

# Status of E-Government in Tonga



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# National ICT Visions and Strategy for Tonga.



## **National Priorities**

TSDFII outlines Priority Areas aimed at developing of Tonga.

### **Organizational Outcome**

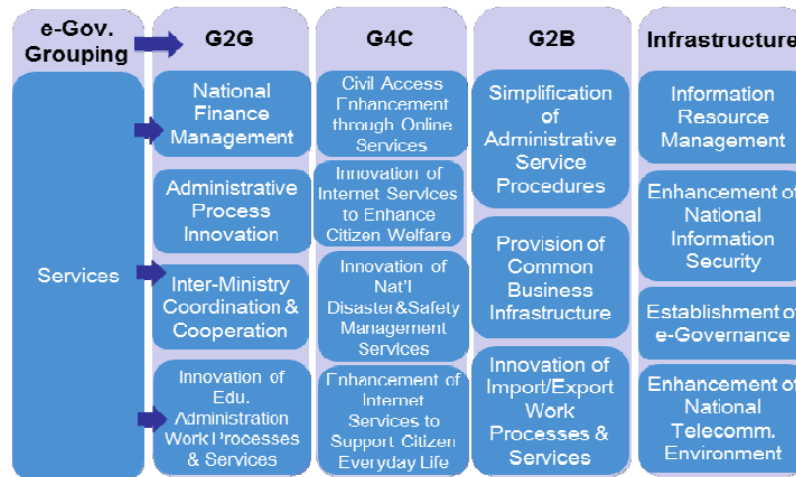
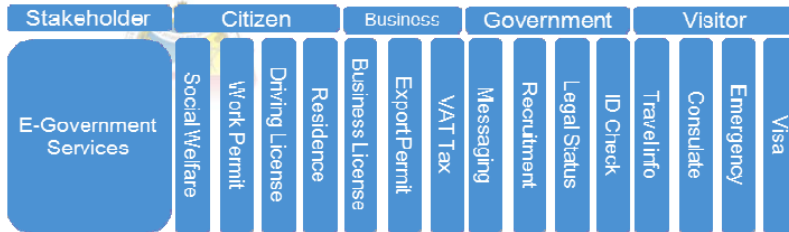
Pillar 4 - More innovative use of information and communications technology linking people across the Kingdom and with the rest of the world, for the delivery of key services by government and business and drawing communities more closely together.

### **Supporting Strategies:**

- a) extend the cable connection from Tongatapu to the other main centers supported by improved microwave links
- b) expand the use of e-government, e-commerce, e-learning and e-entertainment - finding ways to use them to mitigate the distance between our communities
- c) expand training and skills in the use of modern ICT, including encouraging foreign investment in this area



# E-Government Architecture



# Tonga Roadmap



## 1. Digitalisation of basic data

- \* Citizen
- \* Automobile
- \* Real estate
- \* Company
- \* Any other basic registration information

## 2. Digitalisation of administrative tasks

- \* Forms & documents
- \* Cabinet filed documents

# Tonga Roadmap



## 3. Gathering information into an integrated Data Center

- \* Manage resources in a centralised fashion
- \* Establish back up center for business continuity

## 4. Relates to citizens' welfare

- \* Environmental monitoring system
- \* Early warning system



# Challenges - Existing Government ICT services and systems



1. Very expensive to secure and maintain many different network infrastructure.
2. High Cost of maintaining a large group of IT Professionals.
3. Inefficient or lack of information sharing between Ministries & Public Sectors.
4. High costs of maintaining and securing multiple Internet Connections.
5. Lack of ICT Human Resources

# Challenges – Existing Government ICT services & systems



6. Lack of Data Security including backup.
7. Limited but expensive capacity expenditure with satellite connection for outer main islands.
8. Poor Data & Communication Infrastructure.
9. Lack of Accessible Government Online Services.
10. Duplication of Databases.

# Benefits of E-Government



- \* Assist to achieve specific policy outcomes
- \* Major contributor to our reform
- \* Enhances transparency and accountability
- \* Reduce Cost
- \* Improves services
- \* Improves efficiency





# Policies and Strategies



1. Every public sector body is different – In the specific context of a developing economy it highlights the use of infrastructure building and government intervention to aid diffusion of information and communication technology (ICT) and draws attention to the differences between developed and developing countries in their approach to e-government -local requirements, priorities and challenges must be addressed
2. Careful implementation of strategies will help enhance e-government as a powerful tool for sustainable economic development

# Initiating of the E-Government



**Cabinet Decision no 94 of 06/02/2015 approved recommendations included:**

- \* Support the setup of the e-Government Unit under Ministry of Environment, Energy, Climate Change, Disaster Management, Meteorology, Information and Communications
- \* Approve that all ICT trainings from partners such as JICA, KOICA, ComSec to be forwarded to the e-Government unit for consideration of appropriate participants to participate and where necessary to seek views of the Cyber Challenge Task Force.





\* **Cabinet Decision** of 31<sup>st</sup> March 2017 on National ICT (NICT) Project to Implement E-Government.

\* **Recommendations:**

- That the National ICT (NICT) Project between Government and Tonga Communications Corporation Limited (TCC) to implement E-Government
- To note the draft five-year agreement for equipment and services supply contract for this project
- That the attorney General's office, MEIDECC, Ministry of Public Enterprises, and TCC, be approved to finalise and sign this agreement.
- That an updated report on the implementation of E-Government, be provided to cabinet on a regular basis.

# Promoting a Digital Government



1. Building Government Private network
  - a) More Secure network for Government.
  - b) Better and faster connectivity between ministries.
  - c) Easier and cheaper to manage and maintain.
2. Consolidating all internet connections into one fast connection via fiber
  - a) All Ministries will access an almost unlimited internet connection.
  - b) Each Ministry will under one secured connection.
  - c) All point of access to Internet will be secured from hackers & Intruders.



# Promoting a Digital Government



## 3. Building of a Government Data Centre

- a) Maximize human resource by centralizing engineers and experts.
- b) Minimize illegal access from outside network.
- c) Reducing Cost on Electricity consumption.
- d) Reducing Cost of maintaining of servers.
- e) Improve security of government data.

## 4. Better Solutions for Data Recovery

- a) Redundant connection to the Internet.
- b) Backup Data Center.
- c) Backup Databases will be backup on a Daily Basis.

# To date....



- \* Setup E-government Unit under MEIDECC
- \* Establishment of Tonga CERT.to (*First in Pacific*)
- \* Currently Managing Email services for Education, Foreign Affairs, Ombudsmen, MEIDECC
- \* Developing a website policy for Government (\*.gov.to)
- \* Ready to enforce roll out official email address (@\*.gov.to)
- \* Drafting new Computer Crimes Bill and have acceded to the Budapest Convention on Cyber Crimes and first in the Pacific Islands.
- \* Developed a Government Portal separate from ministry's website



# To conclude...



- \* E-Government offers a path way for Tonga to sustain with the civil society and the private sector to design effective services and tools to execute policies. This project will contribute to higher transparency and accountability thus enabling development and poverty reduction.
- \* By improving Government capacity to provide services, achieve policy goals, and increase efficiency and transparency, e-Government encourages greater trust, participation and engagement of citizens. Where institutions are aim to be more trustworthy, investment and economic growth occurs.