



Department of Information & Communications  
Technology



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# GOVERNMENT MANAGED SERVICES

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*Transforming Government ICT Services: A  
Unified Approach!*

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[www.ict.gov.pg](http://www.ict.gov.pg)





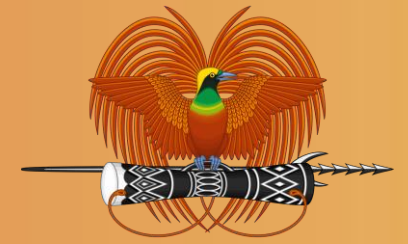
# AGENDA



- Introduction
- Current State of Government Services
- GovStack Model Overview
- Government Stack Layer - Overview
- Benefits of Managed Government Services
- Government Cloud Structure Overview
- Government Shared Services.
- Digital Transformation Officers.



# INTRODUCTION



Digital transformation in Papua New Guinea is crucial for addressing government service delivery challenges, improving governance, fostering economic development, and enhancing the overall quality of life for its citizens. It requires a comprehensive and inclusive approach to ensure that the benefits reach our citizens.

- **Improved Service Delivery**
- **Enhanced Access to Services**
- **Transparency and Accountability**
- **Economic Development**
- **Education and Skill Development**
- **Healthcare Improvements**
- **Disaster Preparedness and Response**
- **Preservation of Cultural Heritage**
- **Environmental Conservation**
- **Citizen Engagement and Participation**

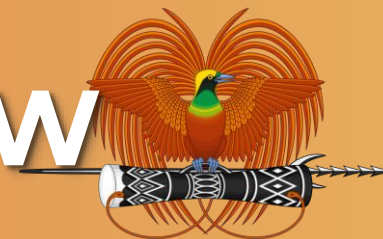
# CURRENT STATE OF GOVERNMENT SERVICES



- Uncoordinated approach to implementing Government Services
- Duplication in Government investment on critical infrastructure
- Continued use of Legacy Hardware.
- Major Skills Gap to support Government Service Delivery.
- Lack of Buy-in adoption of industry best practices by Senior Management.
- Lack of alignment of IT process maturity and business needs.



# GOVSTACK MODEL OVERVIEW



**'a framework to guide the use of technology therefore enabling a digital government for Papua New Guinea'**



## **Better Experience**

enable fast, simple, and easy service for people, government and business



## **Whole-Of-Government Approach**

enable seamless integration across all public systems and standardising where necessary



## **Smart and Fast Deployment**

adopt 'building block' approach to reduce investment duplication and scale faster



## **Pacific First**

Built to support and share for a unified pacific.



# GOVERNMENT STACK LAYER OVERVIEW



## CYBER SECURITY

Cyber safety is important because cyber threats such as hacking, malware, and identity theft can cause financial and reputational damage to individuals and organizations.



## DIGITAL INFRASTRUCTURE

Digital infrastructure refers to the digital technologies that provide the foundation for an organization's information technology and operations.



## SECURE DATA EXCHANGE

Secure data exchange refers to the process of transferring information between parties in a way that ensures confidentiality, integrity, authenticity, and availability of the exchanged data.



## SHARED MICRO SERVICES

Common (Shared) Digital Services which are used by a wide range of stakeholders



## DIGITAL SERVICES

Digital government services refer to web-based (online) and electronic forms of government services.



## E-GOVERNMENT PORTAL

The e-Government Portal is a website that will offer citizens and businesses access to all public services from a single point. It will also allow users easy access to the open data portal.

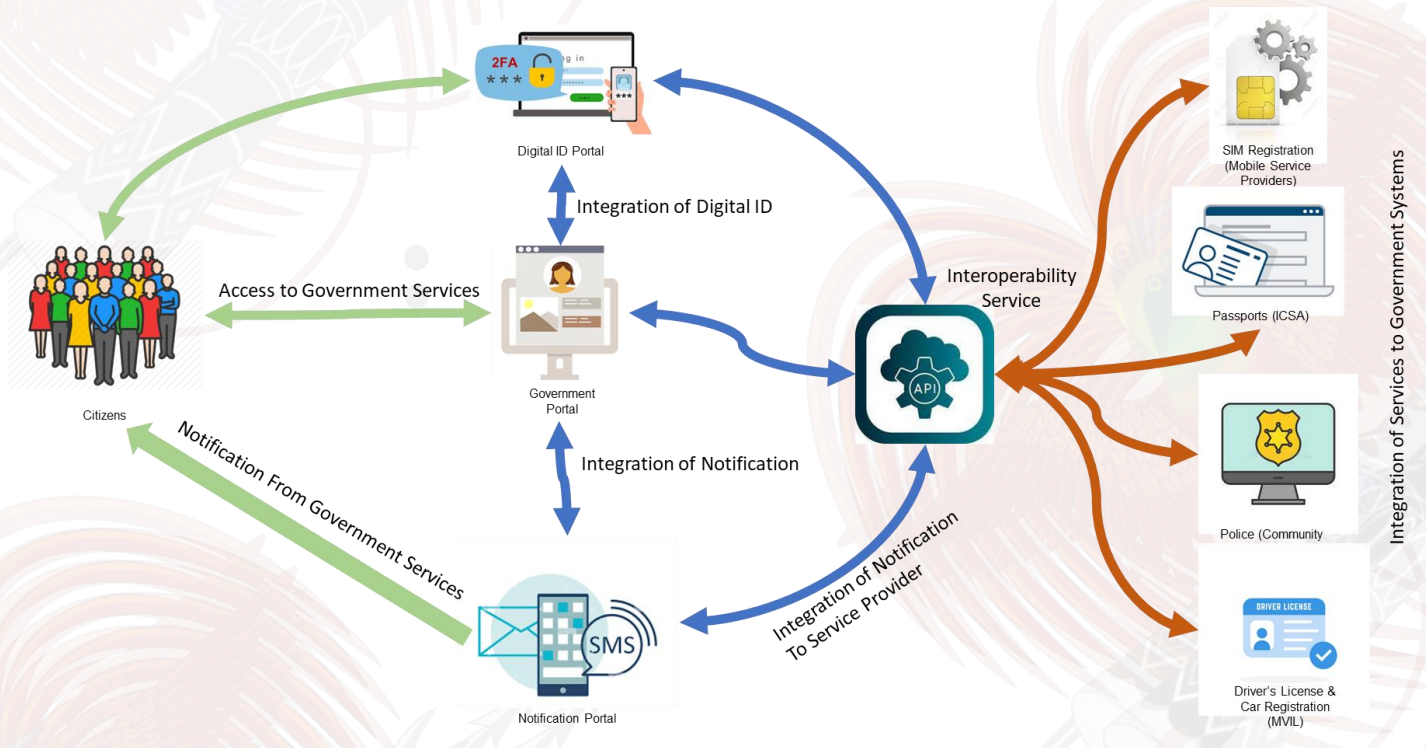
The Government Technology Stack, emphasizes interoperability and efficiency, reducing duplicated investments, and enabling rapid scaling for enhanced government service delivery. The various layers of the Government Technology Stack will be an enabler in implementing digital services



# BENEFITS OF MANAGED GOVERNMENT SERVICES



- Easy access to Government Services via online Portals
- Public Bodies can securely Shared Data to automate their processes.
- Increased economic activity.
- Allows for new innovative solutions to enhance the life of our Citizens.
- Reduced Cost to access government services.
- All be well informed and aware of alerts and notices issued by Government.



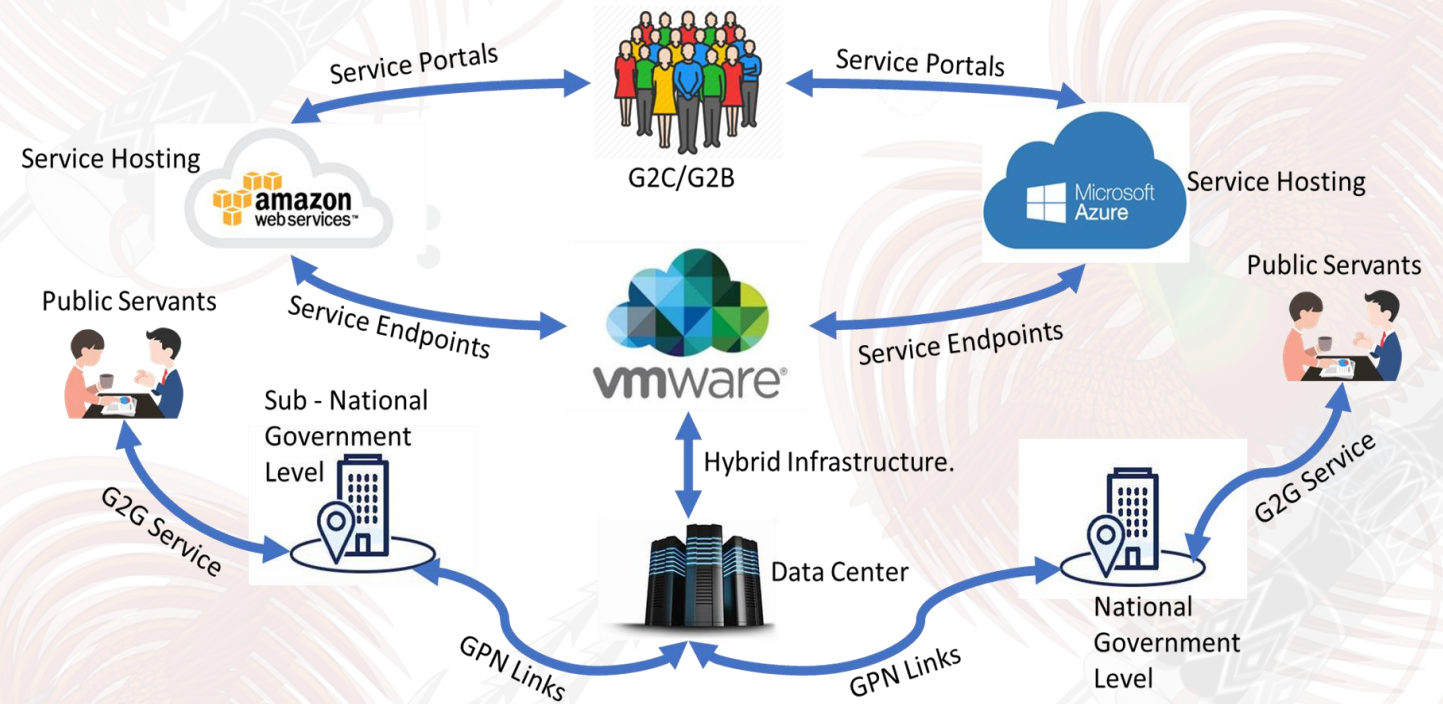
SERVICE LAYER OVERVIEW



# BENEFITS OF MANAGED GOVERNMENT SERVICES



- Reduce duplication of Government investment in Critical Infrastructures through respective public bodies.
- Public Bodies can securely Transmit and share Data through the Government's Private Network.
- Increased economic activity.
- Allows for new innovative solutions to enhance the life of our Citizens.
- Reduced Cost to access government services.
- All be well informed and aware of alerts and notices issued by Government.

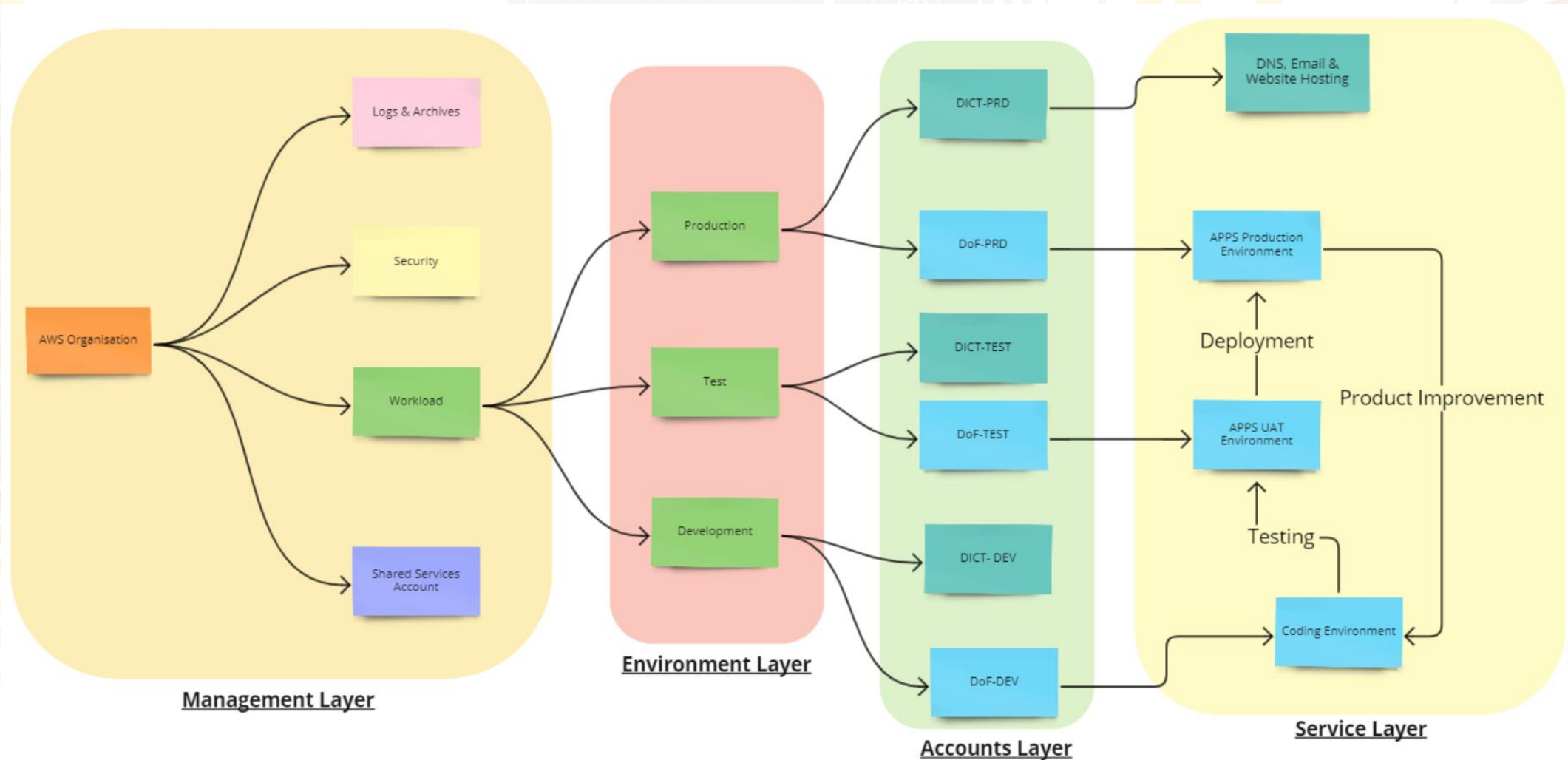


INFRASTRUCTURE LAYER OVERVIEW



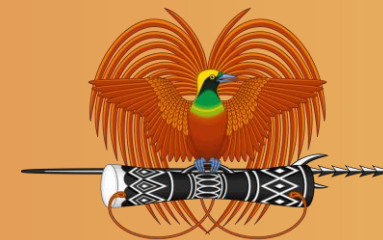


# GOVERNMENT CLOUD STRUCTURE OVERVIEW





# GOVERNMENT SHARED SERVICES



## DOMAIN NAME SYSTEM

All Government public bodies and Departments can now re-delegate all their domain names (.gov.pg) to the Government Cloud Platform.



## EMAIL HOSTING

Government public bodies can now host and manage their own Email Services.



## VIRTUAL PRIVATE CLOUD

A virtual private cloud (VPC) is a secure, isolated private cloud hosted within a public cloud.



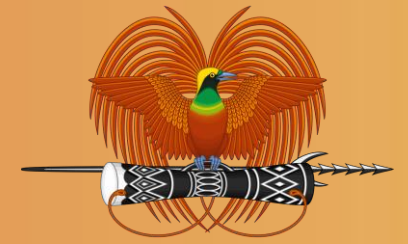
## APPLICATION HOSTING

Government public bodies can now build, deploy, host and manage their own websites on the Government Cloud.

- ALL DTO's will be able to subscribe for any of the Shared Services on behalf of their Depts or Agencies.
- Through the Government Cloud Platform you will have access to innovative technologies such as AI and ML.
- All services are protected through various Cloud Security Layers.
- More information can be found on our website: [www.digital.gov.pg](http://www.digital.gov.pg)



# DIGITAL TRANSFORMATION OFFICERS



- (1) A public body shall designate a digital transformation officer for the purposes of this Act.
- (2) A digital transformation officer is -
  - (a) to co-ordinate with the Department on ICT and digital transformation matters; and
  - (b) to facilitate integration and interoperability of the systems of the public body; and
  - (c) to facilitate delivery of digital services by the public body; and
  - (d) to manage the electronic data in the public body; and
  - (e) to provide ICT reports and feedback on a quarterly basis to the Department or as requested by the Secretary.
- (3) Where a public body does not have a digital transformation officer, the head of the public body shall nominate an officer to perform the functions of a digital transformation officer until such time a digital transformation officer has been designated.
- (4) The Department shall, in collaboration with other relevant agencies, take all steps necessary to develop and ensure digital skills and digital government capacity building programs are available to digital transformation officers.



*Together we can !*



**END  
THANKYOU**