Fiji e-Government – Infrastructure Dependant

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- **ITCS**
- **The Fiji e-Government Project**
- **The Fiji e-Government Network Approach**
- **Limitations/Roadblocks**
- **Sum Up**

Information Technology and Computing Services (ITCS)

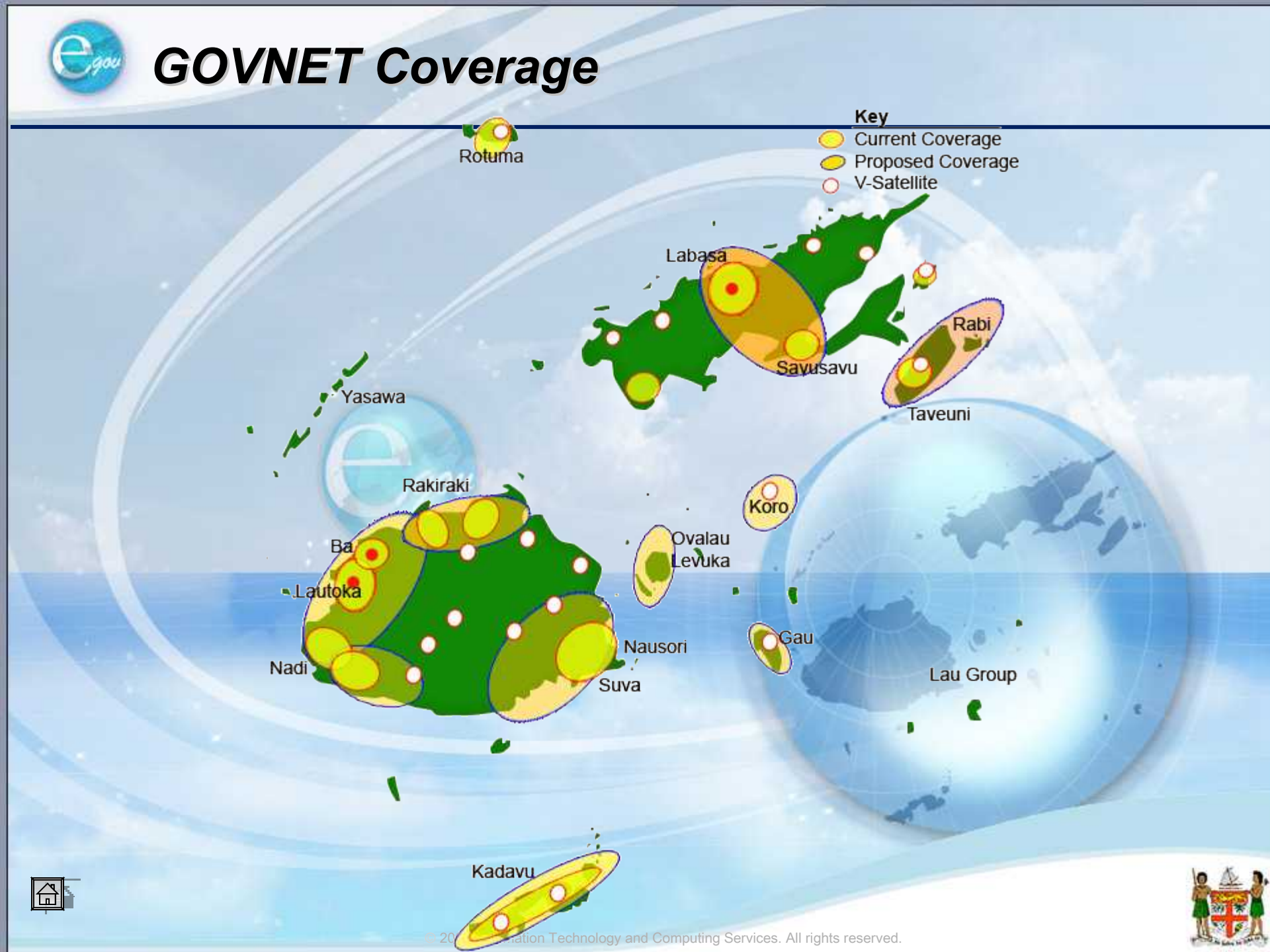
Information Technology and Computing Services (ITCS)

- ITCS is the ICT arm of the Fiji Government and is a department under the Ministry of Finance
- Established in early 1970s as EDP (Electronic Data Processing)
- Vision: Service Excellence through ICT
- Mission Statement: To promote and support Government in the provision of ICT capabilities on a secure platform that will showcase oppportunities and enhance efficiency, professionalism of the Government and its employees.

Information Technology and Computing Services (ITCS)

- ITCS has one of the largest ICT networks in Fiji (Govnet)
- The head office is in Suva with regional offices in Labasa and Lautoka.
- Supports more than 7000 clients within Fiji Government. Services are extend to the citizens as well as part of the Fiji eGovernment Project
- Staff: 74; avg. Age 28

GOVNET Coverage

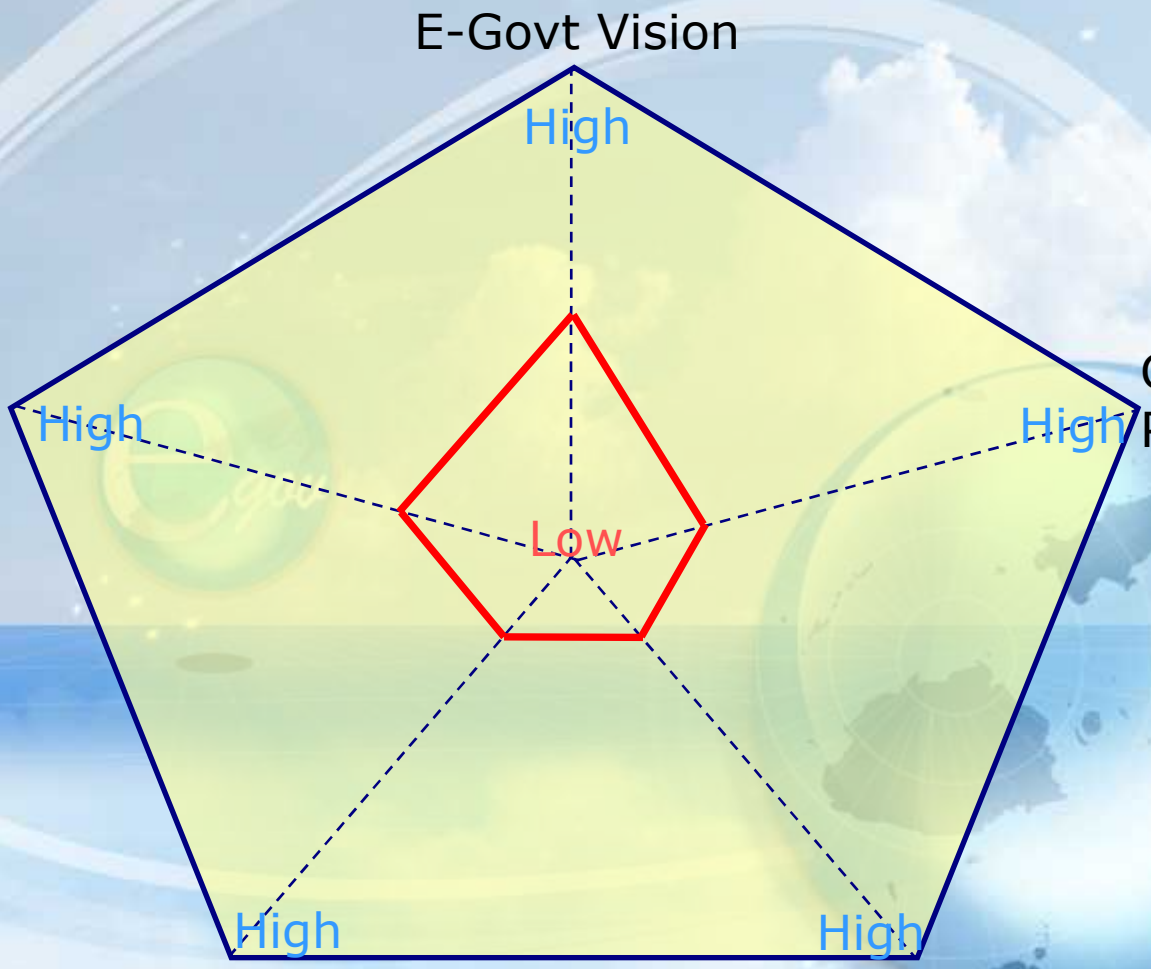


The Fiji e-Government Project

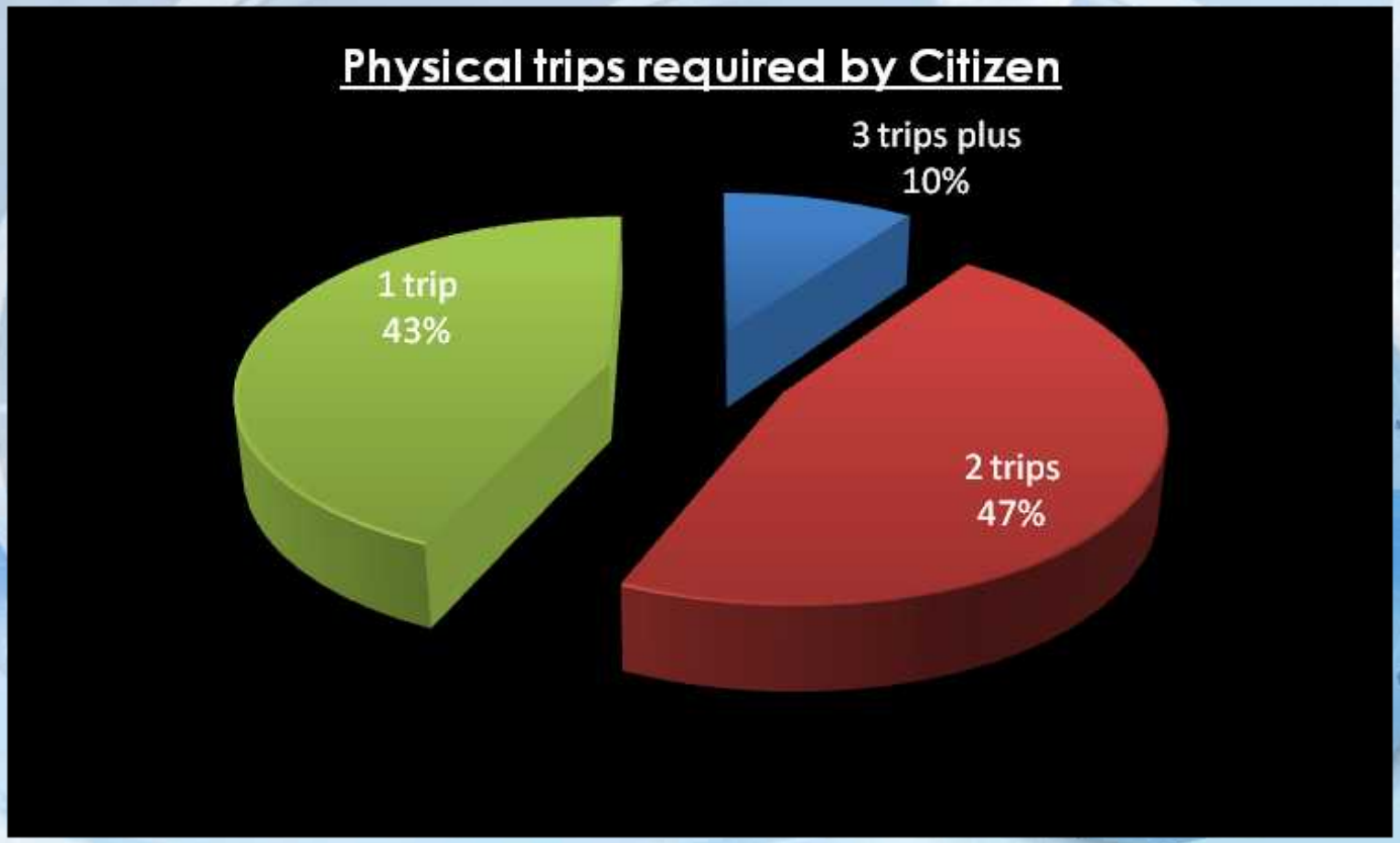
The Fiji e-Government Project

- Largest ICT project by the Fiji Government to date.
- Does not replace the “a”, “b”, “c”, “d” needs of man
- Not about “e”, but about the Government
- Centres on “citizens” rather than the “agencies”
- Focuses on AAAE (availability, accountability, accessibility and efficiency) for Government Services.
- AAA

Current State of eGovernment Readiness

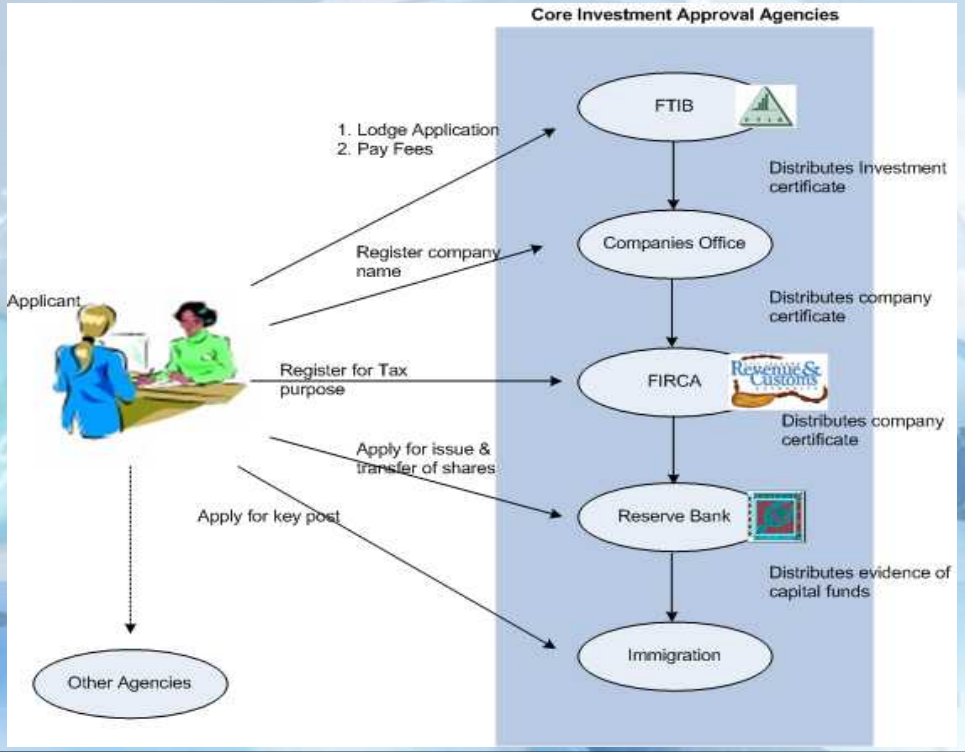


Physical trips required by Citizens



Business Process Re-engineering (BPR)

From this



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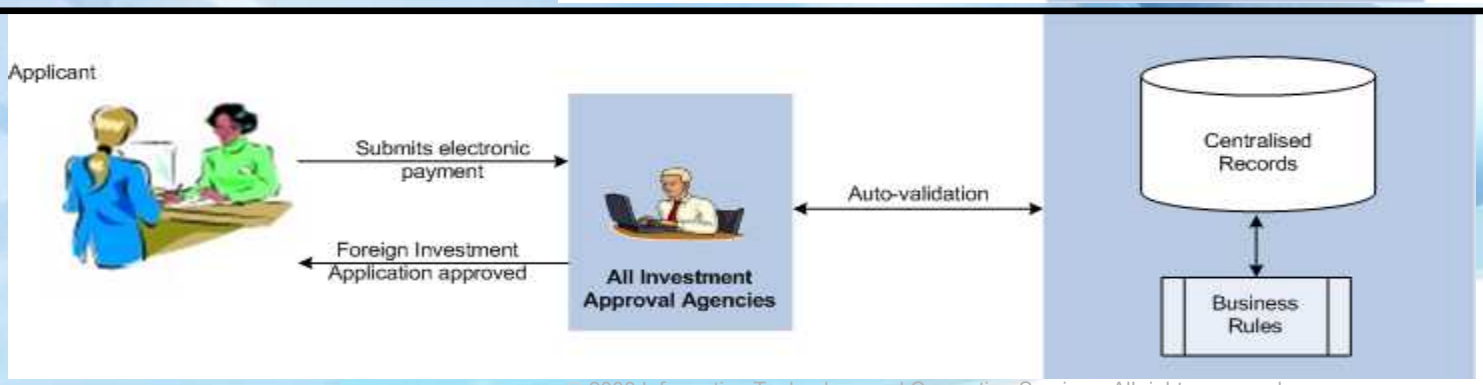


The Fiji e-Government Project

All this looks like a good ICT project but how do we plan to achieve this with our existing infrastructure/ networks???

The Fiji e-Government Network Approach

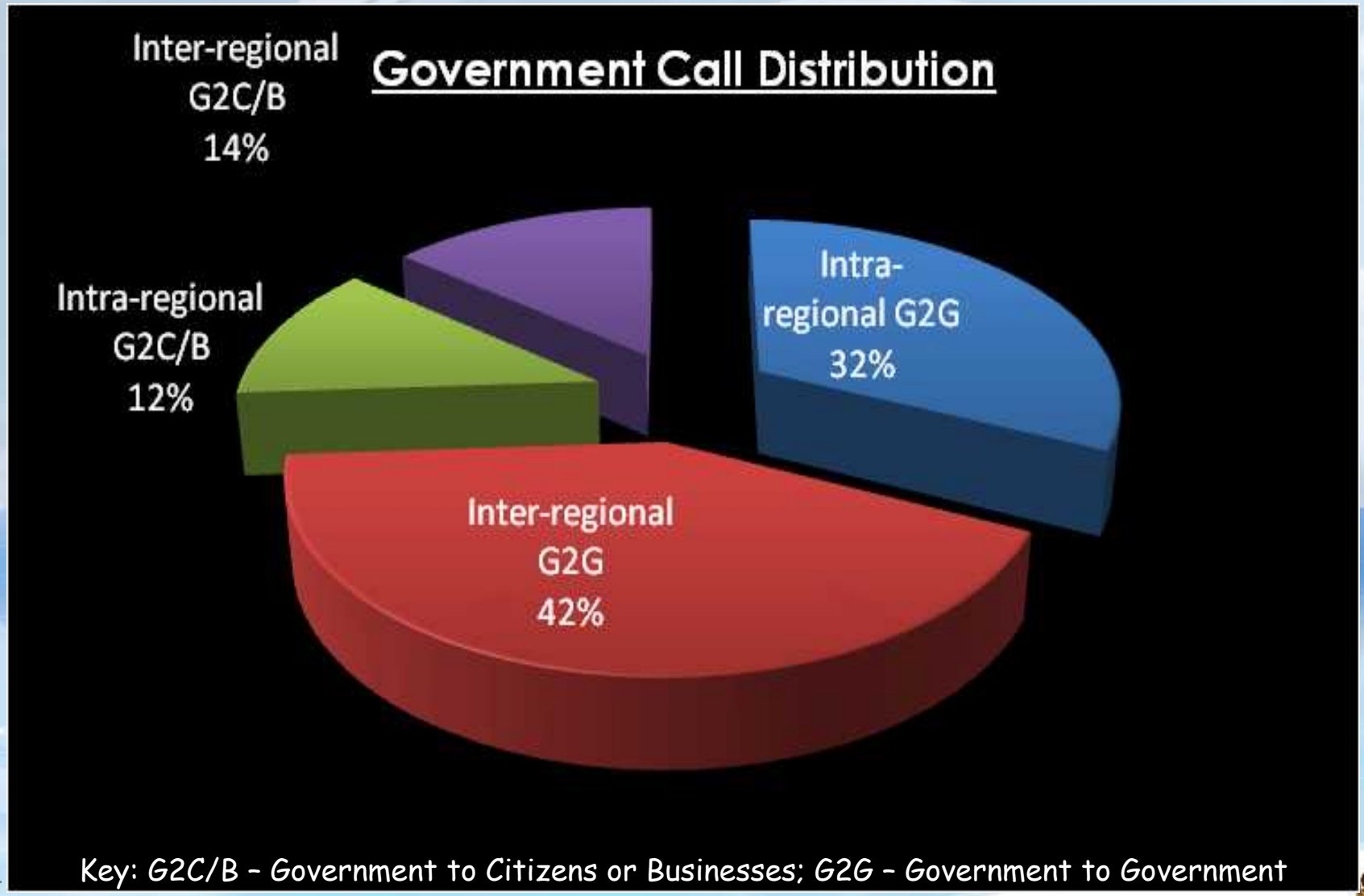
The Fiji e-Government Network Approach

- **e-Community Centres**
  - ***provides access from remote sites and increases Citizen satisfaction***
  - ***develops and enhances ICT culture and competency by narrowing the digital divide***
  - ***setup at schools and post offices***
  - ***e-Learning & e-Health***
  - ***12 sites have been setup***
  - ***17 sites to be connected by end of 2010***
  - ***centres are connected via VSAT***

The Fiji e-Government Network Approach

- **Convergence**
  - *"triple play"*
  - *consolidation of voice, video and data on the same network*
  - *reduces costs*
  - *allows optimization of network*
  - *VOIP*
    - *12 test sites setup in 2009*
    - *30% reduction in call charges G2G*
    - *60% - 80% reduction in call charges for G2G after 100% roll out*
    - *(2010: >60% roll out)*

Fiji Government Call Distribution



Key: G2C/B – Government to Citizens or Businesses; G2G – Government to Government

The Fiji e-Government Network Approach

- **Expansion and improvement of current network/ infrastructure**
  - ***proper planning for expansion/upgrades***
  - ***upgrade of network topology and routing***
  - ***parternship with Carriers/Telecos/ISPs***
  - ***DRS and DRP***
  - ***More reliable and redundant infrastructure required (OSPF & load balancing)***
  - ***Technology neutrality***

The **Fiji** e-Government Network Approach

- **Security and Monitoring**
  - ***Implementing , enforcing and reviewing security policies***
  - ***Implementation of IDS/IPS***
  - ***Network monitoring and filtering***
  - ***Working closely with ISPs***
  - ***NAC***
  - ***Upgrade of legacy security system***
  - ***Network penetration tests by 3rd party***

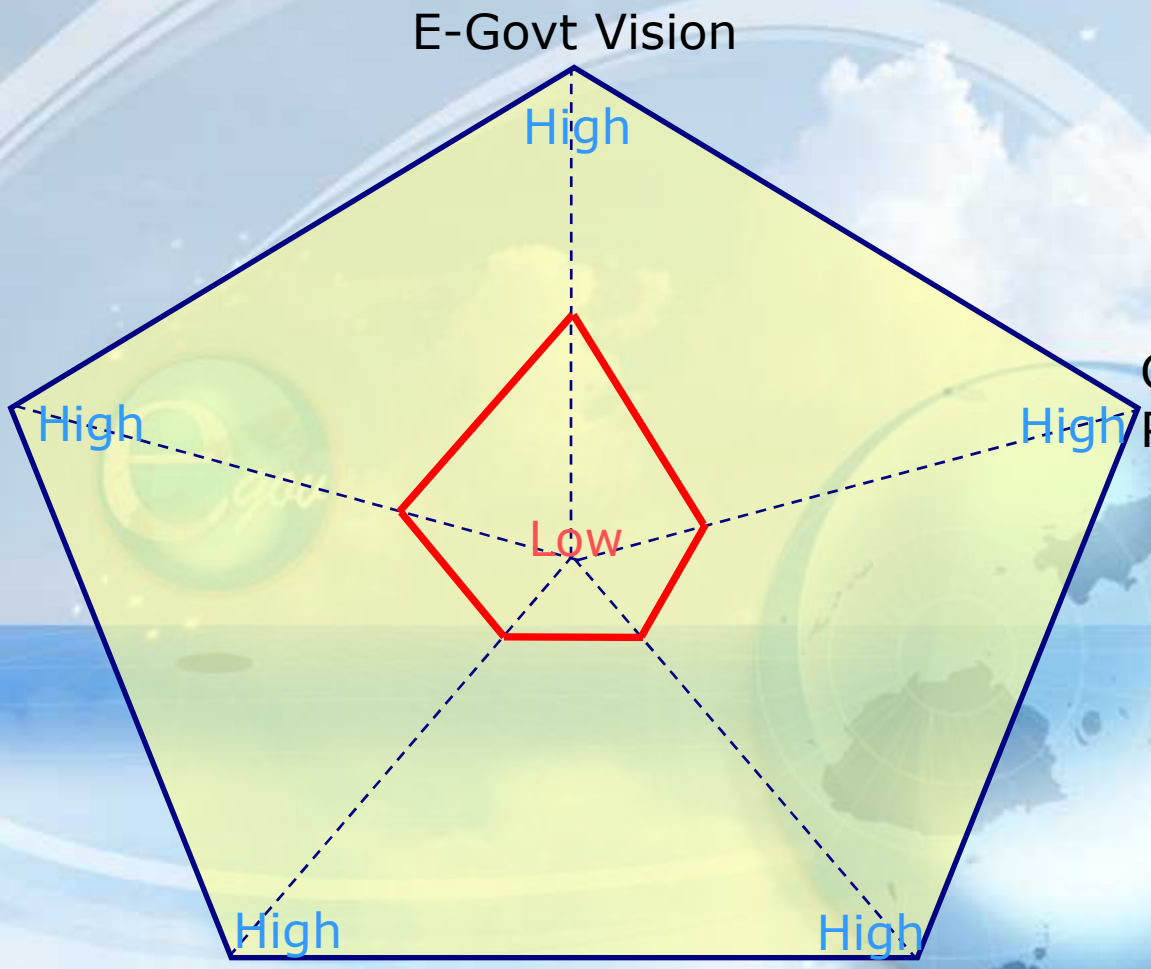
Data Center Plans

- **Tier 3 Data Center**
  - ***99.982% availability***
  - ***< 1.6hrs annual IT downtime***
- **To be commissioned by Q2 2010**

The Fiji e-Government Network Approach

- **Public contact centres**
  - *allows citizens to be served from a centralized centre*
  - *one stop shop concept*
  - *reduce operating costs*
  - *feedback on services. Reports can be used to access if customers are satisfied with services/infrastructure*
  - *introduction of 24x7 service*
  - *5 pilot services (Elections, water supply, shipping, National weather service, labour placement)*

How can we move from where we are to High?



How can we move from where we are to High?

- Can not be achieved alone
- Requires commitment, cooperation and collectiveness of Government, Carriers/Telecos, ISPs, businesses and regulatory bodies.
- ICT contributes to sustainable economic growth, social well-being and knowledge-based societies.
- Continuous improvements in policies and regulations
- Strong focus on ICT development

Limitations/Roadblocks

Limitations/Roadblocks

- **Structures and formulas that worked in the past, which are the foundation of systems in place are being continuously challenged by the increased demand for technological change.**

- **Converged networks**
  - ***Universal service (multiple services provided)***
  - ***Provide video on data and voice networks***
  - ***CATV systems to provide voice and data services***

Limitations/Roadblocks

- **Bandwidth and capacity**
  - ***planning for fiber to the home***
  - ***introduction to VOB***
  - ***reduce cost for allow for the expansion of ICT***
- **Competition**
  - ***no competition in fixed line services***
  - ***deregulation***
  - ***single point of failure***

Limitations/Roadblocks

- **Scalability**
  - ***due to the remote geographical location of e-Community centres scalability is restricted as VSAT is the only option available in Fiji at the moment***
  - ***alteration of electric power networks to offer broadband services***
- **Mobility**
  - ***Increasing number of devices in the unlicensed band can cause interference***
  - ***necessary legislation to support an ICT environment (e.g., intellectual property laws, cyber crime, electronic transactions, data privacy and security)***

Sum Up

ITCS is committed to provide service excellence through ICT

- **Various network solutions have been deployed but more deployments will need to take place for ICT Governance**
- **There is need for convergence and review of current technologies**
- **High end applications will not be of much use without well designed, reliable and highly resilient end to end network solutions**
- **Traditionally, regulatory frameworks were designed for an era when clear functional differences existed between services and infrastructure, but these regulations are increasingly inadequate for dealing with the demands of the 21st centaury.**

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Questions?