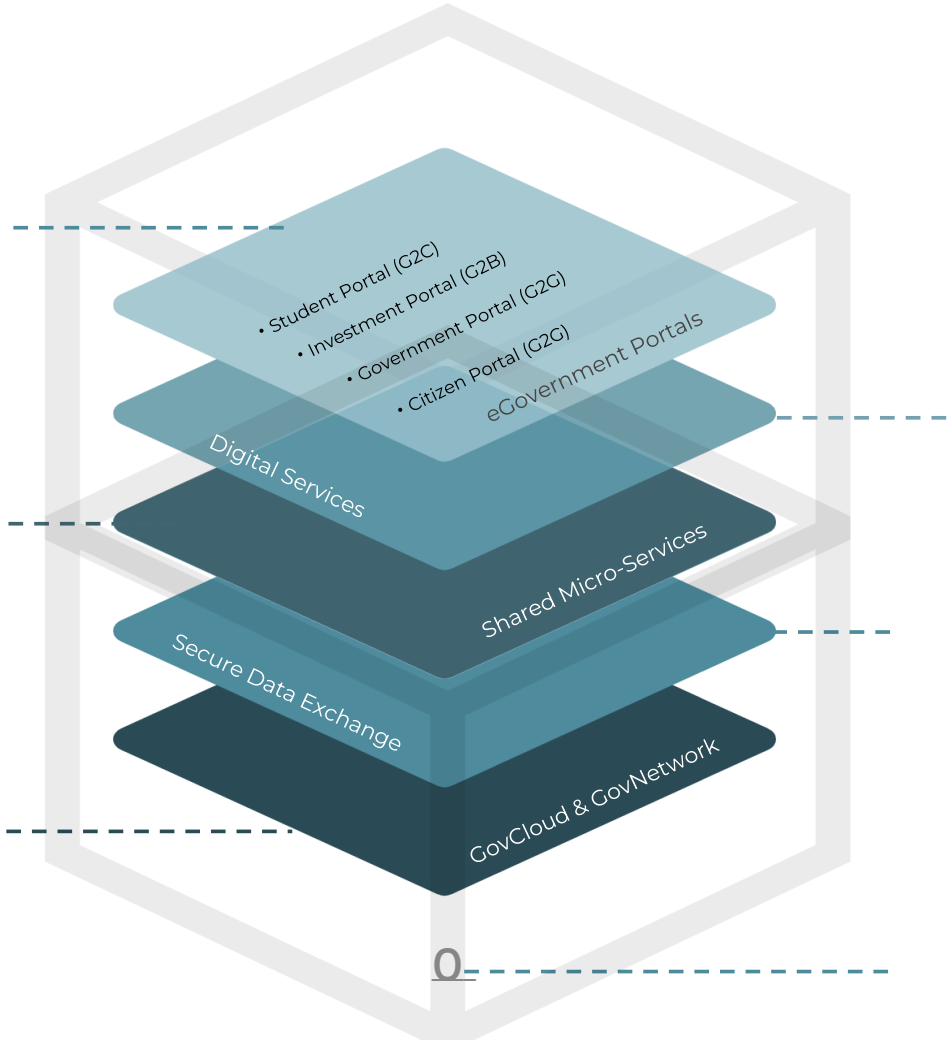
PAPUA NEW GUINEA'S DIGITAL TRANSFORMATION APPROACH

Digital Government through a Whole-of-Government Approach

Steven Matainaho

Department of Information and Communications Technology


• Student Portal (G2C)
• Investment Portal (G2B)
• Government Portal (G2G)
• Citizen Portal (G2G)
eGovernment Portals
Digital Services
Shared Micro-Services
Secure Data Exchange
GovCloud & GovNetwork
0

THE VISION

Digital transformation that makes government more effective, improves service delivery, and fosters inclusive social and economic development because of a smart, networked and well informed society' – ***PNG Digital Transformation Policy 2020***

DIGITAL TRANSFORMATION POLICY 2020 PILLARS

1 Digital **Infrastructure**

2 Cyber **Security & Safety**

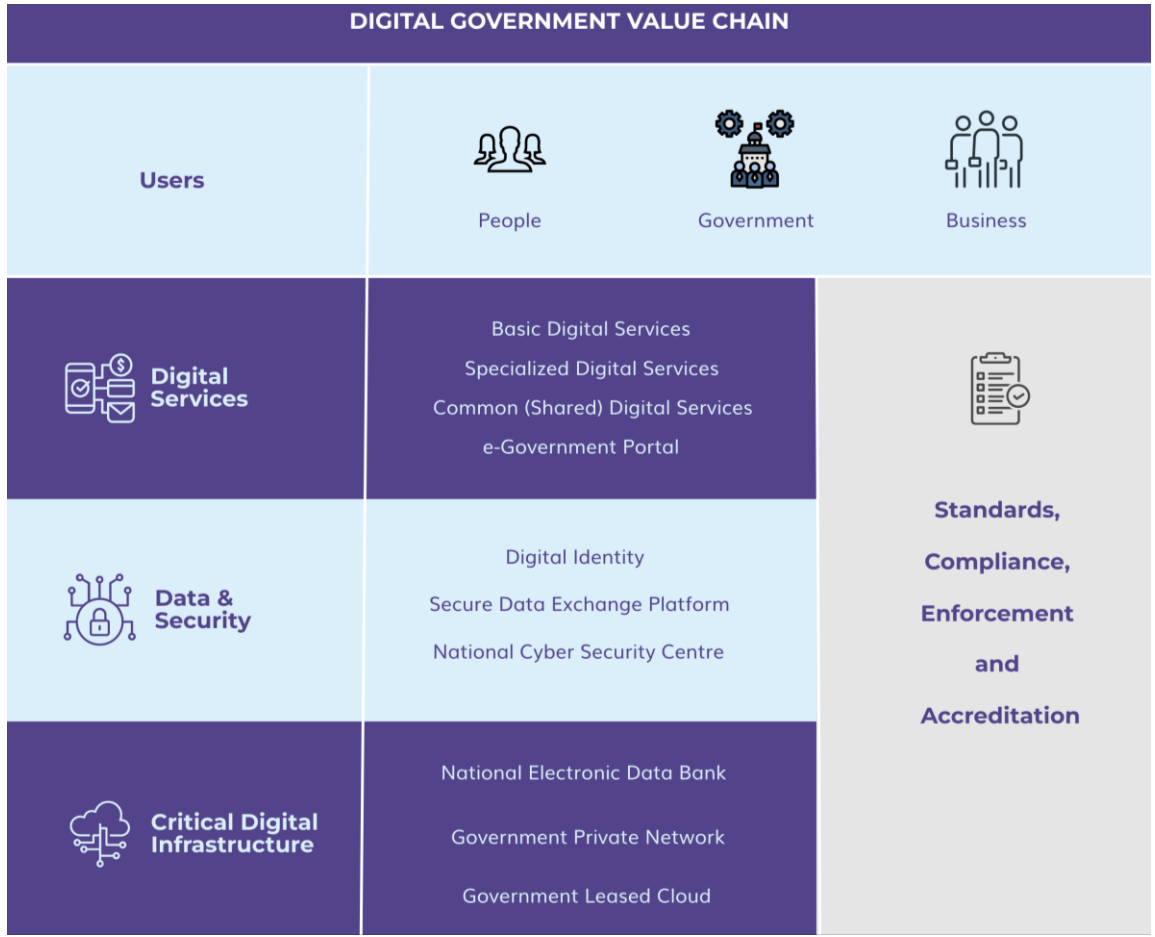
3 Digital **Government**

4 Innovation **Entreprenuerism**

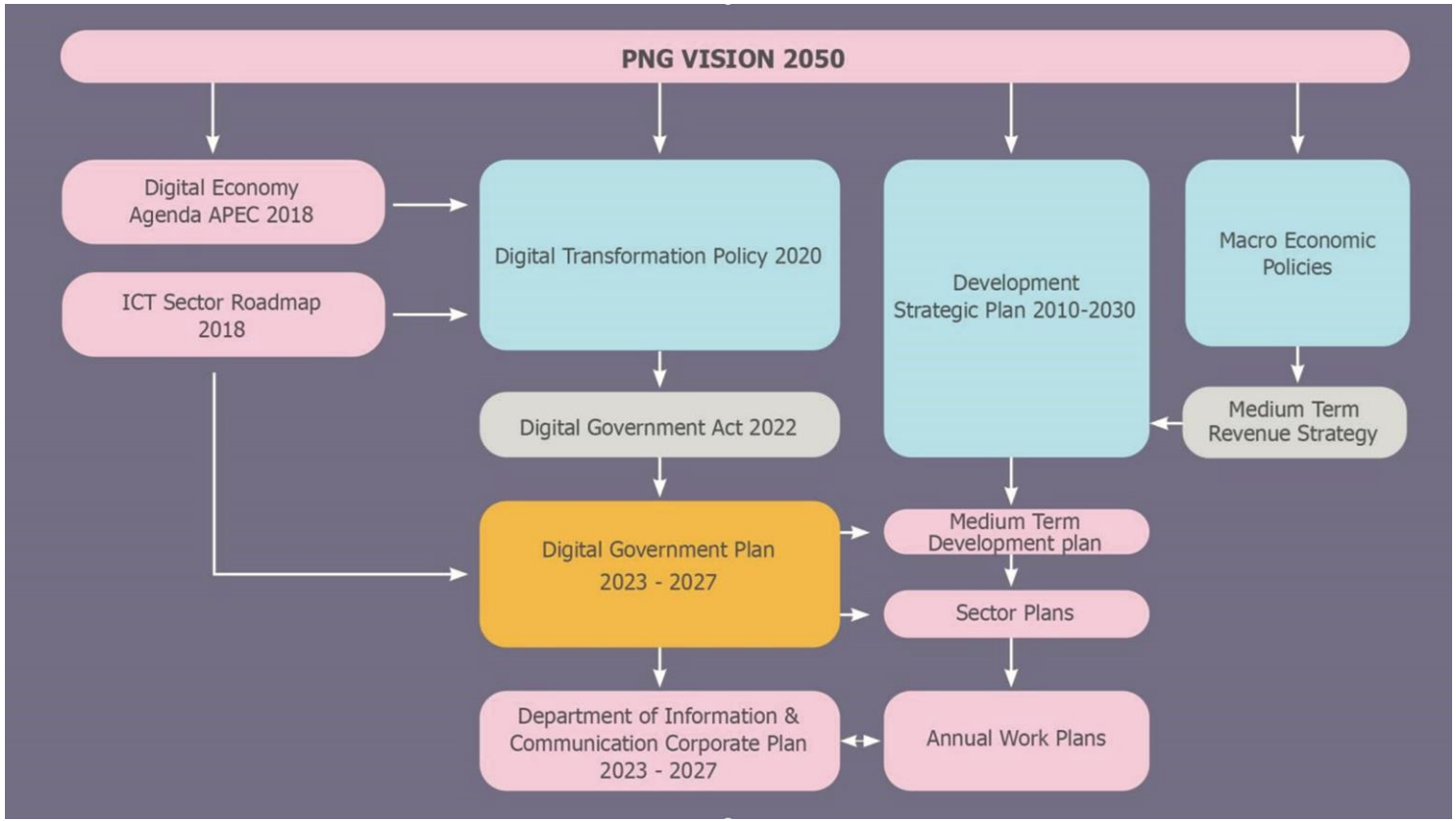
5 Digital **Skills**

6 Financial **Inclusion**

DIGITAL GOVERNMENT ACT 2022



POLICY ARRANGEMENTS



DEFINING GOVPNG TECH STACK

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

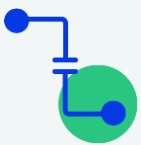
Smart and Fast Deployment
adopt 'building block' approach to reduce investment duplication and scale faster

Pacific First
Built to support and share for a unified pacific.

DEFINING GOVPNG TECH STACK

6	EGOVERNMENT PORTALS	Online platforms that provide a single point of access to various government services: (1) Citizens' Portal, (2) Government Portal, and (3) Investment Portal (4) Students' Portal
5	DIGITAL SERVICES	digital services provided by various government bodies to citizens and businesses
4	SHARED MICRO SERVICES	modular services that each perform a specific function enabling scalability, easy maintenance, and fast deployment
3	SECURE DATA EXCHANGE	allows different government systems and applications to communicate and share data with each other securely and efficiently.
2	HOSTING AND COMMS INFRASTRUCTURE	Cloud-based government data and applications hosting and a secure network communication and data transfer. Core components include: GovCloud, GovNetwork, Satellite System
1	CYBERSECURITY AND GOVERNANCE	Standards, Regulations, and procedures that govern the use of technology within the government. This includes protecting government systems, networks, and data from cyber threats.

Adopting Building Blocks to Accelerate W-o-G Digital Transformation



SILOES

Siloed investments and duplicative efforts by development partners promote fragmented digital governance and silos in partner countries.

FUNDING

Challenges in procuring and implementing affordable IT solutions persist, as do challenges in creating the necessary capital to invest in ICT infrastructure projects.

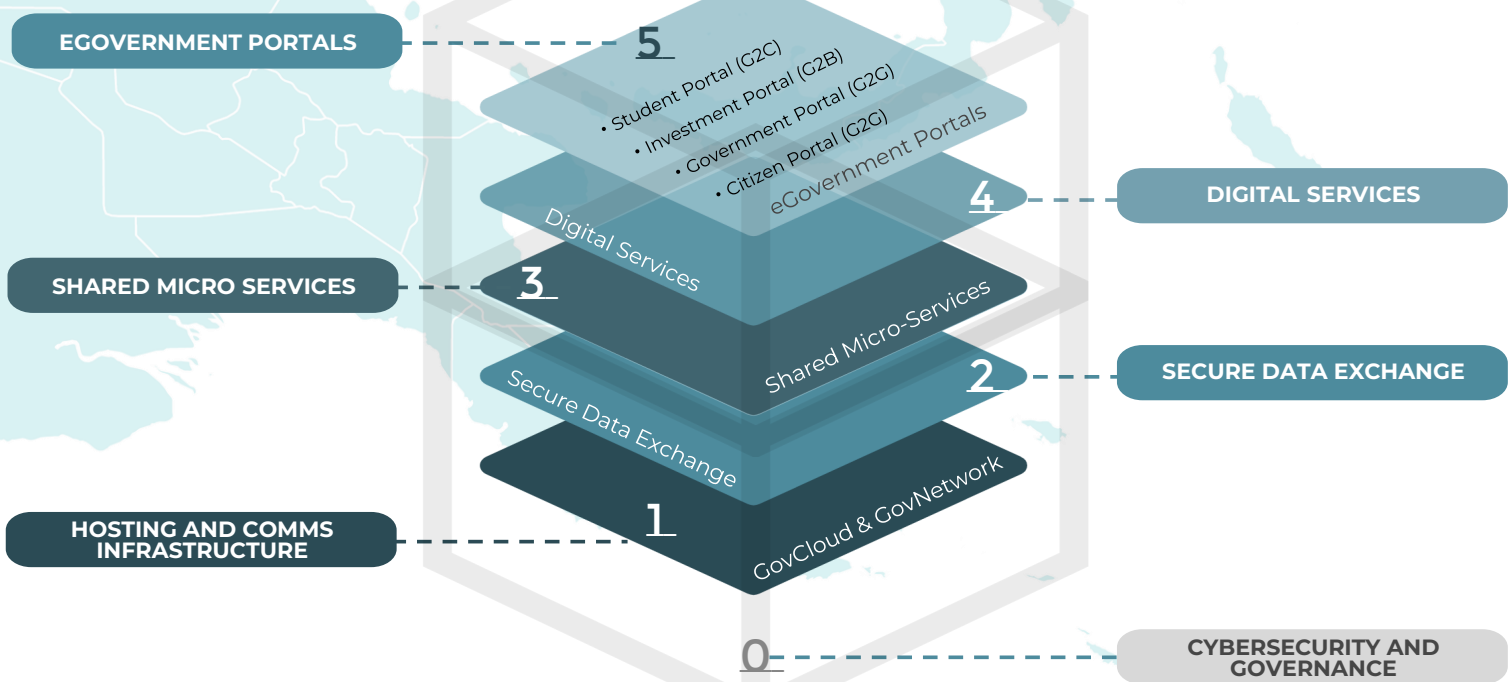
SCALING

Huge challenges exist in adapting and investing in projects at scale, particularly around the rollout of physical ICT infrastructure, the deployment and use of common data platforms.

COORDINATION

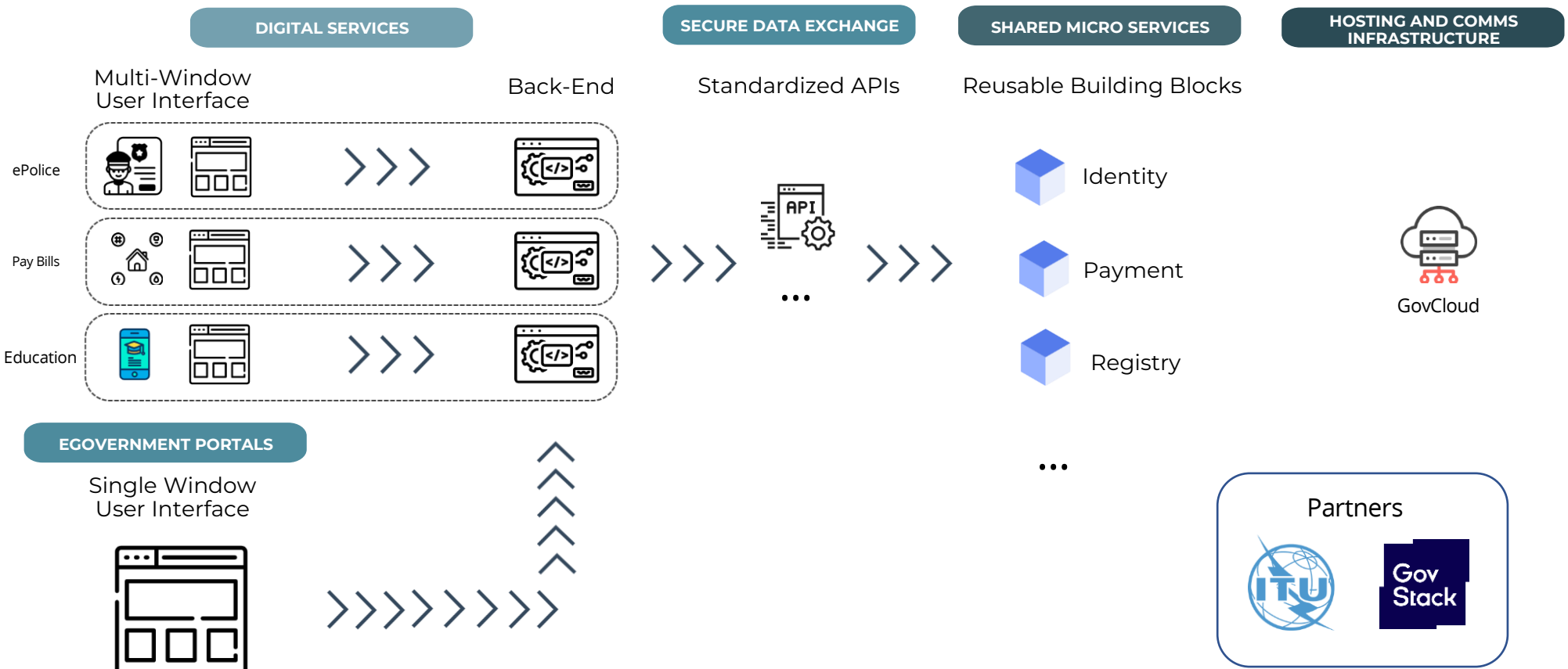
Problems in coordination commonly occur in aligning ICT ministry work with that of other agencies.

DIGITAL GOVERNMENT – A WHOLE OF GOVERNMENT APPROACH TO THE USE OF TECHNOLOGY



Partners

G2C PORTAL - THE DIGITAL BUILDING BLOCK APPROACH



SCALABILITY OF G2C EGOV PORTAL

CITIZEN'S EGOV PORTAL

Digital ID

ePolice

Civil Registry

eHealth

Education

Pay Bills

Business Registration

Tax

Superannuation

eVoting

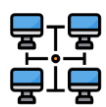
SHARED MICRO SERVICES

INTEGRATED NIT

HOSTING AND COMMS INFRASTRUCTURE

Central Data Repository

GovCloud


GovNetwork

SatSystem

OTHER EGOV PORTALS

G2G EGOV PORTAL

eCabinet

Procurement Management

Payroll

eParliament

State Contract Management

eLegislation

HRM

Finance

INVESTMENT PORTAL

Business Registration

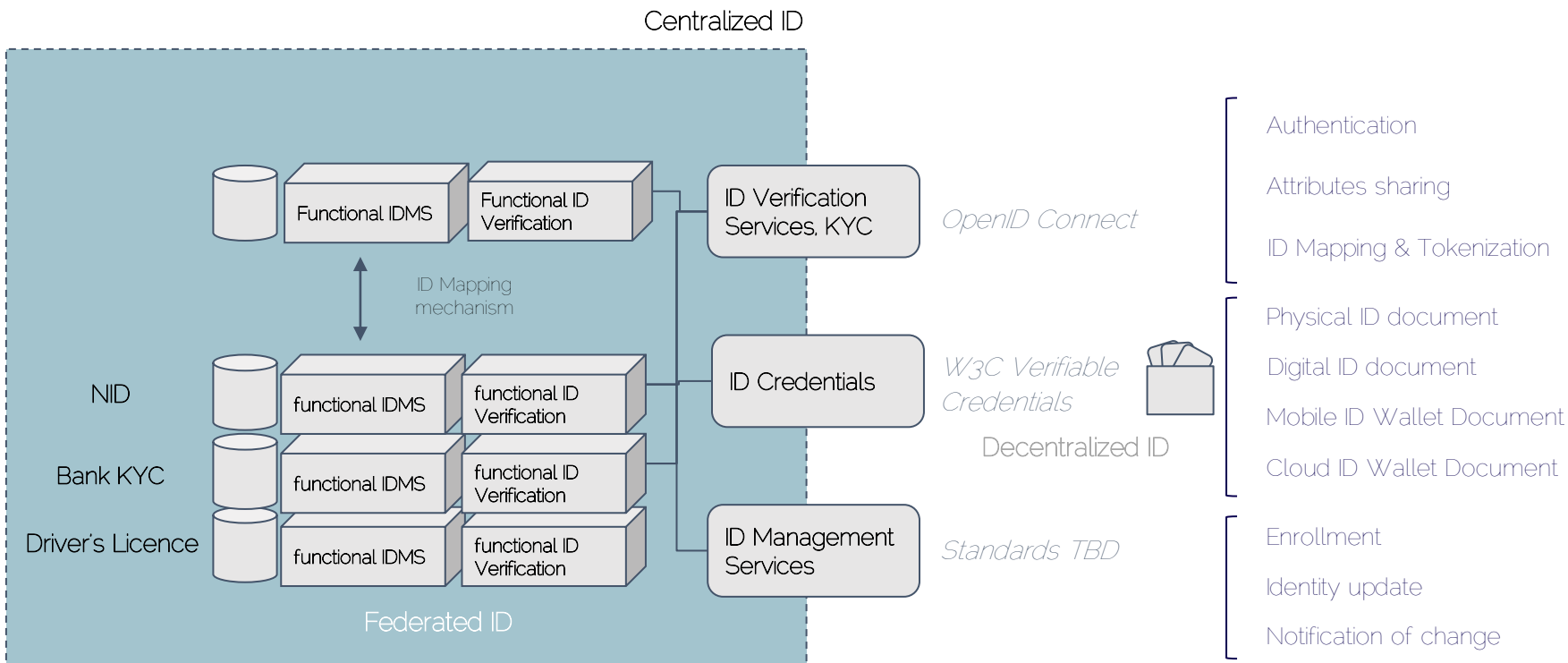
Sector Permit

Tax

eProcurement

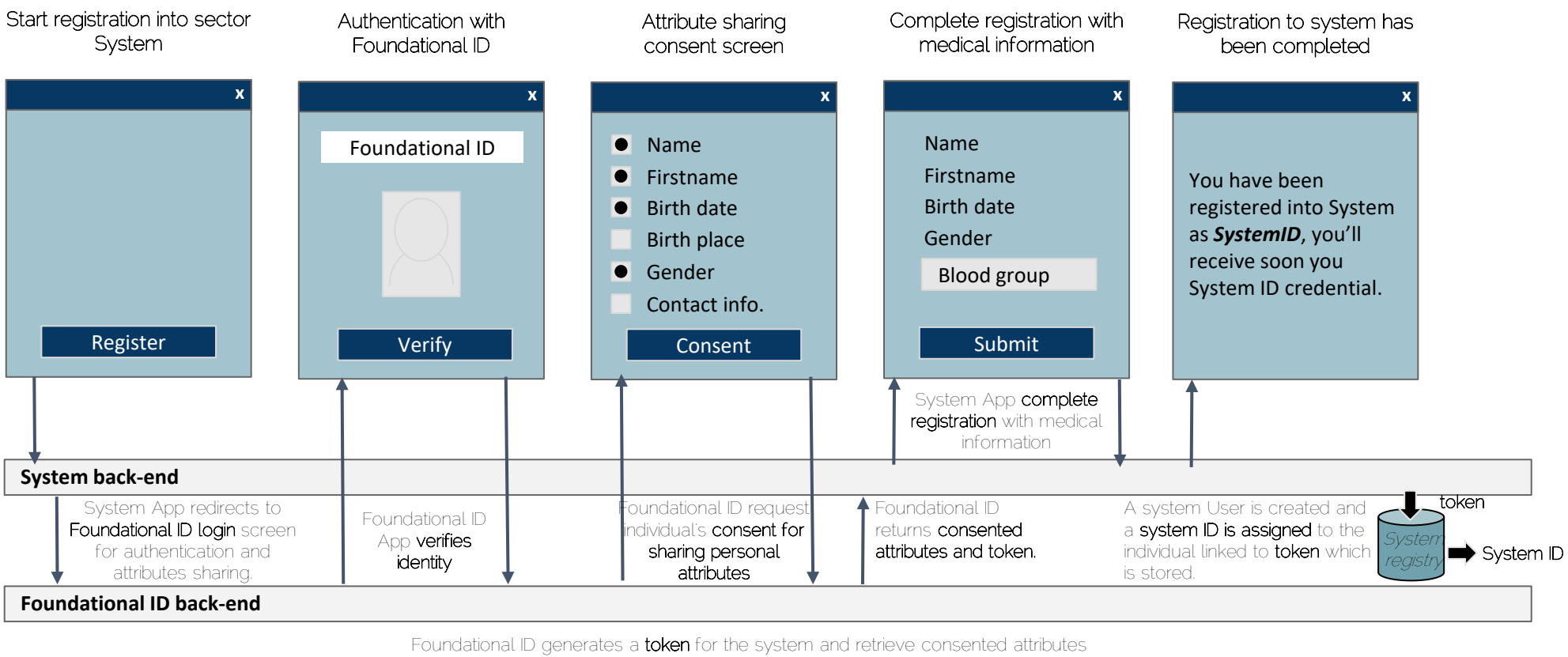
Centralizing ID through Digital Identity Building Block

Deliver authentication and management services on population identity

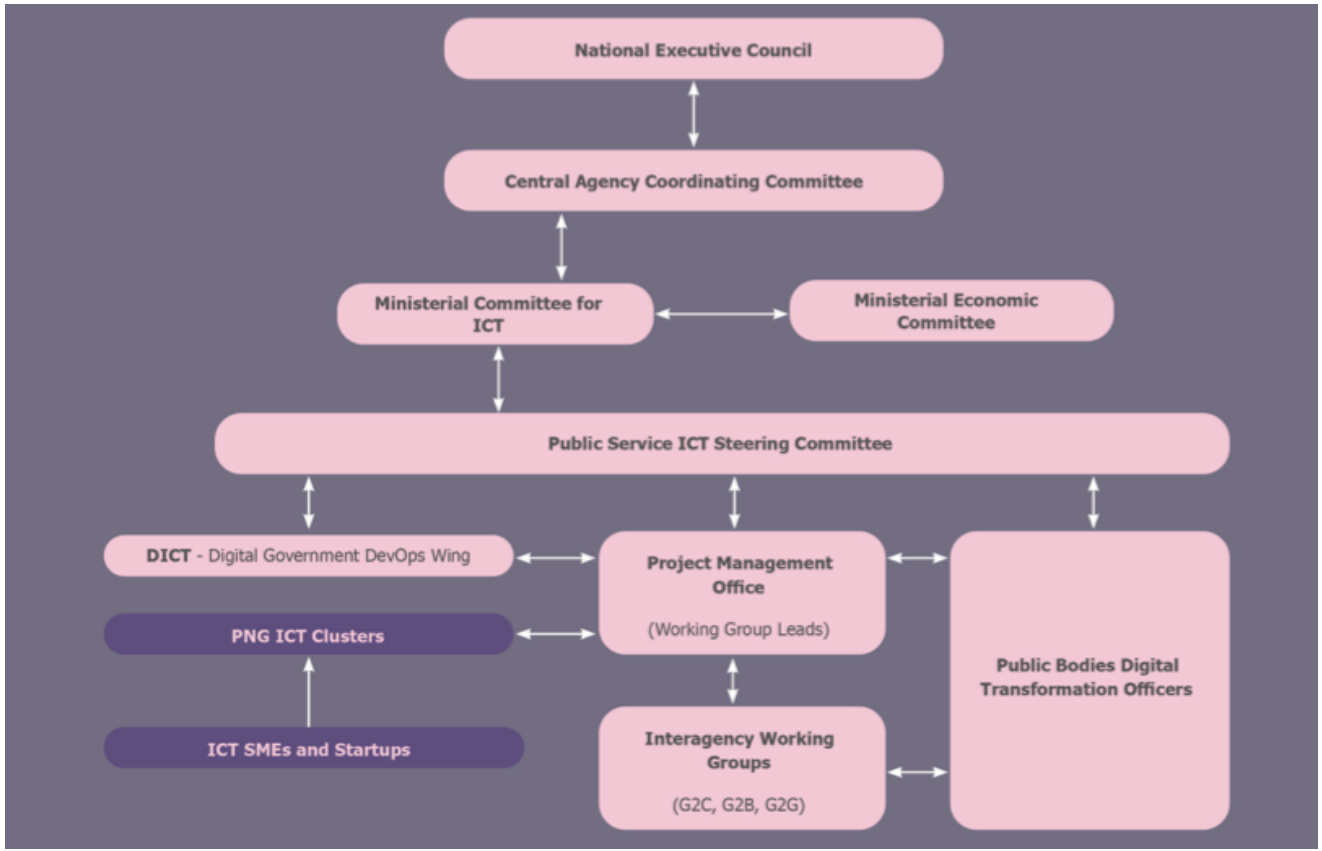


Digital Transformation Journey | The Independent State of Papua New Guineaunctionq

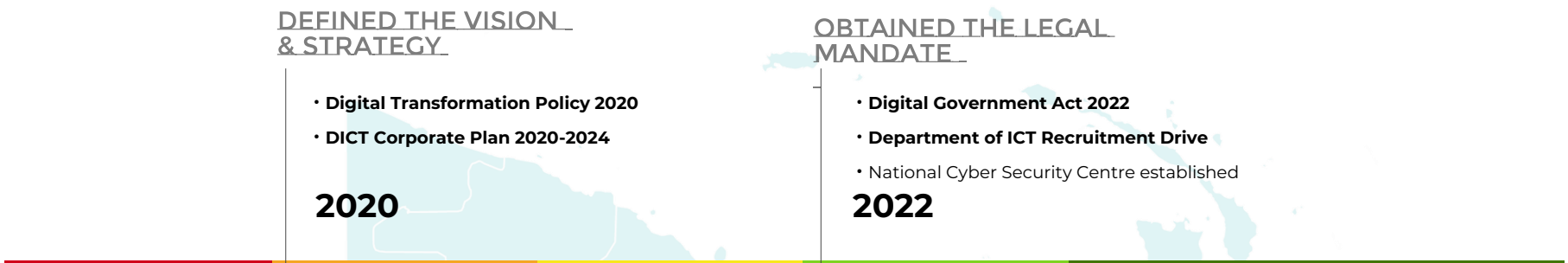
Digital Identity



GOVERNANCE FRAMEWORK



TIMELINE OF PROGRESS 2019 - 2023



2019

- **Marape Government Formed**
- National ICT Roadmap 2018 launched

LEADERSHIP

2020

- **Digital Transformation Policy 2020**
- **DICT Corporate Plan 2020-2024**

DEFINED THE VISION & STRATEGY

2021

- **Department of ICT established**
- **PS ICT Steering Committee Operationalized**
- National Cyber Security Policy 2021

STRUCTURE TO DELIVER

2022

- **Digital Government Act 2022**
- **Department of ICT Recruitment Drive**
- National Cyber Security Centre established

OBTAINED THE LEGAL MANDATE

2023

- **Design, Build, Procure Services, Coordinate**
  - G2C eGov Portal
  - Interoperability Platform
  - GovCloud Accounts
  - Digital ID and Digital Wallet
  - Unified Payment Platform
  - Sector - Digital Strategy
  - Business Process Review for Key G2C and G2G Services

REALIGNMENT & PROCUREMENT

GUIDANCE ON NEXT STEPS FOR PUBLIC BODIES

Internal Services	ICT Policy
	On-Premise Storage and Network
	PCs/Laptops/Tablets (Endpoint Devices)
	Productivity Tools (M365)
	Website/Social Media Accounts

Customer Faced Services	Undertake Digital Maturity Assessment (for sector)
	Formulate Digital Sector Strategy (for sector)
	Undertake Business Process Review
	Procure Services to Digitalize (Automate Process Flow)

MUST ALIGN TO GOVPNG TECH STACK