CIO Conference on
Advancing e-Government,
20 August 2015, Bangkok

# E-Government in Tonga

Presented by:        Mr. Paula P. Ma'u
CEO
MEIDECC

# Presentation Outline

I. Background

II. National ICT Plan

III. E-Government  Initiative

IV. Function

V. Examples

# I. Background

i. Telecom Sector Review in the late 1990s

    a. New policy, legislation, regulation, and institution for communications sector

    b. New international telecom carrier – to replace Cable & Wireless contract expires July, 2000

    c. Established Government Computer Committee

    d. Y2K

# I. Background

ii. Policy Objectives

"To improve sector performance to ensure domestic and global connectivity throughout the Kingdom of Tonga. This includes improving quality of service, geographic coverage, service affordability and access to new service applications."

This is supported by the following priniciples:

a. Nurturing a sustainable and financially viable ICT sector

b. Maximize infrastructure availability

c. Support new industry investments and attractions

d. Maximize strategic and economic benefits from communications assets

# I. Background

iii. Policy Objectives Results

a. Communications Act 2000
b. Establishment of the Ministry of Communications (and also regulator)
c. Establishment of the Tonga Communications Corporation
d. First Pacific Island Country (PIC) to introduce competition – licensing of second carrier (private company)
e. Tariff for all services dropped and telephone and Internet penetration increased
f. Computer Crimes Act 2003

# II. National ICT Plan

In 2009, the Government of Tonga has identified ICTs as an engine for growth in a national ICT vision and strategy, which focuses on Education, Health, Environment Sustainability, and Industry Growth

# National ICT Visions and Strategy for Tonga.

* Tonga commits to maximize the power and versatility of global connectivity to create a knowledge based society; increasing innovation, accelerating the development of our nation and improving the quality of life for all Tongans. Tonga will become an active participant in the networked economy; local companies will prosper and new jobs will be created. ICT will allow us all to learn, share and grow; and assist us in preserving our cherished Tongan culture and value

# National ICT Visions and Strategy for Tonga.

This national ICT policy has six pillars:

i.   Provision of ICT in Homes and Communities

ii.  Education and Skill Development

iii. E-Government

iv.  Industry Growth and Economic Development

v.   An enabling technical infrastructure

vi.  ICT related legislation

# National ICT Visions and Strategy for Tonga.

Results of implementing this ICT policy:

i. First Fibre-Optic Submarine Cable System for Tonga in 2013

ii. Line Ministries on broadband

iii. Introducing e-commerce and e-business in banking systems and private sector operations

iv. Converging of information and communications and take off of social media

# III. E-Government Initiative

* Embrace more digital Government and various technologies and applications for a more efficient and effective Government and improve service delivery

* Issues identified:

* Costly exercise

* Systems not communicating with each other

* Duplication of efforts and services

* Lack of coordination

# III. E-Government Initiative

i. Need a Government body to address these issues and support line Ministries, leading to the establishment of E-Government Unit at MEIDECC (Ministry of Communications)
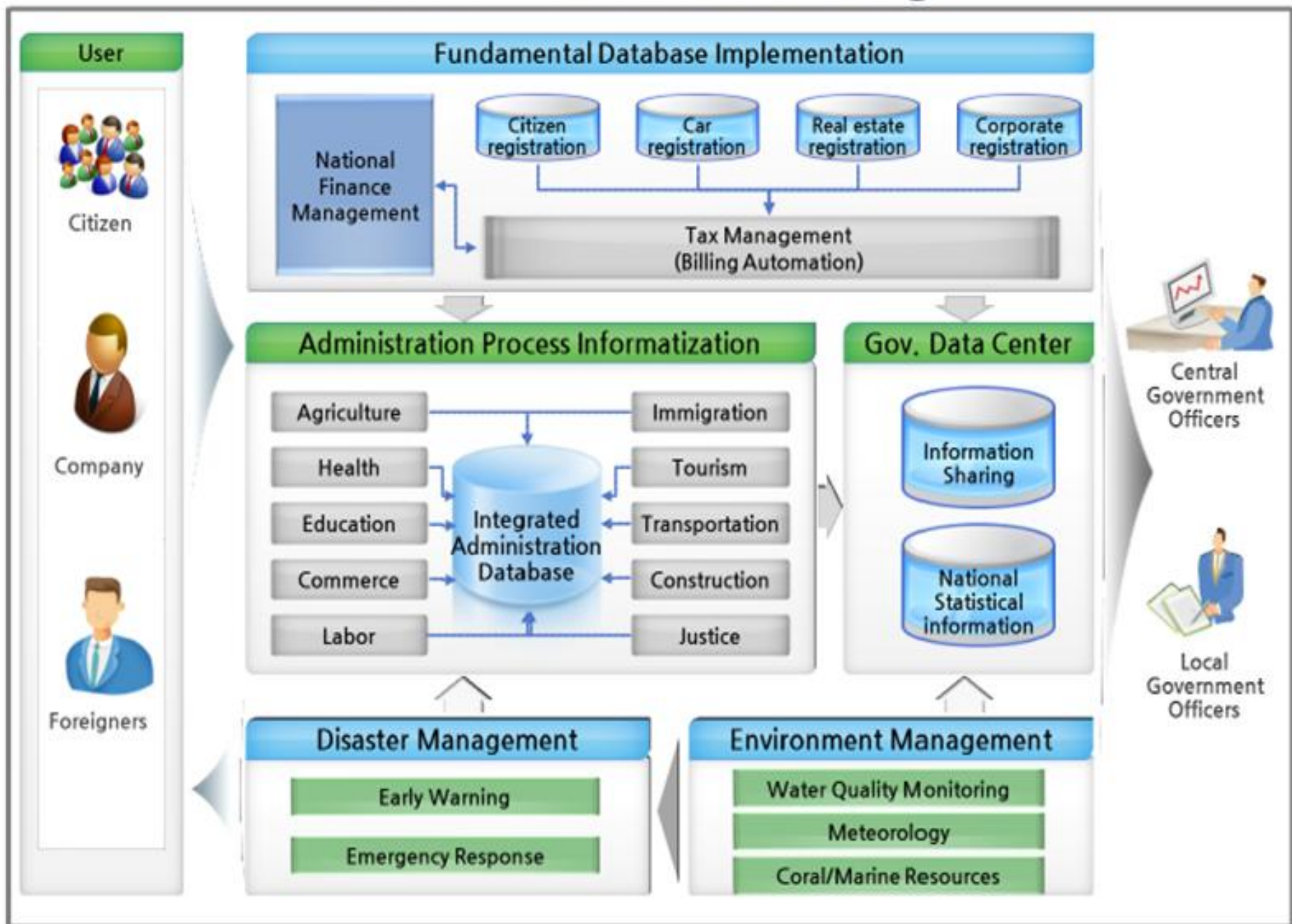
ii. Unit established in March this year

# III. Function of E-Gov Unit

i. Functions of the Unit
   a. Addressing issues identified – gap analysis
   b. Review national ICT Plan and creation of e-gov policy
   c. Career path of ICT officials
   d. Support Tonga Strategic Development Framework (TSDF) 2015-2025 -  more inclusive, sustainable and dynamic knowledge-base economy, balanced urban and rural developments, empowering human development with gender equality, responsive good-governance with law and order, provision and maintenance of infrastructure and technology, effective land administration, environment management, resilience to climate change and risk, and advancement of our external interests, security and sovereignty.
   e. Establishing TonCERT
   f. Secretariat to Government Cyber-Challenges Task Force (Cybersafety, cybersecurity and cubercrime)

# e-Government Future Model for Tonga

## User

- Citizen
- Company
- Foreigners

## Fundamental Database Implementation

- National Finance Management
- Citizen registration
- Car registration
- Real estate registration
- Corporate registration
- Tax Management (Billing Automation)

## Administration Process Informatization

- Agriculture
- Health
- Education
- Commerce
- Labor

Integrated Administration Database

- Immigration
- Tourism
- Transportation
- Construction
- Justice

## Gov. Data Center

- Information Sharing
- National Statistical information

- Central Government Officers
- Local Government Officers

## Disaster Management

- Early Warning
- Emergency Response

## Environment Management

- Water Quality Monitoring
- Meteorology
- Coral/Marine Resources

# E-Government initial Approaches

* **Digitalization of the basic data of the country** - Information that will be frequently used, such as citizen, automobile, real-estate, company, and other basic registration information should first be digitized. This information not only is the foundation for central government and online citizen services, it is also information that needs to be shared with other government departments and agencies.

# NCDs Burden in Tonga (Challenges)

NCDs account for 74% of overall mortality, with almost half of all deaths occurring at <64 years old as a result of cardiovascular disease.

Prevention of NCD is approximately 18%

One in four boys and one in five girls are already obese at young age

Almost 20% of health expenditure is attributable to NCDs.

# ICT in Tonga – Telecom Operators

* TCC – Mobile, ISP, Fixed line, and fiber optic access network
* Digicel Tonga – Mobile and ISP, Digital TV Broadcasting
* Overall coverage of more than 90% but more than 95% population
* More than 70K subscribers
* Mobile generation – 2G, 3G & 4G
* Submarine fiber optic cable - 600mbps approx.

# Tonga's mHealth developmet

# Monitoring and evaluation

* Design a framework, adaptation and implementation mainly on:
    * Is the program reaching the right people?
    * Are we providing a high-quality program?
    * Is the program effective?
    * Are there any consequences of the program?

# Outcomes and Benefits

* Healthy population

* Reduction in health spending

* Market opportunities for ICT sector

* Position the country as a leader in NCD innovations

By doing mHealth, then we have a hope of achieving better quality of life and stay as Happy Citizen