



**Ministry of Posts and Telecommunications,
General Department of ICT**

“e-Government Status in Cambodia”

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Director

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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

ICT Organizational Structure

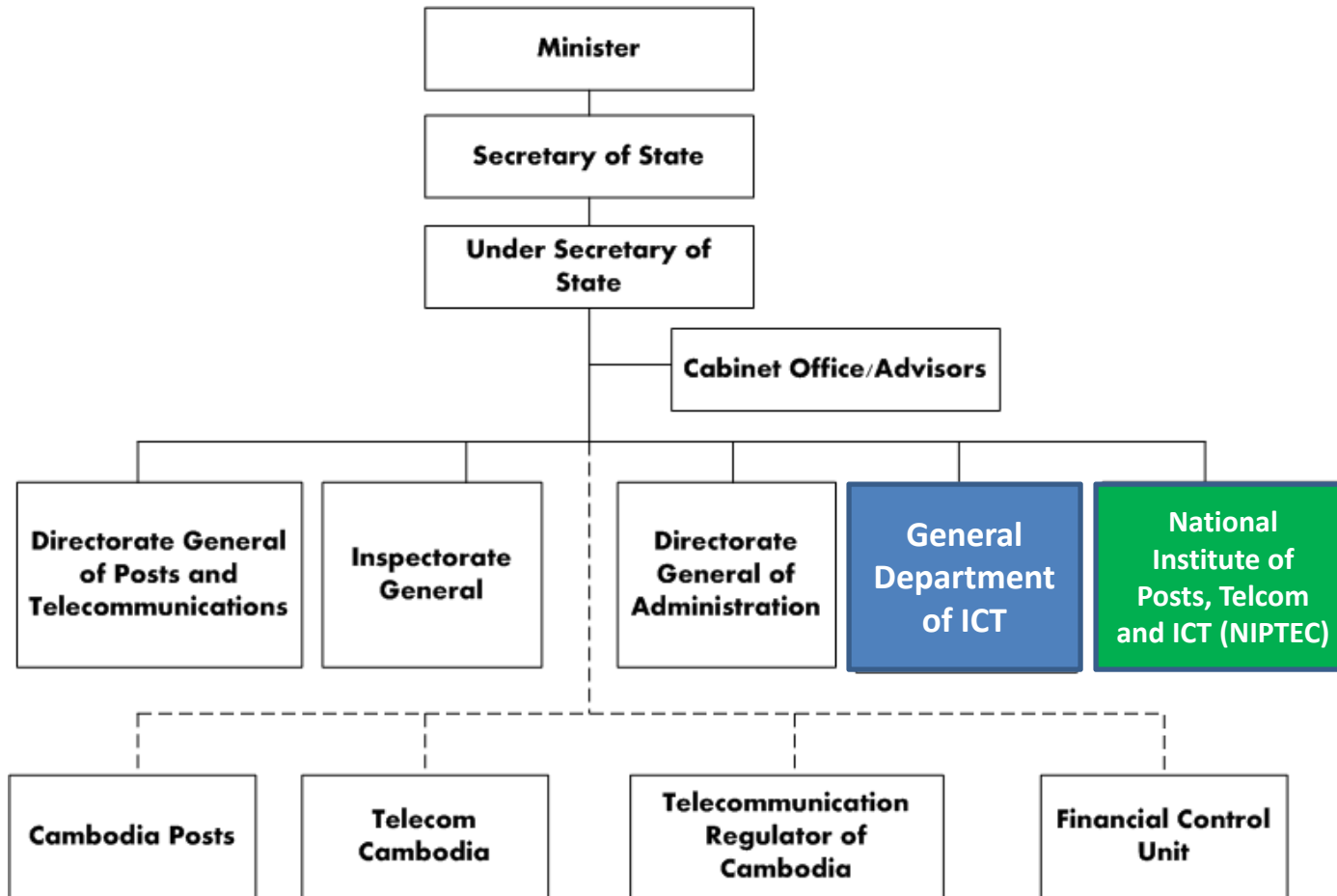
On Dec 2013, Result of Integrated NiDA into
MINISTRY OF POSTS AND TELECOMS (MPTC)

General Department of ICT

National Institute of Posts,
Telecommunications and
Information Technology

ICT Organizational Structure Change

New Organizational Structure of MPTC



ICT Organizational Structure Change

MINISTRY OF POSTS AND TELECOMMUNICATIONS

GENERAL DEPARTMENT OF ICT

Secretariat

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

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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>

T-ICT Related Legal Framework

ICT Master Plan: Finished in 2014

Detail: <http://www.mptc.gov.kh/site/detail/241>

Telecom Law: Plan to finish by 2015

E-Commerce Laws: Plan to finish by 2015

ICT and Telecom Policy: Completed the final draft on 31 July 2015

ICT Security Policy: Plan to finish by 2015

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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

Improve and expand Telecommunication infrastructure and usage	2020
Broadband service coverage in urban areas	100%
Broadband service coverage in rural areas	70%
Mobile penetration rate	95%
Internet penetration rate	70%
Broadband internet penetration rate	30%
Percentage of households with internet access	20%
Percentage of households with computer	26%

ICT Policy – Vision, Goals and Objectives

Objective 2

Develop ICT human capacity	2020
Percentage of central government officers having basic ICT skills	95%
Percentage of local government officers having basic ICT skills	75%
Percentage of students finishing high school equipped with basic ICT skills	100%
Percentage of ICT skill workforce of the total skill workforces	15%

ICT Policy – Vision, Goals and Objectives

Objective 3

Diversify ICT industry and promote the application of ICT	2020
Percentage of Telecom and ICT companies that formally register with MPTC	65%
Percentage of central and local government officers using government e-mail system	100%
The availability of government institution websites	100%

ICT Policy – Vision, Goals and Objectives

Strategic framework and measures

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

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
-

ICT Policy – Vision, Goals and Objectives

Coordination and Implementation Mechanism



**ក្រសួងប្រៃសណីយ៍
និងទូរគមនាគមន៍**
MINISTRY OF POSTS
AND TELECOMMUNICATIONS

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

Technical Coordination Mechanism



Relevant ministries- institutions

Consulation 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.
-

ICT Policy – Vision, Goals and Objectives

Implementation Risk Management

- **Institutional coordination risk**

Strogly 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

Promotion of informatizing
work environment
(E-Office)

- Distribution of ICT device
- Platform of the intergovernmental collaboration
- Expansion of PAIS

Informatization of common
governmental business
functions

- Financial Sector
- Human Resource Sector
- Law Sector
- Knowledge/Statistics Sector

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

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

Establishment of standard
guidelines for ICT project
management

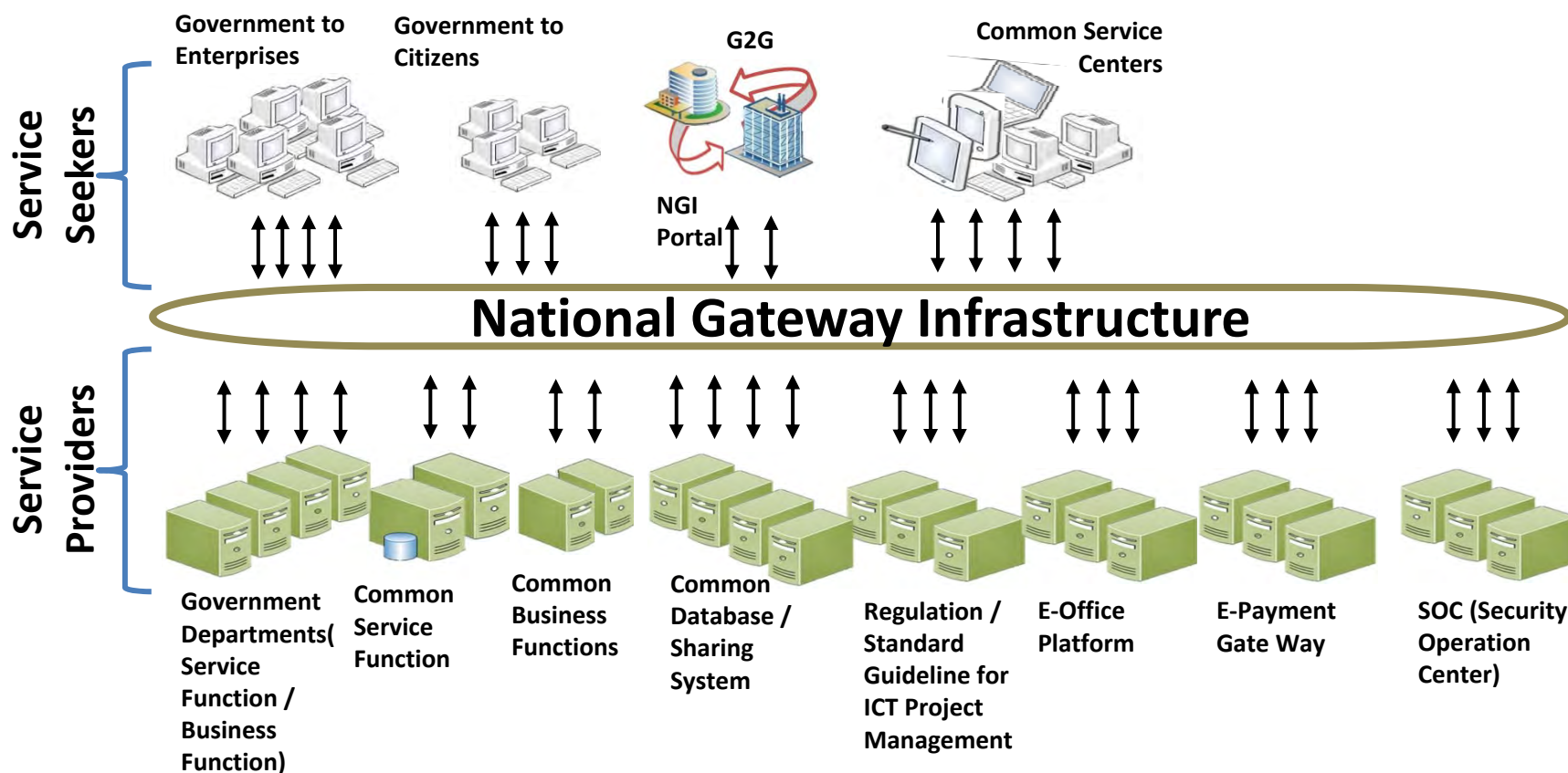
- Organizational ICT Strategy
- Standard System for E-Government Resource Management
- Standard System for Project Management and System Operations

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Propose Initiative On National Gateway Infrastructure

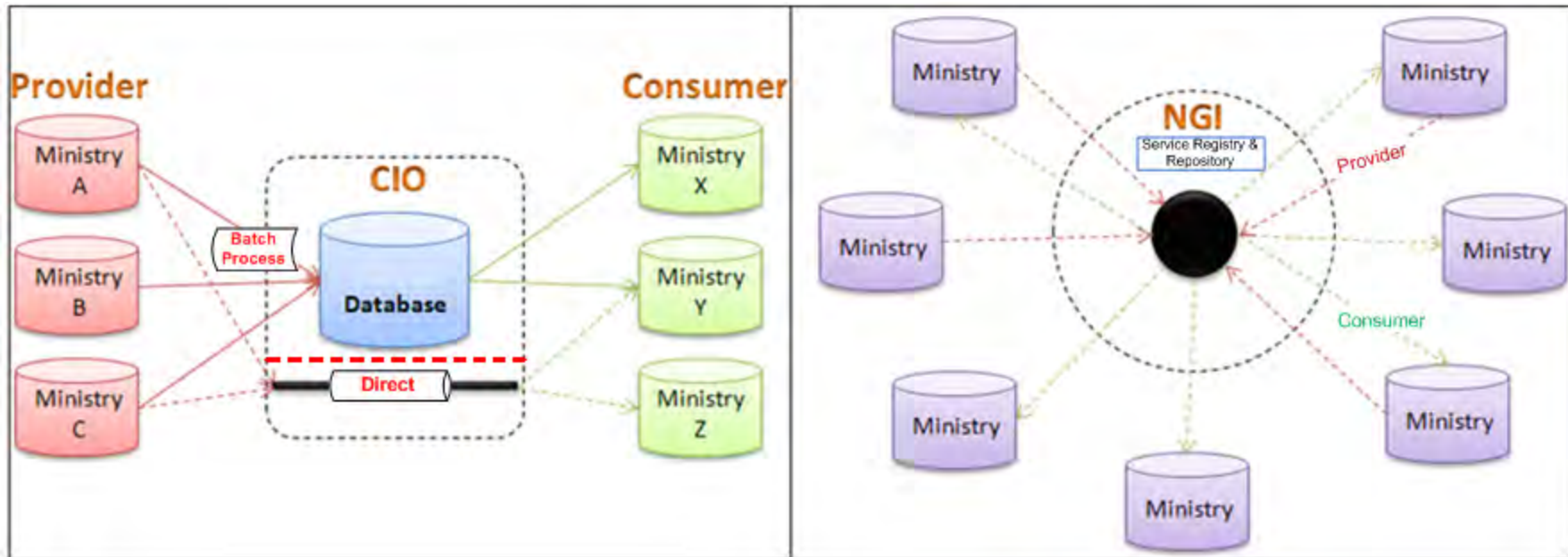
Provide seamless and consistent integration among government applications through standardized protocols



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.

CMS Platform / Mobile App Platform for Government Websites.

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-service delivery stages

Stage 1: Emerging presence	Stage 2: Enhanced presence	Stage 3: transactional presence	Stage 4: Networked/Integrated presence
One way. User receives info online but cannot transact electronically.	Two way. Online transaction can only be completed offline	Two way. Complete transaction online but one at a time.	Two way, end-to-end transaction. Organizational complexity is hidden. "Single-Window", "Many Agencies, One Government" --> Whole-of-Government (WOG)
READINESS BY 2015		AWARENESS, PLANNING & DEVELOPING	

Thank you for your
attention.

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