



**MINISTRY  
OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY**

**NATIONAL  
INFORMATION AND COMMUNICATION  
TECHNOLOGY  
POLICY**

**2012 – 2017**

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## FOREWARD

Information and communication technologies (ICT) are universally accepted as a critical tool in efforts to enhance human, social and economic development and achieve the Millennium Development Goals. As has been noted by the United Nations General Assembly (in Resolution 64/187 on 21 December 2009), ICT has the potential to provide new solutions to national development challenges, particularly in the context of globalization. They can foster access to information and knowledge, economic growth, social inclusion, competitiveness, and poverty eradication and help all countries integrate into the global economy.

Affordable and accessible ICT reduces the gaps between the higher and lower strata of the population. It provides affordable communication, improved access to markets and services, improved access to education and health services, and better access to information and news. It has the potential to transform completely the way government, businesses, consumers/individuals communicate and interact.

The Government is therefore keen to promote the expansion and utilisation of ICT by both the public and private sectors. Although the availability and use of ICT in Samoa has improved significantly over recent years, there is still much that can—and needs to—be done. This National ICT Policy sets out the Government's over-arching goals for ICT-based development over the next five years. It is intended to provide a framework within which the ICT needs and priorities of various industry sectors can be addressed effectively in a coordinated and harmonious manner.

I would like to thank the many people who have contributed to the development of this National ICT Policy. I would also like to thank the International Telecommunications Union (ITU) which, through the ITU-EC project for the Pacific Island countries (ICB4PAC), provided assistance to the Ministry of Communications and Information Technology in the development of this policy.

I invite all stakeholders to work with Government through the National ICT Committee to help implement this policy and achieve our common goals.

Soifua.



Hon. Tuisugaletauā Aliimalemanu Sofara Aveau  
**MINISTER FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY**

## EXECUTIVE SUMMARY

The Government's National ICT Policy is intended to provide an overarching framework to harmonize and align the national ICT priorities of various industry sectors and government ministries. This document is positioned at the level immediately below the Strategy for the Development of Samoa, which sets out Samoa's national social and economic goals, and endeavours to integrate the national ICT policy direction with the goals and initiatives of key industry sectors and government ministries.

The Government has a vision of "ICT for all", which reflect its desire to empower citizens and promote sustainable social and economic development through the use of ICT. This vision is reflected in the mission statement of the Ministry of Communications and Information Technology (MCIT), which is:

To ensure all sectors of the community and Government have access to high quality, affordable, and safe ICT to help reduce hardship and poverty and ultimately achieve and sustain a high standard of living.

Towards that end, this National ICT Policy sets out five goals for the period 2012-17 based on the key themes of accessibility, capacity and community. Those goals are:

- 1. To achieve accessible and affordable communications for all.*
- 2. To create an enabling environment for the development and adoption of ICT through policy reform and improvements in legal frameworks.*
- 3. To strengthen ICT human resources and increase human resource development opportunities through ICT.*
- 4. To improve economic growth and socio - improvements and their sustainability.*
- 5. To utilize ICT for good governance.*

The remainder of this document sets out the specific objectives and initiatives that will guide the Government's efforts to achieve these goals, and how progress will be monitored and evaluate

## INTRODUCTION

Information and Communications Technologies (ICT) describe the convergence of data processing and telecommunications. ICTs consist of information and communication technology including telephony, broadcast media and all the equipment, processes and systems that are used to create, store, manage and share information. It encompasses analogue technologies, such as radio and television broadcasts, and digital technologies, such mobile telecommunications and the internet.

ICTs are not an end in themselves but are means and tools that can empower people and communities by making information accessible. This can take many forms, such as enabling access to educational information and opportunities, removing geographic distance as a barrier to social, economic or cultural participation, and creating trade and commercial opportunities. Although the availability and use of ICT in Samoa has increased significantly over recent years, there are still many aspects of life and many areas of Samoa where further development is necessary.

The expansion, diversification and effective application of ICT in Samoa would have many long term benefits. Among other things, it would:

- *foster an information society, where the creation, use and distribution of information is a significant economic, social and cultural activity;*
- *provide enhanced opportunities for education, health, agriculture and other public services;*
- *enhance social equity and stability;*
- *promote greater transparency, responsiveness and accountability within government;*
- *provide a cost-effective means of delivering various government and commercial services throughout Samoa.*

With this in mind, the Government has a vision of “ICT for all”. That vision describes the Government’s ambition to foster greater utilization of ICT by all Samoans, in all communities, and in all aspects of their life. That vision is reflected in the MCIT’s mission, which is:

*To ensure all sectors of the community and Government have access to high quality, affordable, and safe ICTs to help reduce hardship and poverty and ultimately achieve and sustain a high standard of living.*

Towards that end, this National ICT Policy has been prepared to provide a framework for the integration and harmonization of the Government's national policy priorities and the ICT-related goals and initiatives of the key sectors of the economy. It sets out five ICT development goals for the period 2012–17 based on the key themes of:

- *Accessibility*, which describes the Government's desire to maximize the availability and affordability of ICT and of opportunities to use ICT;
- *Capacity*, which reflects the Government's desire to ensure that all Samoans acquire and continually develop the skills necessary to use ICTs effectively to access and share information; and
- *Community*, which reflects the Government's intention to work in partnerships with the private sector and with community organisations to achieve its vision of "ICT for all".

## **Goal 1: Achieve Accessible, Secure and Affordable Communications for All**

It is a fundamental goal that all citizens have equal access to affordable ICT without discrimination based on income, level of literacy, locality (e.g. urban or rural) or special needs (e.g. disability). We will achieve this goal by:

1. *Working in collaboration with existing community groups, such as churches, village councils, women groups, seniors, schools and libraries to provide outreach to their constituents in raising the awareness of ICT benefits, and provide opportunities for hands-on training;*
2. *Identifying resources and implementing programs to support education, training and development of technical systems for people with special needs;*
3. *Encouraging public private partnerships in the deployment of ICT networks, especially for last mile connectivity, and customer equipment;*
4. *Establishing multipurpose communication telecentres to provide access opportunities for underserved communities;*
5. *waiving levy, customs duty or other taxes for ICT equipment for underserved communities and public service sectors such as health, education and emergency management.*

We will monitor and evaluate our progress towards this goal based on the following indicators:

- (a) *The number of mobile telephones per capita;*
- (b) *The number of residential fixed telephones per household;*
- (c) *The price of an entry-level broadband service;*
- (d) *The proportion of the population covered by broadband networks (fixed or wireless);*
- (e) *The level of government taxes imposed on relevant ICT equipment;*
- (f) *The number of new telecentres established and the number of users per Telecentre.*

**Goal 2: Create an enabling environment for the development and adoption of ICT through policy reform and improvements in legal frameworks.**

It is an important responsibility of Government to ensure that an appropriate legal and policy framework is in place to help foster the development of an information society and to ensure that all Samoans are able to participate in it. We will achieve this goal by:

- 1. Promoting a level playing field for competitors in ICT markets through appropriate regulation and intervention where necessary;*
- 2. Reviewing and updating legislation that governs the ICT sector to ensure that it is fit for purpose and draws on international experience;*
- 3. Putting in place suitable laws, policies and practices that ensures access to ICT infrastructure, services and training is equitable and non-discriminatory;*
- 4. Coordinating the identification of other legislative priorities – including laws in new areas that may be required and amendments to existing laws that may be prudent – and helping to secure the necessary support and technical assistance.*

We will monitor and evaluate our progress towards this goal based on the following indicators:

- (a) The number of new businesses established within the ICT sector;*
- (b) The quality of the laws that relate specifically to the ICT sector.*

**Goal 3: Strengthen ICT human resources and increase human resource development opportunities through the use of ICT.**

It is essential that all citizens – both young and old – acquire the skills and confidence to utilise ICT and participate in the information society.

We will achieve this goal by:

1. *ensuring schools and universities have affordable and sustainable access to computers and broadband connections;*
2. *integrating the use of ICT into school curricula;*
3. *ensuring teachers receive appropriate training so that they have the skills and confidence to incorporate the use of ICT into lessons;*
4. *supporting e-Learning programs for vocational and 'lifelong education' opportunities for youth and adults to develop updated and relevant skills needed to be competitive in the current workforce;*
5. *making opportunities available to people in rural or disadvantaged communities to acquire the skills and confidence to use ICT to access and share information and further their education;*
6. *coordinating local and regional opportunities for ICT policy training for government decision-makers and policy staff in all sectors.*

We will monitor and evaluate our progress towards this goal based on:

- (a) *the number of links established between ICT education and industry;*
- (b) *The proportion of schools that integrate ICT into their curricula;*
- (c) *The proportion of all teachers that have completed ICT education and training certification requirements;*
- (d) *The proportion of schools that incorporate multi-media educational materials in the classroom;*
- (e) *The number of new e-Learning programs and opportunities that are made available for public and private professional development.*

**Goal 4: Improve Economic Growth, Social Improvements and their Sustainability through ICT.**

Government will harness the potential of ICT to increase productivity of businesses, especially small and medium enterprises, and induce economic growth through widespread distribution and effective use of ICT.

Government will also support and utilize ICT to promote sustainable development in health, education, agriculture and other public service applications such as public safety, language and cultural perpetuation and protection of our environment.

We will achieve this goal by:

1. *identifying ways to lower the costs for businesses to utilize ICT to improve their productivity and the marketing and distribution of local goods and services;*
2. *working with financial institutions to establish e-commerce systems that facilitate financial transactions using ICT.*
3. *developing and implementing an ICT plan for the health sector that focuses on utilizing ICT to improve the delivery of health services and the recording and exchange of health related information, dissemination of required agricultural information;*
4. *integrating ICT into disaster management and recovery systems, particularly to enhance predictive capabilities and the management of disaster and post-disaster situations through access to real time information by government officials;*
5. *supporting activities to promote the efficient disposal of eWaste.*

We will monitor and evaluate our progress towards this goal based on the following indicators:

- (a) *the percentage increase in healthcare services delivered through telehealth and telemedicine;*
- (b) *the number of local (.ws) websites with e-Commerce facilities;*
- (c) *the incorporation of ICT into the national disaster strategy.*

**Goal 5: Utilize ICT for Good Governance.**

The enhanced access to information enabled by ICT creates opportunities to improve transparency and accountability within government, and enabling greater efficiency and participation in government decision-making.

We will achieve this goal by:

1. *developing an e-Government strategy to improve government processes and the delivery of public services through the use of ICT;*
2. *delivering public services to citizens through creative uses of ICT such as one-stop service counters, helpdesks and e-services;*
3. *Utilizing ICT to improve the way public institutions conduct public affairs and manage public resources(e.g. putting information and forms online for public use);*
4. *Using ICT to facilitate the sharing of relevant data and information between government ministries and between different providers of public services;*
5. *Improving the ICT resources and capabilities of government by examining the potential to consolidating the purchase of IT equipment, software and support services across government.*

We will monitor and evaluate our progress towards this goal based on the following indicators:

- (a) *The breadth and frequent updating of information on the websites of government ministries and agencies;*
- (b) *The frequency of use of the government information portal;*
- (c) *Number of Ministries that offer online forms on various services;*
- (d) *An e-Government system is planned, implemented and operational;*
- (e) *The amount of savings in the timing and costs of communication.*

ANNEX D. STRATEGIC WORK PLAN 2011 - 2017

OUR GOALS	WHAT THIS GOAL MEANS IN PRACTICE	WHAT WE WILL STRIVE TO DO TO ACHIEVE OUR GOALS	AGENCY RESPONSIBLE FOR DELIVERY	TARGETS	MEASURES WE WILL USE TO ASSESS PROGRESS AND SUCCESS
Achieve accessible, and affordable communications for all	All citizens will have equitable access to affordable and secure ICT. The Government will play a leading role in building a networked society where organizations and individuals have equitable access to ICT-enabled resources.	Work in collaboration with existing community groups, such as churches, women groups, seniors, schools and libraries to provide outreach to their constituents in raising the awareness of ICT benefits, and provide opportunities for hands-on training	MCIT	National Broadband Highway (NBH) to be operational by end of 2013 Existing fesoota'i centres to all be upgraded to broadband by end of 2012 Ongoing funding arrangements are secured by 2013 for all the telecentres that exist today. Detailed planning for the establishment of additional telecentres is completed in conjunction with the OoTR's development of universal access programs, with the aim of there being a telecentre within 3 hours	The number of mobile telephones per capita The number of residential fixed telephones per household The price of an entry-level broadband service The proportion of the population covered by broadband networks (fixed or wireless) The level of government taxes imposed on relevant ICT equipment The number of users per telecentre The number of new telecentres established
		Identify resources and implement programs to support education, training and development of technical systems for people with special needs	MCIT		
		Encourage public private partnerships in deploying ICT networks, for last mile connectivity in particular, and customer equipment	MCIT		
		Establish multipurpose communication telecentres to provide access opportunities	MCIT		

		for underserved communities		walk or 30 minutes drive for any community of 50 people or more. A study identifying the types of levies and taxes that are imposed on certain types of ICT equipment, and estimating the potential costs and benefits of removing or reducing those taxes, is completed in 2012.	
		Develop and adopt laws to waive levy, customs duty or other taxes for ICT equipment for underserved communities and public service sectors such as health, education and emergency management	MCIT with MOR		
To create an enabling and secure environment for the development and adoption of ICT through policy reform and improvements in legal frameworks	Government will establish new laws for ICT and develop a strong regulatory framework that supports a technology-neutral ICT enabling environment and market and protect uses from scams and illegal content.	Promote a level playing field for competitors in ICT markets through appropriate regulation and intervention where necessary	OoTR	The Telecommunications Act and Broadcasting Act are reviewed by 2013 The total legislative oeuvre is assessed by an independent expert and certified as consistent with international best practice. A list of legislative priorities is identified, and an action plan to fulfill those priorities, is prepared in 2012 and coordinated amongst all stakeholders to achieve maximum consensus.	The Telecommunications Act and the Broadcasting Act are reviewed The number of new businesses established within the ICT sector
		Review and update legislation that governs the ICT sector to ensure that it is fit for purpose and draws on international experience	MCIT with AG		
		Put in place suitable laws, policies and practices that ensures access to ICT infrastructure, services and training is equitable and non-	MCIT with AG and OoTR		

		discriminatory		Cybercrime and child protection legislation is introduced and implemented by 2013.	
		Put in place legislation to ensure the protection of children in relation to the use of ICT and the security of information shared and access using ICT e.g. cybercrime laws	MCIT with AG		
		Coordinate the identification of other legislative priorities – including laws in new areas that may be required and amendments to existing laws that may be prudent – and help to secure the necessary support and technical assistance	MCIT with AG and OoTR		
Strengthen ICT Human Resources and increase human resource development opportunities through the use of ICT	To implement and sustain the national ICT vision, the Government is committed to prioritizing ICT workforce development and strengthening the overall workforce knowledge skills and abilities by increasing human	Ensure schools and universities have affordable and sustainable access to computers and broadband connections	MESC with MCIT and OoTR	50% of schools have integrated ICT curricula by 2013, 65% by 2014, 80% by 2015, and 100% by 2016 50% of all teachers have completed ICT education and training certification requirements by 2013, 70% by 2014, 90% by 2015, and 100% by 2016 70% of schools incorporate multi-media	the establishment of links between ICT education and industry. The percentage of schools that have integrated ICT into their curricula The proportion of teachers that have completed ICT education and training certification requirements The proportion of schools that incorporate multi-media educational materials
		Integrate the use of ICT into school curricula	MESC		
		Ensure teachers receive appropriate training so that they have the skills and confidence to incorporate the use of ICT into lessons	MESC		

	resource development opportunities through the use of ICT.	Support e-Learning programs for vocational and 'lifelong education' opportunities for youth and adults to develop updated and relevant skills needed to be competitive in the current workforce, particularly among public sector employees	MESC with MCIT and PSC	educational materials in classrooms by 2014, and 100% by 2016. After-hours ICT literacy programs are available to the local communities using school resources (teachers, equipment and curricula).	in their classrooms The number of new e-Learning programs and opportunities that are made available for public and private professional development
		Make opportunities available to people in rural or disadvantaged communities to acquire the skills and confidence to use ICT to access and share information and further their education	MESC with MCIT and OoTR		
		Coordinate local and regional opportunities for ICT policy training for government decision-makers and policy staff of all sectors	MCIT with PSC		
Improve economic growth and sustainable development through ICT	ICT will be utilized by the Government and the private sector to maximise economic growth and sustainable development	Identify ways to lower the costs for businesses to utilize ICT to improve their productivity and the marketing and distribution of local goods and services	MCIL with MCIT and MFAT	A study identifying the specific actions that government can take to encourage or assist business to utilize ICT is completed in 2012 A plan for the introduction of the necessary systems to	The amount of eWaste that is disposed efficiently The number of local (.ws) websites with e-Commerce facilities ICT is utilised to facilitate improvement in areas such as health administration,
		Work with financial institutions to establish e-commerce systems that	MCIL with MCIT		

		facilitate financial transactions using ICT		support online financial transactions and eCommerce is in place by 2013 ICT is incorporated in the national disaster strategy, particularly in relation to predictive capabilities and the management of disaster and post-disaster situations through access to real time information by government officials, by 2013 An eWaste strategy is operational by 2012	capacity building of health workers. The proportion of healthcare services delivered through telemedicine
		Develop and implement an ICT plan for the health sector that focuses on utilizing ICT to improve the delivery of health services and the recording and exchange of health related information	MCIT and MOH		
		Integrate ICT into disaster management and recovery systems, particularly to enhance predictive capabilities and the management of disaster and post-disaster situations through access to real time information by government officials;	Police with MCIT		
		Support the efficient disposal of eWaste	MCIT & MNRE		
Utilize ICT for Good Governance	Every effort will be made to ensure that ICT systems and processes are used to enhance government accountability, efficiency, effectiveness and transparency of	Develop an e-Government strategy to improve government processes and the delivery of public services through the use of ICT	MCIT	100% of government ministries and authorities have web sites by 2012 and those websites are kept operational 24/7 and up to date. An e-Government system is planned, implemented and	
		Deliver public services to citizens through creative uses of ICT such as one-stop service counters, helpdesks and e-services	PSC		

	delivering public services to all and combat corruption.	Utilize ICT to improve the way public institutions conduct public affairs	MCIT	operational for 70% of government services by 2014, and 100% by 2016. A study into the potential costs and benefits of consolidating the government's purchasing of IT equipment, software and technical support services is completed in 2012	
		Use ICT to facilitate the sharing of relevant data and information between government ministries and public service providers	MCIT with PSC		
		Improve the ICT resources and capabilities of government by examining the potential to consolidating the purchase of IT equipment, software and technical support services across government	PSC with MCIT and MOF		