



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.

Vanuatu

Date Submitted (DD/MM/YYYY)

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.

<https://gov.vu>

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

- a. E-services³:

N/A

- b. [E-participation⁴](#):

<https://electoral.gov.vu>

- c. [Open government data](#):

<https://parliament.gov.vu>

- d. Public procurement:

N/A

- e. Other major portals at the national level:

<http://www.scholarships.gov.vu/>

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

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

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

Office of the Government Chief Information Officer – <https://ogcio.gov.vu>

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

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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

Department of Strategic Planning, Policy & Aid Coordination

- b. Education

Ministry of Education & Training – <https://moet.gov.vu>

- c. Health

Ministry of Health – <https://moh.gov.vu>

- d. Social Protection and Welfare

Ministry of Justice & Community Service – <https://mjcs.gov.vu>

- e. Employment and Decent Work

Department of Labour – <https://dol.gov.vu>

- f. Environment

Department of Environment – <https://environment.gov.vu>

- g. Energy/Water

Department of Energy – <https://doe.gov.vu>

Department of Water – <http://www.mol.gov.vu/index.php/en/departement/water>

Utilities Regulatory Authority – <http://www.ura.gov.vu>

- h. Finance/Taxation

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

Department of Finance & Treasury – <https://doft.gov.vu>

i. Industry/Trade

Department of Industry – <https://doi.gov.vu>

II.

Strategy and Implementation

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

National Sustainable Development Plan: Vanuatu 2030 – The People’s Plan –
<https://www.gov.vu/attachments/article/26/Vanuatu2030-EN-FINAL-sf.pdf>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

We are currently working on our National Digital Governance Roadmap. We should have a draft by the end of 2019 and we can report on this in 2020.

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

As mentioned above, we have started the process to have a National Digital Governance Roadmap that will supersede the retired i-Gov Strategy. The Council of Minister has approved the project with the establishment of a National Task Force chaired by the Director General of the Prime Minister’s Office.

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

⁷ Also referring to emerging technologies

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

There is now a Right To Information Act passed by the National Parliament and Gazette as an Act of Parliament - <https://rti.gov.vu/index.php/en/>

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?

Please explain further (Max 250 words).

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?

This was done once in 2015 and the result was published and shared with stakeholders. Since then, no more satisfaction survey.

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.

⁸ Related to SDG Indicator 16.6.1

Government Departments have FaceBook pages and interaction on social media has improved a lot over the last 12 month. The Government restricted government officials with access to social media over the Government Broadband Network and only approved officers are given the privilege to have access in order to update social media pages for the departments who have a presence on social media.

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:

No specific current strategy. However, definitely after the National Digital Governance Roadmap, it will open our doors to having targeted strategies for such technologies.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

The Telecommunication, Radiocommunication & Broadcasting Regulator's office have a strategy on Type Approval but this is more to do with the regulation on equipments to be imported into the country.

VIII.

Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

Application of Vanuatu Government Scholarship is one of the public service that is online. Since its launch the number of applications received has, triple – meaning more people are now being given the opportunity to apply. In percentage, 70% of the people are satisfied.

18. What percentage of your GDP is allocated for ICT investment in the public sector?

The Government has proposed for a 5% of the GDP allocated for ICT investment in the public sector. However, that was not been taken seriously. Nevertheless, we are seeing many investments in the ICT sector in the recent years.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

The proportion of persons employed in the central government organization routinely using ICTs is at least 80%

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

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

Out of at least 3,000 persons employed in the central government, at least 65% routinely uses the Internet

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

Access to computers/tablets in schools, at home and work places is currently the indicator to track digital literacy

IX.

International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

UN E-Government Survey, Asia-Pacific Information Superhighway (AP-IS) Steering Committee, Committee on Information and Communications Technology, Science, Technology and Innovation (ICTSTI), Digital Pacific which begun in Samoa with funding support from UNDP, Diplomatic relations with Estonia and the ACP

Of course, yes we would love to offer our support to other countries in the area of e-government. We are already providing support through sharing of information with some countries within the Pacific.

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

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Public-Private Partnerships on basic ICT infrastructure throughout the country, which facilitates access to e-government.

X.

Contact and Additional Information

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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.

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

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- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

One of my role for the last five years is to meet with Director Generals of Government Ministries regularly to discuss e-Government services. I have seen and witness the transformation happening and fully knowledgeable in the progress and therefore, I am able to respond to this questionnaire.

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:

Contacted directly by UN DESA

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