

# PACIFIC ICT OFFICIALS' MEETING

Fa'onehua Convention Centre, Nuku'alofa

17-18 June 2015

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**Day 1: Wednesday, 17 June 2015**

## **Appointment of Chair and Drafting Committee**

Chair: SAMOA

Drafting Committee: Cook Islands, USP, Papua New Guinea, Australia, Nauru

## **Session 1: *Strategies for ICT in the Pacific (ICT for Sustainable Development)***

**Moderator: Paula Ma'u, Tonga**

### **Presentation 1.1: ICT Development Impacts – Pacific Potential - Natasha Beschoner, World Bank**

Very soon, everything will be connected, even tracking devices – all facilitated by ICT. Mobile access has increased except in remote areas, interesting applications, social media taking off. It's about connecting things to people.

#### **Pacific Overview:**

ICT-enabled Services and Businesses:

- Mobile money (e-banking)
- Agriculture, fishing: producer price, market, weather information
- E-commerce e.g. tourism
- Online education services
- School monitoring
- Health information services
- E-health
- E-Government

Most applications require significantly improved Internet service quality and reliability

#### **What World Bank is doing in ICT and Future Plans:**

- *Ongoing: Connectivity & Regulation*
  - Pacific Regional Connectivity Program (in partnership with the Asian Development Bank, Pacific Region Infrastructure Facility, and private sector)
  - Pacific Regional ICT Regulatory Development Project + country-specific programs
- **Potential/planned: Applications, Jobs & Services**
  - E-government, e-services
  - Disaster risk management and monitoring
  - Jobs

**Presentation 1.2: APT and ICT Development in the Pacific**, Dr. Stephen Sheehan, APT  
Brunei Darussalam Statement 'Building Smart Digital Economy through ICT'

**6 Key Priority Areas for the Pacific:**

- 1) Conducive Policies for Sustainable Growth of ICT and Smart Digital Economy  
Bridging the digital divide through publications and projects
- 2) Safe and Secure Society through ICT – disaster management
- 3) Trust and Confidence in ICT – cybersecurity
  - Development of more ICT experts in cybersecurity, training programmes
  - Importance of cyber-legislation and support Cert/CSIRT ACTIVITIES.
- 4) Sustainable ICT Ecosystem for Innovation
  - Sustainable ecosystem
  - Initiatives for sustainable growth
- 5) Capacity Building and Institutional Development
  - Increase training programmes
  - Promote collaboration
- 6) Fostering Regional Cooperation for ICT Development
  - PRFP forum for facilitating sub-regional cooperation on common issues
  - Forums like APG and AWG facilitate regional cooperation – strength in numbers

**APT Strategic Plan 2015-2017**

1. Policy and Regulation
2. ICT Development
3. Disaster Management
4. Cybersecurity
5. Radio communication
6. Standardization
7. Capacity Building
8. Regional Cooperation for ICT Development

**Presentation 1.3: Overview of ICTs in Pacific Education**, Ian Thompson, TERC, USP

**Challenges:**

1. We are not preparing our youth for the world we know exists
  - The Information Society

- The Knowledge Economy
- 2. We need to ramp up modernisation of education systems
  - a) We have started, BUT
    - i. We need more modern tools and resources in classrooms
    - ii. We need to scale up
    - iii. We need sustainable models

**Thoughts:**

Like most, we have learnt a lot about what not to do - List of 10 worst practices

Avoid doing “ICT projects”

- Just “adding ICTs” doesn’t work
- Embed ICTs into education improvement projects

Need both online and off line solutions

Education really struggles to plan for ICT

- Limited capacity and other priorities
- They need to focus on changing the system, not the tech

**The Way forward:**

- We have leadership commitment, strategies, policies, pilots, good practice and proven technical solutions.
- There seems to be a gap in ICT capability and capacity in Education. They need your help.
- We need to scale up – no more pilots.
- Universal Access projects won’t be enough
- We need to work out how to sustain efforts financially and technically

**Presentation 1.4: ICT Capacity Development for SIDS - UN-APCICT/ESCAP - Michael Riggs, UN-APCICT**

- **Flagship Programme I: Academy of ICT Essentials for Government Leaders**  
Developing government official and policymaker capacity to leverage ICT for socio-economic development
- **Flagship Programme II: Turning Today’s Youth into Tomorrow’s Leaders**  
Imparting ICTD Knowledge and empowering students and youth

## **The Pacific and APCICT**

- Introduce and institutionalize the Academy and Primer Series with SPC and USP
  - 2008 sub-regional Academy workshop with SPC in Cook Islands
  - 2009 EU funded “ICT Access for the Poor” uses Academy in 14 countries
  - 2012 Academy Partnership Agreement with USP
  - 2012 sub-regional workshop with SPC in Fiji
- Pacific representatives participate in APCICT workshops, TOT, partners’ meetings and regional dialogues

## **ICT for Sustainable Development: Gender Equality and Women Empowerment:**

### Women Entrepreneurs and ICT

- ICT capacity development for women entrepreneurs is needed to address the gap identified
- APCICT aims to fill this gap through the Women and ICT Frontier Initiative (WIFI)

## **Discussions:**

**Solomon Is:** Requested to elaborate on programme for civil servants

**Samoa:** What is collaboration between APCICT, APT and ITU? Any overlaps?

**Response:** APCICT works closely with USP and other partners in the region to insure that its capacity development activities compliment and do not overlap with other programmes.

## **SESSION 2 Strategies for ICT in the Pacific - CYBERSECURITY**

### **Presentation 1.5: PacCERT Updates and Current Status - Kisione Finau, USP**

PacCERT Vision: Make the Pacific Island Countries safer in the global internet community

#### **Current Status**

- The operational functions of PacCERT have been suspended since 31<sup>st</sup> Dec 2014.
  - No staffing since both Manager and Technical Staff left because of no funds
  - The office space and equipment are still there
- **Board**
  - The PacCERT Board is still working on models and strategies

#### **Challenging Issues:**

- With more submarine cables made available in this region and high bandwidth, PICs are more vulnerable and at higher risk of cyber attacks
- Awareness – Lack of in-depth user awareness in this region on ICT and Security generates vulnerabilities

- Expertise – experts are in great demand, but availability is short
- Cyber Security – Deal with it or Dealing individually
- Cost of establishing a National CERT may be too high for some
- Costs of training is high
- Lack of technical skills and knowledge on how to deal with Cyber Security
- Scale and speed of response to threat warrants a layered approach within the countries and regionally
- Cybersecurity issues in one country affect other nations, thus needing coordination
- Lack of standards around Policy & Regulation dealing with Cybersecurity

**FUTURE OF PacCERT:**

- The question is whether the Pacific Region still need to have PacCERT
- Funding ????
- Sustainability
- Governance

**Discussion:**

**Marshall Islands:** Call for donor partners to assist in reviving PacCERT

**Niue:** supports PacCERT and the need for it to be revived.

**Response:** Dr. Dilawar (USP) – Decision on a more concrete model for PacCERT to be made and to be presented to the Minister’s meeting on Friday. Need to be serious about it. Though we now have a number of national CERTS, we still need a regional CERT to allow for good flow of expertise.

**Vanuatu:** Importance to have both regional and national CERT. Lack of financial support from Pacific countries, happy to re-support the re-birth of PacCERT.

**Solomon Islands:** Support to revive PacCERT.

**Presentation 1.6: Collaborative Security, Noelle de Guzman– ISOC**

**5 elements of collaborative security**

1. Preserving opportunities and building confidence
2. Collective responsibility
3. Security solutions should be fully integrated with rights and open internet
4. Security solutions need to be grounded in experience and evolutionary in outlook
5. Targeting the point of maximum impact

**Security on a balance:**

- There is no absolute security—there will always be vulnerabilities, and our concept of ‘secure’ has to reflect this reality
- The high degree of interconnection online means that security must be approached from the perspective of managing risk

- We need a better understanding of actual threats and how to reduce them to an acceptable level
- The effectiveness of security solutions lie in their ability to adapt to changing conditions and evolving threats
- Ultimately, it is people that hold the Internet together—we must always consider the costs and benefits of our actions for other stakeholders impact

**Discussions:**

**Solomon Islands:** Questioned if legal is the way of addressing cybersecurity.

**Response:** Cybersecurity means differently to people. Besides legislations, countries have their own alternatives depending on what they are trying to address.

**Presentation 1.7: APNIC – Internet Security for Development in the Pacific, Paul Wilson, APNIC**

**ICT for development**

“Trust is the key to a vibrant smart economy”

Cybersecurity requires:

Robustness and reliability of the infrastructure

How do we achieve more security?

Amongst others, Human Capacity.

APNIC:

- promotes Best Current Practices
- trains and builds capacity
- cooperates with Interpol, LEAs, APCERT, APTLD, FIRST, etc.
- Cybersecurity must be managed.
- Plans are needed
  - Prevention
  - Recovery
- Resources are needed
  - Must be developed
  - Must be allocated
- Cooperation is key
  - Public-Public
  - Public-Private
  - “Multi-stakeholder”

5:30 pm      Launch of PRIF report

## Day 2: Thursday 18 June 2015

### Session 1 Strategies for ICT in the Pacific (Disaster Risk Management) 9am-10.45 am

#### Presentation 1.8: Connectivity for Pacific Islands - Dr. Cosmas Zavazava, ITU

(Moderator: Tuaimalo Ahsam, Samoa)

##### Summary:

- ITU 2020 vision: Growth, sustainability, and inclusiveness especially for least developing countries).
- ITU:
  - looks at addressing the needs of everyone via sustainability. All projects must be sustainable where return on investment is granted.
  - looks at innovation, as technology is evolving all the time. Deployment of technologies makes the difference.
  - has different financial mechanisms. ITU is engaging with other partners to make progress in the Pacific Islands.
  - Views “Small is beautiful”. Penetration of ICT tool is also great.
- ITU views of Disaster impacts – 2005-2014:
  - Impacts have been highly devastating. Need to find ways of reducing the damages. Priority is to save human lives.
  - Identifies basics of emergency numbers—ITU wishes to harmonise these numbers.
  - It is not the technology that is missing but the standard operational procedures - **human capacity**.
  - National emergency operational plans are very critical.
  - Everyone has to have a role to play. Vision must be clear and networks in terms of communication must be also resilient.
- ITU areas of focus:
  - Capacity building; Infrastructure development; Regulatory and Market Environment;
  - ICT statistics; ICT applications; Emergency Telecommunications; Climate Change Adaptation and e-waste management; cyber security; digital inclusion; SIDS (LDCs and LLDCs); project implementation.
- ITU academy:
  - Runs training programmes;
  - Signed an agreement to run Masters Courses with the UK.
- Connectivity for SIDS on the Pacific (Project) ongoing. Aim is to establish information centres and to ensure the infrastructure put in place is not only for development but also for disaster management. SIDS Samoa 2014 signed the project for connectivity for Pacific Islands
- ITU project deliverables:
  - Climate information,
  - Early Warning and Disaster Response,
  - Health Information,
  - Education.
- Climate Change Mitigation- Disaster Risk Reduction and Management – The use of hybrid technologies is vital. Implementing projects that are inclusive for all of humanity, e.g. working with the blind and people living with disabilities.
- Smart Sustainable Development Model Initiative
  - Leads to a natural link between ICT for development (ICTD4) and ICT for Disaster Management.
  - Partnering for Positive Change SSDM –resource mobilising.
- Invitation to World Telecommunication/ICT Indicators Symposium in Hiroshima.

**Presentation 2.1: E-government development, Ambassador Mr. Jae-hong Lim, UNPOG**  
(Moderator: Paulias Kornii, PNG)

**Summary:**

- **Transition of International Development Agenda from MDGs to SDGs.**
  - UN has taken very different approaches from MDGs to SDGs. SDGs are more Bottom Up, enhances Global Co-operation and Multi-stakeholders.
  - Focusses more on partnerships.
  - Overview of SDGs
    - Goals 16 and 17 are highly relevant.
    - There are 6 elements of delivering SDGs.
  
- **E-Government for sustainable development**
  - Governments are taking more efficient steps to create public value via innovative, effective, inclusive, collaborative, and open and citizen oriented service delivery.
  
- **Result of the Research**
  - Effects of E-government development on good governance – has greatly affected sustainable developments.
  - The better the e-government index, the higher the success indicators.
  - High performers show higher scores across all sectors.
  - Policy recommendations :
    - i) SIDs pursue e-government development in line with national development priorities. E-government has positive effects on better governance and sustainable development of SIDs.
    - ii) SIDs focus their efforts on the establishment of ICT/e-government infrastructures first. Infrastructure development has increased.
    - iii) SIDs develop an integrated and comprehensive e-government development strategy, incorporating the 7 key success factors.
    - iv) SIDs strengthen international partnership and co-operation. The differences between high and low performing SIDs are noticeably observed especially in terms of the status of e-government legal frameworks.
  
- **UN POG's Project for SIDs**
  - Research, Special Session and Special Events.
  - Training Programme and
  - Ministerial Meetings to collect and establish data and information for PICs' e-government formations.
  
- **Way forward**
  - Identify the most urgent needs in terms of e-government frameworks in PICs.
  - Solicit financial support from donor agencies or countries such as World Bank, ADB, Australia, Singapore, etc.
  - Run a pilot application in one of the target countries in the PICs.
  - Develop PICs customised e-government training courses (in early 2016).

## **Presentation 2.2: E-government development, Mr Kim Isaac, NIA**

(Moderator: Paulias Korn, PNG)

### **Summary:**

- **Current Challenges with E-government Projects**
  - Lack of technical expertise and understanding of specifics.
  - Korea's view: commitment to increase contribution and participation.
  - NIAT's approach –focussing on tool backed up by Korean technical expertise. Focussing on an accelerated approach to allow countries to access information relevant to their needs quickly. Consensus building tool in the aid for choosing what is necessary for the government.
  - After NIAT: the target country will have an overview of the e-government situation.
  - Purpose of NIAT- project focussing tool based on Korean e-government architecture. Looks at e-government from a Korean experience where NIAT will be able to provide costs, challenges and best practices of the projects that may link to needs of PICs.
  - NIA's tools are always looking for other countries to use them.

## **Presentation 2.3: Cybersecurity - Mr. Save Vocea, ICANN**

(Moderator: Paulias Korn, PNG)

### **Summary:**

- **How does ICANN help support Cybersecurity?**
  - Coordinates at global level with various stakeholders to raise DNS and Internet Unique Identifiers' threat awareness and response.
  - Through technical engagement.
  - Supporting deployment of root-server any cast working with network operators.
  - Encourages PICs to deploy and work with ICANN for root servers to increase resiliency of Internet resolution.
  - ICANN provides training and outreach addressing DNS security to support a secure, stable and resilient Internet.

## Session 2: Progress of ICT Development for Development

**Presentation 3.1: Universal Policy : The Case of Vanuatu, Mr. Jackson Miake (Vanuatu), Universal Access**  
(Moderator : Phil Philippo, Marshall Islands)

### Summary:

#### Progress of ICT Development for Development

- What Universal Access did:
  - Asked for money and thanked DFAT.
  - Developed market development initiatives (connect schools, tablets for students and internet cafes.)
  - Project is well underway.
  - Plans for the future: 98% Coverage by Jan 1<sup>st</sup> 2018.
  - Growing demand and connect ICT services in schools beginning with early childhood education.
  - Developing ICT sectorial policies. ICT policies requires Govt include ICT for budgets.
  - Welcome to assist regional countries on lessons from Universal Access.

**Ian Thomson (USP)** : questioned Jackson if he could reiterate on the selection process of putting up ICT centres.

Jackson responded that qualifications for the selection process included a must to have a building; power source and a health centre in the locations to which the 25 ICT centres were to be set up.

No other questions and statements were made.

#### **Presentation 3.2: Multi-Hazard Early Warning System - Stan Ahio, Tonga**

Mr. Ahio indicated that the Government of Tonga was involved in the “APT Pilot Project for e-disaster communication network in rural island environment.”

### Summary:

- Objectives of the Project
  - Introduce a broadband IP radio network.
  - Introduce multi-purpose Early warning system using loud speakers.
  - Establish Disaster Management system.
  - Implement experiments on ambitious technologies to find feasibilities in the South Pacific environment as research activities.
- Project Output & Sites
  - Disaster Management system (webcam) Sopus tower (TCC), Kolovai tower (TCC)
  - Early warning system, (speaker system) Kanokupolu, Kolovai
  - Infrastructure 4.9GHz Wireless LAN System; Kanokupolu, Kolovai, Sopus, Malapo and MET.
  - Disaster Management System (Large Screen, portal site), NEMO.
  - Early Warning System Control System; MET & NEMO.

The moderator stated that this is a working system and thus needs to be looked at more closely for the region. There is no need to reinvent the wheel as this system can be consolidated as one package for the Pacific.

The moderator confirmed that there were no other comments or questions from Ministers. He especially thanked the Kingdom of Tonga for the warm hospitality.

The Secretariat thanked Mr. Filippo for moderating the session.

## FAIDP Review

### Presentation 4.1 Results of the FAIDP review : Sakaio Manoa (USP) ICT Outreach Co-ordinator

**Topic :** 2010 Framework for Action on ICT for Development in the Pacific

- **Background**
  - Developing & improving ICT services to support sustainable development
  - Strengthen governance
  - Improve livelihoods of communities in the Pacific region.
  - There is no way that FAIDP will override national plans.
  - FAIDP has indicated 7 themes
- **Why review 2010 FAIDP?**
  - There may be growth from the review.

**FAIDP Themes:**

  - Leadership, governance, coordination and partnerships
  - ICT policy, legislation and regulatory frameworks
  - ICT human capacity building
  - ICT infrastructure and access
  - International connectivity
  - Cyber security and ICT applications
  - Financing, monitoring and evaluation
- **Who conducted the review?**
  - Members of CROP, USP and member countries.
- **Approach of the Review?** Desk research, Online Surveys, country consultations.
- **Who participated?**

All PICs were invited.
- **Challenges**
  - There is a lack of data, no regional co-ordination.
  - Quantitative and qualitative analysis of progress in ICT access and usage
  - ICT access and usage statistics for households and business
  - Proper procedures and systems for capturing ICT statistics employed in most PICs.
  - Information on Infrastructure developments
  - Reliable information, often there is conflicting data from different sources.
- **Results of the Review**

**Theme 1** – Most countries have done exceptionally well, but there is still huge room for improvement on regional co-ordination.

**Theme 2** - ICT national policies-nearly all countries have. Only 2 have implemented the policies. There is a lack of legislative policy in the region. Points for consideration were made out to member countries.

**Recommendations from member countries:**

  - To consider multiple sources of legislative drafting capacity.
  - PICs to engage and utilize professional regulatory services.

**Theme 3 – recommendations from member countries :**

- Work in collaboration with PICs to design programmes that will create a workforce with specialist ICT competencies.
- Encourage regional training institutes
- Form partnership with the multi-stakeholders.
- Promote ICT education at primary level.
- Work collaboratively with PICs to include ICT teacher's training curriculum.

**Theme 4 – Recommendations from member countries:**

- Improve ICT in all sectors involving theme 4.

**Theme 5 –** member countries to tap into available resources in terms of international connectivity and networks.

**Theme 6 –** Cybersecurity and ICT applications.

- Encourages a more regional approach: PacCERT, identifying countries with a good national CERT. Threats must be encountered using a more regional approach.
- Work with PICs to establish national CERTs.
- E-government plans. Providing a more efficient service to people in the rural communities in PICs.

**Theme 7 –** All major ICT projects have monitoring and evaluation mechanisms, however there is a growing concern on collection of information and making ICT statistical data freely available. There is a lack of co-ordination. **Recommendations from member countries:** to set up a regional e-portal/repository for collecting and storing ICT statistical data.

**Overarching Issues – Lack of:**

- Regional cooperation, technical co-ordination, response, multi-purposing of resources
- Timely Identification of resources including expertise
- Lack of data accessibility to the region/no single repository.

**WHAT's next?** PRISAP – Pacific Regional ICT Strategic Action Plan.

- Endorsed by the ICT Ministers in Noumea in 2011.
- RFC on the Draft Action Plan circulated to PICTs and partners.

**Draft Action Plan focus on 5 themes ;**

1. Leadership, governance, coordination and partnership
2. ICT policy, legislation
3. ICT Infrastructure and Universal Access
4. Cybersecurity and Human capacity building
5. Financing, Monitoring and Evaluation

**Deliberations from member countries and comments:**

**Cook Islands:** Sought clarification on diagrams on page 26, 27 on the Review of the 2010 FAIDP document referring to selections made for fixed telephone lines.

**Manoa:** Stated that this data had been provided by ITU.

**Nauru:** Asked about the manner in which member countries could update national statistics.

**Samoa:** Thanked the working group for the review, but noted that the data collected did not include some of the countries. It has always been a difficult task collecting data from member countries. He gave an example in Samoa, divulging information was usually not an easy task. He also mentioned that regulators have the right to demand for these information so as to gather all necessary and important statistics.

Delegates from Samoa also proposed that before the report is finalised that the countries be given more time to update key issues in the report.

**Manoa:** Responded that the report finalisations have been left open for member countries for the past months to make appropriate inputs.

**PNG:** Required more time.

**Manoa:** The opportunity is still open for member countries to update their national inputs.

**Australia:** Requested the timeframe for finalising the review.

**Dilawar:** Confirmed the review will be finalised tomorrow.

**Australia :** Questioned the timeframe for the Action plan.

**Manoa:** Only New Zealand has responded.

**Dilawar, Head of CROP ICT working group:** There is no definite framework hence delaying the work and progress. The need to have a framework where all member countries and the region can relate to.

**Marshall Islands:** Data collection has also been an issue in the Marshalls esp. between the regulators and governments. In sharing information countries cannot share all information esp. relating to sensitivity. He questioned whether there is a template that indicates clearly where to gain information from.

**Manoa:** Stated that National statistics office are supposed to be providing the relevant stats but are not maintaining this.

**Marshalls :** It was still very difficult to streamline information, we need to be clear to PICs of what type of data is needed.

**Dilawar:** The type of data that involves questions such as on the penetration of ICT tools. He understands the sensitivity but indicates that the data FAIDP needs is for member countries to answer the questions without really providing the specifics.

**Manoa:** Urged member countries to make changes.

**Cook Islands:** Cyber legislations in the Cooks have shown some work in progress.

**Manoa:** When countries shared work in progress they were usually given a tick by FAIDP.

**Dilawar:** The working group reports on what the countries provide in terms of data.

**Samoa:** Appreciates the work of USP, however the concern is that in the 2011 meeting, due to change from the chair from SPC to USP, and further questions as to who decides the move as this has led to the slow progress of the framework.

**Finau:** Thanked Samoa and elaborated that the change of chair was due to the review of SPC. The review recommended that the review should not be in SPC. The current Deputy PM of Tonga was the ICT Outreach coordinator, hence it wasn't the decision of USP or SPC but a decision made by the leaders and asked USP to take over and continue to look after ICT in the region. USP has had to dig deeper into footing the cost of FAIDP and PacCERT. Having said this he mentioned that SPC is still part of the CROP is still very active in working with the group.

**Manoa:** urged the members to go through the document and inform the Secretariat for any discussions and alterations. He also requested for an earlier lunch break so as to allow the Secretariat to sum up the minutes for the sessions.

**Manoa:** Invites member countries to submit all the data for FAIDP and to reach the Secretariat no later than the end of July 2015.

The chair of the drafting committee requested a meeting with his committee so as to confirm the minutes of day 1 session. The meeting ended at 11: 48 am.

## **Pacific ICT Officials' Meeting:**

**Friday 19 June 2015**

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### **Finalization of the Outcome of Pacific ICT Officials' Meeting Document**

(Chairman: Samoa)

After deliberations and discussions, the Meeting made further amendments to the document and with these amendments, the meeting endorsed the document

### **Next Pacific ICT Ministerial & Official' Meeting:**

Countries to be given about 6 months' notice of the next meeting to allow Ministers' ample time to make arrangements to attend the meeting. Noted that June is not a good month considering that parliament is usually in session during this month.