Ministry of Posts and Telecommunications

“E-government as a Platform for Multichannel Service Delivery”

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www.mptc.gov.kh
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1. Organizational Structure

2. T-ICT Related Legal Framework
   a) T-ICT Development Policy 2020
   b) Cambodia E-Government Strategic Plan 2018-2023

3. Common Digital Enabler Provided by MPTC

4. ID Poor Platform

5. Portal Platform – Multiple Service Channel
Organizational Structure of MPTC
Organizational Structure of GDICT

GENERAL DEPARTMENT OF ICT

- Department of E-Government
- Department of ICT Policy
- Department of National Infrastructure Management & Video Con.
- Department of ICT Security
- Department of Computer Application and Contents
- Department of ICT Industry
- Department of Rural ICT

Secretariat
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# T-ICT Related Legal Framework

<table>
<thead>
<tr>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecom Law: Adopted by The Royal Degree in Dec 2015</td>
<td></td>
</tr>
<tr>
<td>T-ICT Policy 2020: Has been endorsed by the royal government of Cambodia on April 2016</td>
<td></td>
</tr>
<tr>
<td>Cambodia E-government Strategic Plan (2018-2023): is being drafted</td>
<td></td>
</tr>
<tr>
<td>E-Commerce Laws: On Going (MOC)</td>
<td></td>
</tr>
<tr>
<td>Cyber Crime Law: On Going (MOI)</td>
<td></td>
</tr>
</tbody>
</table>
Vision:

“Toward ICT Connectedness and Readiness”

Goals:

To provide vision, policy framework, coordination framework and institutional arrangement for Telecommunication and ICT development in Cambodia.

To address structural challenges and enhance business and investment environment in Telecommunication and ICT sectors.

To provide interlock measures and specific interventions as needed between 2015 to 2020.
## T-ICT Development Policy 2020

### Objective 1

<table>
<thead>
<tr>
<th>Improve and expand Telecommunication infrastructure and usage</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadband service coverage in urban areas</td>
<td>100%</td>
</tr>
<tr>
<td>Broadband service coverage in rural areas</td>
<td>70%</td>
</tr>
<tr>
<td>Mobile penetration rate</td>
<td>95%</td>
</tr>
<tr>
<td>Internet penetration rate</td>
<td>70%</td>
</tr>
<tr>
<td>Broadband internet penetration rate</td>
<td>30%</td>
</tr>
<tr>
<td>Percentage of households with internet access</td>
<td>20%</td>
</tr>
<tr>
<td>Percentage of households with computer</td>
<td>26%</td>
</tr>
</tbody>
</table>
## T-ICT Development Policy 2020

### Objective 2

<table>
<thead>
<tr>
<th>Develop ICT human capacity</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of central government officers having basic ICT skills</td>
<td>95%</td>
</tr>
<tr>
<td>Percentage of local government officers having basic ICT skills</td>
<td>75%</td>
</tr>
<tr>
<td>Percentage of students finishing high school equipped with basic ICT skills</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of ICT skill workforce of the total skill workforces</td>
<td>15%</td>
</tr>
</tbody>
</table>

E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
## Objective 3

### Diversify ICT industry and promote the application of ICT

<table>
<thead>
<tr>
<th>Diversify ICT industry and promote the application of ICT</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of Telecom and ICT companies that formally register with MPTC</td>
<td>65%</td>
</tr>
<tr>
<td>Percentage of central and local government officers using government e-mail system</td>
<td>100%</td>
</tr>
<tr>
<td>The availability of government institution websites</td>
<td>100%</td>
</tr>
</tbody>
</table>

E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
T-ICT Development Policy 2020

Strategic framework and measures

1. Strengthen the T-ICT development foundation
   - Providing a trusty and clear legal and regulatory frameworks
   - Further developing T-ICT infrastructure
   - Bridging Digital Divide
   - Enhancing the level of ICT literacy among public and developing competitive ICT human resource

2. Enhance ICT security and develop the ICT industry
   - Enhancing ICT Security
   - Diversifying T-ICT industry

3. Promote the application of ICT
   - Developing and promoting e-Government
   - Promoting e-Commerce
   - Promoting the use of ICT for Environmental Protection, Climate Change Adaptation and Mitigation, and Disaster Management

E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
# Highlight of T-ICT Development Policy for Promoting e-Government

<table>
<thead>
<tr>
<th>Strategy 6.3) Promoting the application of ICT</th>
<th>Measure A) Promoting e-Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishing a common e-Government Technical Framework</td>
<td>MPTC, GDICT, Department of e-Government</td>
</tr>
<tr>
<td>MPTC, GDPT, Relevant Departments, GDICT, Relevant Departments, General Inspectorate</td>
<td>- Defining a Common Framework, - Holding Consultations Workshop with CIO, Inter-Ministries, Representatives from Private Sector, and Development Partners - Formulating Regulations and Technical Development Framework,</td>
</tr>
<tr>
<td></td>
<td>2016-2018</td>
</tr>
</tbody>
</table>
## Highlight of T-ICT Development Policy for Promoting e-Government

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsible Entities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prioritizing the needed Software Applications Among Government Institutions</td>
<td>MPTC, GDICT, Department of e-Government</td>
</tr>
<tr>
<td></td>
<td>MPTC, GDPT, -Relevant Departments, GDICT, -Relevant Departments, General Inspectorate, -Relevant Departments, NIPTICT, -Relevant Units, Concerned Ministries-Institutions, Private Sector,</td>
</tr>
<tr>
<td></td>
<td>- Assessing the current applications of ICT Software and Projects among Government Institutions, Provincial Departments, - Identifying Software Applications having common and Interrelated functions, - Prioritizing Software Applications for Development</td>
</tr>
<tr>
<td>Developing a short, medium and long term plan for the deployment of E-government system</td>
<td>MPTC, GDICT, Department of e-Government</td>
</tr>
<tr>
<td></td>
<td>MPTC, GDPT, -Relevant Departments, GDICT, -Relevant Departments, Concerned Ministries/Institutions</td>
</tr>
<tr>
<td></td>
<td>- Developing a short-term plan for deployment of E-government system, - Developing a medium and long term plan for the deployment of E-Government System,</td>
</tr>
<tr>
<td>Assigning government CIO</td>
<td>MPTC, GDICT, Department of e-Government</td>
</tr>
<tr>
<td></td>
<td>MPTC, GDPT, -Relevant Departments, GDICT, -Relevant Departments, NIPTICT, -Relevant Units, Concerned Ministries-Institutions</td>
</tr>
<tr>
<td></td>
<td>- Assigning government CIOs from ministries, city hall and provinces, - Providing Training to government CIOs</td>
</tr>
</tbody>
</table>

2016-2017

2016-2018

2016-2018
### Highlight of T-ICT Development Policy for Promoting e-Government

| Establishing a common email system for government institutions | MPTC, GDICT, Department of e-Government | MPTC, GDPT, Relevant Departments, GDICT, Relevant Departments, General Inspectorate, Relevant Departments, Concerned Ministries-Institutions | - Assessing the need of Email Usage of Government Institutions  
- Expanding the Mail Storage to Meet the actual Demand,  
- Updating and maintaining Technical and additional functions of Email System,  
- Training and promoting the use of common email system to Government institutions and Competent Authorities | 2016-2018 |
| Establishing a common web portal development platform for government institutions | MPTC, GDICT, Department of e-Government | MPTC, GDICT, Relevant Departments, GDICT, Relevant Departments, Concerned Ministries-Institutions | - Assessing the need and the Common Functions of Web Portal  
- Developing common web portal platform including Security Protection,  
- Training, promoting and sharing the common web platform to all government institutions and competent authorities | 2016-2017 |
| Developing the Resident Registration System | Ministry of Interior | MPTC, GDICT, Relevant Departments, Concerned Ministries/Institutions | - Preparing and Implementing the 10-Year National Strategic Plan on Identification, | 2017-2020 |
| Deploying the Human Resource Management Information System among government institutions | MPTC, GDICT, Department of Application and Content | MPTC, GDICT, Relevant Departments, Ministry of Civil Service, Concerned Ministries/Institutions | - Preparing Deployment Plan to expand the usage of Human Resource Management Information System,  
- Preparing technical guideline for the installation and deployment of the System, | 2016-2018 |
T-ICT Development Policy 2020

Coordination and Implementation Mechanism (Con’t)

• **Sources of Financing:**
  Government, Private Sector, Development Partners, Dialogue Partners, **USOF**, **R&D Fund**, Grant Aid and other cooperations.

• **Monitoring and Evaluation:**
  - Target based evaluation
  - Biannual reports on the progress and challenges in implementing T-ICT development policy to the office of the Council of Ministers
  - Midterm review in 2018 on the progress of T-ICT development policy implementation or any suggested revisions.
Cambodia E-government Strategic Plan (2018-2023)

Alignment with...
**Cambodia E-government Strategic Plan (2018-2023)**

<table>
<thead>
<tr>
<th>Vision</th>
<th>“Improving livelihoods through better digital services.”</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Thrusts</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Outcomes</strong></td>
<td></td>
</tr>
<tr>
<td>1. Better serve and connect with people and businesses</td>
<td>2. Improve efficiencies in Government administration through utilising common digital infrastructures, platforms, services, and training</td>
</tr>
</tbody>
</table>
Cambodia E-government Strategic Plan (2018-2023)

E-government Framework

**Public Services**

Digital Services
*For Citizens, Businesses & Government Employees*

**Public Sector Transformation**
*Transform within*

**Digital Infrastructure, Platforms & Services**
*Build Once, Reuse Always*

**Analog Enablers**

**Digital Enablers**
# Cambodia E-government Strategic Plan (2018-2023)

## Implementation Roadmap

<table>
<thead>
<tr>
<th></th>
<th>Wave 1</th>
<th>Wave 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Co-create with People to provide Quality Information and Digital Services</strong></td>
<td>National Portal 5 digital services</td>
<td>Single window for Trade 15 digital services Constituent Enablement</td>
</tr>
<tr>
<td><strong>2. Connect with People on public policies and decisions</strong></td>
<td>Social Media engagements 2 e-Participation /e-Consultation Services</td>
<td>Public Service Delivery Transformation Social Media engagements(c) 2 e-Participation /e-Consultation Services</td>
</tr>
</tbody>
</table>

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E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
# Cambodia E-government Strategic Plan (2018-2023)

## Implementation Roadmap (cont.)

<table>
<thead>
<tr>
<th>3. Increase Government Efficiency</th>
<th>Wave 1</th>
<th>Wave 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT Governance</td>
<td>ICT Governance (c)</td>
<td>Enhancing PAIS (c)</td>
</tr>
<tr>
<td>IaaS</td>
<td>IaaS (c)</td>
<td>Change Management (c)</td>
</tr>
<tr>
<td>PaaS</td>
<td>PaaS (c)</td>
<td>Government Internal Enablement (c)</td>
</tr>
<tr>
<td>Digital Service Fund</td>
<td>Enhancing PAIS</td>
<td>Change Management (c)</td>
</tr>
<tr>
<td>Change Management</td>
<td>SaaS</td>
<td>Government Internal Enablement (c)</td>
</tr>
<tr>
<td>National Enterprise Architecture</td>
<td>Change Management (c)</td>
<td></td>
</tr>
<tr>
<td>Government Internal Enablement</td>
<td>Government Internal Enablement (c)</td>
<td></td>
</tr>
<tr>
<td>Digital &amp; Social Media</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communications &amp; Privacy Guidelines</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Wave 2: 2020-2021 to 2022-2023*
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e-Government Development Steps

**Stage 1:** Emerging presence (One way. User receives info online but cannot transact electronically)

**Stage 2:** Enhanced presence (Two way. Online transaction can only be completed offline)

**Stage 3:** Transactional presence (Two way. Complete transaction online but one at a time)

**Stage 4:** Networked/Integrated presence (Two way, end-to-end transaction. Organizational complexity is hidden)

Web Hosting Platform (Window and Linux) for Government Websites.
Email Platform for Government Organizations.
Hosting Your Physical Servers

“Security Operation Center” – ICT Security Department

E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
Basic E-Government Services

Web Hosting Platform (Window and Linux) for Government Websites.
Email Platform for Government Organizations.
Hosting Your Physical Servers

"SOC" – Department of ICT Security; “Connectedness” – Department of NIIV

HOW CAN I Get This e-Services?

Collaboration – Connected Our Engineering Together
Co-creation – Sharing Experiences / Knowledge
Co-operation – Let do it together

Simple Methods “3C”

E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
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E-Government Department, General Department of ICT – Ministry of Posts and Telecommunications
ID Poor Platform

Challenges

Combination of data impossible

Poverty identification before IDPoor

1. Fragmented
2. No standardised poverty definition
3. Different criteria

Inefficient poverty targeting
Solution

Since introduction of IDPoor in 2006:
1. Nation-wide standardised multi-dimensional poverty identification mechanism
2. Transparent identification and data collection process
3. Accurate, up-to-date and high quality information; shareable to all service providers
4. Enable the poor to access services and assistance they are entitled to
ID Poor Platform

<table>
<thead>
<tr>
<th>Data Collection Transparency</th>
<th>Data Entry Evolution</th>
<th>Online Service</th>
<th>Stakeholder</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2008 - Distributed Offline</td>
<td>IIS</td>
<td>Education</td>
</tr>
<tr>
<td></td>
<td>2009 - Distributed Offline and N Computing</td>
<td>Data User Management</td>
<td>Health Care</td>
</tr>
<tr>
<td></td>
<td>2011 - Distributed Online Offline with Local Loop</td>
<td>Web Service</td>
<td>Clean Water</td>
</tr>
<tr>
<td></td>
<td>2013 - Secure Online Service</td>
<td>Middleware</td>
<td>Agricultural Input</td>
</tr>
<tr>
<td></td>
<td>Offline Service</td>
<td>NGO</td>
<td>Cash Transfers</td>
</tr>
</tbody>
</table>
ID Poor Platform
ID Poor Platform

http://www.idpoor.gov.kh/en/find-reports/2/7

800K Equity Cards

Efficient Poverty Targeting

Sub decree 291

151 Organisations

HEF, USD 11.5M (2015)

International Recognition
• Bhutan
• Iran
• Bangladesh
• Malawi

Heads of State
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Portal Platform – Multiple Service Channel

COMMON SYSTEM ARCHITECTURE

- Registering profile
- Receiving/returning result
- Managing administrative procedures
- Approving/Publishing posts
- Managing legal documents
- Online Chatting

V-1GATE

V-SSO

Authentication

Single Sign On
Authenticate API Service
Multi-factor authentication
User OTP interaction
Portal Platform – Multiple Service Channel

**BEFORE SSO**

- Many Managed Accounts
- Multiple ID’s
- Location Based

**AFTER SSO**

- InCommon Verified
- One Home Account
- Single ID
Allowing users to manage multiple hierarchical websites similar to multiple hierarchical government organizations or agencies as following:

1. Administering information consistently.
2. The information of the sites are ensure to be related and consistent.
Portal Platform – eGov-Gate

1 DYNAMIC WORKFOLLOW DESIGN

- Add/Remove easily process step
- Configurable department/actor/time at each step
Portal Platform – Mock Up

https://cambodia.prelive.opencities.com/Home
**Portal Platform – Mock Up**

**E-GOVERNMENT PORTAL: “EASY, BREEZE, SO USEFUL” ALL YOU NEED IS YOUR PHONE & NUMBER COME TRY!**

<table>
<thead>
<tr>
<th>CALCULATIONS MADE ON ONE MILLION SERVICE REQUESTS</th>
<th>CITIZEN BENEFITS</th>
<th>GOVERNMENT BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONLINE LEGALIZATION OF HIGH-SCHOOL CERTIFICATE</td>
<td>COST SAVINGS ON TIME, TRIP AND MONEY AMOUNTING TO USD2.4M</td>
<td>OPTIONAL EFFICIENCY RESULTING IN USD1M COST SAVING</td>
</tr>
<tr>
<td>ONLINE RENEWAL OF BUSINESS LICENSES</td>
<td>COST SAVINGS ON TIME, TRIP AND MONEY AMOUNTING TO USD5.7M</td>
<td>OPTIONATIONAL EFFICIENCY RESULTING IN USD1M COST SAVING</td>
</tr>
<tr>
<td>COMMON E-GOVERNMENT PLATFORM</td>
<td>MORE USEFUL SERVICES EVERY DAY!</td>
<td>CREATE A NEW E-PUBLIC SERVICE IN 3 WORKING DAYS</td>
</tr>
</tbody>
</table>
Portal Platform – Multiple Service Channels

5. BPR: Possibility and Solution - Technical

Working Solution: Administrative request and delivery: Hybrid

Internet, Counter, Post Office, Agency

Working Team
Thanks.