



# The Fijian Government e Services Plan

*e-Government for Sustainable Development in SIDS*  
UN – DESA 25<sup>th</sup> June 2014 – Seoul, Korea



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# IT Road Map Government of Fiji

- e-Services – Overall Strategy





# Presentation Coverage

No	Objective	Coverage
1	VISION	What do we want to achieve?
2	SOLUTION	How do we intend to achieve the Vision?
3	PLAN	What are we planning to do to implement the Solution?
4	SUPPORT	What is required to successfully implement the Plan?
5	PROGRESS	What is the progress made so far?







- Vision
- *What do we want to achieve?*





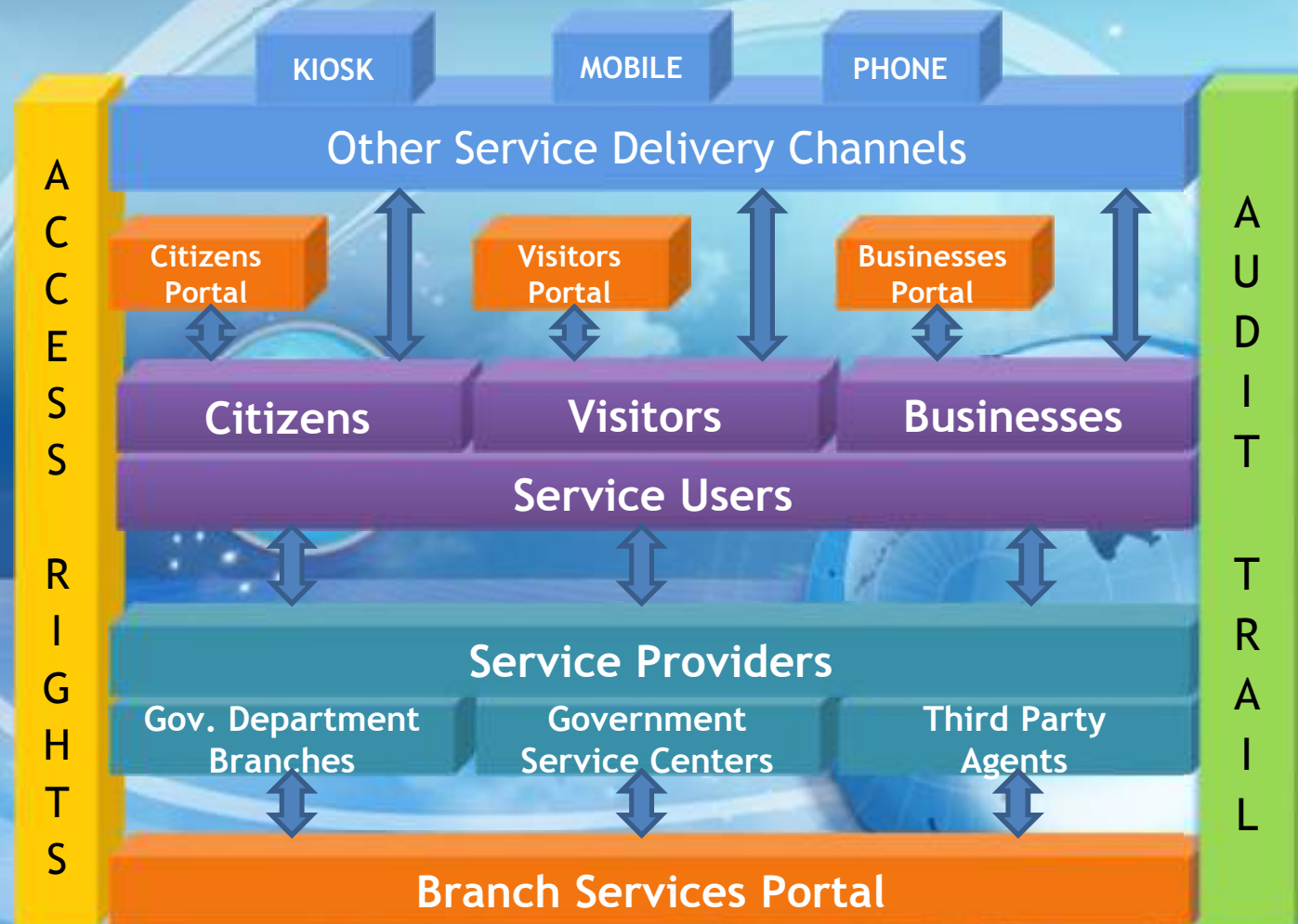
## Statistics

- Fiji's Population 837,271
  - Urban 424,846
  - Rural 412,425  
(Census 2007)
- No of Civil Servants 32,525
- No of Govnet Users 6,723





# Services Driven Model







- Solution
- *How do we intend to achieve the Vision?*





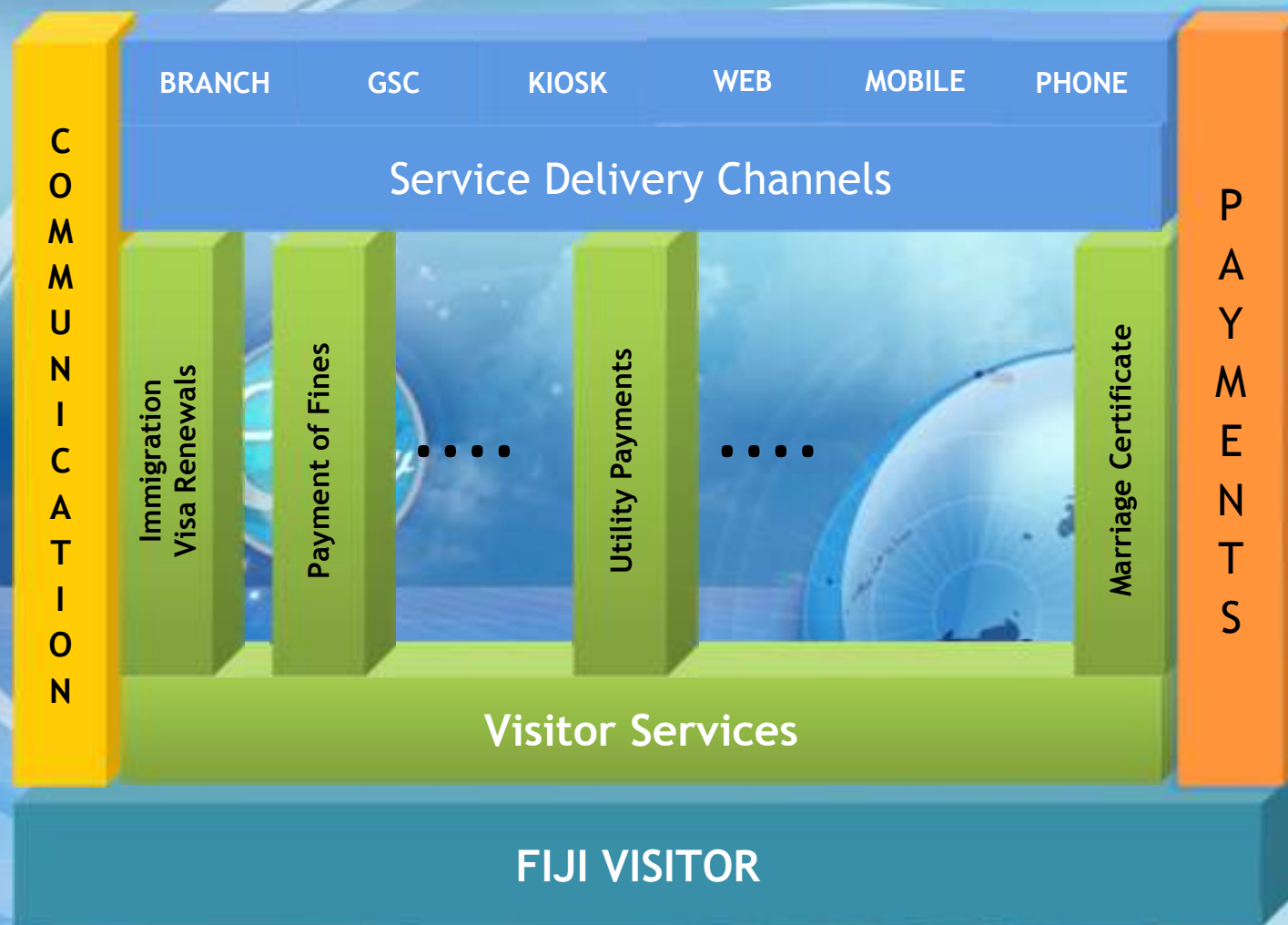
# Fiji Citizen Services Architecture





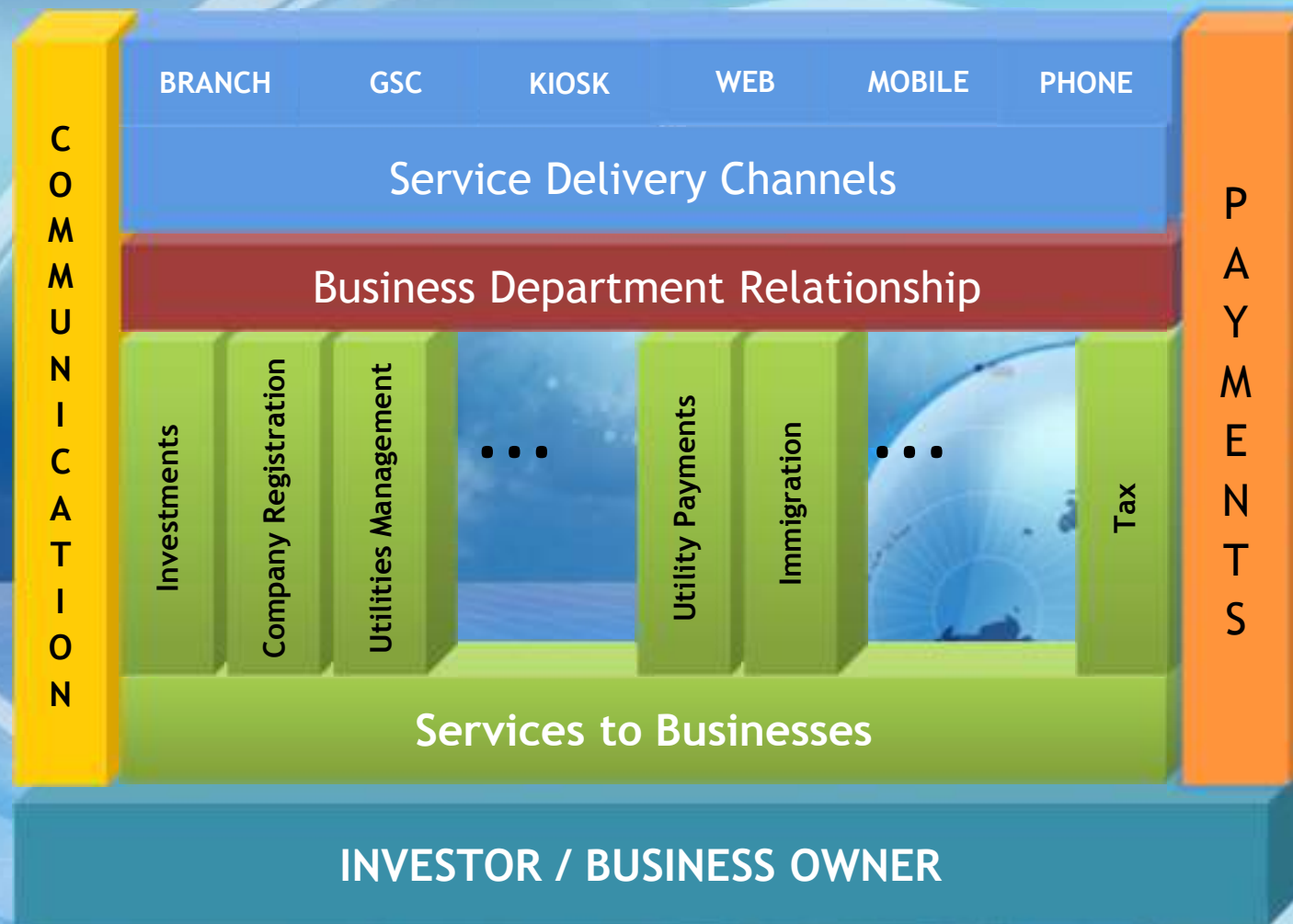


# Fiji Visitor Services Architecture



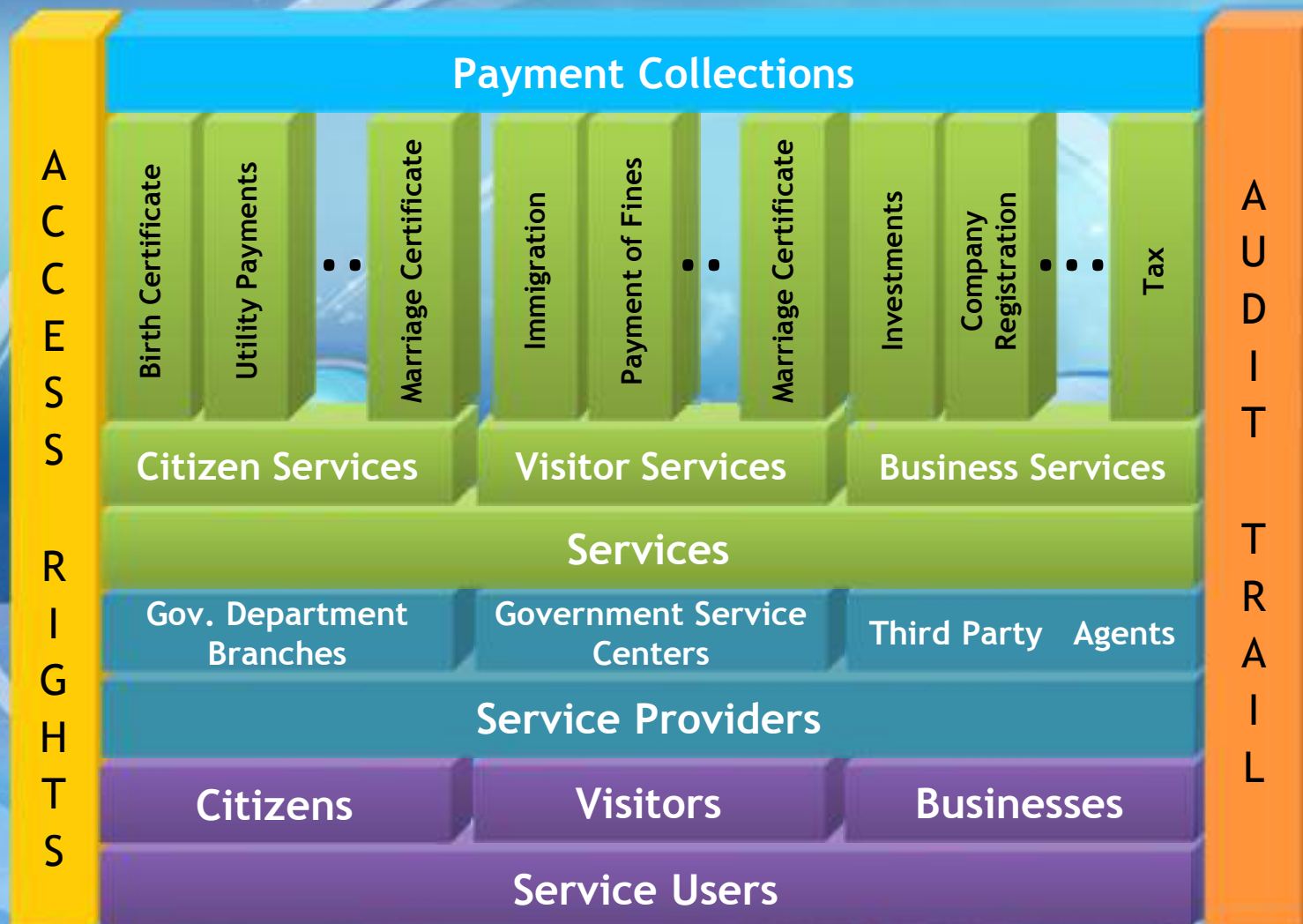


# Fiji Business Services Architecture





# Branch Services Architecture







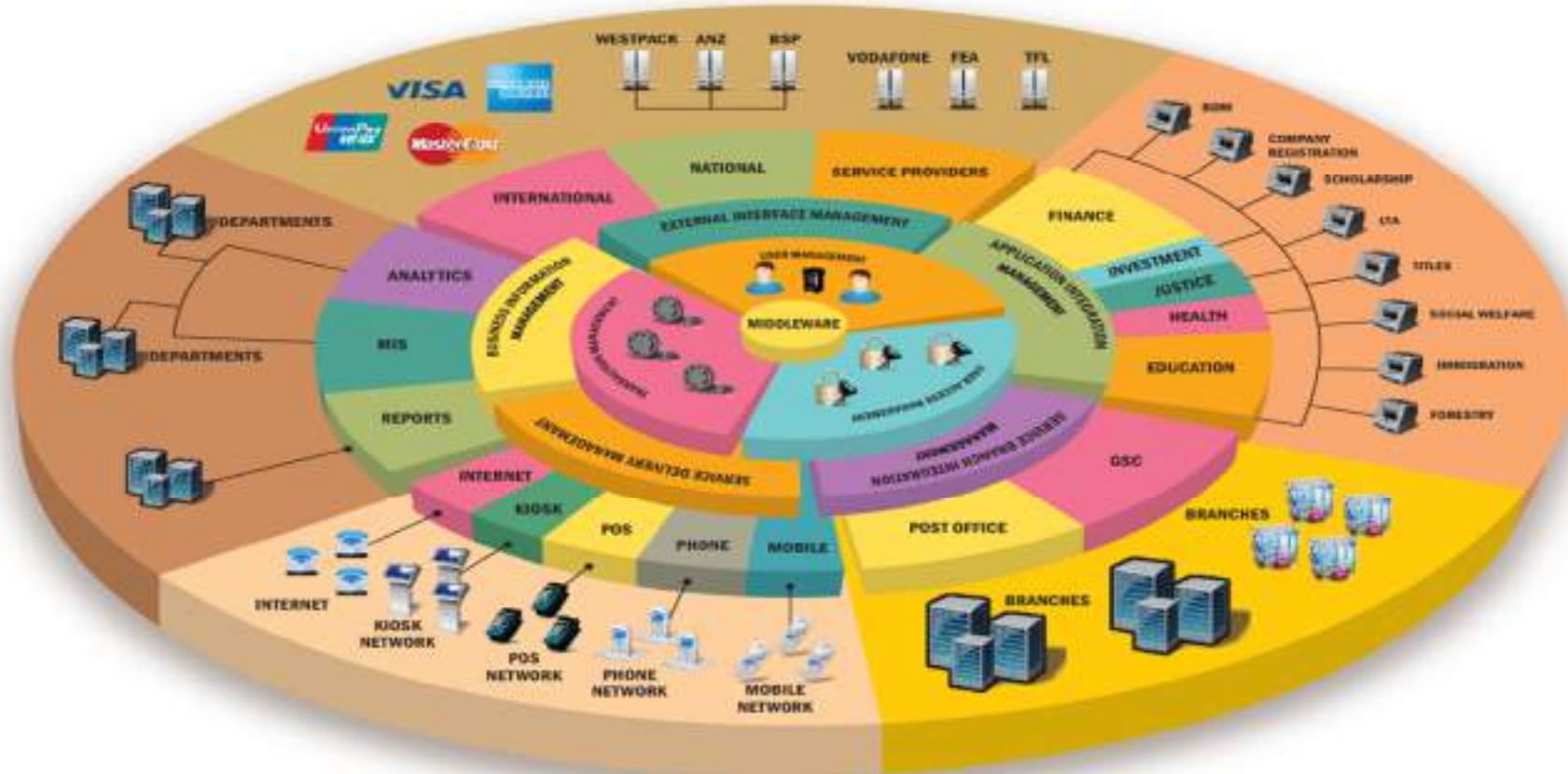
- PLAN
- *What are we planning to do to implement the solution?*





# GOVERNMENT OF FIJI

## Overall IT Architecture







# FijiPay – National Payment Scheme







# Implementation





- SUPPORT
- *What is required to successfully implement the plan?*







## What is required to successfully implement the plan?

- Understand the current status of IT and the plans going forward for each of the departments.
- Focus on process re-engineering to achieve better efficiencies in terms of Customer friendly service, Faster turnaround time and lower cost of operations.
- Co-ordinated working between various departments and ministries.
- Top management commitment, time and accessibility for escalation and regular update.







- PROGRESS
- *What is the progress made so far?*





# What is the progress made so far?

- Preparation of IT Road Map – Blue Print Document
- Migration from ITC server room to Fiji Data Center.
- Taken charge of the operations of Government ITC
- Re-organization & Restructure of Government ITC (In progress)
- Recruited experienced senior management personnel to lead, assist and guide the ITC team for better productivity, performance and efficiency..
- Nodal Sites Upgrade







# What is the progress made so far?

- Multi Protocol Label Switching.
  - 6 Nodal Sites upgraded for Govnet Infrastructure with Fiber Optic and provided redundancy for existing WAN Infrastructure. Sites will be upgraded from 256 Kbps to 1 Gigabyte speed
- Colocation Services at the Data Center on managed and unmanaged services. Preparation of IT Road Map - Blue Print document
- Due to e Services the SAN Storage Capacity is being increased from 1TB to 50 TB.
- Application Development
  - Digitization & Application Development for iTaukei Affairs.
  - ITLTB Application in Progress
  - Investment Fiji – Single window clearance for Foreign Investors in UAT
  - Social Welfare - Welfare Recipients
  - Birth Death & Marriage Registration – RDD for Digitization and Application Development
  - Registrar of Lands Titles & Deeds - RDD Completed







# Data Center ISO Certification 27001- ISMS ISO 9001 QMS



**Data Center Opened by the Prime Minister on 15<sup>th</sup> April 2011**



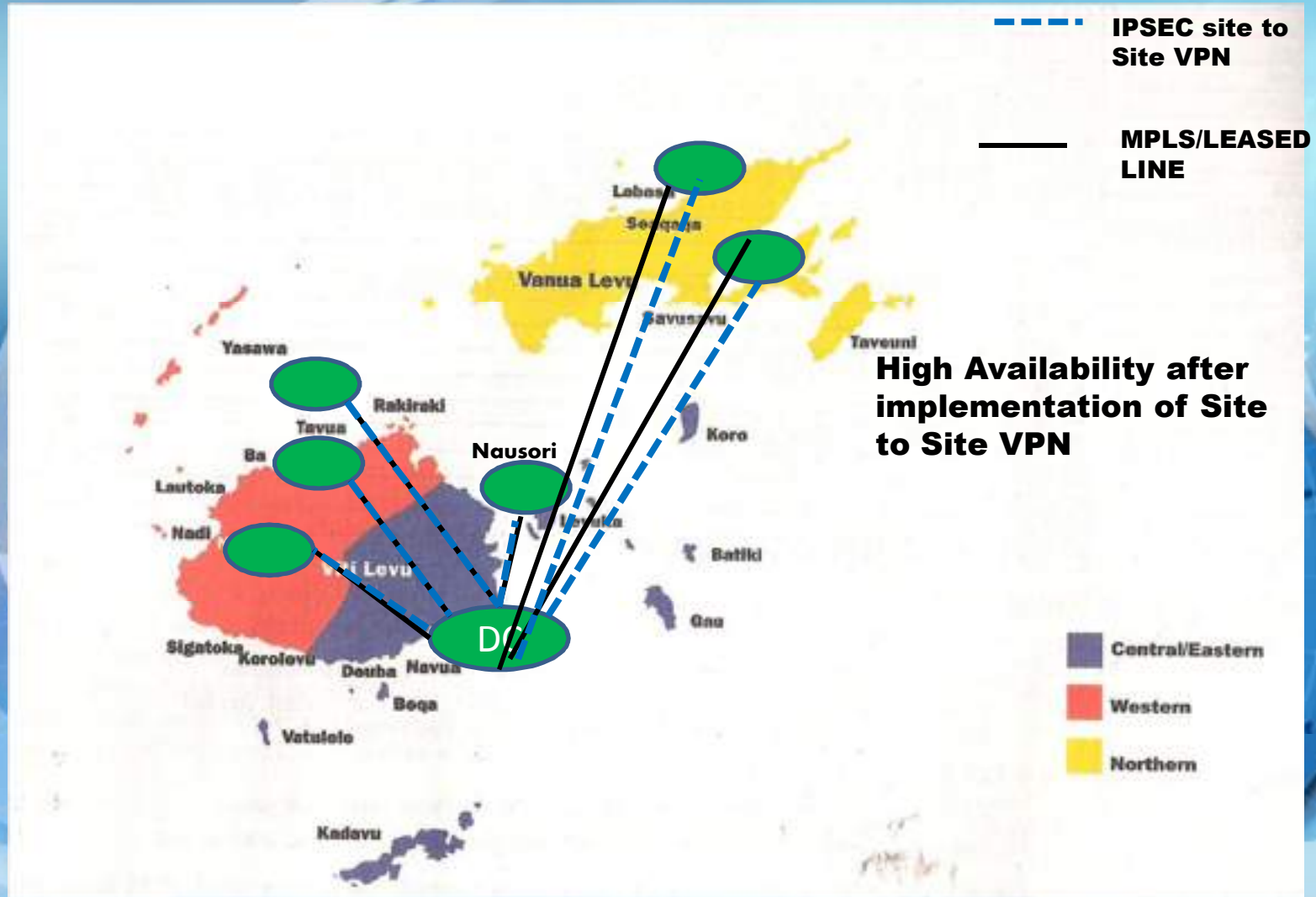


# Data Center





# FIJI GOVERNMENT DATA NETWORK

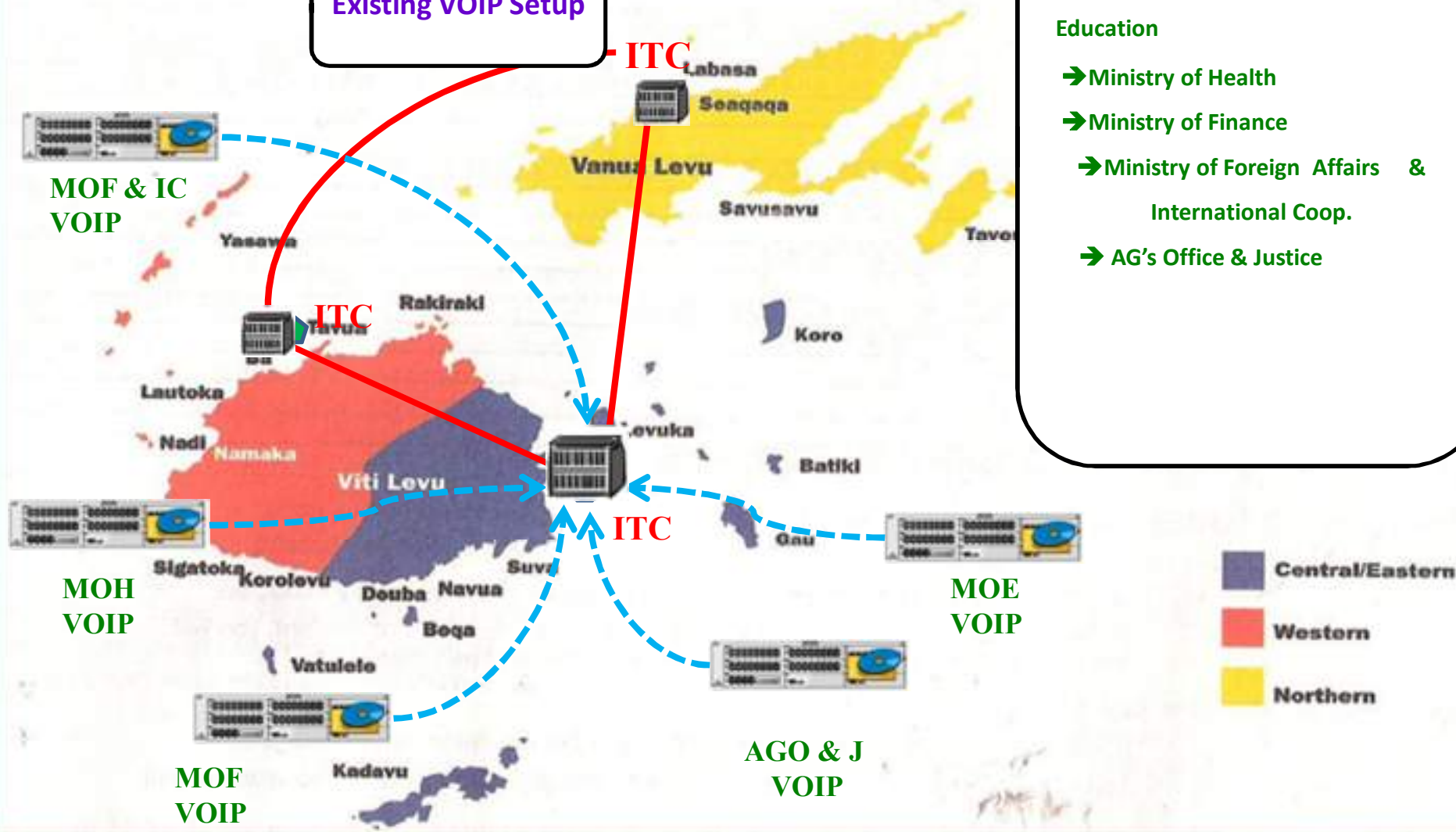






# Government VoIP network

Existing VOIP Setup



After VOIP UPGRADATION All Sites

integrated to ITC → Ministry of

Education

→ Ministry of Health

→ Ministry of Finance

→ Ministry of Foreign Affairs &  
International Coop.

→ AG's Office & Justice



# Telecom & Mobile providers

- ☐ **TELECOM Fiji Ltd**

- ☐ **Vodafone**

- ☐ **Digicel**

- **Number of Subscribers**

- ☐ **Fixed – 142,693**

- ☐ **Mobile – 858,809**





## **NETWORK COVERAGE & GOVERNMENT PLANS**

- ☐ **MOBILE COVERAGE – 90% OF THE POPULATION**
- ☐ **GOVT HAS PUT INPLACE POLICIES/PROGRAMMES TO MOVE TOWARDS 100% COVERAGE in the next 2-5 years through:**
  - ❖ **Universal Service Access Program**
  - ❖ **4G Services (Licensed by Government).**







# TELECENTER USERS:

- **25 Telecenters launched around Fiji**
  - 87,500 people
    - Teachers
    - Students
    - People in the immediate community
- **Provides access to emails, Skype to the users**



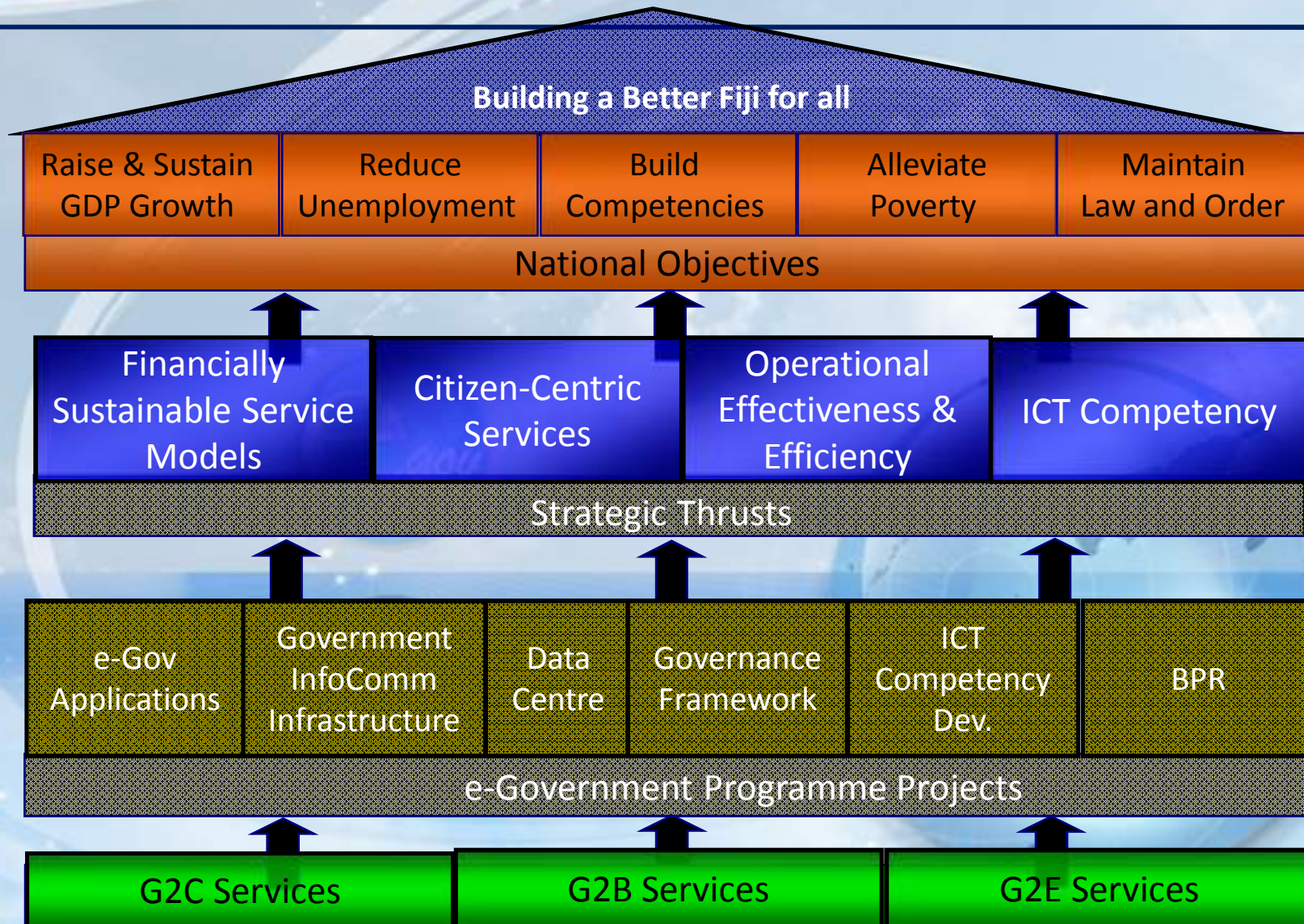


# FIJI

## PHYSICAL MAP











- Questions?





- Vinaka & Thank You

