

Assessment of ICT Capacity Building Needs in Asia and the Pacific

Country Perspectives on Emerging ICT Building Needs

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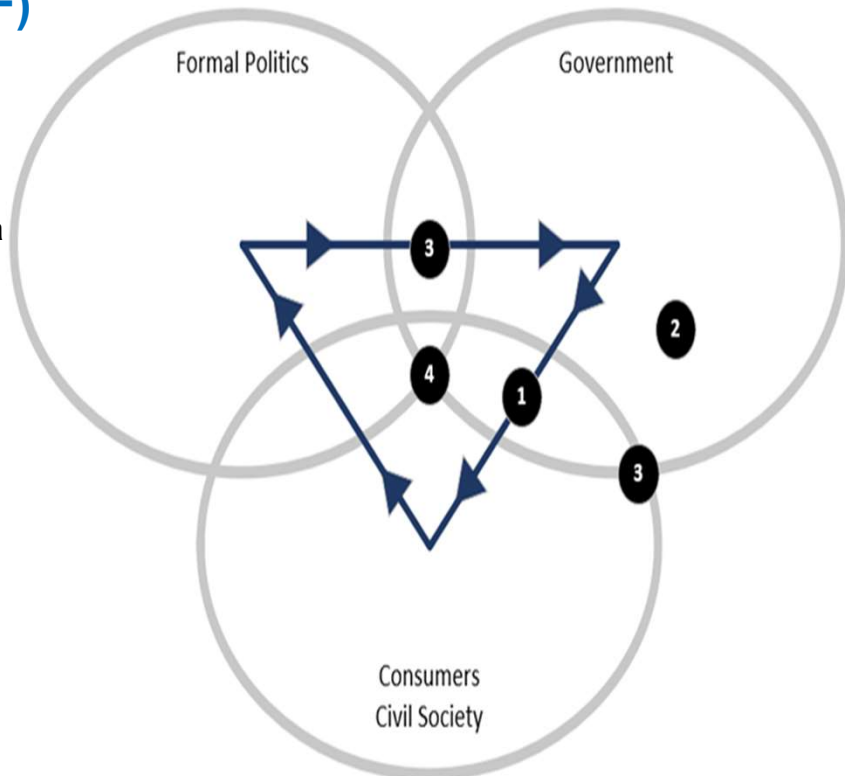
Tonga Digital Government Strategy Framework (TDGSF)

■ Digital Government Vision.

“Digital Government in Tonga is dedicated to creating an efficient, responsive Government focused on improving the quality of life for all Tongans and enabling a robust business environment to create opportunities allowing Tonga to achieve regional and international competitiveness.”

■ Tonga’s Digital Government Strategic Goals

1. Implement Digital Government Across All Government Agencies and Activities
2. Advance Digital Inclusion for All Tongans
3. Strengthen Governance and Efficiency
4. Promote Data Sharing and a Service-Oriented Information Systems Architecture
5. Enhance Citizen Engagement

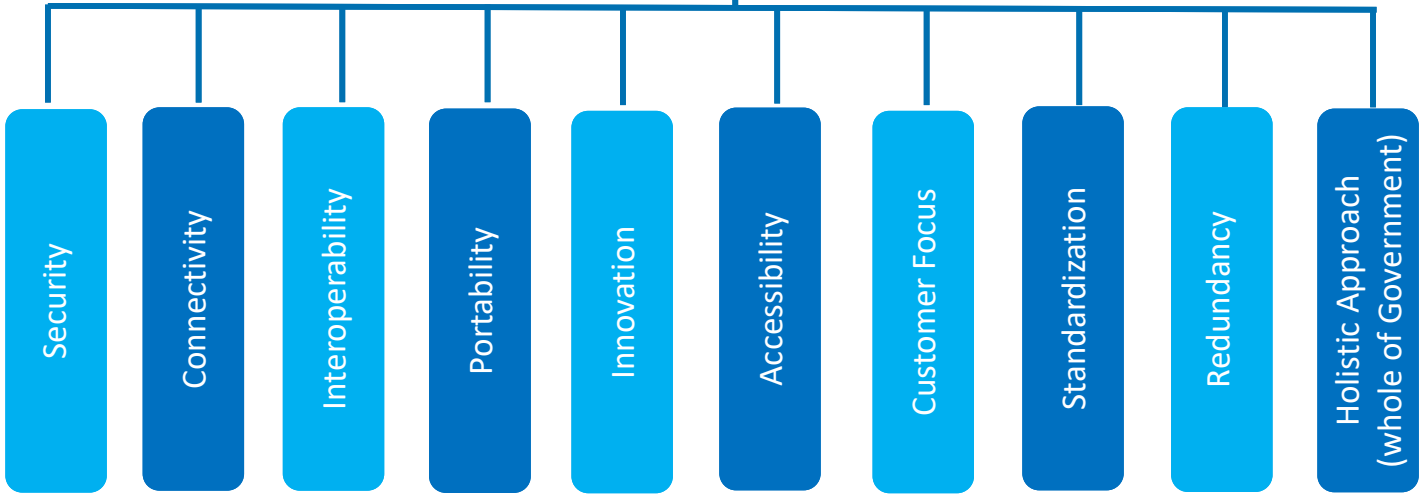


Four Perspectives on eGovernment

1. Online service delivery and interaction with customers
2. Use of IT within Government with focus on the delivery of services and processing
3. Capacity to transform public administration through the use of IT
4. Tool to achieve a “better government”

California eGovernment (eGov) Reference Architecture (RA), 2 January 2014

TONGA DIGITAL GOVERNMENT PRINCIPLES



Legislations

ICT Frameworks

Government

Private/Public Sector

Four Perspective on Digital Government

- 1** Government to Government (G2G) – Interactions within and between Government agencies
- 2** Government to Business (G2B) facilitate interactions between business and Government.
- 3** Government to Citizen (G2C) – citizens interacting with Government
- 4** Government to Employees (G2E) – Government interactions with Government Employees

Tonga's Emerging Capacity Building Needs

1

Cultural Changes and Change Management Training

2

Policy Developers for Emerging Technologies

3

Data & Analytics

4

Cloud Computing



On Going Capacity Building Programs

1 Partnership with the Government Public service Commission in delivering of ICT trainings to all civil servants.

2 Partnership with ITU on providing trainers for ICT and Cyber security trainings through a 3rd party vendor.

3 Partnership with APNIC in providing technical trainings as well as Cyber security trainings

4 Internal Training on policies and frameworks



ICT capacity building requesting from APCICT/ESCAP

- 1 Need urgent training on Change Management and Share services as well as Cultural changes in relating to Digital Transformation developments.
- 2 Need Technical Trainings on opensource and virtualization platforms
- 3 Need Technical Trainings on web developing of online services
- 4 Cyber Security Trainings



THANK YOU

Malo 'aupito.

