eGovernment Portal – Citizen (G2C)

"Transforming Governance & Empowering Citizens"

Joshua Pomaloh
a/Executive Manager – DevOps Implementation

www.ict.gov.pg

OUTLINE

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1: INTRODUCTION

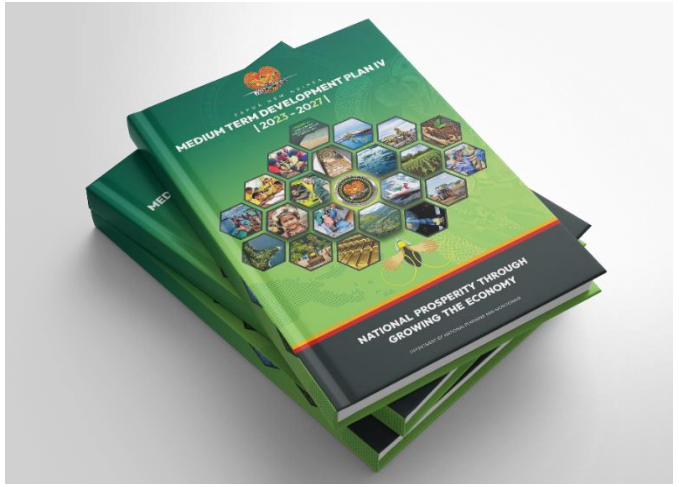
- **Establishment of National eGovernment Online Portals for Digital Services and C Information.**

Digital Government Act 2022
Section 35

Digital Transformation Policy 2020

Digital Government Plan 2023-2027

MTDP4 2023-2027 SPA 8.1



2: OBJECTIVES

- Enhancing citizen-government interaction
- Improving transparency and accountability
- Streamlining government services
- Increasing citizen engagement

DEFINTION: A CENTRALIZED PLATFORM OR SINGLE WINDOW WHERE GOVERNMENT INFORMATION AND SERVICES CAN BE EASILY ACCESSED.

3: KEY FEATURES

- User-friendly interface
- Secure login/authentication
- Access to government services
- Information dissemination (announcements, policies)
- Online forms and document submissions
- Real-time updates on applications and requests

4: BENEFITS

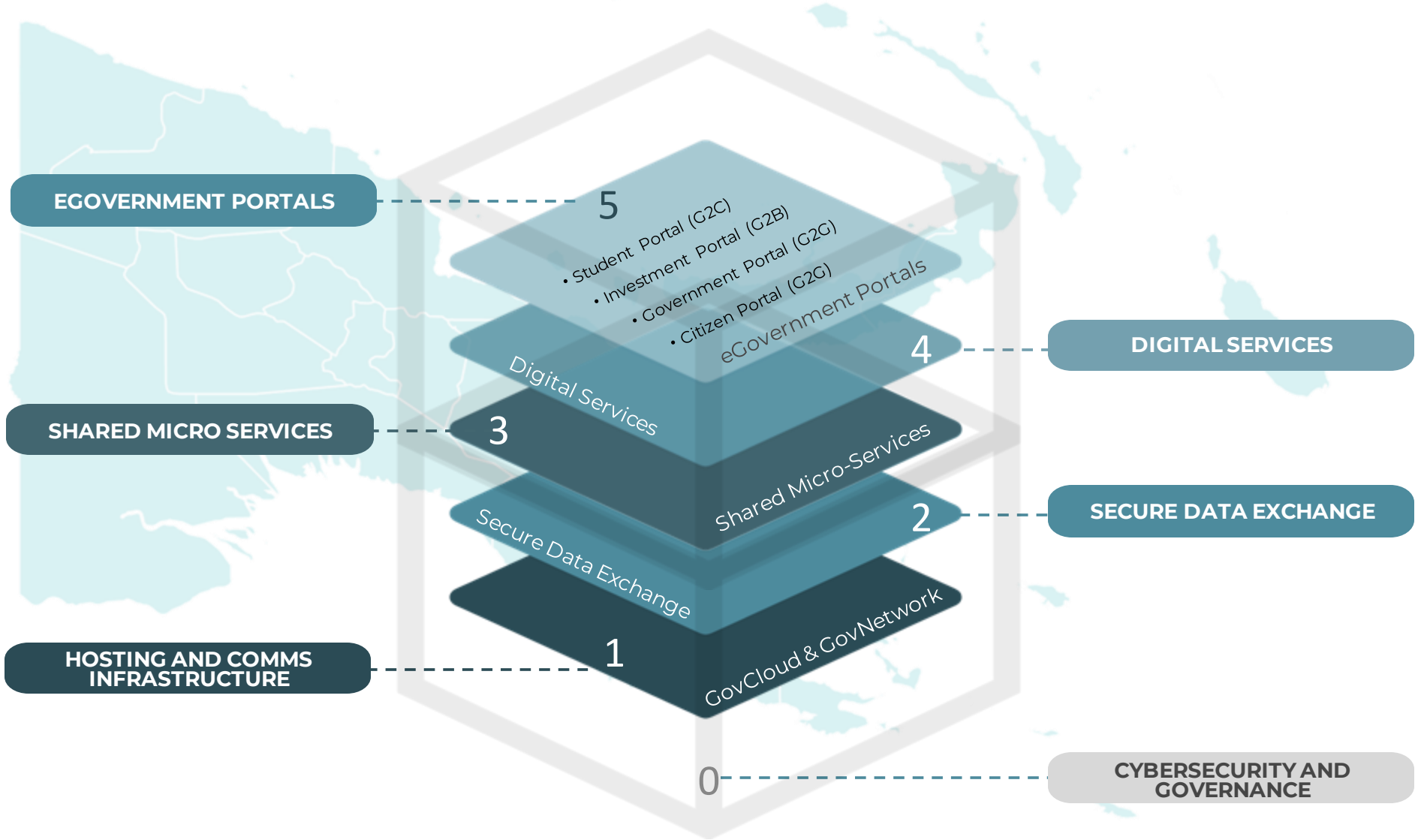
Citizens

- Convenience and accessibility
- Time and cost savings
- Increased transparency in government processes
- Empowerment through access to information
- Enhanced civic participation

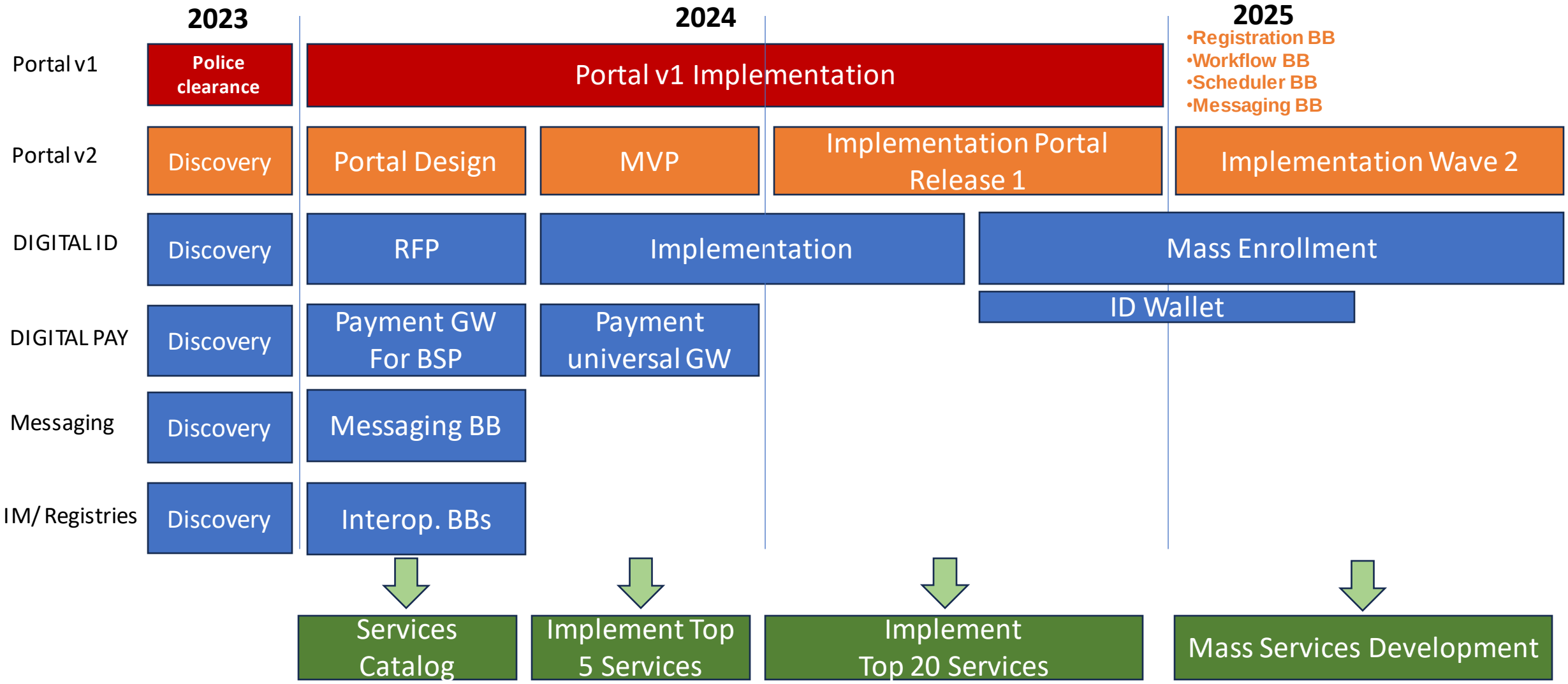
Government

- Efficient service delivery
- Data-driven decision-making
- Reduction in paperwork and administrative costs
- Enhanced monitoring and evaluation
- Improved overall governance

5: GOPNG TECH STACK

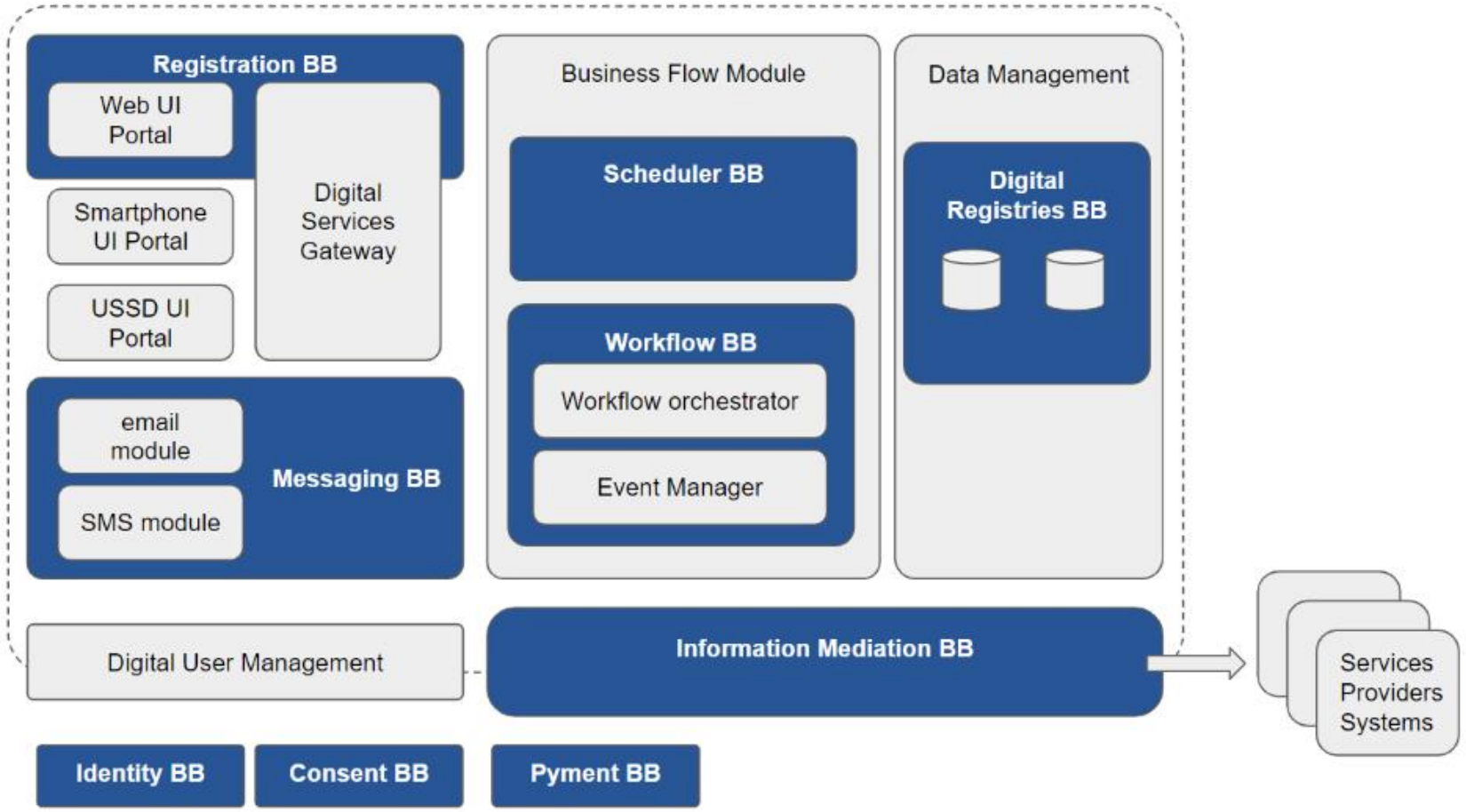


6: PORTAL DELIVERY ROADMAP



7: ARCHITECTURE BY BUILDING BLOCKS

MODULARITY & SCALABILITY



8: CHALLENGES & SOLUTIONS

- **Connectivity and Infrastructure:**
  - Challenge: Limited internet access and technology infrastructure.
  - Solution: Partner with telecom companies, invest in infrastructure.
- **Digital Literacy:**
  - Challenge: Citizens lacking digital skills.
  - Solution: Implement training and awareness programs.
- **Security Concerns:**
  - Challenge: Ensuring data security against cyber threats.
  - Solution: Implement encryption, secure authentication, and regular audits.
- **Interoperability with Existing Systems:**
  - Challenge: Integrating with current government systems.
  - Solution: Develop an interoperability framework, collaborate with government.
- **Financial Constraints:**
  - Challenge: Limited budget for implementation.
  - Solution: Seek partnerships, explore funding options, prioritize phases.

9: WAYS FORWARD

- **Strategic Partnerships:**
  - Action: Forge partnerships with telecommunications companies and private sector entities.
  - Rationale: Leverage external expertise and resources to enhance infrastructure and connectivity.
- **Digital Literacy Programs:**
  - Action: Implement comprehensive digital literacy training and awareness campaigns.
  - Rationale: Empower citizens to effectively use the eGovernment Citizen Portal, addressing the challenge of limited digital skills.
- **Comprehensive Security Measures:**
  - Action: Continuously update and strengthen security protocols, including encryption and regular audits.
  - Rationale: Safeguard citizen data and instill confidence in the security of the eGovernment Citizen Portal.
- **Interdepartmental Collaboration:**
  - Action: Develop a clear interoperability framework and collaborate closely with relevant government departments.
  - Rationale: Ensure seamless integration of the portal with existing government systems, addressing technical challenges.
- **Resource Optimization and Prioritization:**
  - Action: Seek external funding sources, explore public-private partnerships, and prioritize implementation phases based on available resources.
  - Rationale: Overcome financial constraints and ensure a sustainable approach to the portal's development and maintenance.

THANKYOU