

# CORPORATE PLAN 2020 - 2024



DEPARTMENT OF  
INFORMATION AND COMMUNICATIONS TECHNOLOGY

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## ACRONYMS

APEC	-	Asia Pacific Economic Co-operation
CNA	-	Capacity Needs Analysis
COTS	-	Commercial off the Shelf Software
COVID 19	-	Coronavirus Disease
DICT	-	Department of Information & Communications Technology
DJAG	-	Department of Justice & Attorney General
DPM	-	Department of Personnel Management
DOE	-	Department of Education
FLC	-	First Legislative Counsel
GDI	-	Government Development Information
GoPNG	-	Government of Papua New Guinea
GOVWEB	-	Government Website Portal
G2G	-	Government to Government
G2B	-	Government to Business
G2C	-	Government to Consumer
ICT	-	Information and Communication Technology
IGIS	-	Integrated Government Information System
ITB	-	Information Technology Board
MTDP	-	Medium Term Development Plan
NTN	-	National Transmission Network
NEC	-	National Executive Council
NICTA	-	National Information and Communication Technology Authority
NRT	-	National Roadmap Team
NBC	-	National Broadcasting Corporation
OGP	-	Open Government Partnership
PPP	-	Public Private Partnership
SOE	-	State Owned Enterprise
STaRS	-	Strategy for Responsible Sustainable Development
SDIS	-	Single Digital Identity Services

## FOREWORD BY THE MINISTER



HON. TIMOTHY MASIU, MP  
Minister for Information & Communications  
Technology

I must commend the Acting Secretary for fast tracking the formulation of the Department's Corporate Plan 2020-2024. The Department has been operating without a Corporate Plan since 2018. The Corporate Plan will now set the new strategic direction and actions that the Department intends to pursue over the next five years.

Interestingly, whilst the core mandate of the Department has been maintained throughout the Plan, with adoption by the National Government of the Information Communication Technology (ICT) Roadmap in 2018, it charts a new pathway to embrace digital technology in the Public Service. It is anticipated that the digital transformation would facilitate the Public Administration process, culture and customer experience as enabler for effective and improved delivery of services to our citizens, which has been lacking over the past decades.

Although I am mindful of PNG's commitment under the APEC 2018 Summit to embrace the digital future, I am very much conscious of the depilating state of NBC radio stations, which is still the basic medium of communication to the rural population. Therefore, I am adamant that we need to re-build and upgrade these communication infrastructures in the provinces to allow them to continuously broadcast government information and enable ordinary people to voice their views on development issues affecting their communities.

Definitely, the CP 2020-2024 represents a bold step by the Department to embark on the journey towards a digital economy. Like other developing countries, Papua New Guinea over the past decade has adopted digital technology platforms to undertake communication and likewise use technology to conduct business on a daily basis. There is no shying away from these technological innovations however, what is lacking is the absence of whole of Government approach through a consolidated policy and legal framework to govern the digital space in areas such as digital communication infrastructures, digital services standards and guidelines, digital skills, digital cyber and privacy related issues.

Therefore, to create an environment conducive to advance the digital transformation of our economy, it is paramount that unresolved issues as mentioned above must be adequately addressed through appropriate policy and legislation, which I believe has been put into place under the leadership of the Acting Secretary of the Department. There is no doubt that the Department is faced with a mammoth task to deliver the digital transformation agenda and therefore, I urge relevant Departments, Agencies and the Provincial Administrations to work closely with the Ministry and my Department to ensure that through our partnership, we can collectively share the burden of transforming our country into a digital based economy.

In the meantime, I would like to call upon my colleagues, Minister for Public Service and Secretary for the Department of Personnel Management to allow the Department additional manpower as current staff limitation is restricting our efforts to deliver on our mandate. Equally, I am also appealing to the Department of Treasury to recognize these digital transformation developments and allocate additional resources in the 2021-2024 Budget Appropriation. No increase in funding will only hinder the full realisation of the Plan.

In the meantime, given the global impact of COVID 19, I am proud to say that the Department is arguably the first Public Service Department to incorporate the pandemic in its Corporate Plan. Such action speaks volumes of our awareness of the changing times under the new normal. Congratulations to the Department and its staff for their foresight.

Congratulations to the Department and its staff for their foresight. I commend the Acting Secretary and staff and anticipate success in the implementation of the Corporate Plan 2020-2024. You can be assured of my continued support in the coming years.

A handwritten signature in black ink, appearing to be 'T. Masiu', written over a circular stamp or seal.

HON. TIMOTHY MASIU, MP  
Minister for Information and Communications Technology

## STATEMENT BY THE SECRETARY



Mr Steven Matainaho  
Acting Secretary  
Department of Information & Communications  
Technology

It is a great privilege for me to present the Department's Corporate Plan 2020-2024. The Plan is a culmination of intense consultation within the Department and our stakeholders to ensure that the Department under its mandate can meaningfully contribute to policy formulation on ICT and accelerate efforts towards the attainment of a fully-fledged digital economy by 2030.

Our Plan contains 12 Key Result Areas, which were identified from the ICT Road Map adopted by the Government in 2018. For the economy to migrate to the digital space, issues relating to digital infrastructure, digital government, digital skills, digital business environment and digital safety must be fully addressed and dealt with immediately.

Leading the charge under the Corporate Plan is the immediate priority to put in place a digital Government transformation policy and legislative framework, which would set the direction of how the whole of Government system would transit to a unified digital platform to delivery services across sectors of the economy.

Through the Digital Government Policy, it would necessitate experience of a digital public service, facilitate trusted digital authentication and verification process, and most importantly, provide to customers and users a simplified, clear, and fast digital services.

As a developing economy, PNG is facing challenges on various fronts and more specifically, in the ICT sector, the need to formulate pragmatic policy in areas such as cross media, infrastructure sharing, standards on ICT data and statistics and the list goes on and on. As a Department, we have identified these policy and legislative gaps and intend to address them in order to govern and facilitate conducive environment whereby organisations both in the public and private sector can participate meaningfully in the digital economy.

The digital transformation agenda will put people first by fostering excellence, empowering the workforce, ensures that people are enabled to resolve their own problems, and most importantly, reduce the bureaucratic red tape which has been a hindrance to development.

The task before hand will be a challenging one for the Department, and it would require the support of other Government Departments and Agencies. In that context

the Department will need the support of the Department of Personnel Management to allow us to add additional manpower to implement the Plan.

Mindful of this fact and that this area of work would require highly specialised technical staff in what is a fast moving technological and innovative space, we would require a cadre of specialists to spearhead the digital reforms within the Department.

At the same time, the digital agenda would require substantial injection of funding into the Department. With the modernisation of digital infrastructures, the Department would require the support of the Department of Treasury and the Department of National Planning and Monitoring to financially resource the Department to undertake these ICT initiatives over the next five years.

For the Department to realise e-Government connectivity and extend government digital services to business and the community at large, the Department will undertake a major restructure to realign its strategies that are consistent with the Corporate Plan. Again, I am appealing to the DPM to support our reorganisation efforts to enable us to pursue the National Government's digital transformation policy agenda.

Finally, I wish to extend my gratitude to the senior management staff and external advisors for their strategic lead role in the formulation of the Corporate Plan 2020-2024.

Despite capacity and resource limitations, the challenge for us all is to pursue its implementation with passion and vigour over the next five years.

Thank you.

A handwritten signature in black ink, appearing to read 'S. Matainaho', written in a cursive style.

**STEVEN MATAINAHO**  
Acting Secretary

## A. MINISTERIAL RESPONSIBILITY

The Minister for Information and Communications Technology has functional responsibilities for three important government agencies.

They are:

- Department of Information and Communications Technology (DICT);
- National Broadcasting Corporation (NBC); and
- National Information and Communication Technology Authority (NICTA).

The following Acts of Parliament give further meaning to the above functions:

- Broadcasting Corporation Act(Chapter 149);
- Postal Services Act 1996;
- Printers and Newspapers Act (Chapter 151);
- Radio Spectrum Act 1996;
- Rural Development Act (Chapter 139);
- National Information and Communication Technology Act 2009;
- Telecommunications Industry Act 2002
- Television (Prohibition and Control) Act 1980; and
- Cybercrime Code Act 2016

## B. MANDATE

The Department was established initially as the Department of Information and Extension Services (DIES). It played a vital role during the colonial administration period, particularly during the period immediately preceding Independence and after Independence in carrying out awareness on government programmes relating to various social, economic and political issues as well as providing feedback on reactions of people regarding progress and development.

In 1982 the Department of Information and Extension Services was abolished and replaced with an Office of Information. This was further downgraded to the National Information Service (NIS); a small media unit was created in the Prime Minister's Department and NEC to provide limited government information for public awareness.

In 1992, the Government re-established the Department of Information and Communications to carry out information dissemination and provide communications policy advise but was again downgraded to an Office status until in 2004, it was reinstated to a Department status through NEC Decision No. 292/2003.

Prior to the 2007 General Elections, the Department had a dual role as it had accountabilities for both the State Enterprises and Communication and Information, however, following the 2007 General Elections, the functions of the Department was streamlined again to focus on Information and Communication Services only. The Department of Information and Communications was established through Ministerial Determination Gazettal No. 145/2007 with its primary function to provide timely policy advice to the Minister on communication and information matters, and also coordinate awareness and dissemination of government development information.

In August 2020, the Government approved a name change of the Department of Information and Communication to Department of Information and Communications Technology through NEC Decision No. 252/2020. The Department has now added a new dimension to its functions, consistent with the Government approved Digital Transformation Policy, with emphasis on transforming Papua New Guinea to a digital economy.

## C. VISION

To harness the potential of ICT to make PNG become a smart networked and knowledgeable society by bringing government closer to the people through effective governance, improved service delivery and socio-economic growth. It is envisaged the use of ICT will:

- Promote collaboration, interaction and participation;
- Promote innovation and learning;
- Provide an open and transparent government; and
- Provide citizen-centres services, and knowledge-based industries.

This vision is one where all citizens are empowered and can interact and collaborate with the Government.

## D. MISSION STATEMENT

Our mission is to transform how government learns, builds, delivers, and measures digital services in the 21st century. To do this, we provide people in the government with the tools, methods, practices, and policy guidance they need to deliver effective and accessible digital services. Moreover, to ensure the use of appropriate and affordable digital technologies through a transformative and inclusive approach across sectors of the economy for benefit of all.

## E. CORE VALUES

We are committed to improving people's experience of government services. This means putting people first, improving skills both within government and outside government to deliver these services.

### Customer Focused

Technology is designed and developed to address specific challenges and or issues towards improving efficiency in customer service delivery. Therefore, we will work with all the other agencies to help them to create services that are simple, clear, efficient and easy to use. We will build a national infrastructure to facilitate Digital Government and other relevant activities that provide ICT facilitated services for the benefit of the citizens.

### Innovation and Change

Our commitment to innovation, entrepreneurship, and change will underpin our efforts in the digital transformation of our economy.

### Standards

We are committed to ensuring that all government systems including websites, applications, services deployed and used by government agencies, among others, are standards driven and are open and interoperable both for crucial data exchange and integrity and for accessibility so that all users can read and interact with these systems.

### Teamwork & Collaboration

We are committed to work as a team at all levels of our operations to ensure the effective and efficient delivery of digital services to Government, Business and the Citizens of the country.

We are also committed to making collaboration easy. Open collaboration across government is critical to a secure digital future. It is our business interest to enable collaboration and make it easier.

### Transparency

We are committed to conduct our business in an open and transparent manner to promote public confidence and accountability in the delivery of our services.

### Listening

Everything we do is informed by what our customers need. We will apply multiple methods for measuring, listening and understanding our products and services we offer.

### Professionalism

We are committed to display professionalism in the conduct of our business to earn the trust of Government, Business and the Citizens of the country through continuous training and development.



### Employees

We are committed to maintaining a knowledge and skilled based workforce through continuous training and development.

### Honesty

We are committed to uphold integrity and honesty at all times in order to earn the trust of our clients and stakeholders.

## F. OUR ENVIRONMENT

Digital technology is fundamentally changing how Papua New Guineans live, work and interact with government. The PNG public expects government services to be simple, efficient and easy to use. To meet these expectations, we must be innovative, practical and user-centered in our work.

As COVID-19 has shown us, we need to embrace technology and change so that we can grasp the new opportunities to re-think how government services are designed and delivered. To stay ahead of the curve, we need to constantly test new ideas, tools and practices that will assist DICT and other agencies embrace digital transformation.

We also need to be smarter about use of data as well as design and deliver personalised digital services that meet the needs of customers. DICT is working to ensure that data and digital services are considered and harnessed together.

Digital transformation requires high levels of coordination and collaboration across government. It requires DICT to work effectively with other agencies to identify opportunities for change, agree on a course of action and actively manage delivery risks for government. To do this, we must be willing to learn from our colleagues as well as to share our skills and insights with them.

We must remember that DICT operates in a global environment that is characterised by ongoing technological development and disruption. We need to ensure we are able to respond quickly and in an effective manner and support government to do the same.

As COVID 19 has shown, people and businesses are more connected than ever and they expect to be able to access and engage with government digitally, in a way that is:

- reliable, consistent and easy to use;
- trusted and secure; and
- a joint digital government experience.

People and businesses expect to be able to interact digitally with government just as they do with private sector organisations.

While DICT works at the centre of digital transformation in government services in PNG, we also realize that in today's environment, we recognize partner government agencies are needed to deliver on key outcomes. It is therefore important for the DICT to be effective in coordinating rather than having direct control over the delivery of services across government.

The gap between the digital transformation skills that are required and the skills that are available is wide and we need to make a huge effort to close and eliminate this gap. We have a key role in building digital capability within PNG, as well as facilitating and encouraging partnerships with private sector organisations.





## G. STRATEGIC ALIGNMENT

Papua New Guinea's Vision 2050 envisages a smart, healthy and wise society. Therefore, information and communication technology (ICT) is an enabler and a significant tool to realise this vision. Taking cue from this broad vision, the National Strategy for Responsible Sustainable Principles (STARS) and the Development Strategic Plan (2010-2030) and other succeeding plans were developed.

The Corporate Plan 2020-2024 has been written to address changes and challenges posed by the rapid development in the ICT sector and its impact on our economy. It includes re-strategizing and adding new dimensions to the Department's key functional areas of ICT policies and legislations, Digital Government Technology Platforms, Digital Government Office Platform, Digital Government Transformation and challenges facing the Dissemination of Development Information to our communities. These activities will be further elaborated and expanded in the sections covering divisional and individual work plans, setting out specific output for a particular year, and providing the basis for assessment of Department's performance

Hence, diagram 1.1 shows the linkages between those plans.

### CORPORATE PLAN ALIGNMENT FRAMEWORK



**Diagram 1.1** The alignment process from strategic plan to individual action plans.

## H. KEY CORPORATE OBJECTIVES

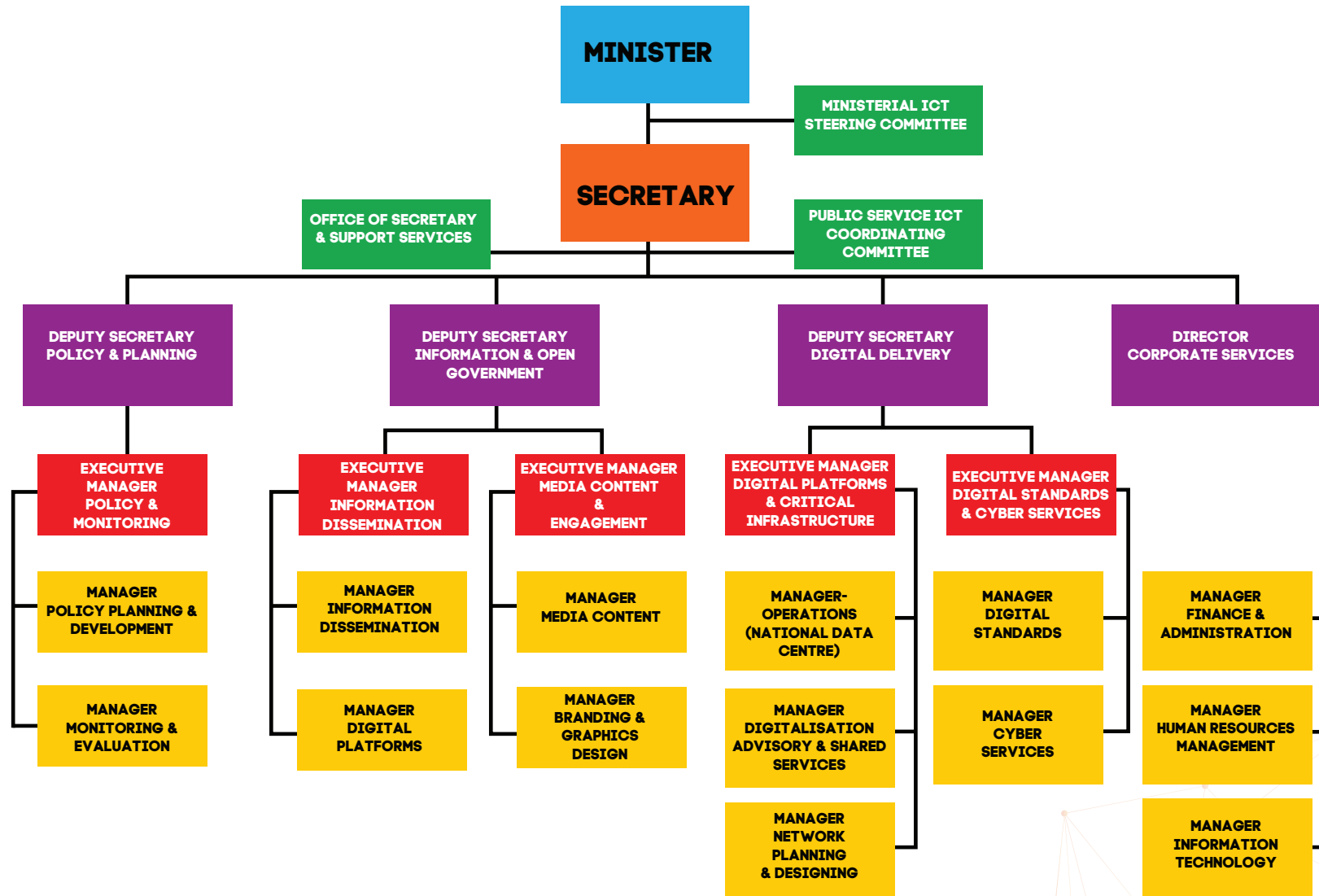
- To provide leadership in the development of appropriate and timely communication and information policy advice to the Minister;
- To provide technical and advisory support services to the Ministerial Committee on ICT;
- To provide advice to the Minister on the operations of State entities under the Ministerial responsibilities;
- To provide leadership and advisory services in the digital transformation;
- To promote e-Government across the Public Sector;
- To foster and maintain bilateral and multilateral partnership with stakeholders;
- To provide leadership in fostering partnerships between Government, Business, Academia, and Consumers to participate in the Digital Economy;
- To coordinate awareness and manage dissemination of government development information to our citizens, particularly those in rural areas;
- To collaborate with NICTA in the promotion of Broadband and ICT development including the UAS and rural connectivity;
- To collaborate with other agencies in the government, including NICTA on Internet Governance, and ICT policy and regulations;
- To coordinate, manage and implement the e- Government Infrastructure and services previously known as the Integrated Government Information System (IGIS);
- To formulate policies and standards for the use of ICT in the public service;
- To promote and coordinate external development assistance to enhance communication and information services in PNG;
- To regularly monitor and evaluate ICT policies, programs and project implementation;
- To prudently manage budget allocation and develop human resource capacity to enhance performance in the Department.



## I. KEY PRIORITIES

- Delivery of a Digital Transformation Strategy and Roadmap.
- Deliver whole-of-government strategies, policies and advice to support the Government's digital and ICT agenda.
- Design and delivery of whole-of-government digital platforms in support of digital government services and applications
- Deliver a program of digital and ICT capability improvement, including sourcing, to enhance capability and skills across all agencies within the GoPNG.
- Drive collaboration and partnerships to enable and accelerate the digital transformation of government services.
- Disseminate development information to enable citizens to participate in public affairs and community based activities.

# DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT STRUCTURE



## K. CORE FUNCTIONS

### Executive Services

The Office of the Secretary provides the overall leadership in the pursuit of the implementation of the Ministry and the Department's mandate through appropriate strategic ICT policy, planning and advisory services to the Government through the Minister.

The Office is also responsible for the execution of certain legislative functions in the areas of Internal Audits, provision of legal advisory services to the Ministry, implementation of the GESI Policy and provision of technical advisory services to the Ministerial ICT Committee. DICT is responsible for whole-of-government strategy, policy and advice on digital transformation and ICT. We provide advice to government on opportunities to accelerate and coordinate digital transformation across government, as well as advice on emerging trends and risks. This includes advice on new policy proposals as well as ongoing programs and initiatives. We directly support agencies with practical guidance and tools to help them design and deliver digital projects that align with government priorities and improve service delivery outcomes.

### Policy and Planning

The primary function of the Division is to ensure that appropriate ICT Policy frameworks including the e- Government roadmap are developed and presented to the Government. The Division is also responsible to undertake in-depth research on ICT related matters to assist in the formulation of legislations and strategies that would support the development of the digital economy.

### Information and Open Government

The Division is responsible for the dissemination of development information to Government, Business and the Citizens of the country through various communication channels. The other related function is to ensure that major government sponsored international forums, events receive maximum publicity, and at the same time, promote PNG's profile internationally.

With the common use of social media platforms in our everyday lives, fake news is of great concern by the public. The need to curb misinformation would be tackled under the Plan. To that extent, social media policy and guidelines would be developed to manage online contents to safeguard public interest. Consistent with international conventions, PNG is eager to work with the other stakeholders within the Open Government Program and to promote Open Government to other departments and agencies. The Division is also committed to ensuring

that all citizens fully participate at all levels of socio-economic programs and activities.



### Digital Delivery

The Division is responsible for developing a whole-of-government Digital Transformation Strategy to ensure that digital services are simple, clear and efficient. It will work with government agencies to ensure protection of privacy and security of people and businesses interacting with the Government.

Digital technologies are fundamentally changing how we live and work. PNG consumers expect government to keep up with these changes. The strategy will outline clear aspiration and plans for improving the government digital services experience over the short, medium and long-term.

The Division will also be delivering an e-government roadmap that sets out a plan and describes the benefits associated with the Digital Transformation Strategy. It will describe in more detail the shifts in experience the Government expects to deliver to people and businesses.

The Digital Transformation Strategy and roadmap will provide a blueprint to support agencies as they collaborate to improve people's experiences with government. The roadmap will inform the development of whole-of-government digital platforms.

### Corporate Services

The Division is responsible for the provision of corporate services support to the Department in ensuring the effective management of its financial resources, general administration of the Department, and most importantly, the Human Resource and its internal IT systems.

## L. OPPORTUNITIES, CHALLENGES AND RISKS

- Digital transformation can significantly improve the experience and outcomes for people and businesses in their dealings with government. The Digital Transformation Strategy will set this direction.
- Transforming and improving services will require changes to how government works. This will require uplift in digital capability. The Digital Transformation Strategy will help set direction for these changes.
- There is risk in change and innovation. It will therefore be important to iterate quickly to test thinking and reduce the risk of transformation change.
- Coordinating digital initiatives and investment across government will require high levels of agency engagement and cooperation.
- Risks include delivering policy and strategy settings that do not reflect the government's changing operating environment. There is also the risk that agencies do not accept DICT's advice or contribute information to enable government to monitor its progress.
- Government-wide platforms and services reduce the need for each agency to build their own capabilities. This policy reduces duplication, improves collaboration and frees up resources that allow public servants to focus on how to best meet customer needs. The challenge is to demonstrate the value of a coordinated approach, particularly for services that have traditionally been contained within an organisation.
- There is a risk that agencies will resist transition to government-wide platforms and services, preferring to continue to use their own organization-specific capabilities. There is also a risk that the transition to government-wide platforms and services may disrupt service delivery.
- Reform to ICT and digital investment oversight will involve a number of structural challenges. Delivering change will require strong commitment and collaboration across central agencies and government generally. It also requires adequate resourcing and capability.
- There is a risk of stakeholders and the public underestimating the challenges of improved ICT and digital investment. Expectations must be carefully managed, to ensure that understanding, responsibility and accountability for projects remains with particular agency responsible for delivering that service.

- Engaging SMEs as DICT hopes to do will require a change in mindset in government sourcing.
- Failing to respond quickly enough to engage SMEs could lead to capability gaps or sub-optimal outcomes in government.



## M. KEY RESULT AREAS

The Department's Corporate Plan 2020-2024 articulates the organizations outcomes and outputs by focusing on twelve (12) Key Result Areas (KRAs):

1. Strategic Leadership and Coordination
2. Institutional Strengthening of the Department of Information and Communications Technology
3. Policy and Legal Enablers for ICT Development
4. Digitalisation of the Public Service
5. Collaborative Partnership for the Digital Economy
6. Enhancing Digital Skills for the Digital Economy
7. Engagement and Dissemination of Government Development Information
8. Modernisation of Digital Infrastructure and Shared Platforms
9. Standards and Performance
10. Protection and Safety of the Digital Economy
11. Budget, Prudent Financial Management and Information Technology
12. Human Resource Management

The 12 Key Result Areas are further broken down to Priority Objectives, Actions, and Key Performance Indicators.

We will track our performance and report on our achievements against the priority objectives and action in this Corporate Plan.

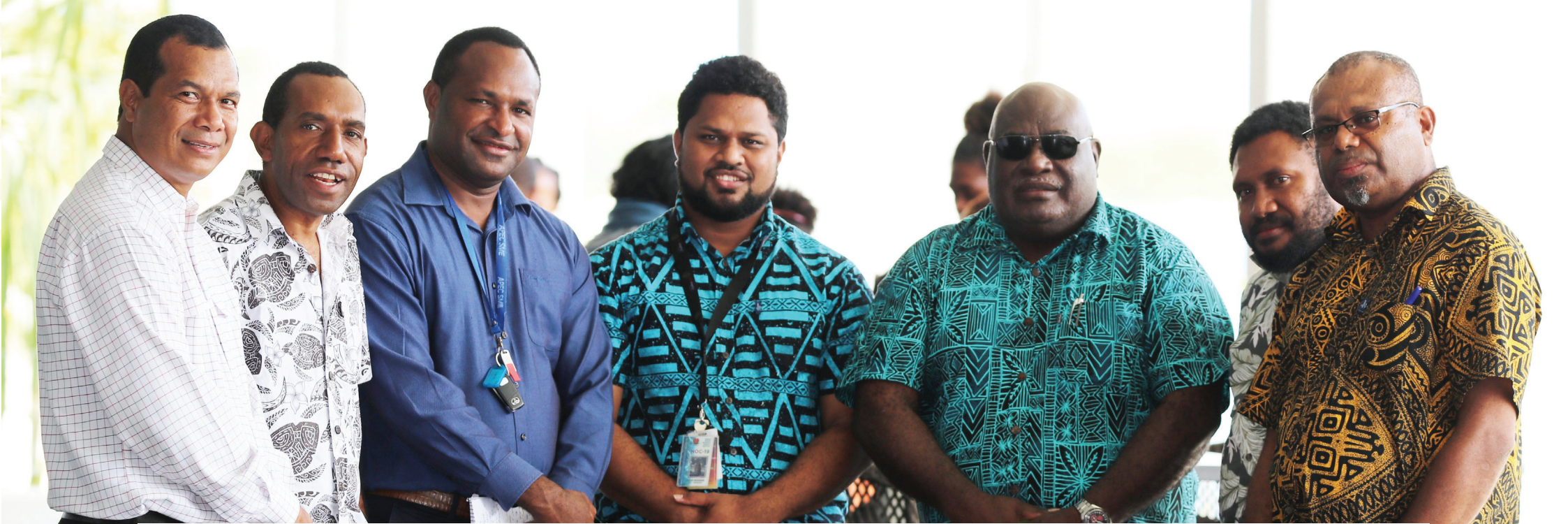
## KRA 1 STRATEGIC LEADERSHIP AND COORDINATION

**GOAL 1.1 To provide strategic leadership in Policy Advisory and Planning services on ICT and Digital Transformation and, manage the Department to deliver on its mandate in support of Ministry and National Government's ICT and Digital Transformation aspirations.**

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>Ensure effective leadership in the provision of Policy Developments of ICT and Digital Government.</p> <p>Ensure effective leadership in the provision of Advisory Services on ICT and Digital Transformation in the country.</p> <p>Ensure effective leadership in Planning for ICT and Digital Infrastructures and Services in the country.</p> <p>Ensure that appropriate advice is provided to SOE's within the Ministry</p>	<p>Formulate relevant Policy on Digital Government and digital transformation for adoption by the National Government.</p> <p>Provide policy advisory services to the Ministry in relation to ICT and Digital Transformation in the Public and Private Sector.</p> <p>Undertake review of current strategies on ICT and Digital Transformation in the country.</p> <p>Provide policy and planning advisory services in support of SOEs development agenda.</p>	<p>Number of Digital Government Policies endorsed by the Ministry and the NEC.</p> <p>Number of written Briefs and verbal Advice provided and fully endorsed by the Ministry.</p> <p>Updated Digital strategies adopted by the Ministry.</p> <p>Collaborative partnerships fostered with SOEs.</p>
<p>Ensure effective management of the ICT Coordination Secretariat.</p>	<p>Conduct regular ICT meetings and effective reporting to the Ministerial ICT Committee and the Ministry.</p> <p>Conduct regular ICT Meetings of the National ICT Coordination Working Group and of the related Technical Working Groups.</p>	<p>Number of meetings conducted annually.</p> <p>ICT technical advice and strategies adopted by the Ministry and the Department.</p> <p>Number of action items and outcomes from the Technical Working Groups.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>Ensure timely audited Financial Reports are presented to the relevant Authorities.</p>	<p>Establish the DICT Internal Audit Committee.</p> <p>Conduct regular reviews to determine status of Audit Reporting in the Department.</p>	<p>Number of DICT Audit Committee Members Appointed.</p> <p>Adoption of stringent auditing process and reporting mechanisms.</p> <p>Timely delivery of DICT Audit Reports in compliance with the Financial Regulations and the Audit Act 1989.</p>
<p>Ensure the provision of timely and professional legal advisory services to the Department.</p>	<p>Undertake research and analysis on various legal issues and advice to the Department.</p> <p>Drafting of Laws and Regulations for ICT, digital government, and cyber related issues as directed by the Ministry and NEC.</p>	<p>Client's Acceptance of legal advice.</p> <p>Number of Bills, Policies, and Regulations adopted by the Ministry and NEC.</p> <p>Number of Laws relating to the digital economy enacted by Parliament.</p>
<p>Effectively implement the GESI Policy in the Department.</p>	<p>Review current status of the GESI Policy.</p> <p>Conduct regular GESI programs and activities in the Department.</p> <p>Create a series of best practices for GESI.</p> <p>Promote and motivate public servants to suggest improvements to GESI policies.</p>	<p>GESI activities updated and implemented.</p> <p>Implementation of the GESI Policy monitored and tracked.</p> <p>Number of improvements adopted to GESI programs.</p> <p>Number of feedbacks and suggestions from staff.</p>





PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	Conduct induction on GESI Policy for newly recruited staff.	Number of staff informed of the GESI Policy.
Promote collaboration with other Agencies within the Public Service and the Private sector on ICT development matters.	<p>Conduct regular meetings and consultations with National Departments, Agencies and Provincial Governments.</p> <p>Create communities of practices within the Government and other similar Practice groups to share best or good practices.</p> <p>Create a system of incentives and rewards to encourage agencies to collaborate or form PPP.</p>	<p>Number of successful collaborations.</p> <p>Number of Communities of Practice created.</p> <p>Incentives and rewards adopted under PPP.</p>

**KRA 2 INSTITUTIONAL STRENGTHENING OF THE DEPARTMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY**

**GOAL 2.1 To transform the Department through Legislative and Administrative Reforms**

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
Ensure the effective and efficient reorganisation of the Department.	Formalise status of the Department for inclusion in the Digital Government Policy and Legislation.	DICT mandate strengthened by statutes and laws.
	Review status of the Department and elevation to a senior ranked Agency within the Government.	Upgraded to EX.5 by NEC.
	Draft DICT Corporate Plan for 2020-2024	Launched DICT Corporate Plan 2020-2024.
	Design and develop a strategy for the reorganisation.  Undertake a restructure of the Department in 2020.	Restructure strategy adopted Approved revised DICT Organisational Structure 2020.

## KRA 3 POLICY AND LEGAL ENABLERS FOR ICT DEVELOPMENT

### GOAL 3.1 To develop appropriate Policy and Legislation for the promotion of ICT for Development

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>Ensure timely formulation of appropriate Digital Government Transformation Policy and other related ICT Policies.</p> <p>Ensure the formulation of appropriate Digital Laws in the country.</p>	<p>Develop a Digital Government Transformation Policy.</p> <p>Develop a Procurement Policy.</p> <p>Develop a Communication Infrastructure Policy and Legislation.</p> <p>Develop Data Collection Policy and Data Legislation.</p> <p>Review ICT Sector Policy to include full panoply of digital commerce law to ensure the growth of the digital economy.</p> <p>Develop a Policy on Data Protection, Open Data for Citizens and supporting Legislation.</p> <p>Develop Cyber policies as directed by the Minister and the NEC.</p>	<p>NEC approved e-Government Policy &amp; Digital Government Act.</p> <p>NEC approved Procurement Policy.</p> <p>NEC approved Communication Infrastructure Policy &amp; Communication and Infrastructure Act.</p> <p>NEC approved Data Collection and ICT Sector Policy and Legislation.</p> <p>Digital Commerce related Acts &amp; Policies, such as competition and innovation policies adopted by Government.</p> <p>Data Protection and Open Data Policy adopted by Government, and Data Protection Act passed by Parliament.</p> <p>Number of ICT policies developed and passed.</p> <p>Right to Information Act &amp; Open Data. Communications Decency Act.</p> <p>Cross Media Ownership Act &amp; Policies.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Work with Department of Justice &amp; Attorney General (DJAG), State Solicitor's office and Prosecutors office another relevant agencies to ensure all are on board with ascension to the Budapest Convention.</p>	<p>Number of cyber related policies adopted or inserted into other related bills including the Cyber Act.</p> <p>Number of complaints or actions resolved.</p>
<p>Ensure an updated and effective Media and Broadcasting Policy.</p>	<p>Undertake comparative reviews of international best practices for media and broadcasting.</p> <p>Design and develop a new Media and Broadcasting Policy taking into consideration social media, convergence and traditional broadcasting.</p> <p>Work with the Convergence Technical Working Group to ensure that all policy and consumer protection issues are covered.</p> <p>Create MOUs with other Government Agencies to ensure that the correct Agency has oversight of identified policy and consumer issues.</p> <p>Ensure that customer rights and protections are maintained and is assigned to the right agency.</p> <p>Ensure proper policies and regulations are adopted.</p>	<p>Relevant information gathered to shape policy making process.</p> <p>Media and Broadcasting Policy adopted by NEC.</p> <p>Broadcasting and Convergence Policy adopted by NEC.</p> <p>Demonstrated evidence of consensus reached on consumer related issues by the Technical Working Group.</p> <p>Number of complaints or actions resolved.</p> <p>Number of MOUs executed between the various Government Agencies.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Review current state of the Media Market and Develop Cross Media Ownership Policy.</p> <p>Review neutrality rules and procedures.</p>	<p>Cross Media Ownership Policy adopted by Government.</p> <p>Evidence of customer rights and protection scrutinized by the right agency</p> <p>Number of Policies and Regulations adopted.</p>
<p>Ensure that DICT is mandated to have appropriate Data collection powers.</p>	<p>Undertake a review of the NICTA Act to mandate the Department to collect appropriate data and ICT sector and digital economy related statistics.</p> <p>Develop data privacy principles to ensure the protection of the data the government collects.</p> <p>Develop regulations to minimize the burden to the public to continually provide increasingly more information to the government.</p> <p>Adopt appropriate social media data collection policies.</p>	<p>Consequential Amendments of the NICTA Act to mandate DICT to collect ICT economy statistics.</p> <p>Data Privacy Act and Rules and Regulations established.</p> <p>Adopt a Paperwork Reduction Act.</p> <p>Social Media Data Collection Policy adopted by Government</p>
<p>Ensure effective monitoring and evaluation of Policies and Programs.</p>	<p>Undertake regular assessment of policies and programs.</p> <p>Develop a methodology for the assessment and monitoring of programs.</p> <p>Provide advice and recommendations in relation to policy and programs outcomes.</p>	<p>Number of Ministerial Briefs written.</p> <p>Number of Information Papers presented to NEC.</p> <p>Number of remedial actions taken to improve policy and program performance.</p>



PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Undertake assessment of ICT environment and review of the ICT Policy 2008.</p>	<p>ICT trends situation Report. Number of policy issues resolved. Revamped ICT Policy 2020 adopted by NEC.</p>
<p>Ensure regular reviews of Emerging Technology.</p>	<p>Undertake Emerging Technology assessment for adoption by Government and industry.</p> <p>Facilitate consultations with Government Departments, Agencies and stakeholders on Emerging Technology issues.</p> <p>Collaborations with Innovation Technical Working Group and other Research Institutes.</p> <p>Create a website to track these ongoing challenges.</p>	<p>Emerging Technology reports adopted</p> <p>Unified position on Emerging Technology established.</p> <p>Adoption of resolutions by the Innovations Working Group and Research Institutes.</p> <p>Website tracking mechanism established.</p>

## KRA 4 DIGITALISATION OF THE PUBLIC SERVICE

GOAL 4.1 To promote and facilitate digital service delivery by all public bodies.

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>Ensure an effective and efficient digital e-Government Services across all levels of the Public Service.</p> <p>To ensure the establishment of e-Government Roadmap for each Government Organisation.</p>	<p>Develop a partnership framework across the Public Service to embrace digital Government.</p> <p>Create online system for the Submission of Policies and Legislations to the NEC.</p> <p>Standardise the use of Internet and Email across the Public Service.</p> <p>Create the CIO office within the Government and also within each Agency and Department in charge of implementing.</p>	<p>Evidence of enhanced collaboration and partnership between Departments, Agencies and Provincial Administrations for access to centralised Data and Information services.</p> <p>Approved online Management Process for NEC Submissions.</p> <p>Enhanced collaboration and partnership between DICT and Public Service on approved standards on the use of Internet and Email Services across the Public Service established.</p> <p>Departments and Agencies e-Government Strategy adopted.</p> <p>Guidelines for service delivery adopted and common platform published.</p>

## KRA 5 COLLABORATIVE PARTNERSHIP FOR THE DIGITAL ECONOMY

### GOAL 5.1 To promote a strong partnership between Government, Business and Citizens to participate in the Digital Economy

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
To ensure a conducive environment for Business and Citizens to participate in the Digital Economy.	<p>Research and create a series of best practices for promoting a business friendly environment.</p> <p>Work with other agencies and communities to improve regulations for friendly business environment</p> <p>Promote partnerships between the Government and the Business community to promote collaboration and lessen barriers for ICT Users and Start-Ups.</p> <p>Promote the use of open data within the PNG Government.</p>	<p>Increased number of ICT Users and Start-Ups.</p> <p>Number of new open data subsets created.</p> <p>Number of new services or application created.</p> <p>Seamless Business opportunities established.</p> <p>PNG's Doing Business Ranking improved.</p>
<p>To ensure the establishment of Digital Hubs across the country.</p> <p>Develop Recommendations for agencies to improve the design, prioritization and delivery of ICT projects</p>	<p>Facilitate the formation of Digital Hubs, innovation spaces for use by citizens.</p> <p>Encourage partnership with SMEs and marginalised groups to access Digital Hubs connectivity services</p>	<p>Number of Regional/ Provincial Digital Hubs established.</p> <p>Increased number of ICT users.</p> <p>Number of ICT Incubation Centres established</p>
To promote e-commerce in various sectors of the economy.	Identify business platforms to support the development of e-commerce markets and solutions.	Increased number of users of e-commerce services.



PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Creating a series of innovation centres that would provide different incentives for businesses to locate themselves in PNG or in a specific city within PNG.</p> <p>Development of system of tax incentives to entice investors and businesses to operate in PNG.</p>	<p>Number of new innovation hubs and businesses created.</p> <p>Number of and type of Platforms used.</p> <p>Evidence of tax incentives provided to investors.</p>
<p>To ensure that the Department procure an integrated data management and open data platform.</p>	<p>Develop a data collection, analytical and reporting capability that informs and helps drive both transformation and improved outcomes for government and the private sector.</p>	<p>Increased access to ICT data and statistics.</p> <p>ToR for the procurement, design and set up of data collection hardware and Software finalised.</p>



## KRA 6 ENHANCING DIGITAL SKILLS FOR THE DIGITAL ECONOMY

GOAL 6.1 To support the development of the digital skills in the Public Service, Business and Stakeholders.

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>Ensure essential Digital Skills are developed for the Digital Economy.</p>	<p>Include in the Digital Transformation Act provision for digital training and development.</p> <p>Design and Develop an online Human Resource Development Portal for essential services.</p> <p>Develop online Training Programmes for Civil Servants.</p> <p>Partner with agencies across government and the universities to raise the level of digital skills in the PNG Public Service and the private sector.</p> <p>Create a</p> <ul style="list-style-type: none"> <li>• Digital Service Standard review.</li> <li>• Building digital capability program.</li> <li>• Establish the Co-Lab program.</li> <li>• ICT skills program.</li> </ul> <p>Create online learning platform for school leavers and youths.</p> <p>Develop partnership with DOE and Training institutions to deliver training programs including Digital Hubs.</p> <p>Collaborate with Business to deliver Digital industry-based training programmes.</p>	<p>Digital training and development preserved in legislation.</p> <p>Human Resource Portal established.</p> <p>Number of Civil Servants participating in the Programme.</p> <p>Number of Training Programmes delivered.</p> <p>Number of Innovation Hubs participating in the capability program.</p> <p>Number of school leavers and youths participating in the programme.</p> <p>Evidence of partnership forged.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
		<p>Number of companies participating in the programme.</p> <p>Number of industry training programmes delivered.</p>



## KRA 7 ENGAGEMENT AND DISSEMINATION OF GOVERNMENT DEVELOPMENT INFORMATION

### GOAL 7.1 To promote Access, Engagement and the Dissemination of Government Development Information

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
To ensure sustained availability of GOVWEB.	<p>Manage the Government Online Portal to access e-Government information services.</p> <p>Create a Social Media Guidelines for use by Government Agencies.</p> <p>Develop Content for placement on the GOVWEB.</p> <p>Regularly review content of various Media and Communication channels.</p> <p>Conduct Social Media campaign to make citizens aware of the existence of GOVWEB.</p>	<p>Rules and Procedures for managing the Government portal established.</p> <p>Social Media Guidelines adopted.</p> <p>Updated information on GOVWEB readily available.</p> <p>Fake news and misinformation minimized.</p> <p>Increased awareness and users of GOVWEB.</p>
To ensure the effective dissemination of Government Development Information to all citizens using a variety of platforms all linked to GOVWEB.	<p>Develop strategy to deliver Government Development Information.</p> <p>Design digital platform so that multiple agencies can use to deliver services to users.</p> <p>Utilise various Media and Communications channels to deliver GDI.</p> <p>Regularly monitor and evaluate impact of development information.</p>	<p>GDI strategy adopted.</p> <p>User experience and access to Government development Information on time.</p> <p>Reduction in costs and lessen the duplication of effort and assets.</p> <p>Number of Media and Communication channels utilised.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
		Evidence of increased participation by citizens in community based forums and activities.
To ensure the effective dissemination of COVID 19 information through the Government COVID 19 Portal	Regularly disseminate information to the general public on COVID 19	Evidence of resilient communities against the threat of COVID 19.
To manage the Social Media space to increase awareness of the correct information, curb misinformation and misreporting of false information.	<p>Develop Social Media Policy and Guidelines for online services.</p> <p>To monitor the GOVWEB portal for misinformation and misreporting.</p> <p>Review the 1994 National Policy on Information and Communication.</p> <p>Develop a data privacy principles to ensure the protection of the data Government is collecting.</p>	<p>Social Media Policy and Guidelines approved by Government.</p> <p>Metrics established to measure the impact of social media such as, Twitter, Instagram, facebook, surveys, etc.</p> <p>Revised Policy on Information and Communication Policy 2020 established.</p> <p>Data Privacy Act, Rules and Regulations is adopted.</p> <p>Data Collection Policy for Social Media in Government adopted.</p>
To ensure maximum coverage/publicity of Government sponsored events and other major international forums.	<p>Provide media coverage of major local and international Government sponsored events.</p> <p>Engage multi-media channels to report major events.</p>	<p>Evidence of increased public awareness.</p> <p>Number of multi-media platforms engaged and utilised.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
Ensure the development of the Open data and Open Government Portal under the open government partnership.	<p>Design the Open data and Open Government Portal.</p> <p>Expand the number of data sets and agreements under the OGP for PNG.</p>	Transparency and increased availability of open data channels to the public.



## KRA 8 MODERNISATION OF DIGITAL INFRASTRUCTURE AND SHARED PLATFORMS

### GOAL 8.1 To transform ICT critical Infrastructure to enhance Digital Government Connectivity

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>To ensure the modernisation of Intergrated Government Information System (IGIS) as a unified e-Government Platform.</p>	<p>Upgrading of IGIS revised Phase 1 and new Phase 2 infrastructure capability to serve as the Central Government Database.</p> <p>Create TOR for upgrading the e-Government system.</p> <p>Install capability for integration and interoperability of Digital services within the central database infrastructure.</p>	<p>IGIS revised Phase 1 and new Phase 2 completed</p> <p>TOR established.</p> <p>Access by Departments, Agencies and Provincial Administration to the central database.</p> <p>Seamless Digital services for Government and Business accomplished.</p>
<p>To ensure the establishment of a Single Digital Identity Service across the Public Service and Business.</p>	<p>Upgrade e-Government infrastructure to strengthen the NID Programme as a single Digital ID services.</p> <p>Create TOR to integrate National Digital ID into the IGIS.</p>	<p>Adoption of a single ID authentication process across the Public Service and Business.</p> <p>TOR adopted</p>
<p>To provide Digital infrastructure support for connectivity of the Public Services.</p>	<p>Review existing ICT infrastructure to cater for e-government services.</p> <p>Design and develop ways to add additional e-government service to the e-government architecture and offer these services to the public.</p>	<p>Increased uptake on Digital platform by Government Departments, Agencies and Provincial Administrations.</p> <p>Citizens have access to e-health or e-education services etc.</p>

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Develop an Implementation Plan to connect Public Services for citizen access.</p> <p>Create a series of targets of the number of services to be created and rolled out to citizens each year.</p>	<p>Implementation Plan to connect the citizenship access established and operational</p> <p>Number of services rolled out according based on the implementation plan.</p>
	<p>Undertake online connectivity for data sharing in the Public Service.</p> <p>Creation of strategic plan that outlines which services will be offered first and when each service will be rolled out to the public.</p>	<p>Increased availability and exchange of information.</p> <p>Availability of digital government services such as e-Education, e-Agriculture, e-Finance, e-Tax etc.</p> <p>Enhanced informed decision-making.</p>
<p>To pursue the implementation of NEC Decision No. 414/2013.</p>	<p>Consult SOE's including NICTA in relation to the sector to mutually deliver ICT infrastructure services.</p> <p>Utilise the Service Improvement Program funding to deliver communication infrastructure at the District level.</p> <p>Provide oversight on the National Transmission Network.</p>	<p>Number of MOU's entered between parties for infrastructure sharing at discounted pricing.</p> <p>Number of Towers built in the Districts.</p> <p>Regular updates on the status of the NTN.</p>



## KRA 9 STANDARDS AND PERFORMANCE

### GOAL 9.1 To develop Standards for Digital Government

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
<p>To develop appropriate Digital Standards for the Digital Economy</p>	<p>Develop standards for the collection and compilation of data and ICT statistics.</p> <p>Ensure that standards are designed in an open, interoperable manner and are compliant with the W3C's standards and guidelines.</p>	<p>Performance metrics on Standards on data and ICT statistics adopted by Government and Industry.</p>
	<p>Set standards for the use of the .gov.pg second level domain by all government agencies.</p>	<p>Domain Register established.</p> <p>.gov.pg domain transferred from UNITECH to DICT accomplished.</p>
	<p>Set Standards for Website and Logo for use by the Public Service.</p> <p>Set standards and guidelines for how government website will look and what information will be on these sites.</p>	<p>Website and Logo Standards &amp; Design layout adopted.</p> <p>Website Guidelines adopted in the Public Service</p>
<p>To support the development of an effective Centralised Procurement Policy and Standards on ICT services.</p>	<p>Contribute to Policy discussion on ICT Procurement Standards and Services.</p> <p>Design and develop and provides guidance to agencies on applying ICT procurement policy.</p>	<p>Availability of Data for policy making on ICT Procurement Policy.</p> <p>ICT Procurement Standards adopted by Government.</p>

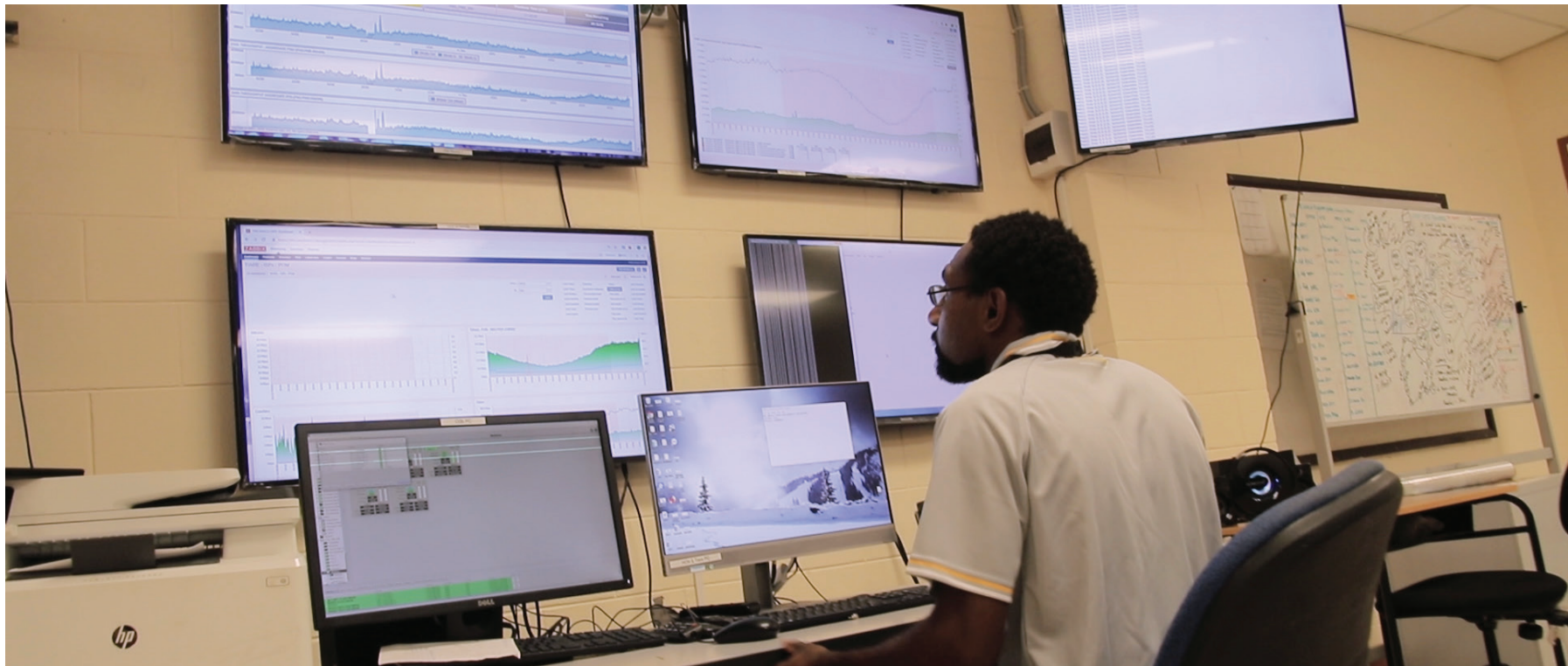
	<p>Develop an ICT procurement team that uses and works with best practice procurement, inclusive markets.</p> <p>Build good working relationships between buyers and sellers.</p> <p>Develop Procurement Standards for the acquisition of ICT Products and Services.</p> <p>Develop a policy on Common used software within the GoPNG. Specifically focusing on a Whole-of-government sourcing of software, including, Microsoft licensing, mobiles, cloud and data centres.</p> <p>Expand arrangements to offer government buyers an avenue to purchase Commercial Off the Shelf (COTS) software, storage, networking equipment and cabling services.</p>	<p>Evidence of value for money on ICT expenditures.</p> <p>Evidence of mutual partnership between buyers and sellers.</p> <p>Procurement Standards adopted.</p> <p>Procurement Policy on common used software for purchase by Government.</p> <p>Mutual agreement reached between the State and Buyers to purchase COTS and Networking equipment.</p>
	<p>Conduct regular assessment of the application of ICT standards in Government and the Business Community.</p>	<p>Increased number of Government agencies and other users of the ICT standards.</p>
	<p>Undertake research and analysis on the trends of international best practices.</p>	<p>Listing of best practices created.</p>
<p>Ensure the creation of Dashboards to track progress of IT projects.</p>	<p>Design digital Dashboard Platform to track IT projects.</p>	<p>IT projects performance reports published. Demonstrated evidence of IT investments met targeted project goals and objectives.</p>

## KRA 10 PROTECTION AND SAFETY OF DIGITAL ECONOMY

GOAL 10.1 To promote an effective cyber service for the Digital economy.

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
To ensure an effective Digital safety system to protect public interest against cyber space abuse.	Support the review and development of the Cyber Security Policy.	Relevant and updated information on critical infrastructure assets with protection plans and recovery protocols established.
	Support and strengthen the Computer Emergency and Incident Response Team.	Incident and Emergency Response Team Membership established.
	Conduct awareness on cyber security issues.	Demonstrated evidence of Informed Communities.
	Develop a cyber-security Communication Plan.	Cyber-security Communication Plan adopted.
	Conduct awareness on cyber safety issues.	Demonstrated evidence of informed Communities.
	Develop a cyber-safety communication plan.	Cyber safety Communication Plan adopted.
	Work with DJAG, State Solicitor's office and Prosecutors office and other relevant agencies to ensure all are on board with ascension to the Budapest Convention on Cybercrime.	Demonstrated evidence of informed Communities.
	Identify the various regional groups who are providing training on cybercrime and digital forensic services.	Cybercrime Communication Plan adopted.
	Develop cybercrime Communication Plan.	

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
	<p>Develop Guidelines to increase the participation of Law Enforcement (prosecutors) Agencies and NICTA in investigating cybercrime.</p> <p>Participate in forensic training from APEC and other organizations.</p>	<p>Guidelines on cyber-crimes adopted.</p> <p>Increased effective reporting and prosecution of cyber-crime activities.</p> <p>Number of people trained in forensic services.</p>



**KRA 11 BUDGETS, PRUDENT FINANCIAL MANAGEMENT AND INFORMATION TECHNOLOGY**

**GOAL 11.1 To maintain sufficient financial resources and accountability for its use in accordance with the Public Financial Management Act and Regulations and a robust Information Technology services**

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
To ensure the effective management of DICT Finance and Administration.	Conduct Review of DICT Annual Budget Plan.  Undertake a major review of DICT internal financial system.  Conduct quarterly reviews of DICT finances.	Annual Budget Plan presented for implementation.  Improved internal Financial Accounting and Management System.  Quarterly Financial Reports presented in accordance with Public Finance Management Act and Regulations.
To effectively manage DICT's internal Information Technology Services.	Design and develop a review process for ICT requirements.  Regularly update DICT Website.	State of the art Hardware and Software Applications acquired.  Evidence of improved level of efficiencies in DICT services.  Access to updated products and services of the Department.

## KRA 12 HUMAN RESOURCE MANAGEMENT

**GOAL 12.1 To support capacity building within the Department through the development and implementation of innovative HR policies and best practices**

PRIORITY OBJECTIVES	ACTION	KEY PERFORMANCE INDICATOR
To ensure an effective Human Resource Management.	Review staff capacity building policies.	Additional staff engaged in the Department
	Review Training Plan and develop Training Programs for targeted Knowledge and Skills Gap.	Number of staff engaged in various training programs.  Number of staff training, and certificates awarded.  CNA adopted.
	Develop competitive Remuneration Packages.  Conduct labour market research in PNG and globally to assist in the development of a series of competitive remuneration packages.	Increased recruitment and retention of highly skilled ICT staff within the Department.
	Develop Policy Guidelines for the establishment of a DICT Housing Scheme.	Housing Scheme Policy adopted by Senior Management. Funding secured in the Department's '21, '22, '23, and '24 Budget Appropriation.
	Develop a Medical Insurance Cover Policy for staff of the Department.	Medical Cover Policy adopted.
	Foster partnership with Superfunds to improve staff welfare and benefits.	Improved staff moral and timely reporting of member's benefits.

## N. PERFORMANCE MANAGEMENT

The success measures and targets outlined in this Corporate Plan explains how we will measure our performance against our priorities and purpose.

The performance criteria in this Corporate Plan will be reported in our annual performance statement. We will also monitor our performance internally.

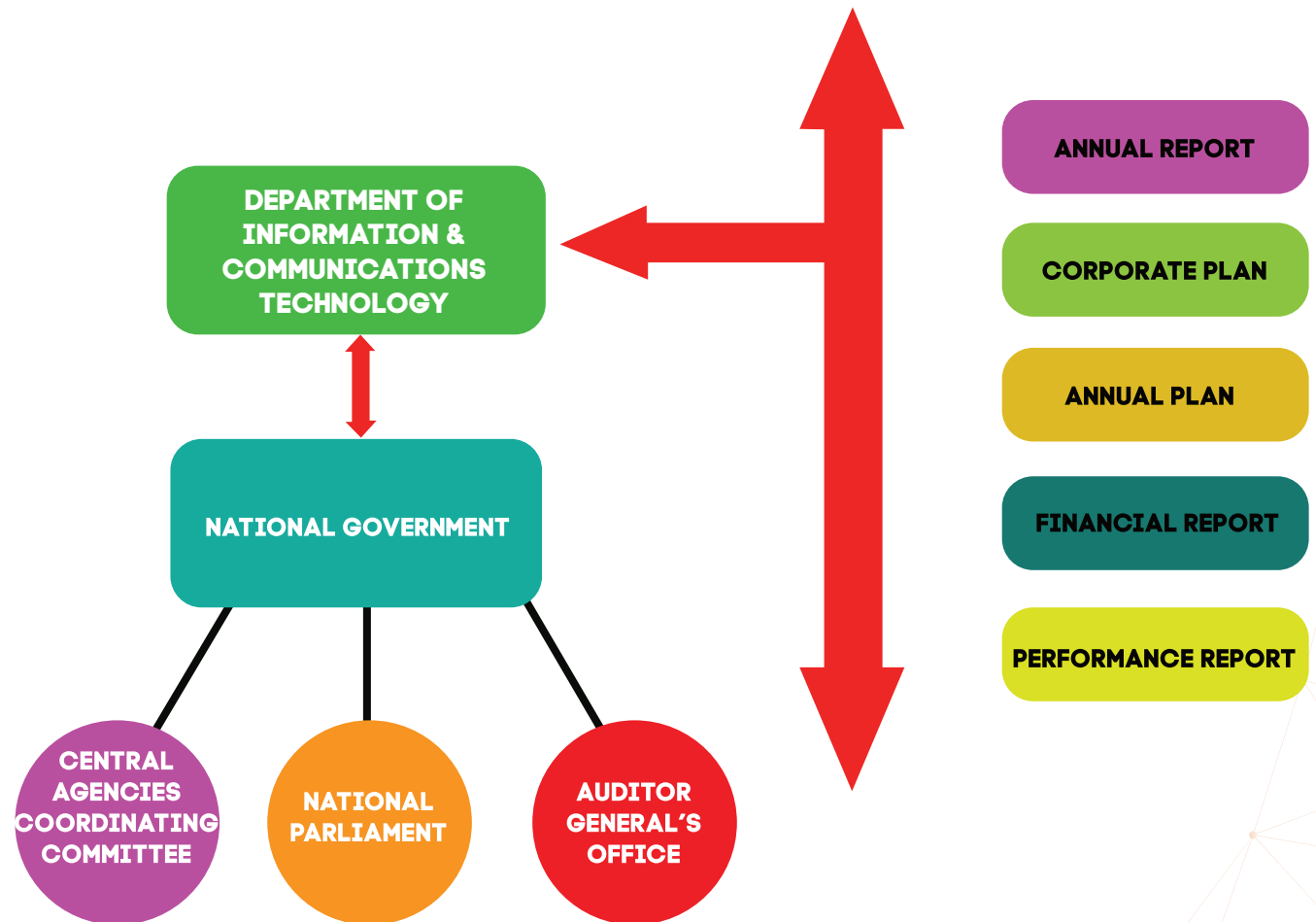
### Reporting System

The Department is required by law to report on the core programs that it implements.

These programs are captured in the Corporate Plan and together with the cascading Annual Plans, outlining the prioritized activities and strategies of respective divisions, forms the basis on which the Department will produce its Annual Report in regards to its achievements and non-achievements to the relevant authorities.

The Annual Report will show the plans and actual performance based on expenditure appropriation for certain particular fiscal year. This Report will be presented in Parliament by the Portfolio Minister.

The Department is also required to compile a Financial Report to the Auditor General as required under the Public Finance Management Act.





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