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| Pacific Regional ICT Strategic Action Plan  **PRISAP** | **CROP ICT WORKING GROUP** |

**Pacific Regional ICT Strategic Action Plan (PRISAP)**

**2015–2020**

**University of the South Pacific**

**Suva, 2014**

# Foreword

The Pacific Regional ICT Strategic Action Plan (PRISAP) was formulated in response to calls from Pacific ICT Ministers at the ICT Minister meeting in Tonga in 2010 for greater coordination in effectively utilising ICT for sustainable development, governance, and improving the livelihood of Pacific communities. Its design is underpinned by the 2010 FAIDP and in particular the 2010 FAIDP Review.

The Secretariat of the CROP ICT WG together with regional and international development partners, PICTs have been actively engaged in the Review of the 2010 FAIDP and the development of the PRISAP. In light of some of the target indicators highlighted and identified by the 2010 FAIDP Review, the PRISAP tend to focus and target ICT indicators such as universal access, e-Government, cybersecurity, leadership, disaster management, governance, coordination and partnerships, ICT policy and legislation and human capacity development.

The PRISAP highlights actions needed to create an enabling environment to support and harmonize national and regional efforts to achieve safe, secure, affordable and competitive ICT services. This Regional ICT Strategic Action plan acknowledges that the sovereignty of PICTs is paramount; PRISAP does not override the decisions of countries and territories to adopt and implement their own national policies and implementation plans.

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# 1. Overview

The Pacific Regional ICT Strategic Action Plan (PRISAP) describes the critical activities that promote open consultation and access to information and coordinated application of shared, best practice norms and standard. Better coordination by establishing and managing processes that facilitates regional dialogue and access to and use of information. Foster cooperation through an effective and strengthen approach in protecting and sustainably harnessing the regions physical, social and cultural assets for the benefit of all, developing and committing to coordinated regional or sub regional policies and strategies.

The sovereignty of PICTs is paramount. National policies and plans provide the principal means of improving the livelihood of Pacific communities through effective utilization of ICT. PRISAP will support national plans where it can add value and economies of scale and equitable benefits that cannot be achieved nationally.

PRISAP provides guiding principles and identifies regional responsibilities and action themes to highlight target indicators that are critical to ICT development. Although the delivery and implementation of PRISAP in PICTs involves many stakeholders, the University of the South Pacific as the lead ICT agency will support and coordinate these functions at the regional level.

PRISAP is a living document; it will continue to be refined in the coming years as the Pacific region makes progress in implementing ICT target indicators at regional and national levels. PRISAP has a set timeframe (2016–2020) and a mid-term review will be conducted in mid-2018.

# 2. Vision

Improved the livelihood of Pacific communities through effective utilization of ICT

# 3. Goals

1. Access to affordable ICT
2. Efficient and effective utilization of ICT for sustainable development
3. Adoption of ICT as a national priority in PICTs

# 4. Outcomes

Enhanced social and economic sustainable development, good governance and security through better access and use of ICT.

# 5. Guiding principles

* Leadership, governance, coordination and partnerships
* Cybersecurity awareness
* Availability of data
* Universal Access (Bridging the digital divide)
* Human capacity investment

# 6. Regional Responsibilities

PRISAP focuses only on regional interventions that are aimed principally at supplementing capacity and providing support to national governments and stakeholders in developing and implementing their own national ICT policies and plans.

Regional initiatives highlighted in the PRISAP should help PICTs improve economies of scale and also provide support in other areas that individual countries and territories cannot effectively address. Regional initiatives/interventions should supplement, enhance and add value to national capacity. Below are examples of the types of initiatives that could be coordinated/implemented at the regional level

## 6.1 Regional leadership, strategic engagement and advocacy

Assistance can be provided for mobilizing resources for the region and for individual PICTs to support implementation of regional and national ICT polices and plans. Advocacy of Pacific ICT issues at the international level needs to be strengthened and could be promoted to a broader audience through regional representation by USP at the various ICT forums like ICAAN, IETF, ISOC, APNIC, ITU WSIS respectively, as well as through closer collaboration with development partners like World Bank, Asian Development Bank (ADB) and International Telecommunication Union (ITU).

## 6.2 Development and harmonisation of standards across the region

Assistance can be provided for developing regional or sub-regional technical standards for a range of ICT topics covering priority sectors such as ICT for Development, Cybersecurity and Disaster management where shared institutional and or legal objectives are achieved by entering into specific regional or sub-regional commitments to common policies, regulations, standards processes.

## 6.3 Capacity building/supplementation and skills transfer

Where practical, ICT education and training can be provided at a sub-regional or multi-country level. This training should be supported regionally and should be in line with ICT international approved standards that is relevant for regional and national operations. In general, finance should be made available for scholarships and other programmes to train Pacific Islanders at sub-degree and degree level in technical, management and policy aspects of ICT.

## 6.4 Systems for data collection, analysis, reporting and information dissemination

Suitable mechanisms (regional and national) for ICT statistic data and information collection, consolidation, validation and management can be developed as required to support effective decision-making. Data on new and emerging ICT issues covering priority sectors should be assessed, stored in a regional repository and made available in a useful form for policy-makers and prospective developers.

## 6.5 Facilitation of sharing of knowledge and experience among PICTs

This area involves enhancing regional communities of practice and networks to facilitate the sharing of knowledge and experience between PICTs and improving their capacity to draw upon international best practices and lessons learnt and to contribute to enhanced development effectiveness. Establishing and managing agreed processes that facilitate regional dialogue and access to information.

## 6.6 Research on emerging technologies

Research and testing are needed to keep abreast of rapid advances in ICT. CROP Agencies and development partners can undertake this role and advise PICTs accordingly.

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# 7. Themes and actions/activities

Implementation of the PRISAP will primarily occur at the national level, and its success will depend on the support and commitment of PICTs, development partners and other stakeholders. Five themes for action based on the 2010 FAIDP have been established to assist PICTs in their national planning and implementation efforts to enhance the development of ICT in the Pacific, consistent with national and regional responsibilities outlined in the PRISAP. The five themes are:

1. Leadership, governance, coordination and partnership

2. ICT policy, legislation

3. ICT Infrastructure and Universal Access

4. Cybersecurity and Human capacity building

5. Financing, Monitoring and Evaluation

Each theme is described in detail below with expected outcomes, objective(s) and key priorities that will contribute to achieving the vision and goals of the PRISAP. For each of the five themes, regional actions/activities are provided for the next six-year period (2016-2020) for implementation.

PRISAP identifies three levels of priority for regional activities:

High priority – essential activity for delivering on key priorities;

Medium priority – activity considered important for delivering on key priorities; and  
Low priority – activity considered important for delivering on key priorities

# **Theme 1. Leadership, governance, coordination and partnership**

## **Expected Outcome**

Strong leadership, governance, effective multi-sectoral coordination and partnership to fully utilize ICT as a tool for development in the Pacific.

## **Objective**

Implementation of a regional plan in a more effective and coordinated manner and involves all key stakeholders in the ICT sector to achieve affordable and accessible ICT.

## **Key Priorities**

* 1. Better coordination of regional and national initiatives in the Pacific
  2. Engagement of development partners and key stakeholders in ICT development, as early as possible
  3. Strengthening of partnerships and strategic engagement between regional and international organisations to reduce duplication of efforts, exploit synergies and utilise complementary activities.

## 1.1 Better coordination of regional and national initiatives in the Pacific

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | **Priority Level** |
| 1.1.1 Review existing regional and national initiatives | ICT Ministers meeting outcome | USP/Partners |  |  |  |  |  | Medium |
| 1.1.2 Strengthen collaboration with Partners on regional and national initiatives | ICT Ministers meeting outcome | USP/Partners |  |  |  |  |  | Medium |
| 1.1.3 Ensure Regional initiatives support national initiatives | ICT Ministers meeting outcome | USP/Partners |  |  |  |  |  | Medium |
| 1.1.4 Mid-term Review of PRISAP | Outcome of the Mid-term Review | USP/Partners |  |  |  |  |  | High |

## 1.2 Engagement of development partners and key stakeholders in the ICT development

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | |  | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 1.2.1 Convene a High level meeting with Partners and stakeholders | Outcome of High level meeting with Partners and key stakeholders | USP/Partners |  |  |  |  |  | High |

## 1.3 Strengthening of partnerships and strategic engagement between regional and international organisations to reduce duplication of efforts, exploit synergies and utilise complementary activities.

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 1.3.1 Maintain partnerships and strategic engagement with regional and international organisations | Outcome of High level meeting with Partners and key stakeholders | USP/PIFS |  |  |  |  |  | Medium |

# **Theme 2. ICT policy, legislation and regulatory framework**

## Expected Outcome

Strengthen ICT policy, planning capacity, and legislative and regulatory frameworks for ICT to provide and enabling environment for sustainable development.

## Objective

Development and implementation of supportive policies and regulatory frameworks that provide a conductive environment for the effective development of the region’s ICT sector.

## **Key Priorities**

## 2.1 ICT policy, legislation and regulatory frameworks that provide a conducive and enabling environment for social and economic sustainable development

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 2.1.1 Encourage and support the development and adoption of national ICT policies  2.1.2 Encourage and support the development of ICT policies for priority sectors (Education, Health Agriculture, Disaster Management, Fisheries and Tourism) | National ICT policies developed, adopted and implemented  ICT policies developed, adopted and implemented for priority sectors | USP/PIRRC/Partners    USP/PIRRC/Partners |  |  |  |  |  | Medium |
|  |  |  |  |  | Medium |

## **2.2 ICT policy, legislation and regulatory frameworks that promote open and non-discriminatory access to ICT**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 2.2.1 Encourage and support the development of national regulators  2.2.2 Encourage and support the inclusion of Universal Access in appropriate policy and legislation  2.2.3 Promote and encourage access to and use of ICT by disadvantaged groups such as women, the disabled and youths | national regulators established  Policies and legislation with Universal Access included  Annual reports | USP/PIRRC/Partners  USP/PIRRC/Partners  USP/Development partners |  |  |  |  |  | Low |
|  |  |  |  |  | Low |
|  |  |  |  |  | Low |

## **2.3 ICT Policy, legislation and regulatory frameworks to address socially undesirable activities**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 2.3.1 Encourage and support the adoption of legislation against the misuse of ICT for criminal purposes  2.3.2 Support the development of policies and legislation to protect children when using the Internet | National legislation adopted and implemented  National child protection policies and legislation adopted and implemented | USP/PIRRC/Partners  USP/PIRRC/Partners |  |  |  |  |  | Medium |
|  |  |  |  |  | Medium |

## **2.4 ICT policy and regulations that are consistent with international and national laws, regulations, technical standards and obligations**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 2.4.1 Encourage PICTs to comply with software licensing agreements and encourage the use of Free Open Source Software (FOSS). | Annual Reports and Surveys on Country’s compliance with licensing agreements and FOSS deployment in the Region | USP/PICISOC/Partners |  |  |  |  |  | Medium |

# **Theme 3. ICT infrastructure and Universal Access**

## **Expected Outcomes**

Improved domestic connectivity and access to ICT

## **Objective**

Reliable, efficient, secure and affordable access to ICT for all Pacific communities and priority sectors

## **Key Priorities**

## **3.1 Establish the appropriate ICT infrastructure and initiatives to support and facilitate national sustainable development**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 3.1.1 Promote and support the provision of accessible and affordable communication to rural and remote islands.  3.1.2 Encourage, support and promote the roll out and use of broadband (schools, health centres, disaster centres, rural areas and remote islands)  3.1.3 Support and encourage the effective integration of ICT in early warning system and disaster management systems  3.1.4 Support and encourage the re-establishment of e-waste and green ICT programmes. | Accessible communication services established in rural and remote island  Broadband roll out to schools, health centres, disaster centres, rural and remote islands  Effective integration of ICT with early warning systems and disaster management systems established  Countries utilizing e-waste initiative and adopting green ICT programmes | USP/Partners  USP/SPC  USP/SPC  USP/SPREP |  |  |  |  |  | High |
|  |  |  |  |  | High |
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## **3.2 Ensure that ICT networks and support infrastructure are reliable, secure, fast and cost effective**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 3.2.1 Ensure the efficiency and effective management of PICTs ccTLDs.  3.2.2 Encourage and support the establishment of stringent contingency plans for critical infrastructure.  3.2.3 Encourage and support the establishment of annual ICT infrastructure security audits | ICANN Report  Annual audits carried by countries  Annual audits carried by countries | USP/Partners  USP/Partners  USP/Partners |  |  |  |  |  | Low |
|  |  |  |  |  | Medium |
|  |  |  |  |  | Medium |

## **3.3 Ensure to increase and maintain access to ICT services on a community-wide level through a balanced geographic distribution of points of presence for ICT services that are offered**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 3.3.1 Promote and support the use of shared ICT facilities (telecentres, e-centres and cyber cafes).  3.3.2Encourage and promote the development of local ICT-based businesses and contribution to the expansion of ICT networks coverage.  3.3.3 Promote and support the expansion of ICT services to cover a community-wide level and priority sectors (e-Education, e-Health, e-Government, e-Commerce, disaster, tourism, fisheries and agriculture)  3.3.4 Support and strengthen the full utilization of existing Government infrastructure to transform and improve e-Government services  3.3.5 Encourage and support countries with well-established e-Government initiatives to share and assist other countries in enhancing e-Government initiatives | ITU /Kacific Project Report  ITU Report on the Pacific Countries  ITU Telecentres Project  E-Government services continue to expand at the national level  Countries with e-Government initiatives enhanced through support from other countries. | USP/Partners  USP/Partners  USP/Partners  USP/Partners  USP/Partners |  |  |  |  |  | High |
|  |  |  |  |  | Medium |
|  |  |  |  |  | High |
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## **3.4 Cost-effective regional strategies for provision of international connectivity**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 3.4.1 Foster regional cooperation on submarine cabling and other infrastructure arrangements  3.4.2 Reduce the digital divide between urban and rural areas and ensuring a more balanced  distribution of ICT services to all the population  3.4.3 Promote and explore technologies and communications service models designed to ensure reliable service and maximize access and minimize cost for thePacific**.** | Annual report from World Bank and ADB. Consultation with development partners  Telecentres established in rural areas under the ITU/Kacific project  Success of the ITU/Kacific and other projects in the Pacific in establishing new technologies | USP/Partners  USP/Partners  USP/Partners |  |  |  |  |  | Low |
|  |  |  |  |  | High |
|  |  |  |  |  | Medium |

# **Theme 4. ICT human capacity building and Cybersecurity**

## Expected outcome

A safe and secure ICT environment, a sustainable ICT workforce and an ICT literate populace

## Objective

A regional ICT skilled workforce with an understanding and knowledge of cyber security, and the capacity to respond effectively to cyber security issues.

## Key Priorities

## **4.1 Develop a sustainable workforce with ICT skills**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 4.1.1 Encourage international certification and develop regional ICT skills standards  4.1.2 Encourage regional training institute to develop skilled based training to supplement broad-based training and provide internship programmes  4.1.3 Encourage and support ICT curriculum in all PICT teacher training programmes  4.1.4 Promote and support ICT training programmes for teachers  4.1.5 Encourage and support research in ICT fields and applications in area identified as priorities for the region with industry and development partners | Industrial certification  Students completing skilled based training  Countries with ICT curriculum  Teachers ICT training programmes  Research reports published | USP/Partners  USP/Partners  USP/Partners  USP/Partners  USP/Partners |  |  |  |  |  | Medium |
|  |  |  |  |  | Medium |
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## **4.2 Improve citizens basic ICT skills**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 4.2.1 Support and promote the adoption of ICT literacy programmes in schools  4.2.2 Promote and support the integration of ICT studies into school’s curriculum  4.2.3 Support countries with programs that allows teachers to use e-learning programmes to deliver good quality education  4.2.4 Promote and support the development and use of digital libraries and e-learning resources**.** | Countries implementing ICT literacy programmes in schools  Schools with ICT curriculum  Countries with programs that allows teachers to use e-learning programmes to deliver quality education  Use of digital libraries in schools | USP/Partners  USP/Partners  USP/Partners  USP/Partners |  |  |  |  |  | High |
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## **4.3 Provide a more secure and safe ICT environment**

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 4.3.1 Explore options to revive the Pacific Emergency Response Team (PacCERT). Encourage and support PICTs to setup national CERT  4.3.2 Develop, support and promote ICT and Cyber security awareness programmes for schools, Businesses, Government, Youths and Communities | PacCERT Funding Model  Cybersecurity awareness programmes implemented | USP/Partners  USP/Partners |  |  |  |  |  | High |
|  |  |  |  |  | High |

# **Theme 5. Financing, Monitoring and Evaluation**

## Expected Outcomes

A financial plan that captured all funds flowing into the region’s ICT sector by funding source and implementation arrangements.

## Objectives

A sustainable financing mechanism for the ICT sector with a comprehensive M&E framework.

## 5. Key Priorities

## 5.1 Quality data and guidelines for better policy and effective monitoring and evaluation

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 5.1.1 Support the establishment of a Regional ICT data e-portal  5.1.2 Support the collection and sharing of national and regional ICT data and statistics | Regional ICT data e-portal established  National statistics report | USP/ITU  USP/Partners |  |  |  |  |  | Medium |
|  |  |  |  |  | Medium |

# 5.2 Financing

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| **Regional Activities** | **Indicator/Measurement** | **Lead** |  | | | | | |
| 2016 | 2017 | 2018 | 2019 | 2020 | Priority Level |
| 5.2.1 Assist in securing funding to support the implementation of national ICT policies and plans | Funding secured | USP/Partners |  |  |  |  |  | Medium |

# Appendix: Abbreviations

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