

Pacific Regional ICT Strategic
Action Plan

PRISAP

CROP ICT WORKING GROUP

Foreword

The Pacific Regional ICT Strategic Action Plan (PRISAP) was formulated in response to calls from Pacific ICT Ministers at the ICT Ministerial meeting in Tonga in 2010 for greater coordination in effectively utilising ICT for sustainable development, governance, and improving the livelihood of Pacific communities. The ICT Ministers identified key themes to be reflected in the PRISAP which included policy and regulatory frameworks, cybersecurity, human capacity building, infrastructure and universal access, gender equality, leadership and governance, and disaster risk management. Its design is also underpinned by the 2010 Framework for Action on ICT for Development in the Pacific (FAIDP) and in particular the 2010 FAIDP Review.

During 2014/2015, the Secretariat of the CROP ICT Working Group (CROP ICT WG) together with regional and international development partners, and Pacific Island Countries and Territories (PICTs) were actively engaged in the Review of the 2010 FAIDP and the development of the PRISAP. Each country responded to a questionnaire indicating their priorities and issues and have reviewed the draft document in the light of some of the target indicators highlighted and identified by the 2010 FAIDP Review. The PRISAP is an action plan developed by most ICT stakeholders in the region and tends to focus and target ICT indicators such as universal access, e-Government, cybersecurity, leadership, disaster management, governance, coordination and partnerships, ICT policy and legislation and human capacity development.

The raised priority of ICTs by Pacific Islands Forum Secretariat (PIFS) and Pacific Leaders in 2015 has led to increasing the membership of the CROP ICT WG to include all key stakeholders and a review of this document was conducted by a small team from the CROP ICT WG. Changes have been made to update the document and more closely align the PRISAP work and the new regional ICT initiative. It should be read in conjunction with the comprehensive ICT Landscape document and the associated ICT Info Graphic and the Leaders One Page ICT briefing produced in 2016 by the CROP ICT WG.

The PRISAP highlights actions needed to create an enabling environment to support and harmonise national and regional efforts to achieve safe, secure, affordable and competitive ICT services. This Regional ICT Strategic Action Plan acknowledges that the sovereignty of PICTs is paramount; PRISAP does not override the decisions of countries and territories to adopt and implement their own national policies and implementation plans.

1. Overview

The Pacific Regional ICT Strategic Action Plan (PRISAP) describes the critical activities that promote open consultation and access to information and coordinated application of shared, best practice norms and standards, better coordination by establishing and managing processes that facilitates regional dialogue and access to and use of information, foster cooperation through an effective and strengthened approach in protecting and sustainably harnessing the regions physical, social and cultural assets for the benefit of all and developing and committing to coordinated regional or sub regional policies and strategies.

The sovereignty of PICTs is paramount. National policies and plans provide the principal means of improving the livelihood of Pacific communities through effective utilisation of ICT. PRISAP will support national plans where it can add value and economies of scale and equitable benefits that cannot be achieved nationally.

PRISAP provides guiding principles and identifies regional responsibilities and action themes to highlight target indicators that are critical to ICT development. Although the delivery and implementation of PRISAP in PICTs involves many stakeholders, the strengthened CROP ICT WG will support and coordinate these functions at the regional level and ensure that progress is being made. PRISAP is a living document; it will continue to be refined in the coming years as the Pacific region makes progress in implementing ICT target indicators at regional and national levels. PRISAP has a set timeframe (2016–2020) and a mid-term review will be conducted in mid-2018.

2. Vision

Improved the livelihood of Pacific communities through effective utilisation of ICT.

3. Goals

1. Universal access to affordable ICT;
2. Efficient and effective utilisation of ICT for sustainable development; and
3. Adoption of ICT as a national priority in PICTs.

4. Outcomes

Enhanced social and economic sustainable development, good governance and security through better access and use of ICT.

5. Guiding principles

- Leadership, governance, coordination and partnerships;
- Cybersecurity awareness;

- Availability of data;
- Universal Access (Bridging the digital divide)- including accessible and affordable ICT;
- Human capacity investment; and
- Inclusivity and gender equality.

6. Regional Responsibilities

PRISAP focuses only on regional interventions that are aimed principally at supplementing capacity and providing support to national governments and stakeholders in developing and implementing their own national ICT policies and plans.

The PRISAP recognises that benefits of ICT have been unevenly distributed within and between countries, sectors and socio-economic groups thus creating a “digital divide”. The digital divide is often characterised by low levels of access, poverty, language, gender, age and disabilities. The focus of the framework is also to develop ICT as a tool for the promotion of social issues, gender equality, inclusion and promoting universal access.

Regional initiatives highlighted in the PRISAP should help PICTs improve through economies of scale and also provide support in other areas that individual countries and territories cannot effectively address. Regional initiatives/interventions should supplement, enhance and add value to national capacity. Below are examples of the types of initiatives that could be coordinated/implemented at the regional level.

6.1 Regional leadership, strategic engagement and advocacy

Assistance can be provided for mobilising resources for the region and for individual PICTs to support implementation of regional and national ICT policies and plans. Advocacy of Pacific ICT issues at the international level needs to be strengthened and could be promoted to a broader audience through regional representation by USP at the various ICT fora like ICAAN, IETF, ISOC, APNIC, ITU WSIS respectively, as well as through closer collaboration with development partners like World Bank, Asian Development Bank (ADB) and International Telecommunication Union (ITU).

6.2 Development and harmonisation of standards across the region

Assistance can be provided for developing regional or sub-regional technical standards for a range of ICT topics covering priority sectors such as ICT for Development, Cybersecurity and Disaster management where shared institutional and or legal objectives are achieved by entering into specific regional or sub-regional commitments to common policies, regulations, standards processes.

6.3 Capacity building/supplementation and skills transfer

Where practical, ICT education and training can be provided at a sub-regional or multi-country level. This training should be supported regionally and should be in line with ICT international approved standards that is relevant for regional and national operations. In general, finance should be made available for scholarships and other programmes to train Pacific Islanders at sub-degree and degree level in technical, management and policy aspects of ICT.

6.4 Systems for data collection, analysis, reporting and information dissemination

Suitable mechanisms (regional and national) for ICT statistic data and information collection, consolidation, validation and management can be developed as required to support effective decision-making. Data on new and emerging ICT issues covering priority sectors should be assessed, stored in a regional repository and made available in a useful form for policy-makers and prospective developers.

6.5 Facilitation of sharing of knowledge and experience among PICTs

This area involves enhancing regional communities of practice and networks to facilitate the sharing of knowledge and experience between PICTs and key regional agencies, including those representing women, persons with disabilities, rural communities and improving their capacity to draw upon international best practices and lessons learnt and to contribute to enhanced development effectiveness. Establishing and managing agreed processes that facilitate regional dialogue and access to information.

6.6 Research on emerging technologies

Research and testing are needed to keep abreast of rapid advances in ICT. CROP Agencies and development partners can undertake this role and advise PICTs accordingly.

6.7 Social Issues and Gender Equality

Regional assistance towards mainstreaming of social, gender equality and disability inclusive development issues.

7. Themes and actions/activities

Implementation of the PRISAP will primarily occur at the national level, and its success will depend on the support and commitment of PICTs, development partners and other stakeholders. Six themes for action based on the 2010 FAIDP have been established to assist PICTs in their national planning and implementation efforts to enhance the development of ICT in the Pacific, consistent with national and regional responsibilities outlined in the PRISAP. The six themes are:

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.
6. Social Inclusion and Gender Equality.

Each theme is described in detail below with expected outcomes, objective(s) and key priorities that will contribute to achieving the vision and goals of the PRISAP. For each of the six themes, regional actions/activities are provided for the next four-year period (2016-2020) for implementation.

The 12 Key ICT Pillars identified by the Regional ICT Initiative have been woven into the six themes of this document.

PRISAP identifies three levels of priority for regional activities:

-  High priority – essential activity for delivering on key priorities;
-  Medium priority – activity considered important for delivering on key priorities; and
-  Low priority – activity considered important for delivering on key priorities.

Theme 1. Leadership, governance, coordination and partnership

This is a theme that cuts across all the Key ICT Pillars and is the main work of the CROP ICT WG Secretariat.

Expected Outcome

Strong leadership, governance, effective multi-sectoral coordination and partnership to fully utilise ICT as a tool for development in the Pacific.

Objective

Implementation of a regional plan in a more effective and coordinated manner and involves all key stakeholders in the ICT sector to achieve effective use of affordable and accessible ICT.

1. Key Priorities

- 1.1 Better coordination of regional and national initiatives in the Pacific;
- 1.2 Engagement of development partners and key stakeholders in ICT development, as early as possible;
- 1.3 Strengthening of partnerships and strategic engagement between regional and international organisations to reduce duplication of efforts, exploit synergies and utilise complementary activities; and
- 1.4 Capacity building for all leaders in the effective use of ICTs to deliver better social and economic outcomes.

1.1 Better coordination of regional and national initiatives in the Pacific

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
1.1.1 Review existing regional and national initiatives	ICT Ministers meeting outcome	USP/Partners						Medium
1.1.2 Strengthen collaboration with Partners on regional and national initiatives	ICT Ministers meeting outcome	USP/Partners						Medium
1.1.3 Ensure Regional initiatives support national initiatives	ICT Ministers meeting outcome	USP/Partners						Medium
1.1.4 Mid-term Review of PRISAP	Outcome of the Mid-term Review	USP/Partners						High

1.2 Engagement of development partners and key stakeholders in the ICT development

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
1.2.1 Convene a High level meeting with Partners and stakeholders	Outcome of High level meeting with Partners and key stakeholders	USP/Partners						High

1.3 Strengthening of partnerships and strategic engagement between regional and international organisations to reduce duplication of efforts, exploit synergies and utilise complementary activities

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
1.3.1 Maintain partnerships and strategic engagement with regional and international organisations	Outcome of High level meeting with Partners and key stakeholders	USP/PIFS						Medium

1.4 Capacity building for all leaders in the effective use of ICTs to deliver better social and economic outcomes - This also links with Key ICT Pillar Capacity Building

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
1.4.1 Establish partnerships and strategic engagement with regional organisations to raise awareness	Outcome of High level meeting with Partners and key stakeholders	USP/PICPA						High

Theme 2. ICT policy, legislation and regulatory framework

This theme links with the Key ICT Pillar of Regulatory Data/Monitoring and Evaluation

Expected Outcome

Strengthen ICT policy, planning capacity, and legislative and regulatory frameworks for ICT to provide and enabling environment for sustainable development.

Objective

Development and implementation of supportive policies and regulatory frameworks that provide a conducive environment for the effective development of the region's ICT sector.

2. Key Priorities

2.1 ICT policy, legislation and regulatory frameworks that provide a conducive and enabling environment for social and economic sustainable development and security – This also links with the Connectivity Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
2.1.1 Encourage and support the development and adoption of national ICT policies	National ICT policies developed, adopted and implemented	USP/PIRRC/WB						Medium
2.1.2 Encourage and support the development of ICT policies for priority sectors (Education, Health Agriculture, Disaster Management, Fisheries, Tourism and Justice)	ICT policies developed, adopted and implemented for priority sectors	USP/PICPA/Partners						Medium

2.2 ICT policy, legislation and regulatory frameworks that promote open and non-discriminatory access to ICT – This also links to the Connectivity Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
2.2.1 Encourage and support the development of national regulators	National regulators established	USP/PIRRC/Partners						Low
2.2.2 Encourage and support the inclusion of Universal Access in appropriate policy and legislation	Policies and legislation with Universal Access included	USP/PIRRC/Partners						Low
2.2.3 Promote and encourage access to and use of ICT to meet the specific needs of women, persons living with disabilities, rural communities and youths	Annual reports	PIFS/Development partners						Low

2.3 ICT Policy, legislation and regulatory frameworks to address socially undesirable activities – This also links with the Cyber Security Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
2.3.1 Encourage and support the adoption of legislation against the misuse of ICT for criminal purposes and used for exploiting groups such as children, women and other vulnerable groups	National legislation adopted and implemented	USP/PIRRC/Partners						Medium
2.3.2 Support the development of policies and legislation to protect children when using the Internet	National child protection policies and legislation adopted and implemented	USP/PIRRC/Partners						Medium

2.4 ICT policy and regulations that are consistent with international and national laws, regulations, technical standards and obligations – This also links with the Standards and Templates Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
2.4.1 Encourage PICTs to comply with software licensing agreements and encourage the use of Free Open Source Software (FOSS)	Annual Reports and Surveys on Country's compliance with licensing agreements and FOSS deployment in the Region	USP/PICISOC/Partners						Medium
2.4.2 Encourage compliance with internationally and regionally agreed standards on universal access	Annual report and surveys measure universal access standards	USP/ITU						High

Theme 3. ICT infrastructure and Universal Access

This theme links with the Key ICT Pillar of Connectivity

Expected Outcomes

Improved international and domestic connectivity and access to ICT

Objective

Reliable, efficient, secure and affordable access to ICT for all Pacific communities and priority sectors

3. Key Priorities

3.1 Establish the appropriate ICT infrastructure and initiatives to support and facilitate national sustainable development – This also links with the e-Learning and Disaster Management Key ICT Pillars

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
3.1.1 Promote and support the provision of accessible and affordable communication to rural and remote islands	Accessible communication services established in rural and remote island	WB/ADB						High
3.1.2 Encourage, support and promote the roll out and use of broadband (schools, health centres, disaster centres, police, rural areas and remote islands). This includes development of Gov Nets and a Regional Research and Education Network	Broadband roll out to schools, health centres, disaster centres, rural and remote islands	USP/ITU/WB/ADB						High
3.1.3 Support and encourage the effective integration of ICT in early warning system and disaster management systems	Effective integration of ICT with early warning systems and disaster management systems established	SPC						High
3.1.4 Support and encourage the re-establishment of e-waste and green ICT programmes.	Countries utilising e-waste initiative and adopting green ICT programmes	SPREP						High

3.2 Ensure that ICT networks and support infrastructure are accessible, reliable, secure, fast and cost effective – This also links with the Standards and Templates Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
3.2.1 Ensure the efficiency and effective management of PICTs ccTLDs.	ICANN Report	USP/Partners						Low
3.2.2 Encourage and support the establishment of stringent contingency plans for critical infrastructure.	Annual audits carried by countries	USP/PITA						Medium
3.2.3 Encourage and support the establishment of annual ICT infrastructure security audits	Annual audits carried by countries	USP/PITA						Medium

3.3 Ensure to increase and maintain access to ICT services on a community-wide level through a balanced geographic distribution of points of presence for ICT services that are offered – This also links to the e-Government, e-Learning and e-Health Key ICT Pillars

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
3.3.1 Promote and support the use of shared ICT facilities (telecentres, e-centres and cyber cafes).	ITU /Kacific Project Report	ITU						High
3.3.2 Encourage and promote the development of local ICT-based businesses and contribution to the expansion of ICT networks coverage.	ITU Report on the Pacific Countries	ITU						Medium
3.3.3 Promote and support the expansion of ICT services to cover a community-wide level and priority sectors (e-Education, e-Health, e-Government, e-Commerce, disaster, tourism, fisheries, agriculture, police and courts)	ITU Telecentres Project	ITU						High
3.3.4 Support and strengthen the full utilisation of existing Government infrastructure to transform and improve e-Government services	E-Government services continue to expand at the national level	USP/PICPA/A PCICT						High
3.3.5 Encourage and support countries with well-established e-Government initiatives to share and assist other countries in enhancing e-Government initiatives	Countries with e-Government initiatives enhanced through support from other countries.	USP/PICPA						High

3.4 Cost-effective regional strategies for provision of international connectivity

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
3.4.1 Foster regional cooperation on submarine cabling and other infrastructure arrangements	Annual report from World Bank and ADB. Consultation with development partners	WB/ADB						Low
3.4.2 Reduce the digital divide between urban and rural areas and ensuring a more balanced distribution of ICT services to all the population	Telecentres established in rural areas under the ITU/Kacific project	USP/ITU						High
3.4.3 Promote and explore technologies and communications service models designed to ensure reliable service and maximize access and minimize cost for the Pacific.	Success of the ITU/Kacific and other projects in the Pacific in establishing new technologies	USP/ITU						Medium

Theme 4. ICT human capacity building and Cybersecurity

This theme is linked to the Key ICT Pillars of Cyber Security and Capacity Building

Expected outcome

A safe and secure ICT environment, a sustainable and representative ICT workforce and an ICT literate populace.

Objective

A regional ICT skilled workforce (which includes women and persons with disabilities) with an understanding and knowledge of ICT, cyber security, and the capacity to respond effectively to cyber security issues.

4. Key Priorities

4.1 Develop a sustainable workforce with ICT skills – This also links with the e-Learning Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
4.1.1 Encourage international certification and develop regional ICT skills standards	Industrial certification	USP/WB/ADB						Medium
4.1.2 Encourage regional training institute to develop skilled based training to supplement broad-based training and provide internship programmes	Students completing skilled based training	USP/Partners						Medium
4.1.3 Encourage and support ICT curriculum in all PICT teacher training programmes	Countries with ICT curriculum	USP/Partners						High
4.1.4 Promote and support ICT training programmes for teachers	Teachers ICT training programmes	USP/COL/UNESCO						High
4.1.5 Encourage and support research in ICT fields and applications in area identified as priorities for the region with industry and development partners	Research reports published	USP/Partners						Low
4.1.6 Explore strategies to create employment opportunities for women and persons with disabilities in the ICT industry	Sex and disability disaggregated data	USP/SPC						Medium

4.2 Improve citizens basic ICT skills – This also links with the e-Learning Key ICT Pillar

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
4.2.1 Support and promote the adoption of ICT literacy programmes in schools	Countries implementing ICT literacy programmes in schools	USP/Partners						High
4.2.2 Promote and support the integration of ICT studies into school's curriculum	Schools with ICT curriculum	USP/Partners						High
4.2.3 Support countries with programs that allows teachers to use e-learning programmes to deliver good quality education	Countries with programs that allows teachers to use e-learning programmes to deliver quality education	USP/Partners						High
4.2.4 Promote and support the development and use of digital libraries and e-learning resources.	Use of digital libraries in schools	USP/Partners						Medium
4.2.5 Encourage programmes targeting learning and skills for ICT for women and persons with disabilities	Number of targeted programmes by USP and partners	USP/Partners						Medium

4.3 Provide a more secure and safe ICT environment

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
4.3.1 Explore options to revive the Pacific Emergency Response Team (PacCERT). Encourage and support PICTs to setup national CERT	PacCERT Funding Model	USP/Partners						High
4.3.2 Develop, support and promote ICT and Cyber security awareness programmes for schools, Businesses, Government, Police, Youths and Communities	Cybersecurity awareness programmes implemented	USP/Partners						High

Theme 5. Financing, Monitoring and Evaluation

This theme cuts across many of the Key ICT Pillars, but is also linked to the Pillar of Regulatory Data/Monitoring and Evaluation

Expected Outcomes

A financial plan that captured all funds flowing into the region's ICT sector by funding source and implementation arrangements.

Objectives

A sustainable financing mechanism for the ICT sector with a comprehensive M&E framework.

5. Key Priorities

5.1 Quality data and guidelines for better policy and effective monitoring and evaluation

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
5.1.1 Support the establishment of a Regional ICT data e-portal	Regional ICT data e-portal established	USP/ITU/PIRRC						Medium
5.1.2 Support the collection and sharing of national and regional ICT data and statistics	National statistics report	USP/ITU/PIRRC						Medium

5.2 Financing

Regional Activities	Indicator/Measurement	Lead						Priority Level
			2016	2017	2018	2019	2020	
5.2.1 Assist in securing funding to support the implementation of national ICT policies and plans	Funding secured	USP/WB/ADB						Medium

Theme 6. Social Inclusion and Gender Equality

Expected Outcomes

ICT promotes key regional and national social and economic development, gender equality and disability inclusive development issues and improves access to basic services to all disadvantaged groups.

Objectives

Mainstreaming and monitoring of social inclusion and gender equality perspectives in all ICT initiatives.

6. Key Priorities

6.1 Social and Gender Equality Mainstreaming and Monitoring

Regional Activities	Indicator/Measurement	Lead	Timeframe					Priority Level
			2016	2017	2018	2019	2020	
6.1.1 Training of PRISAP partners on mainstreaming of social and gender issues	2 trainings held every year	USP/Partners Social development / Gender and disability Specialist						Low
6.1.2 Social and gender equality assessments	Assessment report	USP/Partners Social development / Gender and disability Specialist						Medium
6.1.3 Social development and gender specialist part of the advisory committee	Advice	USP/Partners Social development / Gender and disability Specialist						Medium
6.1.4 Monitoring of social and gender equality based results and impacts	Progress Reports	USP/Partners Social development / Gender and disability Specialist						Medium