



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Solomon Islands

11/06/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

ICTSU – Information, Communications, Technology Support Unit (Ministry of Finance & Treasury)

TCSI – Telecommunications Commission Solomon Islands

MoCA – Ministry of Communications and Aviation

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

ICTSU is currently working on integrating all Gov't websites to only one official portal (Work in progress). The list:	
Ministry of Finance and Treasury	http://www.mof.gov.sb/Homepage.aspx
Ministry of Communications and Aviation	http://www.mca.gov.sb
Ministry of Education and Human Resource and Development	http://www.mehrd.gov.sb/
Ministry of Lands	http://www.lands.gov.sb/
Ministry of Women, youths, Children and Family Affairs	http://www.mwycfa.gov.sb/
Public Solicitor's Office	http://www.pso.gov.sb/
Ministry of Forestry and Research	http://mofr.gov.sb/main.do

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

Ministry of Fishery and Marine Resources	http://www.fisheries.gov.sb/
Ministry of Public Service	https://sites.google.com/a/mps.gov.sb/ministry-of-public-service-in-solomon-islands/home-1
Royal Solomon Islands Police Force	http://www.rsipf.gov.sb/
Ministry of Environment, Climate Change, Disaster Management and Meteorology	http://www.mecdm.gov.sb/about-us/divisions/environment-conservation.html
Ministry of Commerce, Industry, Labour and Immigration	http://www.commerce.gov.sb/
Solomon Islands Company Haus	https://www.companyhaus.gov.sb/
Ministry of Foreign Affairs and External Trade	http://www.mfaet.gov.sb/
Prime Minister's Press Secretariat Office	http://pmpressesecretariat.com/
Solomon Islands Extractive Industries Transparency Initiative	http://www.sieiti.gov.sb/
Customs and Excise Division	https://www.customs.gov.sb/index.jsf
National Parliament	http://www.parliament.gov.sb/index.php?q=node/603
Biosecurity Solomon Islands	http://www.biosecurity.gov.sb/
Ministry of Provincial Government	http://www.mpgis.gov.sb/

b. [E-participation](#)⁴:

Refer to a)

c. [Open government data](#):

Refer to a)

d. Public procurement:

Refer to a)

e. Other major portals at the national level:

Telecommunications Commission Solomon Islands (TCSI)	https://www.tcsi.org.sb
Solomon Islands National Provident Fund (SINPF)	https://www.sinpf.org.sb

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

Central Bank of Solomon Islands (CBSI)	https://www.cbsi.com.sb
All state owned Enterprise	https://www.pacificsoe.org

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

ICTSU – Information, Communications, Technology Support Unit (Ministry of Finance & Treasury)

MoCA – Ministry of communications & aviation

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

Name:	Mr. Samson Wahero
Title:	Deputy Director Strategy and Innovation
Organization:	ICTSU (Ministry of Finance & Treasury)
E-mail:	swaahero@sig.gov.sb
Phone:	Office: +67724580 or +677 27668

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

Ministry of Development, Planning and Aid Coordination (no URL)

- b. Education

Ministry of Education and Human Resources (refer above list)

- c. Health

Ministry of Health and Medical services (refer above list)

- d. Social Protection and Welfare

Ministry of Women, Youths, children and Family Affairs (refer above list)

- e. Employment and Decent Work

Ministry of Commerce, Industry, Labour and Immigration (refer above list)

- f. Environment

Ministry of Environment, Climate change, Disaster Management and Meteorology (refer above list)

- g. Energy/Water

Ministry of Mines, Energy and Rural Electrification (no website)

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

h. Finance/Taxation

Ministry of Finance and Treasury (refer above list)

i. Industry/Trade

Ministry of Commerce, Industry, Labour and Immigration (refer above list)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)? (Maximum 250 words)

Solomon Islands has a National Development Strategy (2016-2035) that incorporates all the SDG goals. Ministry of Development, Planning and Aid Coordination is the focal point.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

National ICT Policy and Broadcasting policy endorsed by the Government and in progress of implementation. Cyber security policy framework is also in progress for possible drafting of a bill to national parliament.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

- Telecommunications Act 2009
- National ICT Policy and Broadcasting Policy with Cybersecurity framework is currently the basis for digital e-government progress in the achieving the SDG

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

All legal framework were part of the ICT and Broadcasting Policies.

Telecommunications Act 2009 ensures that service operates provide correct data for the market upon request.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes
- No

11. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

No online application to capture the data.

⁸ Related to SDG Indicator 16.6.1

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

No online application

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

There is no government usage of social media. However, General orders (GO) restricted the public officers from engaging in social media on government issues.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

There is none at the moment. However, the Submarine cable company is established in ready for the Coral Sea cable funded by Australian Government that would ready for use by end of 2019.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

There is none at the moment, however the Submarine Cable company is established to manage the international and domestic cable network.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

Not available

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

The estimates by world bank is around 1.5-3% annually.

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

Approximately 17,000-20,000

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

Approximately 17,000-20,000

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

No indicators, however the by users only

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

Yes.
Asia Pacific Telecommunity (APT) – Regional
International Telecommunications Union (ITU) – International

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

No

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

No

X. Contact and Additional Information

Name:	Moses Virivolomo/Haggai Arumae
Title:	Permanent Secretary/Director TCSI
Email:	mvirivolomo@mca.gov.sb /haggai.arumae@tcsi.org.sb
Organization:	Ministry of Communications & Aviation/Telecommunications Commission Solomon Islands

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

Other: *(Max. 250 words)*

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.