10	Finland	8.36	8.30	39	39	Poland	5.70	5.80
5	3	Netherlands	8.36	8.64	40	41	South Africa	5.61	5.68
6	4	Norway	8.24	8.62	41	40	Mexico	5.53	5.73
7	8	Hong Kong	8.22	8.33	42	42	Brazil	5.27	5.42
8	7	Singapore	8.22	8.35	43	43	Turkey	5.24	5.34
9	6	Australia	8.21	8.45	44	44	Jamaica	5.21	5.33
10	11	New Zealand	8.07	8.21	45	47	Bulgaria	5.05	5.11
11	9	Canada	8.05	8.33	46	45	Argentina	5.04	5.25
12	16	Taiwan	7.99	7.86	47	48	Romania	5.04	5.07
13	19	South Korea	7.94	7.81	48	46	Trinidad & Tobago	4.98	5.14
14	13	United Kingdom	7.89	8.14	49	49	Thailand	4.86	5.00
15	14	Austria	7.88	8.02	50	52	Colombia	4.81	4.84
16	22	Japan	7.85	7.69	51	50	Jordan	4.76	4.92
17	18	Ireland	7.82	7.84	52	51	Saudi Arabia	4.75	4.88
18	17	Germany	7.80	7.85	53	53	Peru	4.66	4.75
19	12	Switzerland	7.72	8.15	54	54	Philippines	4.47	4.58
20	15	France	7.67	7.89	55	55	Venezuela	4.34	4.40
21	20	Belgium	7.52	7.71	56	56	China	4.28	4.33
22	21	Bermuda	7.47	7.71	57	57	Egypt	4.21	4.33
23	23	Malta	7.32	7.46	58	58	India	4.11	4.17
24	25	Spain	7.31	7.24	59	59	Russia	3.97	3.98
25	24	Estonia	7.06	7.28	60	60	Ecuador	3.90	3.97
26	27	Israel	6.96	7.09	61	61	Nigeria	3.88	3.89
27	26	Italy	6.92	7.09	62	64	Vietnam	3.87	3.80
28	28	Portugal	6.90	6.86	63	63	Sri Lanka	3.81	3.85
29	29	Slovenia	6.81	6.63	64	62	Ukraine	3.66	3.85
30	30	Chile	6.39	6.49	65	65	Indonesia	3.60	3.51
31	31	Czech Republic	6.29	6.46	66	66	Pakistan	3.55	3.50
32	34	United Arab Emirates	6.25	6.12	67	69	Kazakhstan	3.44	3.31
33	33	Greece	6.20	6.33	68	67	Algeria	3.31	3.46
34	32	Lithuania	6.14	6.34	69	68	Iran	3.24	3.43
35	35	Hungary	6.06	6.04	70	70	Azerbaijan	3.00	2.97



The EIU rates 6 key areas which reveal a lot about investor thinking

Area	Weight	Description
Connectivity & Infrastructure	20%	<ul style="list-style-type: none"> Broadband penetration, affordability and quality Mobile penetration and quality Internet user penetration International Internet bandwidth Internet security
Business Environment	15%	<ul style="list-style-type: none"> Political & macro-economic environment Market opportunities Policy toward private enterprise Foreign investment policy Foreign trade & exchange regimes Tax regime, financing, labor markets
Social/cultural Environment	15%	<ul style="list-style-type: none"> Educational levels & Internet literacy Degree of entrepreneurship Technical skills of workforce Degree of innovation (patents + R&D spending)
Legal Environment	10%	<ul style="list-style-type: none"> Effectiveness of traditional legal framework Internet laws & electronic ID Censorship Ease of registering a new business
Government Policy & Vision	15%	<ul style="list-style-type: none"> Govt spend on ICT as % of GDP Digital development strategy E-gov strategy and E-participation On-line procurement On-line govt services for citizens and businesses
Consumer & Business Adoption	25%	<ul style="list-style-type: none"> Consumer spending on ICT per head E-business development level Use of Internet and e-gov by consumers & businesses

Heaviest
Weighting



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The World Bank Knowledge Economy Index (KEI) is well known...

Country/Economy	2012 Rank	KEI 2012	2000 Rank	Change from 2000
Sweden	1	9.43	1	0
Finland	2	9.33	8	6
Denmark	3	9.16	3	0
Netherlands	4	9.11	2	-2
Norway	5	9.11	7	2
New Zealand	6	8.97	9	3
Canada	7	8.92	10	3
Germany	8	8.9	15	7
Australia	9	8.88	6	-3
Switzerland	10	8.87	5	-5
Ireland	11	8.86	11	0
United States	12	8.77	4	-8
Taiwan, China	13	8.77	16	3
United Kingdom	14	8.76	12	-2
Belgium	15	8.71	14	-1
Iceland	16	8.62	19	3
Austria	17	8.61	13	-4
Hong Kong, China	18	8.52	25	7
Estonia	19	8.4	26	7
Luxembourg	20	8.37	22	2
Spain	21	8.35	23	2
Japan	22	8.28	17	-5
Singapore	23	8.26	20	-3
France	24	8.21	21	-3
Israel	25	8.14	18	-7
Czech Republic	26	8.14	33	7
Hungary	27	8.02	29	2
Slovenia	28	8.01	28	0
Korea, Rep.	29	7.97	24	-5
Italy	30	7.89	27	-3
Malta	31	7.88	39	8
Lithuania	32	7.8	34	2
Slovak Republic	33	7.64	40	7
Portugal	34	7.61	30	-4
Cyprus	35	7.56	32	-3
Greece	36	7.51	31	-5
Latvia	37	7.41	37	0

Poland	38	7.41	35	-3
Croatia	39	7.29	43	4
Chile	40	7.21	38	-2
Barbados	41	7.18	36	-5
United Arab Emirates	42	6.94	48	6
Bahrain	43	6.9	41	-2
Romania	44	6.82	53	9
Bulgaria	45	6.8	51	6
Uruguay	46	6.39	42	-4
Oman	47	6.14	65	18
Malaysia	48	6.1	45	-3
Serbia	49	6.02	144	95
Saudi Arabia	50	5.96	76	26
Costa Rica	51	5.93	47	-4
Trinidad and Tobago	52	5.91	56	4
Aruba	53	5.89	145	n/a
Qatar	54	5.84	49	-5
Russian Federation	55	5.78	64	9
Ukraine	56	5.73	54	-2
Macedonia, FYR	57	5.65	73	16
Jamaica	58	5.65	55	-3
Belarus	59	5.59	70	11
Brazil	60	5.58	59	-1
Dominica	61	5.56	146	n/a
Mauritius	62	5.52	63	1
Argentina	63	5.43	44	-19
Kuwait	64	5.33	46	-18
Panama	65	5.3	50	-15
Thailand	66	5.21	60	-6
South Africa	67	5.21	52	-15
Georgia	68	5.19	75	7
Turkey	69	5.16	62	-7
Bosnia and Herzegovina	70	5.12	143	73
Armenia	71	5.08	58	-13
Mexico	72	5.07	61	-11
Kazakhstan	73	5.04	78	5

Country/Economy	2012 Rank	KEI 2012	2000 Rank	Change from 2000
Peru	74	5.01	66	-8
Jordan	75	4.95	57	-18
Colombia	76	4.94	79	3
Moldova	77	4.92	69	-8
Guyana	78	4.67	81	3
Azerbaijan	79	4.56	94	15
Tunisia	80	4.56	89	9
Lebanon	81	4.56	68	-13
Albania	82	4.53	96	14
Mongolia	83	4.42	86	3
China	84	4.37	91	7
Botswana	85	4.31	67	-18
Venezuela, RB	86	4.2	72	-14
Cuba	87	4.19	83	-4
El Salvador	88	4.17	84	-4
Namibia	89	4.1	80	-9
Dominican Republic	90	4.05	85	-5
Paraguay	91	3.95	93	2
Philippines	92	3.94	77	-15
Fiji	93	3.94	74	-19
Iran, Islamic Rep.	94	3.91	95	1
Kyrgyz Rep.	95	3.82	82	-13
Algeria	96	3.79	110	14
Egypt, Arab Rep.	97	3.78	88	-9
Ecuador	98	3.72	90	-8
Guatemala	99	3.7	100	1
Bolivia	100	3.68	71	-29
Sri Lanka	101	3.63	87	-14
Morocco	102	3.61	92	-10
Cape Verde	103	3.59	98	n/a
Vietnam	104	3.4	113	9
Uzbekistan	105	3.14	101	-4
Tajikistan	106	3.13	102	-4
Swaziland	107	3.13	97	-10
Indonesia	108	3.11	105	-3
Honduras	109	3.08	99	-10
India	110	3.06	104	-6
Kenya	111	2.88	108	-3



Syrian Arab Republic	112	2.77	111	-1
Ghana	113	2.72	106	-7
Senegal	114	2.7	103	-11
Nicaragua	115	2.61	107	-8
Zambia	116	2.56	112	-4
Pakistan	117	2.45	122	5
Uganda	118	2.37	120	2
Nigeria	119	2.2	124	5
Zimbabwe	120	2.17	114	-6
Lesotho	121	1.95	109	-12
Yemen, Rep.	122	1.92	128	6
Malawi	123	1.92	117	-6
Burkina Faso	124	1.91	133	9
Benin	125	1.88	115	-10
Mali	126	1.86	119	-7
Rwanda	127	1.83	141	14
Tanzania	128	1.79	126	-2
Madagascar	129	1.77	127	-2
Mozambique	130	1.76	135	5
Lao PDR	131	1.75	129	-2
Cambodia	132	1.71	116	-16
Cameroon	133	1.69	118	-15
Mauritania	134	1.65	123	-11
Nepal	135	1.58	125	-10
Cote d'Ivoire	136	1.54	121	-15
Bangladesh	137	1.49	134	-3
Sudan	138	1.48	139	1
Djibouti	139	1.34	136	-3
Ethiopia	140	1.27	138	-2
Guinea	141	1.22	132	-9
Eritrea	142	1.14	131	n/a
Angola	143	1.08	142	-1
Sierra Leone	144	0.97	140	-4
Myanmar	145	0.96	137	-8
Haiti	n/a	n/a	130	n/a

...Vanuatu is not analyzed but might be placed just below Fiji on this ranking

The World Bank KEI “basic scorecard” relies on 14 key indicators



Performance

- Average annual GDP growth (%)
- Human Development Index

Economic Incentive and Institutional Regime

- Tariff and non-tariff barriers
- Regulatory Quality
- Rule of Law

Education and Human Resources

- Adult literacy rate (% age 15 and above)
- Secondary enrolment
- Tertiary enrolment

Innovation System

- Researchers in R&D, per million population
- Patent applications granted by the USPTO, per million population
- Scientific and technical journal articles, per million population

Information Infrastructure

- Telephones per 1,000 persons, (telephone mainlines + mobile phones)
- Computers per 1,000 persons
- Internet users per 10,000 persons

Source: The Knowledge Assessment Methodology (KAM) website (www.worldbank.org/kam)

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Waseda University of Tokyo has ranked countries for 8 years in e-gov...

No	Final Rankings	Score
1	Singapore	93.8
1	USA	93.8
3	Korea	91.5
4	Finland	88.7
5	Denmark	86.5
6	Sweden	84.1
7	Australia	82.8
8	Japan	81.5
9	UK	81.0
10	Taiwan	80.1
10	Canada	80.1
12	Germany	79.2
13	New Zealand	76.7
14	Belgium	75.2
15	Switzerland	73.5
15	Norway	73.5
17	France	71.9
18	Italy	71.3
19	Estonia	70.8

No	Final Rankings	Score
20	Netherlands	69.0
21	Portugal	68.8
22	Spain	67.5
23	Thailand	67.1
23	Malaysia	67.1
25	Mexico	66.3
26	Israel	65.3
27	Hong Kong	63.2
28	Czech Republic	62.1
29	China	61.5
30	Turkey	61.0
31	Philippines	58.2
32	South Africa	57.5
33	Indonesia	56.2
34	Brazil	55.6
35	India	54.7
36	Macau	54.4
37	Russia	53.4
38	Vietnam	52.1

No	Final Rankings	Score
38	Brunei	52.1
40	UAE	48.3
41	Chile	48.1
42	Pakistan	47.5
43	Venezuela	47.0
44	Peru	46.9
45	Romania	46.2
46	Argentina	45.5
47	Kazakhstan	44.5
48	Tunisia	44.1
49	Fiji	43.6
50	Egypt	42.1
51	Cambodia	40.4
52	Iran	39.0
53	Nigeria	38.4
54	Uzbekistan	37.1
55	Georgia	36.8



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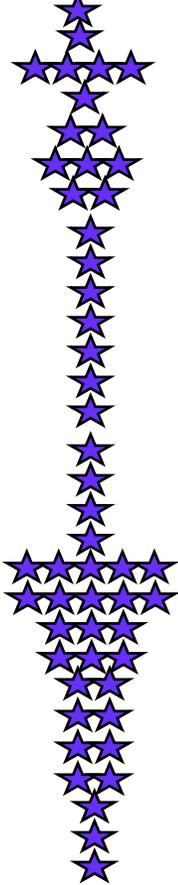
...Vanuatu is not analyzed but again would likely be placed just below Fiji on this ranking

Waseda University focuses on 7 indicators with 30 dimensions of e-government...



Indicators	Dimensions
1. Network Preparedness/ Infrastructure	1-1 Internet Users 1-2 Broadband Subscribers 1-3 Mobile Cellular Subscribers 1-4 PC Users
2. Management Optimization/ Efficiency	2-1 Optimization Awareness 2-2 Integrated Enterprise Architecture 2-3 Administrative and Budgetary Systems
3. Required Interface - Functioning Applications	3-1 Cyber Laws 3-2 e-Tender systems 3-3 e-Tax system 3-4 e-Payment system 3-5 e-Voting system 3-6 Social Security Service 3-7 Civil Registration 3-8 e-Health system
4. National Portal – Homepage	4-1 Navigation 4-2 Interactivity 4-3 Interface 4-4 Technical
5. Government CIO	5-1 GCIO Presence 5-2 GCIO Mandate 5-3 CIO Organizations 5-4 CIO Development Programs
6. e-Government Promotion	6-1 Legal Mechanism 6-2 Enabling Mechanism 6-3 Support Mechanism 6-4 Assessment Mechanism
7. e-Participation/ Digital Inclusion	7-1 e-Information and Mechanisms 7-2 Consultation 7-3 Decision-Making

Likely Vanuatu Score (of 5)



...Vanuatu would have a mixed result in this analysis

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Vanuatu is rated 135th 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	
135	35.1	VANUATU	
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	

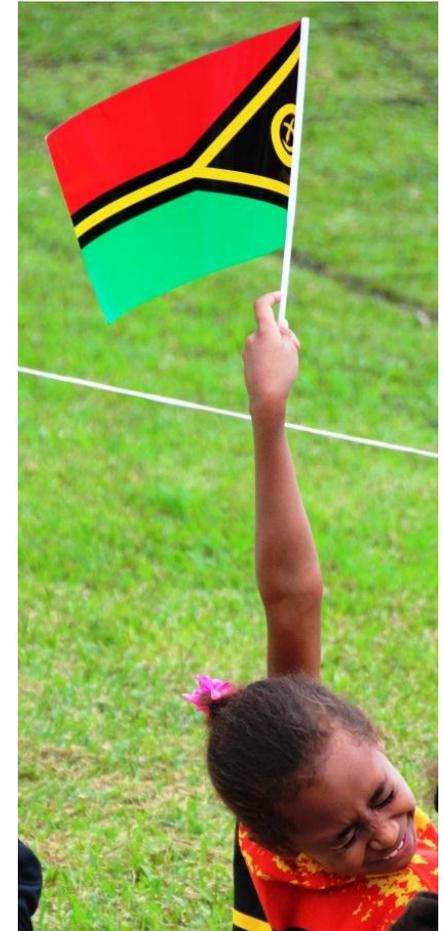
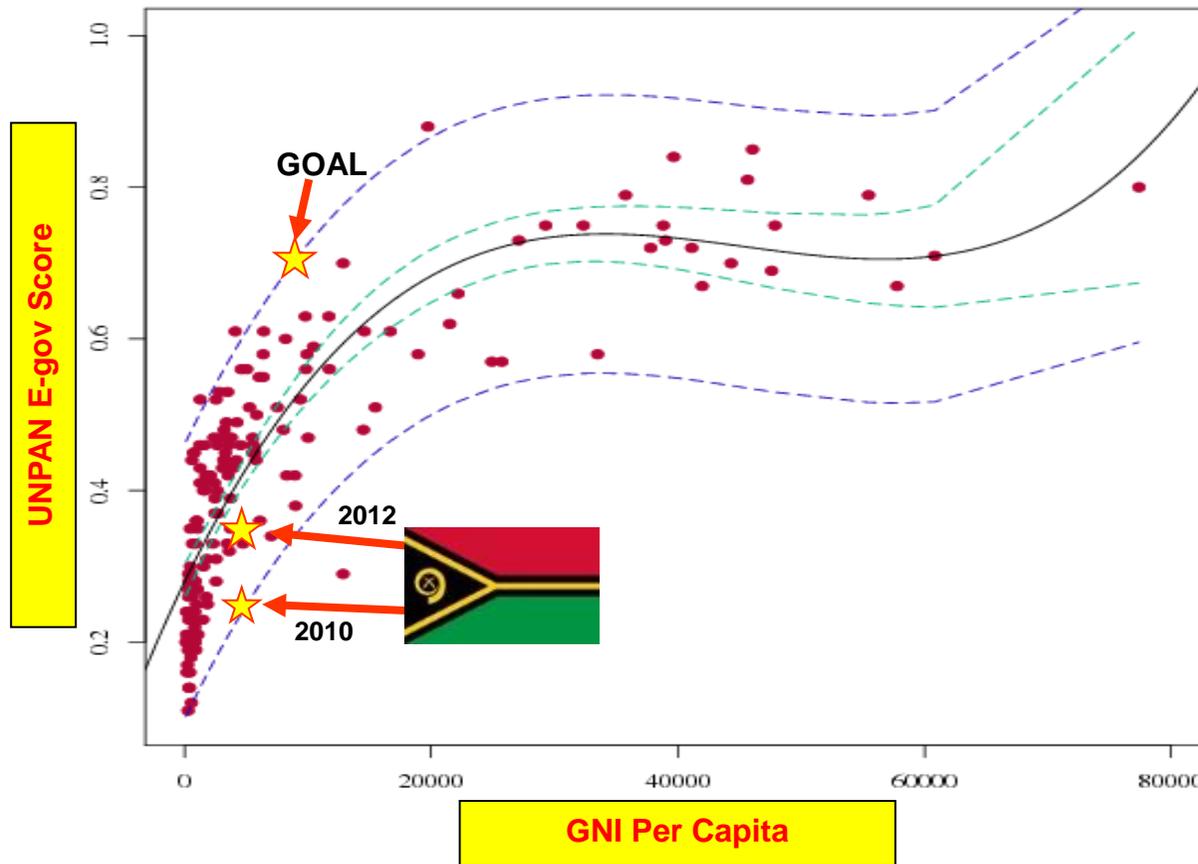


VANUATU SCORE COMPONENTS

<u>ONLINE SERVICE</u>	<u>INFRA-STRUCTURE</u>	<u>HUMAN CAPACITY</u>
22.2	17.8	65.3
	<u>E-PARTICIPATION</u>	
	5.3	

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;
 Main chart from Morton Goodwin, "Is Financial Wealth Leading to High Quality Government Services?" Aug 2010, Egovernments.wordpress.com

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

The UNPAN E-gov analysis relies on 4 pillars

On Line Service Index

- Location in 4 stages of devel.
- Quality, user-friendliness & design of govt websites
- Presence of national portal & ministerial sites
- Movement towards citizen-centric, Web 2.0 approaches

Telecom Infrastructure

- Internet users/100 pop.
- Fixed phone lines/100 pop.
- Mobile subs/100 pop.
- Fixed Internet subs/100 pop.
- Fixed broadband/100 pop.

Human Capital Index

- Adult literacy
- Primary, 2ndary, tertiary enrollment ratio

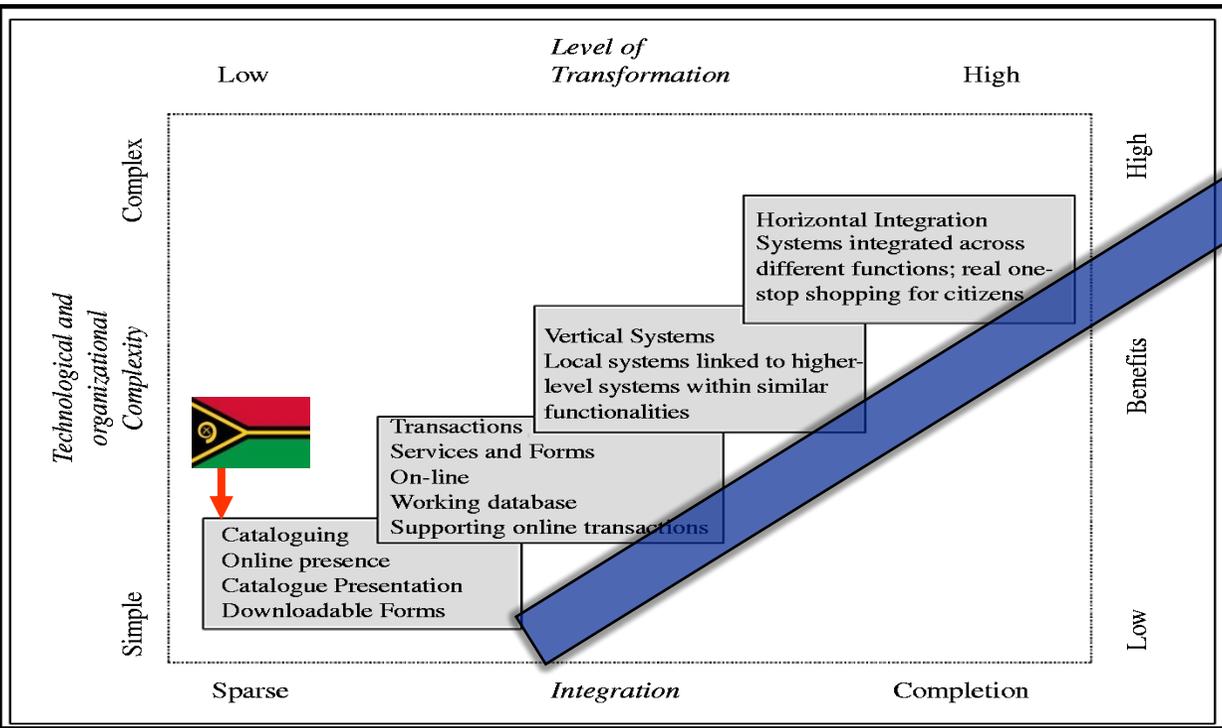
E-Participation

- E-info sharing
- E-consultation
- E-decision-making

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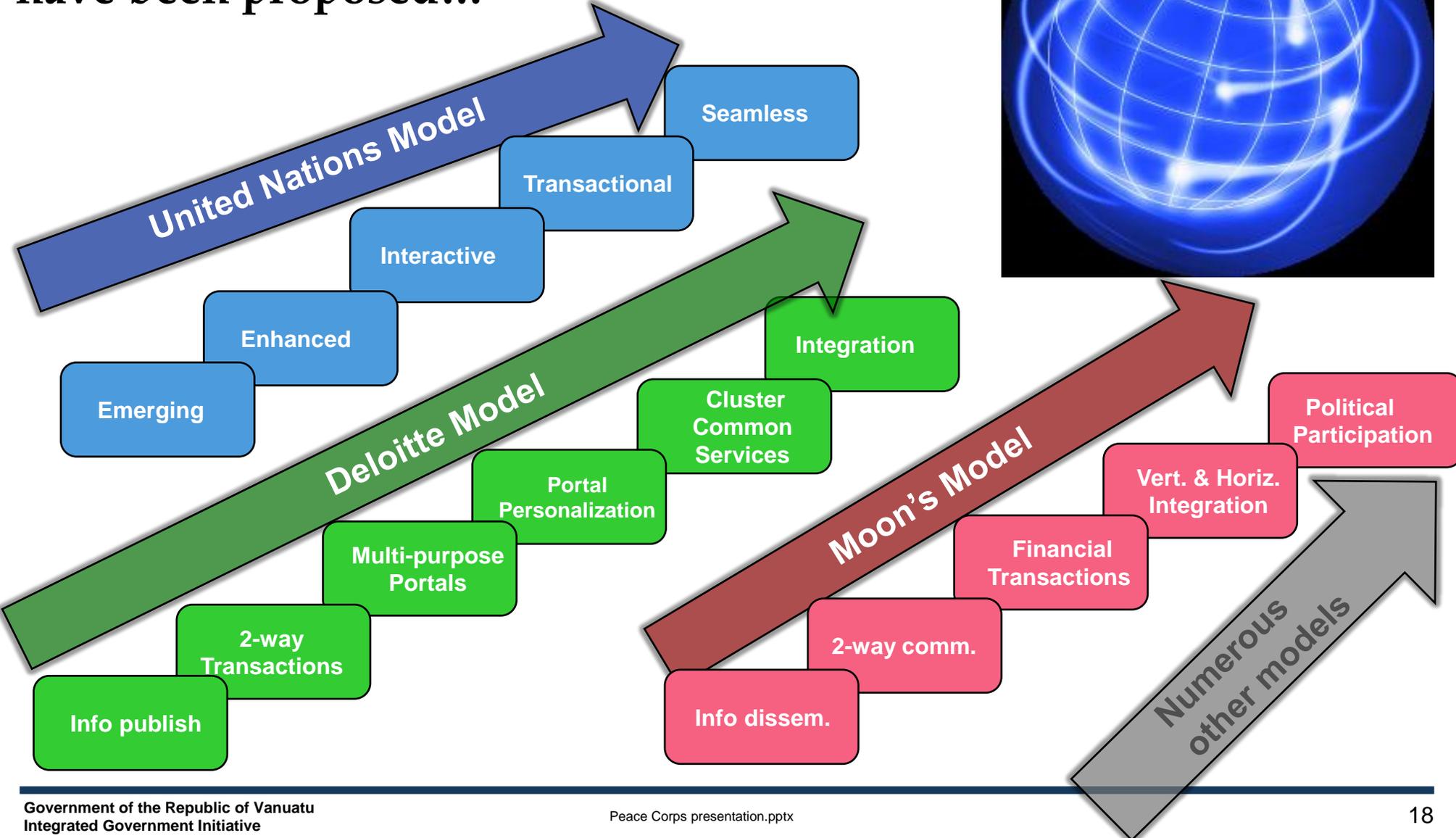
The country is in the early part of Stage 1 (of 4) of Lane & Lee's classic e-gov development sequence...



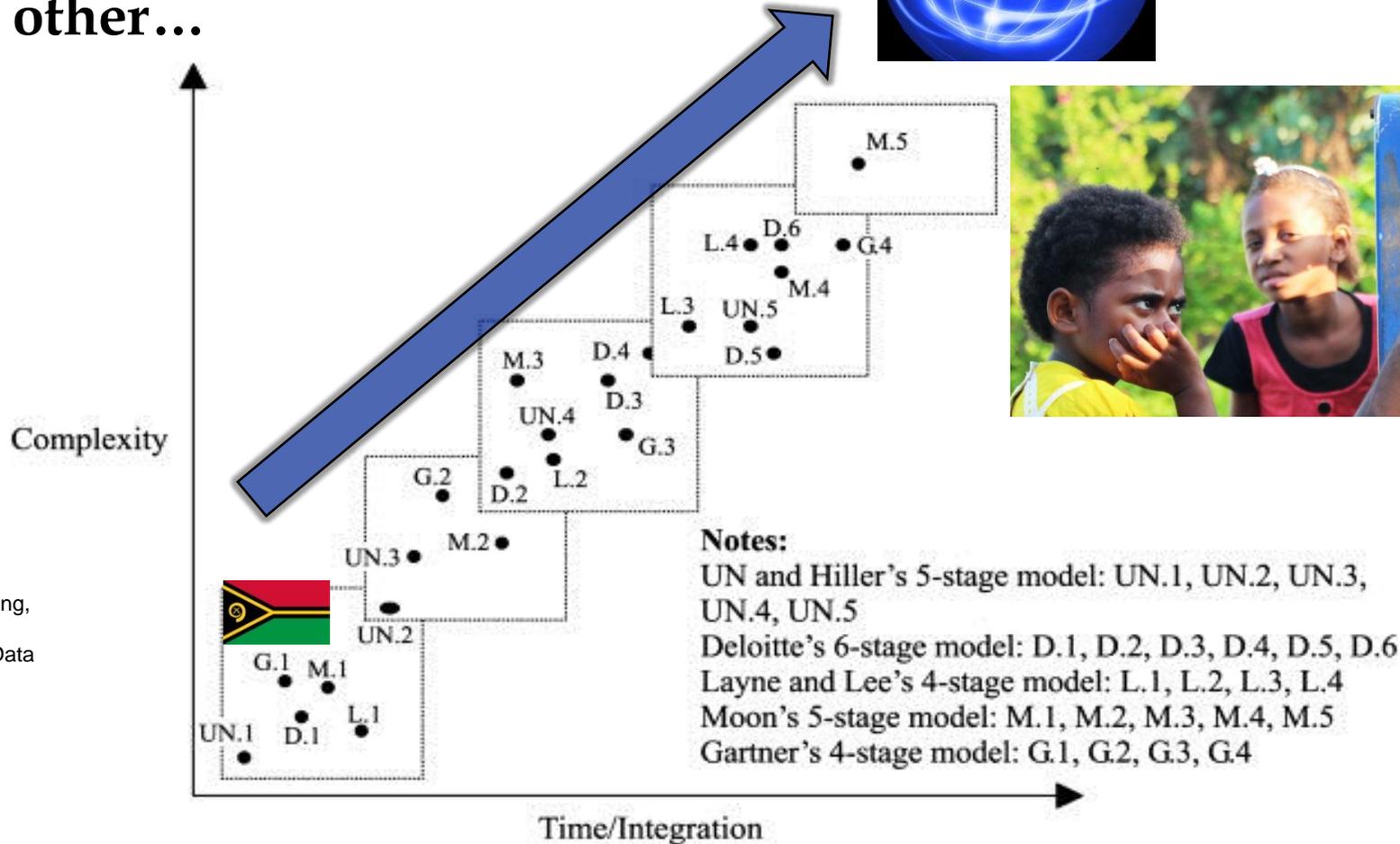
Source: Adapted from Layne and Lee (2001)

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

Various other models of e-gov development have been proposed...



There have even been attempts to map the various E-gov models over each other...



Source: Keng Siau, Yuan Long, Synthesizing E-gov Stage Models, Industrial Mgmt. & Data Systems, 2005

...it is clear that Vanuatu is in stage 1 in all the models

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Conclusions and take-away recommendations:

- E-gov & E-readiness rankings are important
- Such rankings provide a neutral “yardstick” for measuring progress
- Vanuatu is currently ranked fairly low in the world and low in its income class, although progress has been made

GoV/OGCIO should:

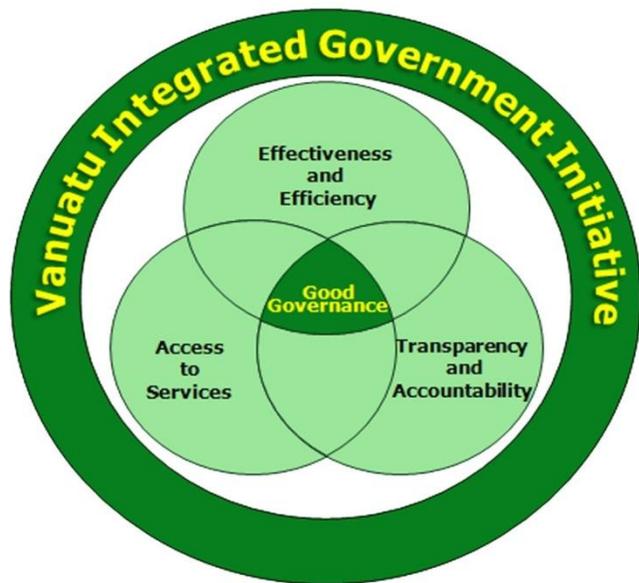
- ✓ Work to get ranked in more “league tables,” especially WB KEI, & insure accurate info inputs
- ✓ Analyze & devise plan to move up in rankings
- ✓ 1st priority: national e-gov portal with high functionality and lots of useful content
- ✓ 2nd priority: e-consultation – easy & fast to do

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Fred Samuel
CIO



Motto of the OGCIO:

ICT Blong Everywan!

Vision Statement of the OGCIO:

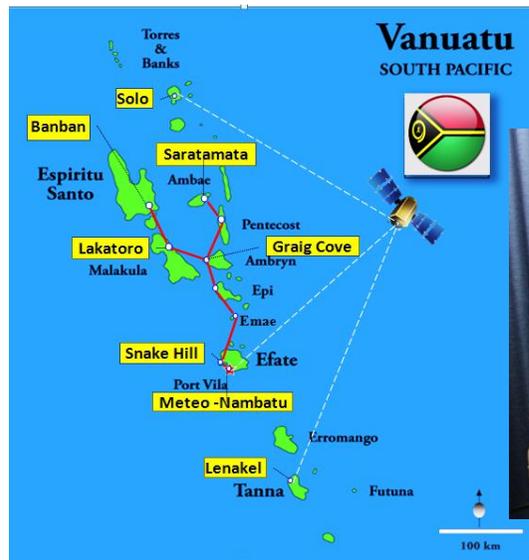
High quality, high speed, highly useful, efficient, effective and affordable information and communication technology (ICT) tools for all Vanuatu residents, public servants and businesses, as a key enabler of good governance, and of the sustainable and inclusive economic and social development of Vanuatu.

VANUATU ACCOMPLISHMENTS IN THE TELECOMS/ICT SECTOR

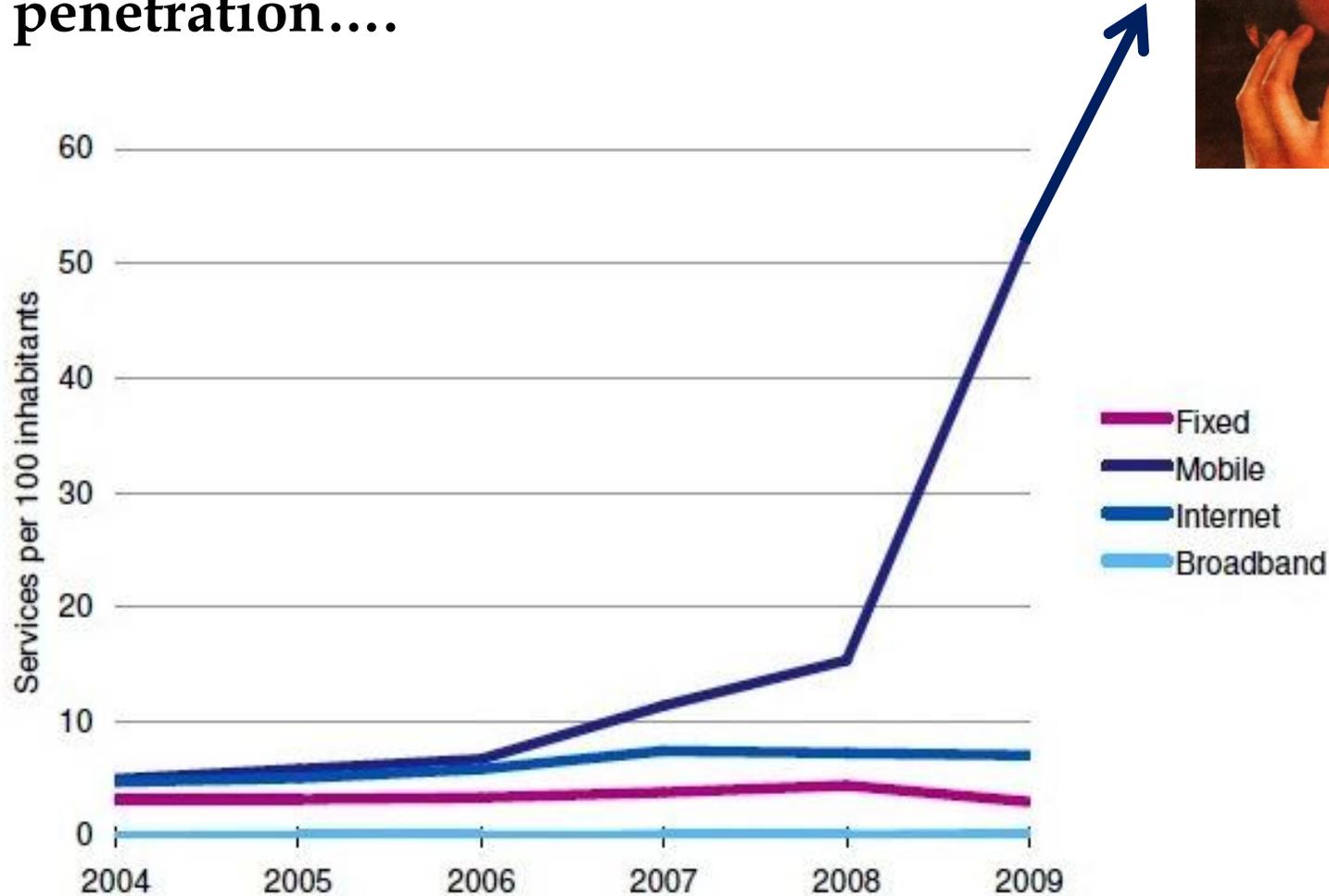
- ✓ Open competition (2008)
- ✓ Independent Telecom Regulator (2008)
- ✓ E-Government Network Infrastructure (2008)
- ✓ 8 new ISP licenses (2009) (now up to 15)
- ✓ Draft National ICT Policy (2010/2011)
- ✓ e-Government Strategic Road-Map (2011)
- ✓ Integrated Govt. Initiative (iGov Plan 2012-17)

OGCIO ACCOMPLISHMENTS

- ✓ Created OGCIO in PM's Office & made it operational
- ✓ 1st ever "Face to Face" videoconference between out island citizens and the PM and Leader of the Opposition
- ✓ 1st ever National ICT Day
- ✓ Re-started the National ICT Policy consultation process
- ✓ 1st ever whole of govt. Enterprise Architecture
- ✓ 1st ever audit of all GoV ICT/IT assets
- ✓ 1st ever catalog of GoV IT applications and needs
- ✓ 1st ever move to centralize & standardize ICT purchases and budgeting
- ✓ Working closely with PIPP and other respected open govt organizations



A great accomplishment is the huge increase in mobile phone penetration....

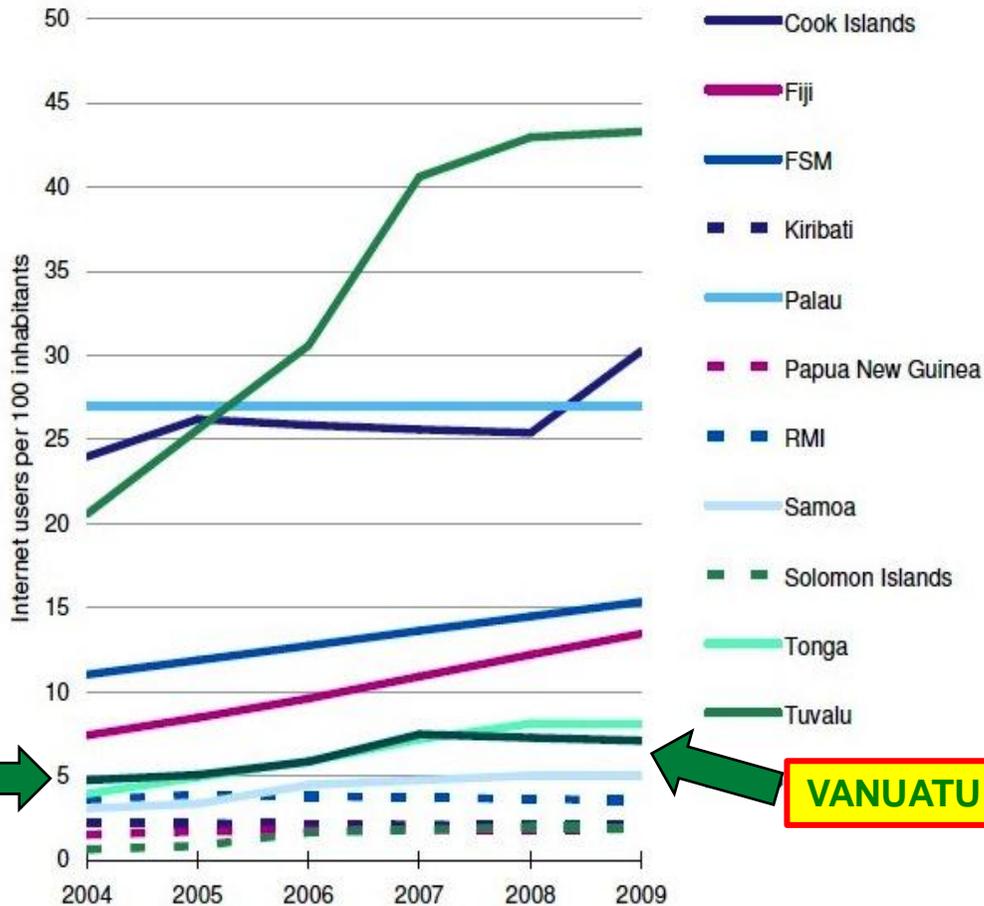


80% mobile penetration as of 1/2012



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

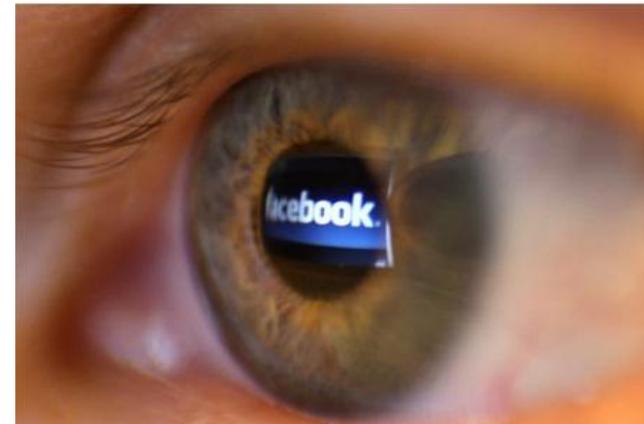
...But Internet is only 8.5% and other penetrations remains low



Source: ADB/Network Strategies, 2011



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



Facebook penetration: 3.9%

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

A great model to consider: Estonia!



- ✓ 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

- Why Rankings Are Important
- Economist Intelligence Unit E-Readiness Rankings
- World Bank KEI Rankings
- Waseda University E-Government Rankings
- UNPAN E-Government Rankings
- Ranking in Stages of E-Gov
- E-gov Conclusions
- OGCIO Mission and Accomplishments
- Possible areas of OGCIO & PC Cooperation in the Future



Possible Areas of Cooperation Between OGCIO & Peace Corps:



- ✓ **National ICT Day:**
 - ❖ May 17, 2013 (also May 17, 2014)
 - ❖ ITU--specified theme: ICTs and transport safety

- ✓ **Memo of Understanding between Min of Ed—OGCIO**
 - ❖ Measure current ICT status
 - ❖ Increase ICT usage in classrooms and build computer labs
 - ❖ Create more schools like Central School & Rensarie College
 - ❖ Make CLICCs in schools – community learning and telecenters
 - ❖ Improve internal school admin
 - ❖ Be eyes and ears in the schools & communities

- ✓ **Grants to Communities for ICT Development**
 - ❖ \$5K -- \$10K USD
 - ❖ Tomas Lamanuskas & Jackson Miake



Let us remember who we are doing all this for:



The background of the slide is the flag of the Republic of Vanuatu, which consists of a red upper triangle, a green lower triangle, and a black diagonal stripe with yellow borders. A yellow circular emblem with a white wreath is positioned on the left side of the black stripe.

THANKS!

QUESTIONS?