Ministry of Posts and Telecommunications,
General Department of ICT

“e-Government Status in Cambodia”

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Overview

1. ICT Organizational Structure
2. ICT Status in Cambodia
3. T-ICT Policy – Vision, Goals and Objectives
4. ICT Master Plan: “Enrich E-Government Services”
5. Architecture to Provide e-Services
On Dec 2013, Result of Integrated NiDA into MINISTRY OF POSTS AND TELECOMS (MPTC)

General Department of ICT

National Institute of Posts, Telecommunications and Information Technology
ICT Organizational Structure Change

New Organizational Structure of MPTC

- Minister
- Secretary of State
- Under Secretary of State
- Cabinet Office/Advisors
- Directorate General of Posts and Telecommunications
- Inspectorate General
- Directorate General of Administration
- General Department of ICT
- National Institute of Posts, Telcom and ICT (NIPTEC)
- Cambodia Posts
- Telecom Cambodia
- Telecommunication Regulator of Cambodia
- Financial Control Unit
ICT Organizational Structure Change

MINISTRY OF POSTS AND TELECOMMUNICATIONS

GENERAL DEPARTMENT OF ICT

Department of E-Government
Department of ICT Policy
Department of National Infrastructure Management & Video Con.
Department of ICT Security
Department of Computer Application and Contents
Department of ICT Industry
Department of Rural ICT

Secretariat
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ICT Status of Cambodia

- Total length of fiber optic backbone: **26,411km**
  - TC (State Owned): **1,600km**
  - CFOCN: **7,611km**
  - Viettel Cambodia: **17,200km**
ICT Status of Cambodia

• Subscribers By June 2015:
  ➢ Mobile: 21,920,799 Subs (98.37% of the total)
  ➢ Fixed: 362,629 Subs (1.63%)
  ➢ Mobile Internet: 5,839,697 Subs (98.76%)
  ➢ Wired Internet: 73,462 Subs (1.24%)

**Note**: Detail report: [http://www.mptc.gov.kh/site/lists/43](http://www.mptc.gov.kh/site/lists/43)
## T-ICT Related Legal Framework

<table>
<thead>
<tr>
<th>Legal Framework</th>
<th>Status/Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT Master Plan</td>
<td>Finished in 2014</td>
</tr>
<tr>
<td>Telecom Law</td>
<td>Plan to finish by 2015</td>
</tr>
<tr>
<td>E-Commerce Laws</td>
<td>Plan to finish by 2015</td>
</tr>
<tr>
<td>ICT and Telecom Policy</td>
<td>Completed the final draft on 31 July 2015</td>
</tr>
<tr>
<td>ICT Security Policy</td>
<td>Plan to finish by 2015</td>
</tr>
</tbody>
</table>
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ICT Policy – Vision, Goals and Objectives

Vision:

“Toward ICT Connectedness and Readiness”

Goals:

To provide vision, policy framework, coordination framework and institutional arrangement for Telecommunication and ICT development in Cambodia.

To address structural challenges and enhance business and investment environment in Telecommunication and ICT sectors.

To provide interlock measures and specific interventions as needed between 2015 to 2020.
## T-ICT Policy – Vision, Goals and Objectives

### Objective 1

<table>
<thead>
<tr>
<th>Improve and expand Telecommunication infrastructure and usage</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadband service coverage in urban areas</td>
<td>100%</td>
</tr>
<tr>
<td>Broadband service coverage in rural areas</td>
<td>70%</td>
</tr>
<tr>
<td>Mobile penetration rate</td>
<td>95%</td>
</tr>
<tr>
<td>Internet penetration rate</td>
<td>70%</td>
</tr>
<tr>
<td>Broadband internet penetration rate</td>
<td>30%</td>
</tr>
<tr>
<td>Percentage of households with internet access</td>
<td>20%</td>
</tr>
<tr>
<td>Percentage of households with computer</td>
<td>26%</td>
</tr>
</tbody>
</table>
## ICT Policy – Vision, Goals and Objectives

### Objective 2

<table>
<thead>
<tr>
<th>Develop ICT human capacity</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of central government officers having basic ICT skills</td>
<td>95%</td>
</tr>
<tr>
<td>Percentage of local government officers having basic ICT skills</td>
<td>75%</td>
</tr>
<tr>
<td>Percentage of students finishing high school equipped with basic ICT skills</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of ICT skill workforce of the total skill workforces</td>
<td>15%</td>
</tr>
</tbody>
</table>
### ICT Policy – Vision, Goals and Objectives

#### Objective 3

<table>
<thead>
<tr>
<th>Diversify ICT industry and promote the application of ICT</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Telecom and ICT companies that formally register with MPTC</td>
<td>65%</td>
</tr>
<tr>
<td>Percentage of central and local government officers using government e-mail system</td>
<td>100%</td>
</tr>
<tr>
<td>The availability of government institution websites</td>
<td>100%</td>
</tr>
</tbody>
</table>
ICT Policy – Vision, Goals and Objectives

Strategic framework and measures

1. Strengthen the T-ICT development foundation
   - Providing a trusty and clear legal and regulatory frameworks
   - Further developing T-ICT infrastructure
   - Bridging Digital Divide
   - Enhancing the level of ICT literacy among public and developing competitive ICT human resource

2. Enhance ICT security and develop the ICT industry
   - Enhancing ICT Security
   - Diversifying T-ICT industry

3. Promote the application of ICT
   - Developing and promoting e-Government
   - Promoting e-Commerce
   - Promoting the use of ICT for Environmental Protection, Climate Change Adaptation and Mitigation, and Disaster Management
ICT Policy – Vision, Goals and Objectives

Coordination and Implementation Mechanism

- Lead and oversee Telecommunication and ICT sectors
- Coordination institution in implementing T-ICT related policies

Technical Coordination Mechanism

Relevant ministries- institutions

Consultation Mechanism

Private sector

Bilateral and Multilateral Cooperations

International Cooperation
ICT Policy – Vision, Goals and Objectives

Coordination and Implementation Mechanism (Con’t)

- **Sources of Financing:**
  
  Government, Private Sector, Development Partners, Dialogue Partners, USF, Grant Aid and other cooperations.

- **Monitoring and Evaluation:**
  
  - Target based evaluation
  
  - Biannual reports on the progress and challenges in implementing T-ICT development policy to the office of the Council of Ministers
  
  - Midterm review in 2018 on the progress of T-ICT development policy implementation or any suggested revisions.
Implementation Risk Management

- **Institutional coordination risk**
  
  Strongly commit to implement policies, strategies and measures that have been put in place.

- **Technology obsolescence risk**
  
  Encourage to formulate short and medium term development plans to cope with the rapid evolution of technology.
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ICT Master Plan: “Enrich E-Government Services”

(+) Definition

The E-Government Service means the common & fundamental services or environment for the Royal Government of Cambodia to provides effectively various public services with ICT technology. In other words, it is called as the services for service and the vehicle to promote ICT through Cambodian governmental organizations. So, the scopes of this service are the followings:

- Provider Scope: the central government organizations which have responsibilities of common business functions or nation-wide ICT policy
- Customer Scope: all of central & local government organizations which have plans to provide their service with ICT or implement ICT to internal parts of themselves
- Service Scope: it provides the following services
  o Service for government officials
  o Service for governmental organizations
  o Service for E-Public Service
  o Service for officials who take charge of ICT policy & implementation
ICT Master Plan: “Enrich E-Government Services”

(+) Objectives

The Royal government of Cambodia will achieve the following objectives through E-Government Services:
- Working environment based on ICT for government officials
- Collaborative and Integrated E-Government
- Effective and sound investments on ICT project
- Methodical and disciplined ICT project management
ICT Master Plan: “Enrich E-Government Services”

(+) Strategies

The following are 5 Strategies in order to successfully implement the E-Government Service:

- S1: Common task-related factors and technical factors for E-Government must be standardized, co-utilized, and shared among all public organizations.
- S2: Nationally critical ICT resources must to be developed and managed under a centralized plan.
- S3: All services must be designed into the transparent and seamless service.
- S4: Newly introduced technologies must be open, flexible and practical.
- S5: The management of all E-Government projects must be supported with the establishment of the most efficient and well-defined policies and institutions.
ICT Master Plan: “Enrich E-Government Services”

**Action Programs for Each of 5 Initiatives**

1. **Promotion of informatizing work environment (E-Office)**
   - Distribution of ICT device
   - Platform of the intergovernmental collaboration
   - Expansion of PAIS

2. **Informatization of common governmental business functions**
   - Financial Sector
   - Human Resource Sector
   - Law Sector
   - Knowledge/Statistics Sector

3. **Establishment of common database and sharing system**
   - Residential and Corporate Information System
   - National Geographic Information System and Management Information System
   - National Natural Resource Information System
   - Shared Information Usage and Open Data Service Structure

4. **Establishment of common service environment for E-Government**
   - E-Government Development Common Environment including Frameworks, etc.
   - Common Information Security Environment
   - Data Center Enhancement
   - Common Base for Converged Services

5. **Establishment of standard guidelines for ICT project management**
   - Organizational ICT Strategy
   - Standard System for E-Government Resource Management
   - Standard System for Project Management and System Operations
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Propose Initiative On National Gateway Infrastructure

Provide seamless and consistent integration among government applications through standardized protocols

Service Seekers
- Government to Enterprises
- Government to Citizens
- G2G
- Common Service Centers

Service Providers
- Government Departments (Service Function / Business Function)
- Common Service Function
- Common Business Functions
- Common Database / Sharing System
- Regulation / Standard Guideline for ICT Project Management
- E-Office Platform
- E-Payment Gate Way
- SOC (Security Operation Center)

National Gateway Infrastructure
Propose Initiative On National Gateway Infrastructure

Benefits - Standard:

• Develop, deploy and reuse services in a standardized manner.
• Simplify connectivity, data exchange and process integration.
Basic e-Services will be provided in 2015

Web Hosting Platform (Window and Linux) for Government Websites.
Email Platform for Government Organizations.
Hosting Your Physical Servers

“Security Operation Center” – ICT Security Department

HOW CAN I Get This e-Services?

Simple Methods “3C”

Collaboration – Connected Our Engineering Together
Co-creation – Sharing Experiences / Knowledge
Co-operation – Let do it together

E-Government Department of General Department of ICT – Ministry of Posts and Telecommunications
### e-service delivery stages

<table>
<thead>
<tr>
<th>Stage 1: Emerging presence</th>
<th>Stage 2: Enhanced presence</th>
<th>Stage 3: Transactional presence</th>
<th>Stage 4: Networked/Integrated presence</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way. User receives info online but cannot transact electronically.</td>
<td>Two way. Online transaction can only be completed offline</td>
<td>Two way. Complete transaction online but one at a time.</td>
<td>Two way, end-to-end transaction. Organizational complexity is hidden. &quot;Single-Window&quot;, &quot;Many Agencies, One Government&quot; --&gt; Whole-of-Government (WOG)</td>
</tr>
</tbody>
</table>

**READINESS BY 2015**

**AWARENESS, PLANNING & DEVELOPING**
Thank you for your attention.
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