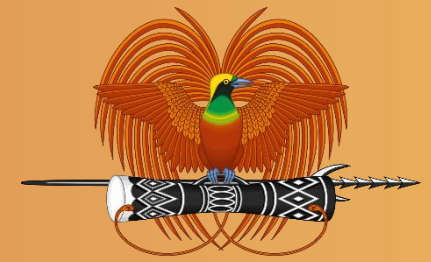




Department of Information And Communications
Technology



DIGITAL GOVERNMENT SERVICES STANDARDS

OVERVIEW

Benedict Sike

Manager – Digital Government Services Standards

www.ict.gov.pg

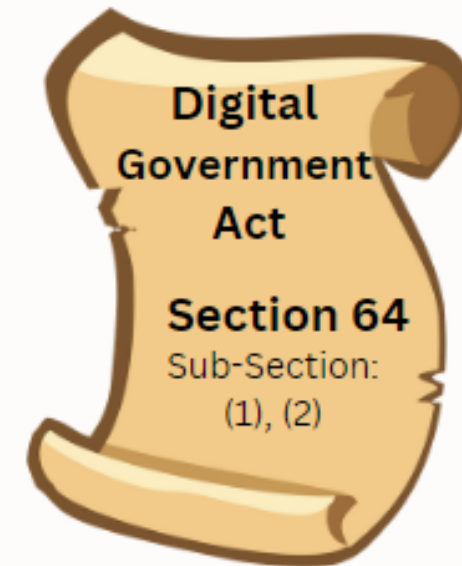


WHAT ARE DIGITAL GOVERNMENT SERVICES STANDARDS



Digital government standards are standards for creating accessible, user-friendly, secure, transparent, interoperable, open, and privacy-respecting digital services and systems in government.

While the government is in the process of a digital transformation, it is important to set a framework that will aid in digitizing the public sector. By following these standards, governments can build efficient, effective, and trustworthy services that meet citizens' needs.



ALIGNMENT



Digital Government Standards takes its cue from;

- Digital Transformation Policy 2020
- DICT Digital Plan 2023-2027

All standards are developed under Section 64, Digital Government Act 2022

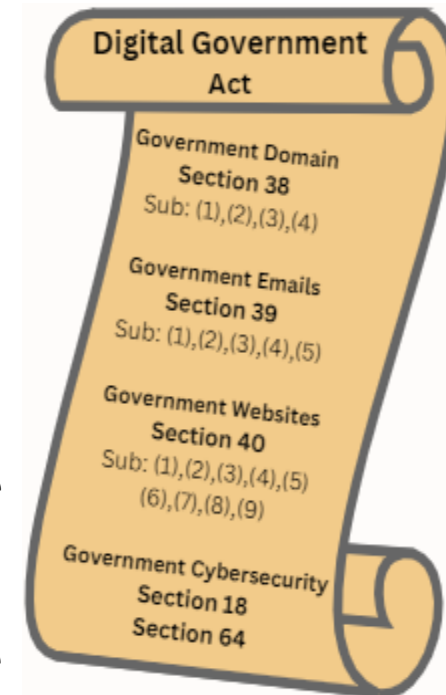


GAZETTED DIGITAL GOVERNMENT SERVICES STANDARDS

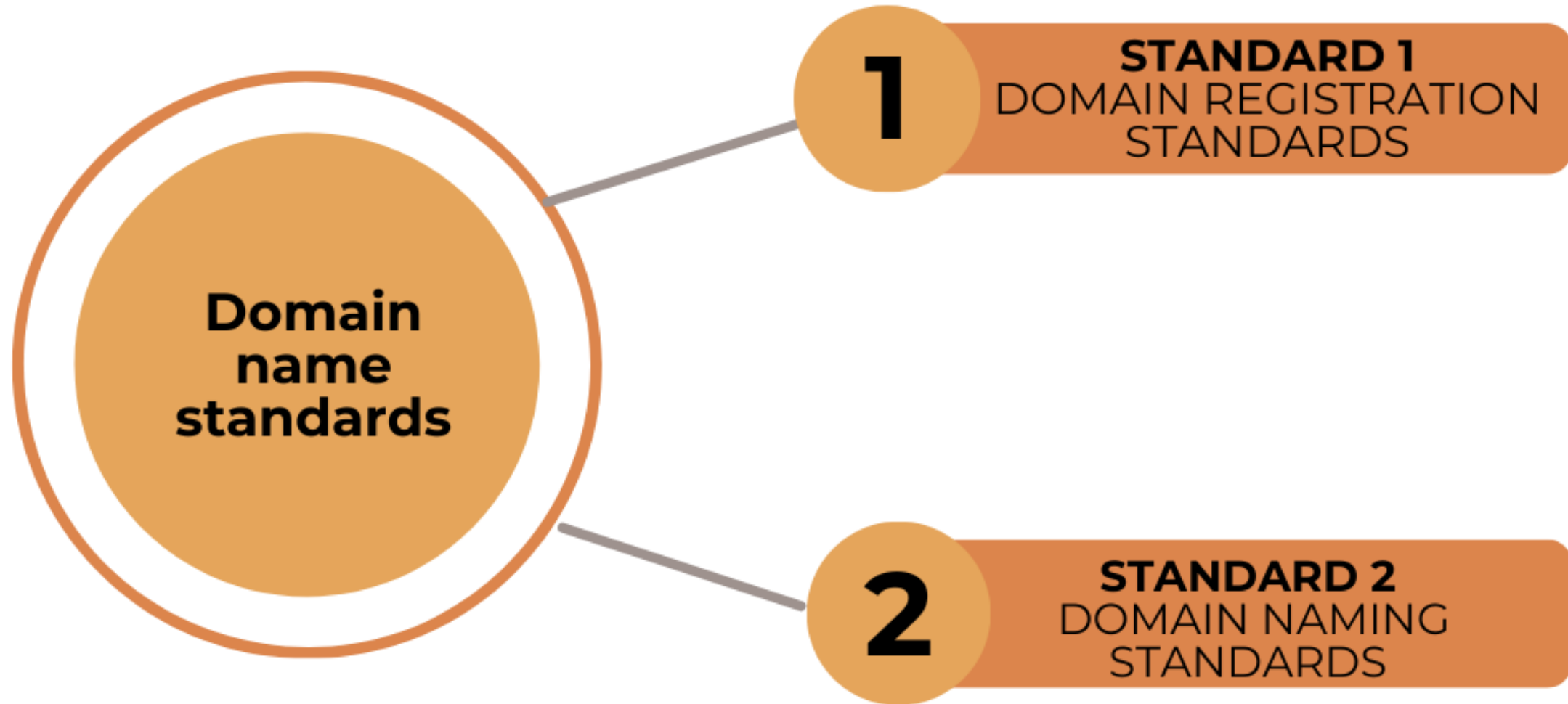


Gazetted standards include;

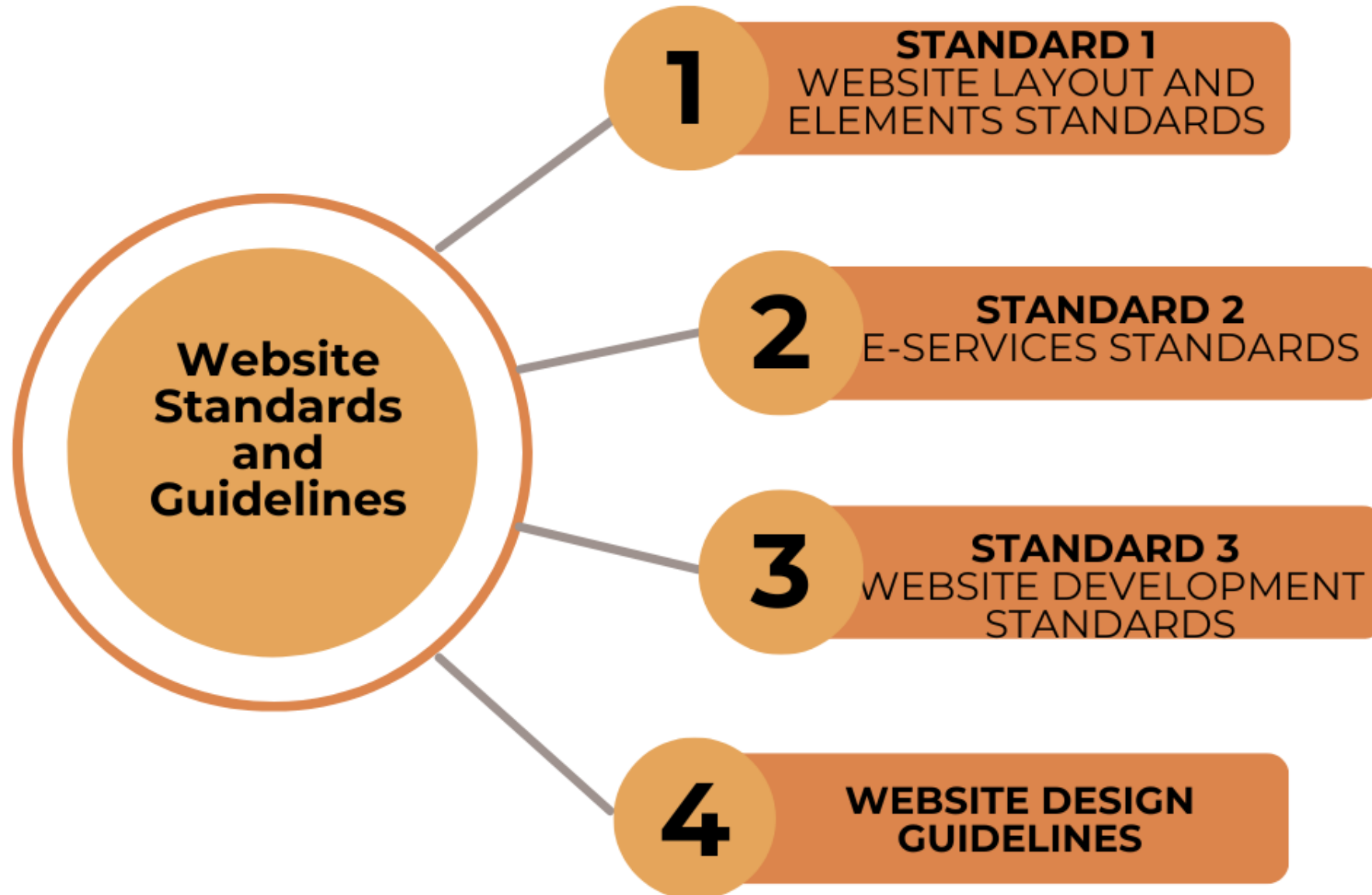
- 1. Government Domain Name Standards 2023** prescribe standards for the creation, use and management of the government domain .gov.pg to provide a consistent, effective and coordinated management system for assigning domain names to public bodies.
- 2. Government Website Standards and Guidelines 2023** prescribe minimum requirements for all government websites to ensure an intuitive, consistent, and seamless online experience for all users.
- 3. Government Email Standards and Guidelines 2023** prescribes standard for the creation, use and management of all government emails.
- 4. Cybersecurity Standards, Guidelines and Best Practices 2023** prescribe technical standards, requirements and guidelines public bodies must consider to ensure critical infrastructures, networks, data, and information technology systems are secure.



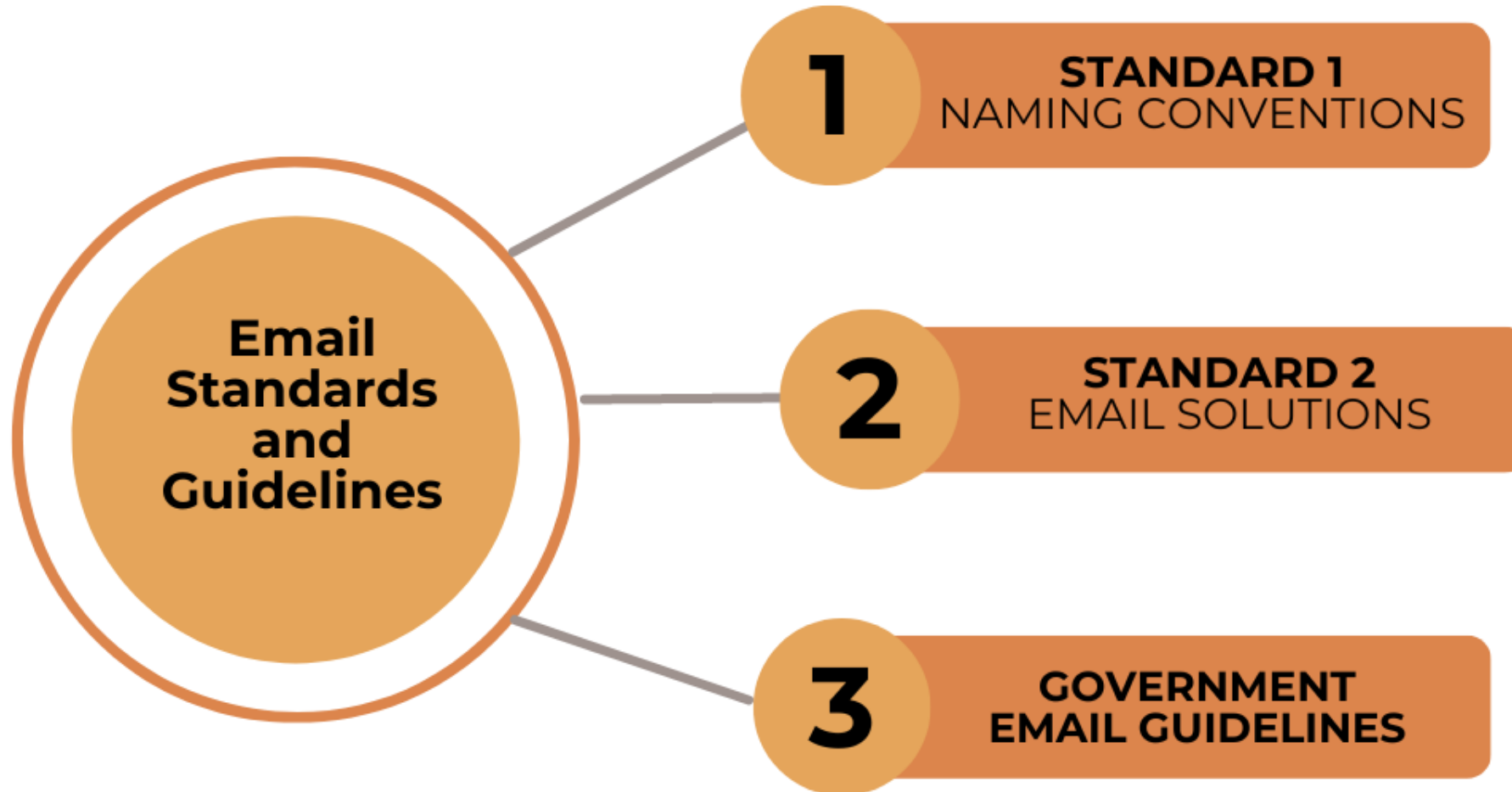
DOMAIN NAME STANDARDS



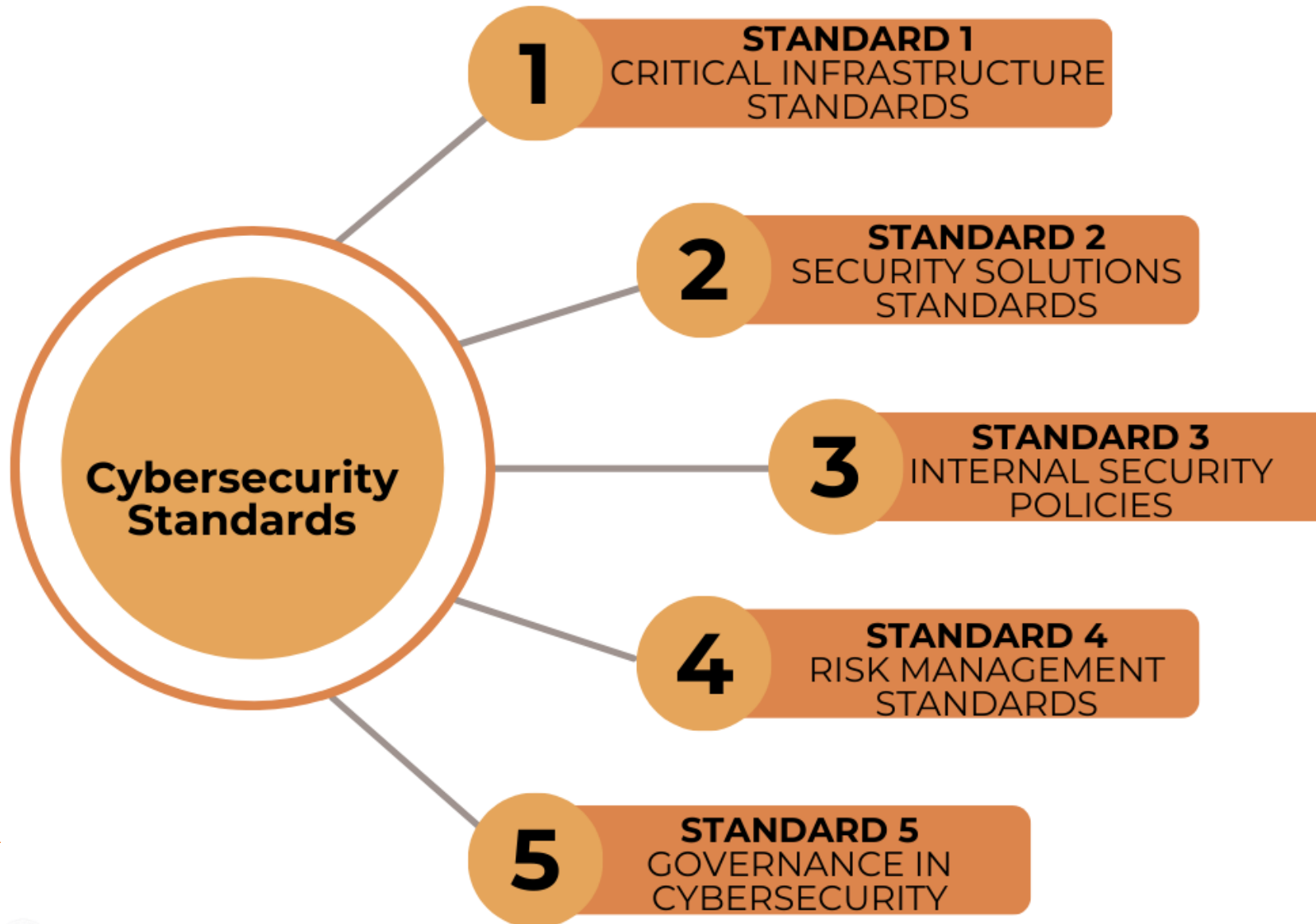
WEBSITE STANDARDS



EMAIL STANDARDS



CYBERSECURITY STANDARDS



RELATIONSHIPS BETWEEN THE FOUR DIGITAL STANDARDS



GOVERNMENT NETWORK & INFRASTRUCTURE

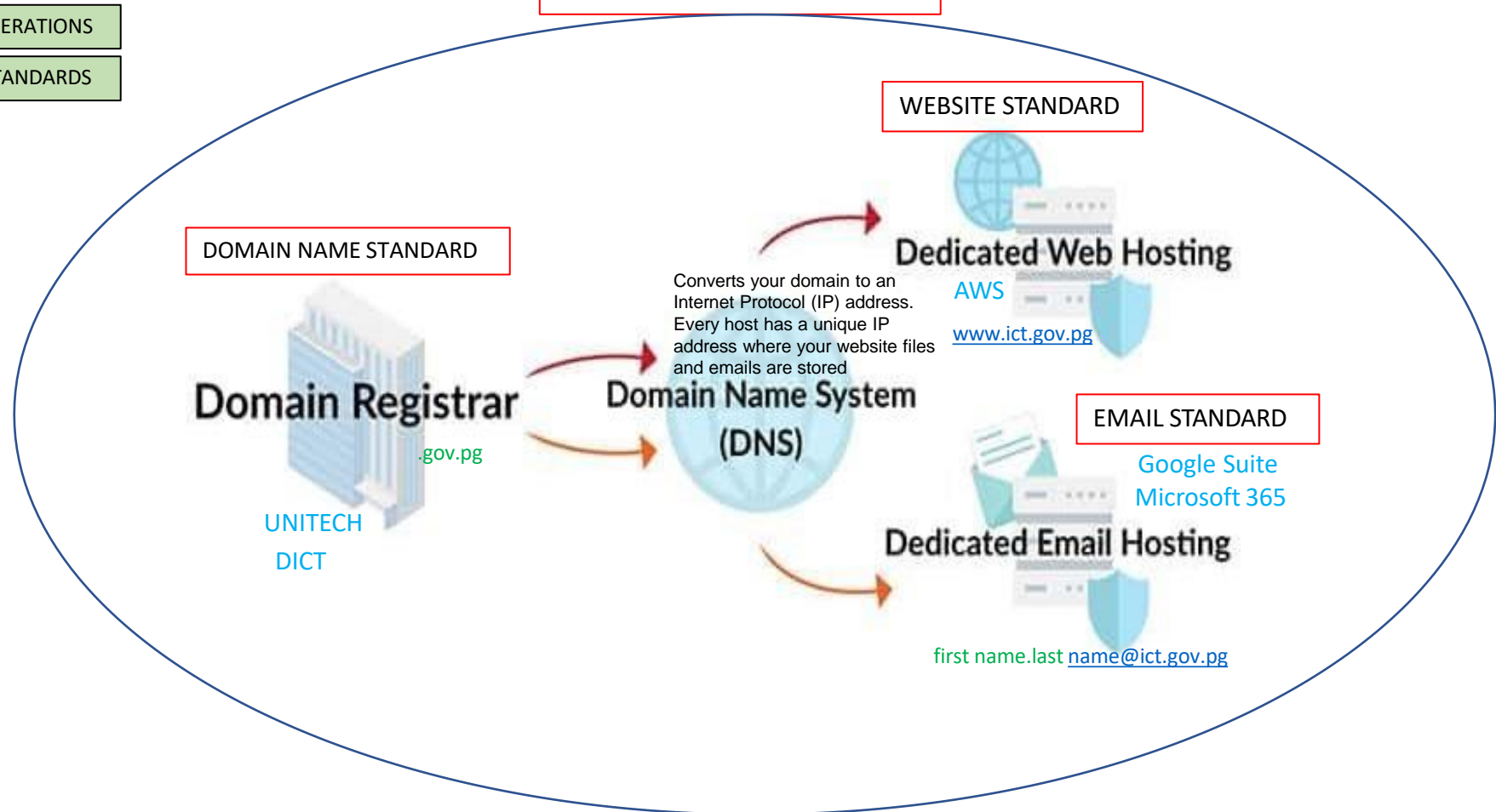
GOVERNMENT CLOUD

GOVERNMENT DEVELOPMENT & OPERATIONS

GOVERNMENT CYBERSECURITY & STANDARDS

Cybersecurity Standards Covers the Security aspects of all the Standards

CYBERSECURITY STANDARD



DIGITAL SERVICES STANDARDS AND GUIDELINES ON THE PIPELINE TO BE APPROVED



These include;

- 1. Digital Identification (ID) Standards** prescribes standards and guidelines to ensure a secure and standardized method for verifying the identity of individuals or entities in the digital realm.
- 2. Data Standards and Guidelines** prescribes standards for the representation, format, classification, structuring, tagging, transmission, manipulation, use, and management of data.
- 3. Cloud Standards** prescribes standards and guidelines for cloud computing services, ensuring security, privacy, and interoperability.
- 4. Social Media Standards** prescribe standards and guidelines for the use and management of all government social media accounts.
- 5. Procurement Standards** prescribe standards and guidelines to promote fairness, transparency, and efficiency in procurement in the public sector.

DIGITAL SERVICES STANDARDS AND GUIDELINES ON THE PIPELINE TO BE APPROVED (cont)



6. ISP Standards prescribe standards and guidelines for the quality of service, network reliability, and security measures that ISPs must adhere to when providing internet services to consumers.

7. Data Centre Standards prescribe standards and guidelines for the requirements for the design, construction, and operation of data centers.

8. Online Payment Standards prescribes standards that define protocols and security measures managing electronic payment transactions, ensuring secure and efficient online payment processes, protecting both consumers and businesses from fraud and unauthorized access.

9. Unified Communications Guidelines prescribe recommendations for the use of different applications, tools, or software, to connect and collaborate whether in the public sector, private sector or communicating to international organizations.

DIGITAL SERVICES STANDARDS AND GUIDELINES ON THE PIPELINE TO BE APPROVED (cont)



10. DTO Guidelines

Digital Transformation Office (DTO) guidelines offer strategic and practical advice for all digital transformation officers.

DTO Guidelines include:

- DTO Appointments
- DTO Functions
- Access, Use and Management of Digital Services
- Resources and Tools
- Training and Development

DIGITAL SERVICES STANDARDS APPROVAL PROCESSES



DIGITAL GOVERNMENT STANDARDS APPROVAL PROCESSES





THANKYOU