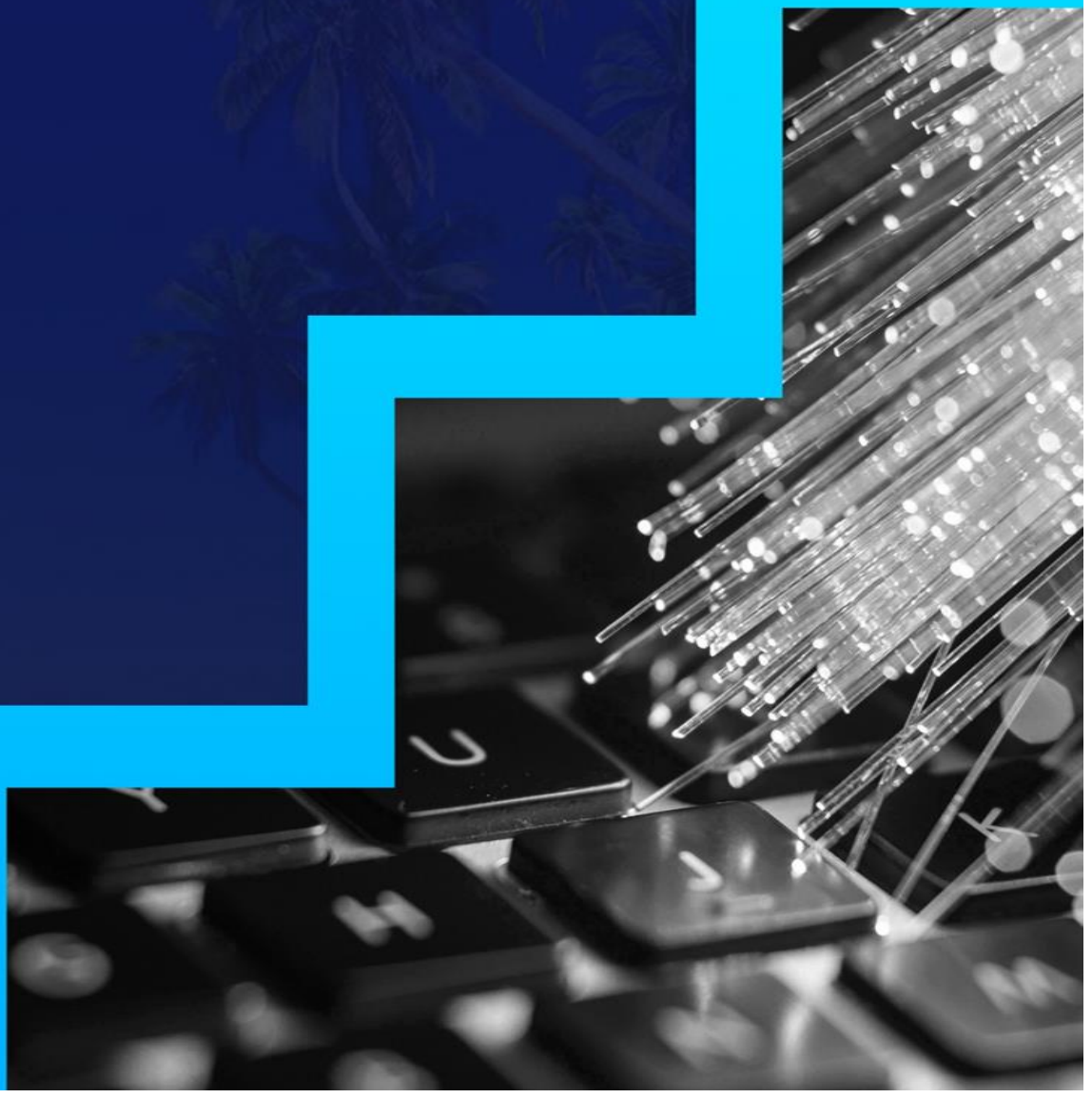
Ministry of Communications and Information Technology

ANNUAL REPORT 2019- 2020



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GOVERNMENT OF SAMOA

OFFICE OF THE MINISTER
OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(Ministry of Communications and Information Technology, Samoa Post Ltd and Office of the Regulator)

December 2020

Afioga Leaupepe Toleafoa Apulu Faafisi
Honourable Speaker of the House
Legislative Assembly of Samoa
MULINU'U

Ministry of Communications and Information Technology:
Annual Report July 2019 – June 2020

This Report is in accordance with Section 104(3) of PART XIII of the Public Finance Management Act 2001 and it represents the Ministry of Communications and Information Technology's Annual Report for Financial Year 2019-2020 for presentation to the Legislative Assembly of Samoa.

Ma le fa'aaloalo tele

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ACRONYMS AND ABBREVIATIONS

ABC	Australia Broadcasting Corporation
ACEO	Assistant Chief Executive Officer
AI	Artifical Intellgience
APNIC	Asia Pacific Network Information Centre
APT	Asia Pacific Telecommunity
CB	Constitutional Bodies
CEO	Chief Executive Officer
CIT	Communications & Information Technology
CSL	Computer Services Limited
CSP	Communicatons Sector Plan
DFAT	Department of Foreign Affairs and Trade (Australia)
DPs	Development Partners
DTA	Digital Transformation Authority
DTC	Digital Transformation Council
DTT	Digital Terrestrial Transition
ESCAP	Economic and Social Commission for Asia and the Pacific
FBI	Federal Bureau of Investigation
GCSCC	Global Cyber Security Capacity Centre
GoS	Government of Samoa
HRM	Human Resource Management
ICT	Information and Communications Technology
ITU	International Telecommunications Union
IXP	Internet Exchange Point
KPI	Key Performance Indicators
LTE	Long Term Evolution
MCIT	Ministry of Communications and Information Technology
MESC	Ministry of Education Sports and Culture
ML	Machine Learning
MOU	Memorandum of Understanding
NEOC	National Emergency Operation Centre
NGO's	Non-Government Organisations
NID	National Identification
NHS	National Health Services
NTR	Non-Taxable Revenue
NUS	National University of Samoa
OCSC	Oceania Cyber Security Centre
OOTR	Office of the Regulator
PaCSON	Pacific Cyber Security Operation Network (PaCSON),

PACMAS	Pacific Media Assistance Scheme
PITA	Pacific Island Telecommunication Association
SamCERT	Samoa Computer Emergency Response Team
SCM	Sector Coordinators Meeting
SCoC	Samoa Chamber of Commerce
SDCL	Samoa Digital Communications Limited
SDG's	Sustainable Development Goals
SDS	Strategy for the Development of Samoa
SITA	Samoan Information Technology Association
SNBH	Samoa National Broadway Highway
SOE	State of Emergency
SPS	Samoa Public Service
SQA	Samoa Qualifications Authority
SSL	Secure Socket Layer
TSSC	Tui Samoa Submarine Cable
TWG	Technical Working Group
UNDP	United Nations Development Programme
UNESCO	United Nations Educational Scientific Cultural Organisation
USP	University of the South Pacific

ABOUT THIS REPORT

The Ministry of Communications and Information Technology's (MCIT) Annual Report for the Financial Year 2019-2020 has been prepared to provide information to all Stakeholers on the progress and achievement of the Ministry's Key Performance Indicators (KPI's) as stipulated in the Annual Budget.

This Annual Report is divided into three (3) main parts.

Part A provides an overview of the Ministry's Mandate as stipulated in Legislation, its Core Functions, Management and Organisational Structure.

This part of the Report provides an overview of the Ministry's Budget Outputs and a Performance Review for the FY2019-2020 against the stipulated Key Performance Indicators.

Part B provides detailed explanation on the progress of work achieved by the respective Divisions for the FY2019-2020, the milestones that have been ahieved and the challenges that emerged.

Part C provides the Financial Report for the FY2019-2020 period.

MINISTERS STATEMENT

I have the pleasure in presenting the Ministry of Communications and Information Technology Financial Year Report for the 2019-2020 period.

The Samoan islands, despite its smallness, a narrow resource and export base, exposure to global environmental challenges and external economic shocks as well as remoteness from most large markets and reliance on remittances, has in the last decade seen magnificent *digital transformation, digital growth, digital innovation* and *creativity* across all factions Society, of Government, and the Private Sector.

The trends in growth for the ICT space has largely been possible due to the Government's continued commitment to providing an enabling environment for ICT development and innovation through improved connectivity and access for all Samoans as clearly outlined in the Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20 under Key Outcome 4: *Internet Connectivity and Access Increased* and Key Outcome 11: *Improved and Affordable Country Wide ICT Connectivity*. In addition to this, the Communications Sector Plan (CSP) 2017/18 – 2021/22 with its Vision of *Affordable and Appropriate ICT Accessible to All* provides a benchmark to guide all development work in the ICT Sector. Ultimately, all work within and across Government in the ICT space is to also ensure that the country continues on the right footpath to achieving the targets stipulated in the Sustainable Development Goal's (SDG), Agenda 2030, SAMOA Pathway and the like.

A major milestone in the Financial Year 2019-2020 has been the promising progress of work towards the Establishment of the Digital Transformation Authority (DTA) and the National Samoa Computer Emergency Response Team (SamCERT), with the securing of funding from our Development Partners. The steps taken by the Government are to ensure that Samoa continues to progress towards a *Samoa Digital Government Platform* to serve as the basis for all digital government developmental work and services delivery going forward. At present, the objective of these developments is to ensure the establishment of a Whole-of-Government digitally enabling environment that will have the potential to support the rollout of digital government platforms across all of Samoa and in driving its vision for "*Samoa to become the leading Government in Digital Transformation in the Region*".

The Government's commitment to all ICT developments is not only to ensure that Samoa keeps abreast with emerging technological developments in the digital economy but also on the importance of having in place trusted and secure digital networks, supported by effective policies and regulations in areas such as data privacy and cybersecurity. The

need for greater connectivity and the importance of technology was widely evident during the 2019-2020 financial year with the onset of the measles epidemic in Samoa, followed by the COVID-19 pandemic, which to date continues to affect all nations worldwide. These events have further cemented the Governments drive and commitment to advancing all ICT developments in a timely manner to address the mounting challenges brought about by the pandemic and no doubt others that would follow. And with the various developments in the ICT space, Samoa is in par with the rest of the world to continue with its operations despite the circumstances.

To achieve all the developments as stated above and many more, the Government continues to place emphasis on the need to promote digital skills and capabilities, particularly for underrepresented and/or marginalized groups by promoting affordable access to digital infrastructure as one of the mechanisms to achieving this. In addition to this, MCIT being the Government's policy arm for all ICT-related matters, have highlighted the need for cross-sectoral collaboration and coordination to derive value from digital connectivity within the Government and the Private Sector, on a national basis and across the region.

As Minister of Communications and Information Technology, I would like to end by reiterating that all the developments in the ICT space are all part of the Government's broader Strategy to give our people the tools they need to make their lives better. Samoa recognises the importance of leveraging the opportunities of increased connectivity, for fostering a digital economy and helping its private sector to adapt new technologies that build on existing strengths, generate employment and make its businesses more competitive. For the Financial Year 2019-2020, the Ministry have successfully continued to drive developments to support the Samoan Government's Digital Transformation journey by promoting the use of technology in meaningful and productive ways to improve the quality of life for our people, now and into the future!

I would like to acknowledge the assistance and collaborative spirit of the Hon. Prime Minister and Ministers of Cabinet, the ICT Sector especially the Ministry, all Sectors of Government, the Private Sector, Civil Society, Non-Government Organisations (NGO's), all our Stakeholders and Development Partners in making this Financial Year another successful one and I look forward to a continuous fruitful relationship in the years ahead.

Afamasaga Toeolesulusulu Lepuia'i Rico Tupa'i
HON. MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY

CHIEF EXECUTIVE OFFICER'S STATEMENT

The Ministry of Communications and Information Technology has for the Financial Year 2019-2020, continued to provide leadership and policy direction to Government Ministries and all Key Stakeholders regarding all ICT related matters.

The Ministry with the support of all its Key Stakeholders and Development Partners (DP's), have achieved numerous developments across the Sector. During the Financial Year 2019-2020 period, the Ministry continued to implement various initiatives and developments as per the Government and Ministry's Strategic and Operational Plans.

The work of the Ministry continues to be derived from the Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20 and the Communications Sector Plan (CSP) 2017/18 – 2021/22.

The notable achievements of the Ministry under the leadership and guidance of the Hon. Minister of Communications and Information Technology for the Financial 2019-2020 Year are listed below.

1. Cabinet endorsed in 2019 two (2) major organisational establishments, the Digital Transformation Authority (DTA) and the Samoa Computer Emergency Response Team (SamCERT).
2. The Manatua Cable was launched in 2020 further improving the cost of connectivity and accessibility which has seen the upsurge in private companies, entrepreneurs and start-ups establishing digital businesses, e-Services and e-Payments, enabling better access, competition and affordability. Planning is in place for the roll-out of fiber to residences and businesses in Upolu and Savaii by Telco's.
3. Government partnership and support to Telecommunication providers continue. Digicel and Bluesky have upgraded their terrestrial infrastructure resulting in upgrading of their network from 2G to 3G and 4G LTE, thus reaching a wider audience. More than 100 telecommunications towers have been upgraded as part of this development.
4. Infrastructural developments for Radio 2AP under the Redevelopment Project was completed and launched in August 2019.
5. The design and strategic plan for the Samoa Innovation & Technology Park was developed in the FY2019-2020. The park will provide the platform for which to attract ICT Companies to invest in Samoa.
6. Samoa has been selected by the United Nations (UN) to host the 4th Global Pulse Lab. Establishment of the Samoa Pacific Pulse Lab, only the 4th UN Global Pulse Lab in the world is in progress.
7. Establishment of the Digital Library with the National University of Samoa and the United Nations, providing a digital library platform with all the digitised

scholar materials, bulletins, publications for research and information mining in the Region and Internationally.

8. The Samoa Knowledge Society Project, driven by the National University of Samoa and the United Nations commenced in the FY2019-2020.
9. Cabinet endorsed the establishment of a Government Digital TV Channel on Digital Television Platform. Collaborative work with the Office of the Regulator for Cabinet endorsement of a Digital TV on the Samoa Digital Communications Limited (SDCL) Platform for all Government awareness and programs. There is 100% coverage to all parts of Upolu and Savaii.
10. For the first time, the National 2AP Radio is accessible on the Internet through the Web and Mobile. This service is now accessible through the Web and on the Android App Store and the iOS App Store.

The above milestones and achievements would not have been possible without the support of all Stakeholders. The Ministry acknowledges with appreciation the commitment and guidance extended by the Government in particular Cabinet, to all ICT developments and reforms. In particular, the Ministry acknowledges the leadership and guidance provided by the Hon. Minister of Communications and Information Technology, Afioga Afamasaga Toeolesulusulu Lepuia'i Rico Tupa'i, and the Associate Minister, Afioga Lealailepule Rimoni Aiafi for their commitment in driving all ICT initiatives, which has seen unprecedented developments in the ICT Sector.

The Ministry also acknowledges the support rendered by its other two partners in the Communications Sector, the Office of the Regulator (OOTR), Samoa Post and all key stakeholders in driving the developments in the ICT Sector.

The Ministry acknowledges the support, guidance and expertise provided by all its Development Partners, Key Stakeholders, Consultants, including support from the Samoa Information Technology Association (SITA) and the Government Technical Working Group (TWG) in the achievement of the Ministry's set targets for the 2019-2020 Financial Year.

Last but not the least, in presenting MCIT's Annual Report for the 2019-2020 financial year, the commitment and dedication of the MCIT Management Team and staff is commended and acknowledged with much appreciation. And as a team, we look forward to building on the achievements highlighted in this Annual Report 2019-2020.

Ma le fa'aaloalo lava.

Fualau Loli Talatalaga Mata'u Matafeo

CHIEF EXECUTIVE OFFICER

PART A: REPORT OVERVIEW

GOVERNING LEGISLATION

The Ministry of Communications and Information Technology (MCIT) was established under the Telecommunications Services Act 1999.

The Ministry also derives its authority and performs its roles and responsibilities under the following Legislations as shown in **Table 1** below.

Table 1: Governing Legislations

1. Realignment Act 2000;
2. Public Finance Management Act 2011;
3. Ministerial and Departmental Arrangements Act 2003;
4. Public Service Act 2004;
5. Telecommunications Act 2005 and Amendments;
6. Broadcasting Act 2010;
7. Postal Services Act 2010;
8. Crimes Act 2013;
9. Telecommunications Amendment Act 2014

CORE FUNCTIONS OF THE MINISTRY

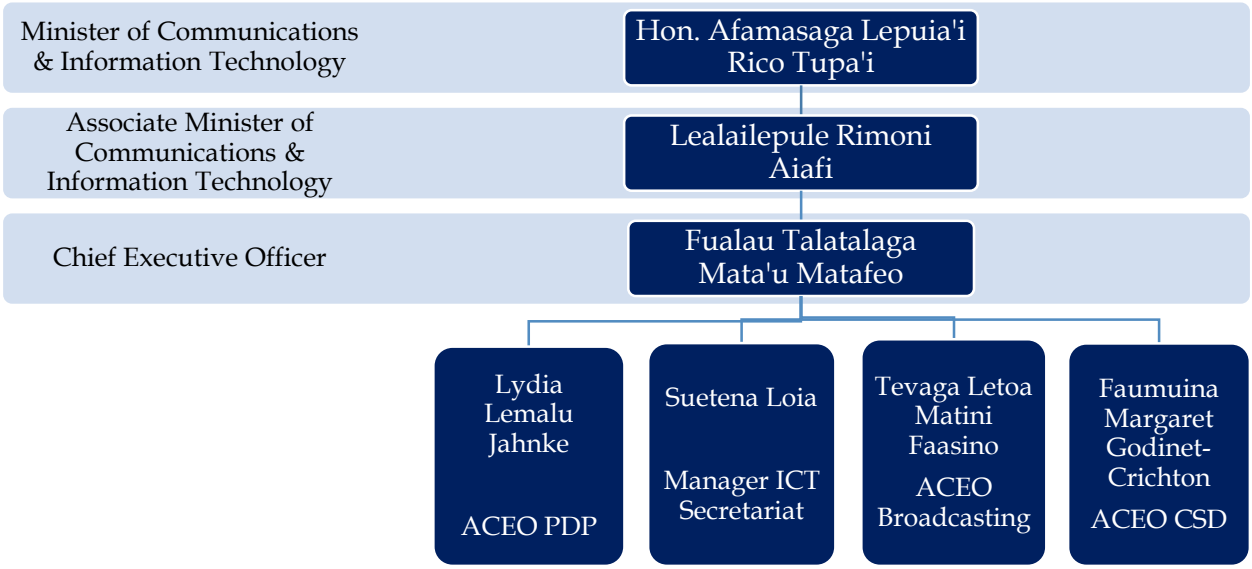
The core functions of the Ministry as stipulated in the Telecommunications Act 2005 are shown in **Figure 1** below.

Figure 1: MCIT Core Functions

LEADERSHIP TEAM & MANAGEMENT OF DIVISIONS

The Ministry of Communications and Information Technology is led and managed by the Chief Executive Officer (CEO) under the authority of the Hon. Minister of Communications and Information Technology and the Associate Minister.

Figure 2: MCIT Leadership Team



As shown in **Figure 2** above, the CEO is supported by a team of four Assistant Chief Executive Officers (ACEO) who are responsible for overseeing the strategic, operational and administrative functions of the four [4] Divisions within the Ministry, which include the:

i. Policy Development and Planning Division (PDP)
ii. Broadcasting Services Division
iii. ICT Secretariat
iv. and the Corporate Services Division (CSD).

Annex 1 provides an overview of the core functions of the four Divisions within the Ministry.

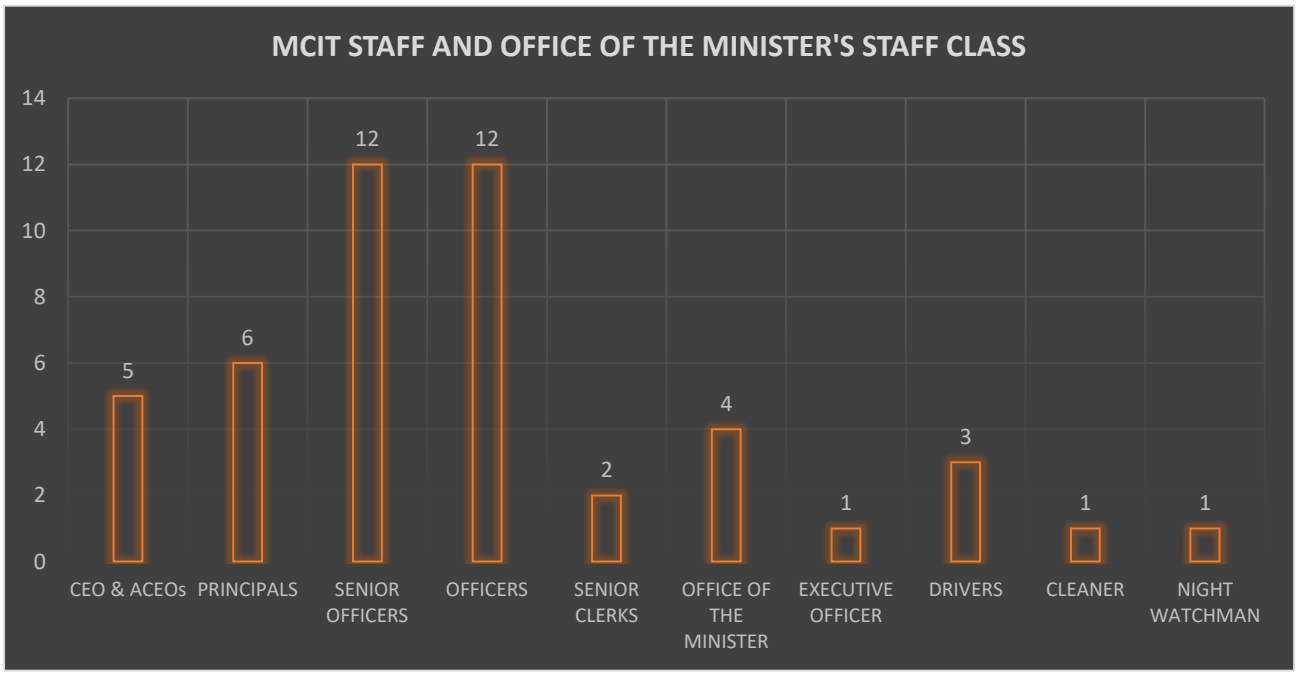
OVERVIEW OF MCIT WORKFORCE

I. Staff Composition as of 30 June 2020

The management and coordination of all Human Resource matters within MCIT are led by the Corporate Services Division with support and guidance from the Public Service Commission (PSC). Specifically, the Human Resources Section, is responsible for managing and coordinating all staff in line with the Human Resource policy, which outline all matters regarding staff employment, compensation, benefits, staff development and staff training and the like.

The Ministry as of the 30th June 2020, had a total of 47 staff members as shown in **Figure 3** below, which consists of the CEO, four (4) ACEOs, six (6) Principal Officers, 12 Senior Officers, 12 Officers, 2 Office Clerks, 3 Drivers, 1 Cleaner and a Night watchman. This total includes staff at the Office of the Minister and Office of the CEO which includes the First Secretary, Second Secretary, Office Assistant and the Minister's Driver and the CEO's Executive Assistant. The Ministry's Organisational Structure at the end of the FY2019-2020 is illustrated by **Annex 2**.

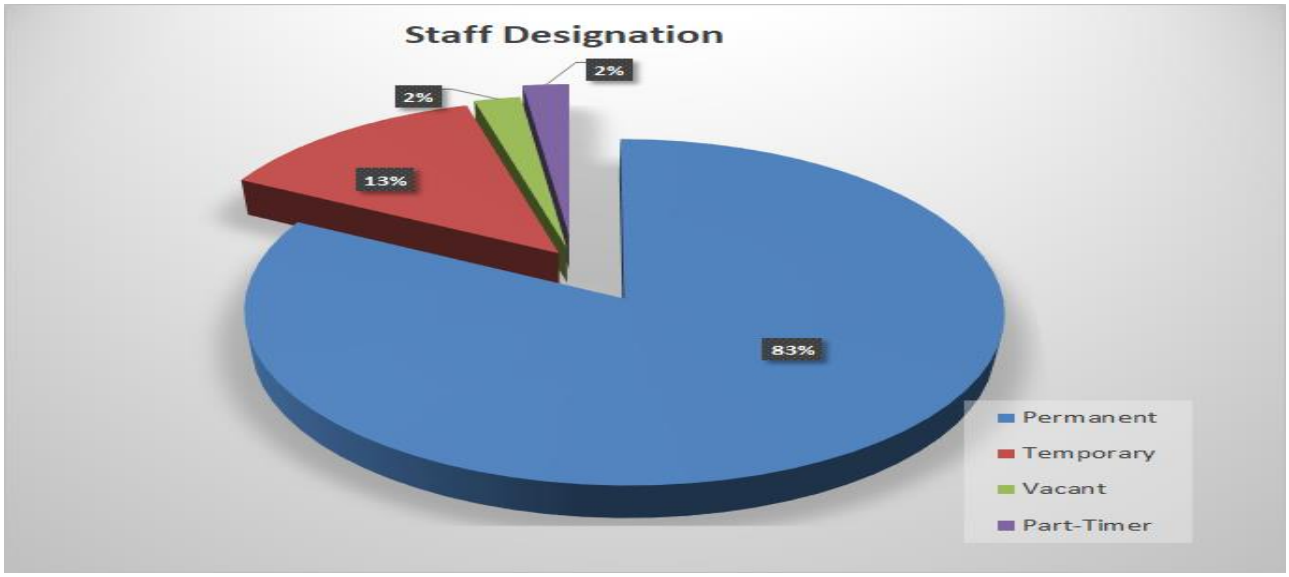
Figure 3: MCIT Staff End of FY 2019-2020



Source: Government of Samoa FinanceOne/PeopleOne System

At the end of the FY 2019-2020, majority of the staff as shown by **Figure 4** are permanent staff, accounting for 83% of the total workforce, another 13% being temporary staff with 2% being part-time staff. The other 2% accounts for the vacant positions to be yet to be filled.

Figure 4: Staffing Designation



II. Staff Turnover as of 30 June 2020

While the Ministry tries to minimize the resignation of staff through various capacity building incentives and career developmental opportunities, it is not always the case given the movement of individuals to various positions across Government and the Private Sector. For the Financial Year 2019-2020, three (3) positions in the Ministry became vacant. The recruitment and selection process to fill these positions are underway.

III. New Appointments as of 30 June 2020

The recruitment and selection (R&S) process for permanent staff is led by the Corporate Services Division. This is governed by the Principles set out in the Public Service Act 2004 and the Recruitment and Selection Handbook of the Samoa Public Service 2005. For the Financial Year 2019-2020, eight (8) new staff members were recruited to fill the vacant positions in the Ministry, with two (2) being contractual positions and one (1) being a continuation of service.

COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22

The Communications Sector Plan 2017/18 – 2021/22 provides the overarching direction for all developments in the Information Communications and Technology Sector (ICT). The Main Sector Agencies in the ICT Sector include the Ministry of Communications and Information Technology, The Office of the Regulator (OOTR) and the Samoa Post.

The overriding Vision, Mission and Sector Outcomes in the CSP are than reflected in other strategic documents, in this case, the Corporate Plan, which guide the work of the Ministry in each financial year. **Table 2** shows the linkages between the Strategy for the Development of Samoa (SDS) 2016/17-2019/20 and the CSP 2017/18-2021/22.

Table 2: Linkages between the SDS 2016/17-2019/20 and the CSP 2017/18-2021/22.

Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20	**COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22** Vision: Affordable and appropriate ICT accessible to all. Mission: To provide citizens and government with access to appropriate, high-quality, affordable ICTs, to reduce hardship and poverty, and achieve and sustain a better standard of living.
Key Outcomes: *Key Outcome 1:* Real GDP growth will average 3.0 – 4.0% *Key Outcome 4:* Internet Connectivity and Access Increased *Key Outcome 5:* Participation of Private Sector in Development enhanced and Government Services Supporting Private Sector Investment Improved *Key Outcome 6:* Quality of Health Care Service Improved	***End of Sector Plan Outcome 1:*** **To provide for access to appropriate and affordable ICT for all** *Outcome 1.1:* The cost and quality of Internet access is significantly improved through greater provision, more cost-effective routing, and increased market innovation. *Outcome 1.2:* Samoa operates a national digital TV and radio broadcast network, also capable of disseminating emergency information broadcasts in the case of disasters.

Key Outcome 7: Quality Education and Training Improved *Key Outcome 11:* Improved and Affordable Country Wide ICT Connectivity *Key Outcome 12:* Quality Energy Supply	
Key SDS Outcomes: *Key Outcome 7:* Quality Education and Training Improved *Key Outcome 12:* Quality Energy Supply	***End of Sector Plan Outcome 2:*** **To develop fundamental ICT development skills that can address local and regional needs** *Outcome 2.1:* Useful international linkages are made between sources of industry-based ICT information and Samoa. *Outcome 2.2:* Teachers, students & graduates possess upgraded ICT literacies & competencies.
Key SDS Outcomes: 5,7 *Key Outcome 5:* Participation of Private Sector in Development Enhanced and Government Services Supporting Private Sector Investment Improved *Key Outcome 7:* Quality Education and Training Improved	***End of Sector Plan Outcome 3:*** **To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance** *Outcome 3.1:* The MCIT plans ICT programs according to a structured and comprehensive framework for ICT interventions, including financing, monitoring and evaluation. *Outcome 3.2:* The SNBH is prepared for greater utilisation by government organisations.
	Crosscutting Outcome X1: Girls have been exposed to the range of ICT jobs possible and are encouraged to enter the ICT field, to an equal extent as boys, by the time they graduate from high-school.

A Report submitted to the Cabinet Development Committee (CDC) for FY2019-2020 is attached as **Annex 3 and 4**. The Report provides a snapshot of the progress of work according to the stipulated activities and timeframe of the CSP.

MINISTRY CORPORATE PLAN 2015-2018

The Ministry's Corporate Plan 2015-2018[1] lays out the work of the Ministry of Communications and Information Technology within a three (3) year period that need to be achieved within the specified time. **Table 4** shows the linkages between the CSP 2017/18-2021/22 and the Corporate Plan, noting that the current Corporate Plan was developed prior to the development of the CSP although the linkages are clearly evident.

Table 4: Linkages between the CSP 2017/18-2021/22 and the Corporate Plan 2015-2018

COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22	CORPORATE PLAN 2015-2018 Vision: A leader in the provision of sound policy advice on communications to boost productivity. Mission: To provide sound policy advice on all communication and IT services to improve quality of life for all Samoans.
	GOALS
End of Sector Plan Outcome 3: To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	***Goal 1:*** **To provide sound policy advice on all communications and postal development.** *Outcome 1.2:* High quality advice delivered on communications and postal developments
End of Sector Plan Outcome 3: To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	***Goal 2:*** **To develop and implement monitoring systems for national policy.** *Outcome 2.1:* A robust monitoring and evaluation process to monitor the progress of communications and postal industry
End of Sector Plan Outcome 1: To provide for access to appropriate and affordable ICT for all	***Goal 3:*** **To promote availability of high quality and affordable services.** *Outcome 3.1:* High rate of accessibility to communications and postal services *Outcome 3.2:* Affordability services for communications and postal services

[1] Final Draft Corporate Plan 2019-2022 to be launched. Consultation's on the New CP was halted due to the State of Emergency restrictions during the FY2019-2020.

End of Sector Plan Outcome 3: To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	***Goal 4:*** **To establish a regulatory framework that promotes efficiency and competition.** Outcome 4.1: An efficient and fair playing field for all service providers
End of Sector Plan Outcome 2: To develop fundamental ICT development skills that can address local and regional needs	***Goal 5:*** **To have excellent organization development programs and enhanced performance.** Outcome 5: Enhanced staff learning and development
End of Sector Plan Outcome 2: To develop fundamental ICT development skills that can address local and regional needs ***End of Sector Plan Outcome 3:*** To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	To promote Ministry Policies; and to provide disaster awareness on Radio 2AP.

MINISTRY CORPORATE PLAN VALUES

In delivering high quality services to all stakeholders, the Ministry continues to uphold the values as illustrated in **Figure 5** and stipulated in the Corporate Plan in the delivery of its duties and functions:

Figure 5: MCIT Corporate Values

OUTPUT STRUCTURE

The Ministry of Communications and Information Technology delivers its services, as shown in **Table 4** under five [5] Financial Outputs in addition to support services offered through CSU.

Table 4: MCIT Financial Outputs	
OUTPUT	**SERVICES**
Output 1	Policy advice to the Responsible Minister
Output 2	Ministerial Support
Output 3	Policy Development & Planning Division
Output 4	Broadcasting Division
Output 5	ICT Secretariat
CSU	Support Services

In addition to all the Ministries activities being funded by the Government of Samoa (GoS), others are being financed by Development Partners and International Banks which include the following for the Fiscal Year 2019-2020:

i. The Cyber Cooperation Fund funded by the Government of Australia/DFAT to the value of AUD$100,000.00 for Online Safety, Cybersecurity Awareness Campaign and towards the Establishment of the Samoa Computer Emergency Response Team (SamCERT);

ii. The Establishment of the Digital Transformation Authority (DTA) funded by the New Zealand Government/Ministry of Foreign Affairs and Trade (MFAT) through the Pacific Infrastructure Technical Assistance Fund under the New Zealand Aid Programme to the value of NZ$200,000, which does not reflect the fully funded Familiarisation Tour to NZ in November 2019;

iii. The Samoa Knowledge Society Initiative in partnership with the National University of Samoa, funded and supported by the United Nations Educational, Scientific and Cultural Organization (UNESCO) and the United Nations Development Program (UNDP);

iv. The National Radio 2AP Redevelopment Project, funded by the Government of Australia/DFAT, to the value over AUD$3.14 Million;

v. The issuing of 53 Zoom Licenses for 12 months by the United Nations Development Programme (UNDP) for all of Government Ministries/SOEs/CB's;

vi. Funding and Procurement of Hospital IT Equipment, funded by UNDP as part of relief work during the Measles epidemic for IT equipment needed for deployment to the main hospital in Savaii and all district hospitals based on an assessment conducted by MCIT using the Samoa National Broadway Highway (SNBH) platform.

PERFORMANCE REVIEW OF KEY PERFORMANCE INDICATOR'S (KPI)

This section details the activities conducted under the Five (5) Outputs for the Financial Year 2019 – 2020 and the completion of KPI's as noted in the Annual Budget. **Table 5** shows the number of KPI's completed within the FY2019-2020 and those not completed and/or partially completed. Partially completed refers to those activities that were planned for the 2019-2020FY but due to factors outside of the Ministry's control were not completed. Not relevant refers to those activities that have either been moved to another output and/or removed due to changes in circumstances for the Ministry/Division.

Table 5: Number of Divisional KPI's

OUTPUTS	NUMBER OF KPI's UNDER THE RESPECTIVE OUTPUTS				
	COMPLETED	PARTIALLY COMPLETED	NOT COMPLETED	NOT RELEVANT*	TOTAL
Output 1: OCEO	2/2	0/2	0/2	0/2	2/2
Output 2: OCEO	4/4	0/4	0/4	0/4	4/4
Output 3: Policy Division	7/9	2/9 Note 1	0/9	0/9	9
Output 4: Broadcasting Division	8/9	1/9 Note 2	0/9	0/9	9
Output 5: ICT Secretariat	9/9	0/9	0/9	0/9	9

Note 1: Explanation given in Part B under the respective Division/Output

Note 2: Explanation given in Part B under the respective Division/Output

PART B: DIVISIONAL PERFORMANCES, ACHIEVEMENTS, ACTIVITIES & DEVELOPMENTS

This section provides a snapshot into the key deliverables by each of the Divisions in MCIT.

POLICY ADVICE TO RESPONSIBLE MINISTER & MINISTERIAL SUPPORT SERVICES (OUTPUT 1 & 2)

The main focus of Output 1 and Output 2 is to advice the Hon. Minister on all ICT policy issues and the overall performance of the Ministry. Output 2 is to provide administrative support to ensure that the Ministers Office resources are managed effectively and efficiently.

The three (3) main areas of focus under Output 1 for the Fiscal Year 2019-2020 were on the:

i. Digital Transformation Authority (DTA)
ii. Samoa Computer Emergency Response Team (SamCERT)
iii. Implementation of the Communications Sector Plan (CSP) 2017/18 – 2021/22
iv. Strengthening of Partnership with all Telco Stakeholders, namely Digicel, Bluesky, CSL, Sky Eye and SITA as highlighted during the measles and covid-19 pandemic.

I. Digital Transformation Authority & SamCERT

With the Government's vision on working towards a public service for the digital age to improve efficiency, effectiveness, accessibility and accountability in the delivery of its services, the formation of the Digital Transformation Authority (DTA) is a significant milestone by the Samoan Government. The DTA's purpose will be to drive the digital transformation agenda of the Government going forward and act as a cross-government authority, through which decisions about strategic digital initiatives are developed and implemented in a coordinated and Whole-of-Government manner for the good of all.

The mandate for the DTA will be to, initially, work with Government Ministries to develop a single strategy for digital transformation across all of government. Thereafter this initiative will roll-out to include the Private Sector. This will enable a unified approach to digital transformation to drive efficiency and innovation with digital platforms for the different arms of government, the private sector, civil society and the community at large.

One of the major tasks of the DTA will be to contribute to a world-class design for the Samoa National Digital ID (NID) System. The NID will account for the whole of Government's needs and all citizens and business uses in mind. The DTA will enable understanding of individual Ministries, Constitutional Bodies and State-Owned Enterprises (SOE's) needs of the identity system, while also preserving and protecting the privacy of the individual which is of paramount importance. The DTA will ensure that

the NID makes a citizen's life more convenient and effective, and not just add yet another layer of inefficiency to Government interactions.

In adopting a Whole-of-Government (WoG) approach to digitalisation, the DTA will collaborate closely with the Samoa Computer Emergency Response Team (SamCERT), a crucial development which is being funded by the Australian Government under the Cyber Cooperation Fund. The SamCERT will work to ensure that minimal security standards are met for the deployment of any digital Government service/s and technology. This undertaking is part of Governments efforts in addressing and minimising threats and vulnerabilities that emerge with the widespread use and adoption of technology.

II. Implementation of Communications Sector Plan (CSP) 2017/18 – 2021/22

The CSP provides the direction and basis for all work within and across the ICT Sector and with MCIT being the lead Agency in the Sector, it works closely with all key stakeholders in the implementation of the Plan.

i. CSP Main Challenges & Issues

Despite the numerous developments in the CIT Sector, challenges exist that need to be addressed at all levels, within and across the Sectors. The challenges are as follows:

***Challenge 1**: Coordination amongst all Sectors of Government*

The MCIT is mandated to provide the necessary technical policy advice and guidance to Government on all ICT related-matters across the sector. But given some Ministries already have set systems in place, the challenge in trying to ensure uniformity across all of Government remains. This has also occurred due to the absence of a specific set of guidelines to guide the procuring and use of ICT equipment and the likes within and across Ministries.

With the challenges posed, the DTA and the establishment of the Government Technical Working Group, with representatives from all Government Ministries and SOE's, will expectantly address this challenge. The establishment also of the Samoa CERT will also provide the opportunity to ensure that roles and functions pertaining to national security will be further clarified.

***Challenge 2**: Mapping of all ICT related projects within and across the Government and Private Sectors*

Samoa is undergoing major change in its digital transformation journey both in the Private and Government Sector. This has been fuelled further with the priority Government has given to ICT infrastructural development, enabling access, affordability and development (amongst others). With the various developments across the board, this provides magnificent opportunities and growth for the economy, for Government, for businesses, and the individual but a challenge that is evident is the ability of Government to consolidate all these new ventures and initiatives under one framework. Being able to grasp and understand (and know off) all ICT developments across the spectrums, will provide a real opportunity for Samoa not only in terms of its economic and social growth but will also attract investors into the country.

It is expected that the establishment of the DTA and the SITA will give Government the opportunity to map this out as having an understanding of all developments will, in our

view, only strengthen and complement the various ICT initiatives across all Sectors. It is also Governments duty to protect and safeguard its citizens online, hence the endorsement for the establishment of the SamCERT.

ii. Way Forward for CSP

i. All key stakeholders to continue to implement, within agreed timeframes, the activities stipulated in the Communications Sector Plan 2017/18-2021/22.

ii. Issues to be addressed at the TWG meetings and the Sector Forum Meetings, with reports being endorsed and escalated onto the Digital Transformation Council (DTC).

iii. Review and elevate of the current Communications Sector Plan 2017/18 – 2021/22 to become the National Digital Plan to drive all ICT Government initiatives and developments.

iv. Review the MCIT Organisational Structure in line with developments across the Sector. This will also be done in close collaboration with PSC given the need to conduct an audit of IT experts and majors across all of Government to ensure allocation of scholarships for IT students and those aspiring to work in the IT Sector.

III. Other notable achievements

This Section provides a snapshot of major conferences and events the Hon. Minister, Associate Minister, MCIT Management and staff were heavily involved in. Attendances at World Conferences provide Samoa with the opportunity to not only forge partnerships with other more advanced IT nations but more so to learn from their experiences. **Table 6** provides a snapshot of conferences attended.

Table 6: Official Government Trips

ATTENDEES	DATES	DESTINATIONS	PURPOSE OF OFFICIAL TRIPS
Associate Minister	6-8 March 2019	Balaclava, Mauritius	Attendance at the 3rd Global Forum on Emergency Telecommunications (GET-19) and Saving Lives. The Forum highlighted the role of communication and information technology networks and services in disaster risk reduction and management, and saving lives.
Minister CEO	13-15 March 2019	Suva, Fiji	High-level meeting with Australian and Pacific Leaders to discuss current Pacific Connect projects and to explore future projects of interest to the region.
Minister ACEO CSU	22-24 April 2019	Sydney, Australia	Invitation for Minister for Executive of Pacific Connect to finalise two projects (i) the Augmented Reality Storytelling Project and (ii) the Possible Blockchain Pacific Training Centre in Samoa.
Minister CEO	24-28 June 2019	Singapore	Invitation to the Asia Pacific ICT Ministerial Meeting 2019 held every five years to provide future vision for the telecommunication/ICT sector in the region

			Invitation to Smart Nation Innovations Week in Singapore
Minister CEO	28 Oct – 2 Nov 2019	Sharm El-Sheik, Egypt	Attend the ITU World Radiocommunication Conference 2019 (WRC-19) in Sharm El-Sheikh, Egypt to revise the Radio Regulations. The international treaty governing the use of the radio-frequency spectrum and the geostationary-satellite and non-geostationary satellite orbits.

In addition to being members of numerous International and Regional Bodies and Organisations as shown by **Table 7**, Samoa also holds Chairmanship to the following bodies as shown by **Table 8**, which also lay claim to Samoa's recognised status in the Pacific Region regarding its ICT Development and progress.

Table 7: Regional and International Organisations	
1	International Telecommunication Union (ITU)
2	Asian Pacific Telecommunity (APT)
3	Commonwealth Telecommunication Organisation (CTO)
4	Pacific Islands Telecommunication Organisation (PITA)
5	Universal Postal Union (UPU)

Table 8: MCIT CEO Chairmanship Roles		
Position	**Organisation**	**Term**
Chairman	PaCSON	May 2019-May 2021
Vice Chairman	UNESCAP APIS	2019-2020
Vice Chairman	APT Policy Regional Forum for Pacific	2020-2021

POLICY DEVELOPMENT & PLANNING DIVISION (OUTPUT 3)

The Policy Development and Planning Division is mandated under the Telecommunications Act 2005, Broadcasting Act 2010 and Postal Services Act 2010, to provide policy advice to the provision of telecommunications and postal services.

Table 9 list the KPI's included under Output 3 for FY2019-2020:

Table 9: Output 3 PDP Division KPI'S		
	Performance Measure/Indicator	
1	Date by which Baseline survey Report of the cost and quality of internet access is submitted to NICT[2]. (Activity 2, 1.1.2-CSP)	Completed

[2] Name change to the Digital Transformation Council with the Hon. Prime Minister as the Chairperson of the Council.

2	Number of educational materials developed and disseminated for Analogue to Digital switchover (Activity 14,1.2.8-CSP)	Completed
3	Number of awareness programmes conducted on all CIT policies/projects.	Partially completed[3]
4	Date by which handbook on cyber security is published. (Activity 29,2.1.3-CSP)	Completed
5	Date by which National education survey is reviewed. (Activity 33, 2.2.2-CSP)	Completed
6	Date by which an MCIT Blog is created. (Activity 38, 3.1.2-CSP)	
7	Date by which computing capabilities of the DCS/SNBH facility is completed. (Activity 48, 3.2.2-CSP)	Completed
8	Date by which SamCERT is established. (Activity 53, 3.27-CSP)	Partially completed[4]
9	Percentage of Policy Advice on requests received and submitted to Management and Cabinet	Completed

The Policy Development and Planning Division for the 2019-2020 Financial Year period focused on the following:

I. Strategic Reports & Documents

The Policy Development and Planning Division collaborated with the ICT Sector namely the Office of the Regulator (OOTR) to support the following surveys:

i. Baseline survey Report of the cost and quality of internet access. This report was submitted to the National ICT Committee, which is now known as the Digital Transformation Council (DTC);

ii. The Review of the National Education was undertaken and completed by OOTR with support from the Policy Development and Planning Division with Key Recommendations taken forward by the respective Sector Agencies;

iii. The OOTR in collaboration with the PDP Division produced, developed and disseminated Educational materials for the Analogue to Digital switchover.

The Policy Development and Planning Division conducted reviews on the following Key Strategic Documents:

iv. Final Review of the Ministry Corporate Plan 2015 – 2018. The new Ministry Corporate Plan 2019-2022 is currently in draft mode and is scheduled for Ministry consultation and finalization in the Financial Year period 2020-2021.

[3] Activity 3 partially completed due to the Government Covid-19 State of Emergency restrictions, hence awareness programs deferred

[4] Activity 8 currently partially completed as the first part, the securing of funding from DFAT has been completed with the operationalization of the Division now in progress, to be completed in FY2020-2021. Extension of funding support from DFAT has also been extended to June 2021 due to Covid-19 challenges.

v. Mid-Term Review of the Communications Sectors Plan (CSP) 2017/18-2021/22

II. Establishment of Samoa Computer Emergency Response Team (SamCERT)

Cabinet endorsed the establishment of the Samoa Computer Response Team (SamCERT) in 2019. The recommendation to Cabinet for the establishment of the SamCERT emerged out of an assessment sought by MCIT and conducted by the International Telecommunication Union (ITU), the Global Cyber Security Capacity Centre (GCSCC) and the Oceania Cyber Security Centre (OCSC) in April 2018 on the viability of this establishment. PSC approved in principle the establishment of the Samoa National CERT (SamCERT) within MCIT in February 2020. The approved positions to be financed by DFAT through the local budget commencing in FY2020-2021 for a three-year period.

In line of the above establishment of SamCERT, Samoa currently holds the Chairmanship of the Pacific Cyber Security Operation Network (PaCSON), which is vital as Samoa builds up on its cybersecurity measures. PaCSON consists of 12 member countries in the Region, including NZ and Australia. Samoa was to host the PaCSON AGM in May 2020, however due to Covid-19 restrictions, Samoa's Chairmanship has been extended to May 2021. With Samoa being the Chair of PaCSON, Samoa has access to the latest incident reports, cyber safety guides/protection bulletins, which have all been crucial information and learning as Samoa itself works towards the establishment of SamCERT.

Funding for this Campaign was made available from DFAT, under its Cyber Corporation Program. This funding was intended to end in June 2020 but has been extended to June 2021 due to logistical challenges encountered due to the measles epidemic and the covid-19 pandemic.

III. Awareness & Responsiveness

Online Awareness: The Ministry has also developed a Facebook Page – *MCIT Samoa*, which will assist with the awareness of activities being implemented by MCIT to keep the public up-to-date with ongoing ICT developments. The Facebook page is being updated and monitored by both the 2AP Division and the Policy Development and Planning Division.

Quarterly Newsletters: The Policy Division produces quarterly newsletters to keep the public up to date with the Ministries and the ICT Sector's ongoing developments. These newsletters are disseminated via the Ministry's websites every three months. The first Quarterly Newsletter has been distributed via the Ministry's website for the first quarter of 2019.

IV. Policy Advice, Monitoring and Review

The Policy Team are continuously undertaking monitoring activities of the following existing policies implemented by MCIT on a reagular basis. The purpose is to ensure the requirements of these policies are being met by all stakeholders involved, as well as to track any relevant changes which are to be incorporated once these policies are due for review after every five years:

1. Government Internet and Electronic Mail Policy 2016;
2. Samoa National Cybersecurity Strategy 2016-2021;
3. National Broadcasting Policy 2017; and
4. Social Media Policy for Government 2017

BROADCASTING DIVISION (OUTPUT 4)

The Broadcasting Division is mandated under the Telecommunications Act 2005, Broadcasting Act 2010 and Postal Services Act 2010, to provide public broadcasting to all people residing in Samoa and abroad.

Table 10 list the KPI's included under Output 4 for FY2019-2020:

Table 10: Output 4 Broadcasting Division KPI'S		
	Performance Measure/Indicator	
1	Prepare public campaign on radio 2AP web Tui Samoa cable brought online (CSP Activity 1,1.1.1)	Completed
2	Number of talkback programs on 2AP	Completed
3	Number of advertisements, promotions, awareness programmes, outside broadcast (OB), natural disasters awareness	Completed
4	Prepare a series of programs on switch from analogue to digital 14,1.2.8	Completed
5	Cost Recovery	Completed
6	2AP Building full repairs & maintenance	Partially completed[5]
7	Transmission Mast/2AP support	Completed
8	Digital Transformation i.e date by which digital library is established by audio & video	Completed
9	Social Media i.e Facebook page for 2AP	Completed

The Broadcasting Division focused on work in the following major areas for the 2019-2020 Financial Year period.

I. Major Achievements for the Broadcasting Division in the FY2019-2020 Year:

[5] Preparatory work and the tender process has been completed and approved by Tenders Board. The repairs and maintenance will commence in FY2020-2021

i. Non-Taxable Revenue (NTR) Collection

Radio 2AP for the FY2019-2020 period recorded an increase in its NTR collection for the first time ever since 2008, exceeding the targeted amount stipulated by the Ministry of Finance (MOF). These was achieved through the adoption of a sound marketing strategy which saw an increase in the following:

1. Full utilization by the Private Sector which saw an increase in paid airtime to advertise their businesses and services, and also sponsored radio programs;
2. Government Ministries and State-owned Enterprises paid airtime for live broadcast of their Talk Back Awareness Programs;
3. The Sales and Marketing team ran promotions for Radio 2AP and its services;
4. Strengthening of relationships and partnerships with existing and potential clients, in particular targeting the Government entities. This assisted in more clients signing up with 2AP radio spots for their awareness programs.

The strengthening of internal systems also assisted greatly in the smooth inter-operations to ensure ongoing client satisfaction, with their queries addressed in a timely manner. The tightening of internal systems also developed client trust and confidence with Radio 2AP radio with improvements noted and implemented across the Division which also saw improvement in coordination amongst the Sales and Marketing team, the Finance team, On-air presenters (Announcers) and Radio programmers. The technical and IT teams also contributed greatly via extending broadcast media services from not just AM mode, but including FM radio services, and the presence on Social Media accessing devices such as computers, laptop, iPad, and in the widespread programs received via mobile smart phones.

ii. Government Digital Television on the National Digital Platform

MCIT submitted a proposal to Cabinet on the 4th September 2019, for the re-establishment of the Government TV channel over the Digital TV platform with the main aim of widespread awareness of Government developments and initiatives across its various sectors. The rationale behind the Government being offered a digital channel was to assist the Government in televising the many important developments by the Government for the general good of all the people residing in Samoa. These include sectoral developments in the fields of education, health, social and economic developments, financial sector, public sector, and many more.

The Government digital TV channel was offered by the operators of the Digital Platform in the FY 2019/2020, at a time when TV and radio broadcast media was transitioning from analogue to digital platform, a natural trend in broadcast technology change globally. The paperwork on approval and licensing with OOTR was done in the FY 2018/2019.

However, it was only in the month of December 2019 that the Government utilized its TV channel to broadcast live proceedings and coverage of parliament sessions. There was a general feeling of appreciation from the public for the live telecast of parliament proceedings.

It was during the COVID19 pandemic outbreak in January 2020, that Government realized the crucial factor in extending government broadcast media to television, for wider community and national coverage of Government decisions made on the pandemic preparations with regards to prevention and treatments. The daily broadcast on the Government digital TV channel started when the State of Emergency (SOE) was declared in February 2020 until the end of financial year in June 2020. This Prime Minister's press conferences were limited to 2AP Radio and 2AP TV as the Government's broadcast media, and the Press Secretariat as the print media. This arrangement continued from February 2020 until the end of the financial year in June 2020. The private media were to use these Government broadcast/print media for their daily update of the COVID19 from the Government.

In addition to the above developments with a specific focus on capacity building opportunities, a proposal was also sent to the Australian Broadcasting Corporation (ABC) and PACMAS for assistance in sharing free educational content for Radio 2AP and the Government Digital TV channel, and also equipment for the Mobile Broadcasting Caravan.

A draft proposal has been submitted to the Samoa UN Resident Coordinator seeking funding for necessary equipment to directly connect the Radio 2AP studio to the SDCL MUX control room.

iii. Radio 2AP Redevelopment Project

A new transmission tower for Radio 2AP, funded by Australian Aid under the Radio 2AP Redevelopment Project was launched within the 2019-2020 FY. The Honorable Prime Minister and the Australian High Commissioner jointly launched this development as part of helping Samoa in its climate resilience program for Small Island states in the Pacific Region. The project was the culmination of four (4) years of hard work, challenges, and a lot of planning to ensure the Government radio moved a step further, in not only replacing the old mast with a new transmission mast, but at the same stepped up to include FM mode of broadcasting for the Government media platform, so that all people residing in Samoa would entertain getting government broadcast from any mode for that sense. The Government of Australia and the Government of Samoa funded the project.

Actual infrastructural work on the 4.57 million Australian dollar project took just under a year, with the tower completed within budget and in less time than originally planned. The project was implemented by ABC International Development and information and

communication technology specialist firm Kordia. Kordia of New Zealand was the firm contracted to build the new tower. Australian Broadcasting Corporation (ABC) managed the AUSAID funding under the Australian government climate change and resilience aid funds for the Pacific.

The new tower was built to withstand a Category 5 cyclone and will enhance radio 2AP's emergency broadcasting role, in which it provides critical information to communities across Samoa and beyond during times of natural disaster. When Samoa's Parliament sits, the transmitter will also broadcast sessions as part of open and accountable governance. The AM transmission mast has a 30-year lifetime and restored 100% coverage for the country, extending its services to American Samoa, Tokelau and other close-by island countries. Radio 2AP transmission was also however picked up by radio listeners in Finland in the heart of Europe.

For the first time, Samoans can now hear 2AP on AM and FM radio frequencies. Two FM transmitters, installed as a temporary measure while the new tower was built, will continue to be used and provide increased reach and accessibility for citizens. A new digital-ready AM transmitter was also installed.

The project drew on the expertise of local Samoan businesses and has injected more than 3 million Tala (1.6 million Australian dollars) into the local economy for local contractors, accommodation, provision of support services and in Samoan taxes.

Project facts:

1. In upgrading the site for the new tower project managers took into consideration rising sea levels and the need to withstand natural disasters
2. The site on the coastline also takes into account the surrounding ecosystem, especially marine species and mangroves
3. Specialist equipment for the project was imported from New Zealand, Australia, Italy, Canada and the US
4. 10km of cables are buried on the site to create an earth mat to increase performance and coverage of the AM transmitter. Early reports indicate the signal is strong.

II. Major Radio 2AP Broadcasting Events in the FY2019-2020 Year

i. Pacific Games Broadcast Coverage 7th – 20th July 2020

Radio 2AP broadcasted live both the Opening and Closing ceremonies for the Pacific Games. A total of 26 sports were contested, and the Radio 2AP team were present at the different sporting venues for live coverage of all the sports in progress, and thereafter the medal presentation. Samoa's ranking during the games moved from being ranked 5th in

the Moresby, PNG 2015 Pacific Games with 51 medals, to placing 3rd overall with a total of 125 medals in the 2019 games, as tabulated in **Table 11** below.

Table 11: Samoa's Pacific Games Medal Tally and Ranking

SAMOA				
GOLD	**SILVER**	**BRONZE**	**TOTAL**	**RANKING**
38	42	45	125	3

The sports contested during the Pacific Games were: -

1]. Archery, 2]. Athletics, 3] Badminton, 4] Basketball, 5] Boxing, 6] Cricket, 7] Football, 8] Golf, 9]. Judo, 10]. Lawn bowls, 11]. Netball, 12]. Outrigger canoeing, 13]. Powerlifting, 14]. Rugby league nines, 15]. Rugby sevens, 16]. Sailing, 17]. Shooting, 18]. Squash, 19]. Swimming, 20]. Table tennis, 21]. Taekwondo, 22]. Tennis, 23]. Touch rugby, 24]. Triathlon, 25]. Volleyball, 26]. Weightlifting.

Despite the challenges with the long hours, some starting at 4am to 11pm, the on-the-job experiences and capacity-building opportunities gained have outweighed the challenges encountered.

All the limited resources available were fully utilized to ensure widespread coverage of all the games. Radio 2AP staff also travelled to Savaii for the Boxing Events.

Radio 2AP reported live from the different venues and the various sports during the whole duration of the games.

ii. Measles Outbreak Coverage

The Radio 2AP team played a crucial role during the Measles outbreak, which began in September 2019 through to January and February 2020 due to the need for continuous dissemination of information to the public. The Hon. Prime Minister's numerous addresses to the country were broadcasted by the National Radio 2AP, in relation to the measles outbreak and the Governments approach to addressing this.

On the 5th of December 2019, the National Emergency Operation Center (NEOC) issued its 19th update on the measles status upon confirmation from the Ministry of Health that there was a total of 4,217 measles cases that had been reported to the Disease Surveillance Team, since the outbreak started.

On the 5th and 6th of December, the Government halted all public service services to enable public servants to assist with the Governments widespread vaccination campaign, with Radio 2AP providing live coverage on the progress of the mass vaccination campaign.

iii. Covid-19 Pandemic Coverage January 2020 – June 2020

The Radio 2AP team, like that conducted during the measles outbreak, also played a crucial role during the COVID19 pandemic.

Taking on lessons learnt from the measles pandemic, Samoa adopted a stringent process to ensure Samoa remained Covid-19 free. Some of these measures included the need to ensure that anyone who entered the country were strictly monitored with undergoing the necessary tests, guaranteeing and all the protective measures required. Two of the

restrictions greatly observed at the early stages of SOE (State of Emergency) orders in February/March 2020, was social distancing, and secondly, that of only 5 individuals allowed at any public gathering. To ensure enforcement and compliance, the Prime Minister's press conferences modeled the orders stipulated under the SOE orders which included the need to have only four (4) media personnel (*2 from 2AP Broadcasting Services & 2 from the Press Secretariat*) were in attendance at the press conference.

At the end of this financial year, the SOE has been extended from the 3rd of June to the 2nd of July 2020.

III. Natural Disasters

Radio 2AP's mandate is to broadcast 24 hours during severe weather conditions, with possibilities of cyclones in Samoa. The broadcast services include reports and community awareness before, during and after a period of natural disaster/s. In the month of February 2020, Samoa experienced strong wind warnings and heavy rain bringing heavy flooding in low-lying areas in some parts of the country, with the possibility of these strong winds turning into a cyclone. Schools and businesses closed down in mid-February because of heavy flooding. Radio 2AP reported 24 hours on the progress of the severe weather from mid-February 2020. The Radio 2AP management, announcers and the team of engineers and station drivers worked around the clock for during this period to ensure continuous information is relayed to the people.

ICT SECRETARIAT DIVISION (OUTPUT 5)

The ICT Secretariat Division is mandated under the Telecommunications Act 2005, Broadcasting Act 2010 and Postal Services Act 2010, to lead and manage the work of the ICT Division to ensure the efficient and effective coordination of all Government ICT related projects and reforms, including the initial work for the establishment of the Digital Transformation Authority and provide the Secretariat role to the Digital Transformation Council.

Table 12 list the KPI's under Output 5 for FY2019-2020:

Table 12: OUTPUT 5 ICT Secretariat KPI's		
	Performance Measure/Indicator	
1	Fesootai Centre visits to provide technical support and ongoing training	Completed
2	Secretariat function and duties for the National ICT Committee FK (17)5	Completed
3	Conduct and lead TWG (technical working group) of government meetings and discussions (CSP Activity 3.2.3)	Completed
4	Establish baseline performance of the network internet exchange point (IXP) (CSP Activity 1.1.5)	Completed
5	MCIT reviews its strategy to identify ICT product and service providers and to establish linkages to those firms. (CSP Activity 2.1.1)	Completed

6	Primary and secondary schools are provided with filtered & monitored Internet access. (CSP Activity 2.2.1)	Completed
7	upgrade fesootai centre equipment (computers, routers, printers, etc)	Completed
8	Conduct a baseline network security audit of the SNBH and publish results	Completed
9	SNBH support i.e replacements of equipment	Completed

The work of the ICT Division for the Fiscal Year 2019-2020 was to provide technical support and assistance to all Divisions in the Ministry. As per the functions of the Division, this support included troubleshooting network, connectivity issues, at both the Main and Broadcasting Offices, rebuilding computers for the office and providing technical support for the 2AP radio broadcasting software from time to time.

Notable Achievements for the ICT Division for FY 2019-2020

i. Establishment of the Technical Working Group (TWG)

In the beginning of 2019 MCIT had reiterated to all the Government Ministries and organizations with regards on their websites to be fully secured through purchasing and installing of SSL (Secure Socket Layer) to all Government websites, email, ftp etc. to ensure having a cybersecurity as a form of online protection from cyber criminals and cybercrime activities, committing fraud, trafficking in child pornography and intellectual property, stealing identities and violating privacy, as we have experienced the vulnerabilities are now increasing since we have accessed fast connectivity.

One of the Performance Measures to ensure the efficient and effective implementation of the Communications Sectors Plan (CSP) 2017/18 – 2021/22 was to target and work through the Technical Working Group (TWG), comprising of key IT personnel across all of Government, State of Enterprise (SOE's) and Constitutional Bodies (CB) in ensuring the achievement of the CSP Goals pertaining to the particular Sector/Ministry.

The TWG conducted monthly meetings including virtual meetings over ZOOM since the commencement of the State of Emergency (SOE). Regular data/information sharing via TWG slack channel and email with recent ICT developments in the Region regarding technologies, payments gateways, digital transformation, national digital ID, e-Commerce, 5G, Artificial Intelligence (AI), Blockchain, Machine Learning (ML), Cryptocurrency, etc.

ii. Parliamentary Infrastructure Committee Visit Savaii 2019

In October 2019 a Parliamentary sub-committee visited Savaii for a first-hand account of ICT services used by the hospitals and schools that have linkages to MCIT particularly under the ICT Division. This visit was accompanied by the Principal ICT Officer.

The Committee visited to all hospitals and assessed out of how effective and efficient they use the SNBH (Samoa National Broadband Highway) through using Information Technologies to deliver health services.

The Parliamentary sub-committee sought explanations on how the network was being utilized by the Health services.. The Committee spoke to health professionals to consider using ICT to assist with their work and to build their capacity through using computers, printers, scanners, etc. The Fesootai Centers are now transitioned into Primary Schools and will be under the Ministry of Education Sports and Culture (MESC), which will enable the community to collaborate with teachers and students to form up strong relationships in the community. The Committee reiterated their satisfaction with the status of the developments around the schools, and hospitals with issues to be addressed by the Computer Services Limited (CSL) on the maintenance of the SNBH. The subcommittee members noted that they would follow up with MESC and the National Health Service (NHS) on the utilization of these resources to improve their service delivery.

iii. ZOOM Licenses for all Government Ministries

The Government of Samoa (GoS) has received support from the United Nations Development Programme (UNDP) Office in Samoa for Virtual Meeting Licenses through the online virtual meeting infrastructure, ZOOM. This assistance forms part of UNDP's continuing support for the Health Sector by way of enabling the use of technology to ensure that Government continues to provide the necessary services to its people during the COVID-19 pandemic.

License Support:

Fifty-three (53) licenses that will cover all Government Ministries and Organizations, whereby ONLY ONE license will be given to each Government Ministry and/or Organization;

Each license will provide hosting capacity and meeting capacity of 500 virtual users per meeting and 500 Users for Webinars and will allow for unlimited minutes per session.

Condition of Licensing:

i. All fifty-three licenses will end on the 27 April 2021;
ii. Once the license expires, it is our hope that all Government Ministries and Organizations will renew and carry the cost of this important tool by including this cost to your respective Ministries Annual Budget in the years thereafter. This advice is suggested based on the direction of how technology will change the dynamics of how we will interact and operate, as is shown with the COVID-19 pandemic.
iii. Administrative Support: Administrative Support will be co-managed and maintained by the Ministry of Communications and Information Technology (MCIT) with assistance from the UNDP local Team.

iv. Radio 2AP on Web Android and IOS

The Government of Samoa (GoS) through its various developments in the Communications and Information Technology Sector today marked another milestone with the National Radio, Radio 2AP The Voice of Samoa, not only being accessible on the Internet as is currently the case but also, as from today, through the Web and Mobile. This service is now accessible through the Web and on the Android App Store and the iOS App Store.

The continuing infrastructural developments and improvements to the National Radio 2AP will enable widespread distribution of up-to-date information and news telecast, amongst others, to a wider audience, both locally and internationally. The Web Access will allow users of desktop and laptops to access 2AP Live Broadcast content from the comfort of their homes and office's. In addition, Radio 2AP will also be accessible from anywhere around the world on smart devices and mobile phones, given its online presence.

With the resilient submarine cable connectivity, there has been a continuing upsurge in the Mobile Market in the digital space within Samoa, hence offering more affordable data plans and connectivity to a wider audience. The initiation of this new service for wider accessibility to information by Radio 2AP, will further assist with widespread distribution of government policies and information, local entertainment and news to a broader audience.

Information for this service is now available on MCIT website under this link: https://mcit.gov.ws/am-fm-channels/

For mobile users of Android and iOS, search for Zeno Radio in the app store and download it on to your phone. Once downloaded, search for "2AP Samoa" in the search bar and by pressing play, one will be able to have access to the live stream of the Radio 2AP national feed.

v. Business & Community Partnerships

Measles Mass Vaccination: The purpose of this is to collect data as they become available immediately after each team completes vaccination for families. Digicel, BlueSky Samoa, Sky Eye and U.N.D.P. and I.T. personnel were manning this Centre in front of the government building.

Information and Communications Technology-related companies, namely Digicel, BlueSky Samoa, Sky Eye, U.N.D.P and the Samoa Information Technology Association (SITA) banded together to help the nation fight the measles crisis. Data from the mass vaccination was made readily available in Apia at the Data Centre thanks to the Communication companies that merged to assist the national measles effort.

This experience demonstrated the strong partnerships between the Government of Samoa and the private sector ICT community. It also reflects the willingness of private sector entities that are competitors to come together to assist national efforts in times of need.

vi. Regional IXP (Internet Exchange Point)

One of the main policies to be developed as per a priority in the CSP was the IXP Policy. All the preparatory work for this policy was carried out by the Office of the Regulator but has since been transferred to MICT. And given the importance of this work, a staff member from MCIT attended an IXP Meeting in Fiji during this financial year.

Key Developments at the meeting included:

1. The UN Economic and Social Commission for Asia and the Pacific (ESCAP) secretariat presented the findings and recommendations of a study on estimating the effects of IXPs on fixed-broadband speed and latency.
2. The Internet Society also presented the findings and recommendations of a study on the feasibility of establishing an IXP in Pacific island countries.
3. The two studies offered the following findings and recommendations:
    i. Recognized that IXPs improve Internet traffic and network management by enhancing Internet speed and lowering latency;
    ii. Recommended strong policy and regulatory support from Governments, including regional and sub-regional cooperation, and putting in place appropriate incentives, for IXPs development;
    iii. Noted that a Pacific IXP is technically feasible;
    iv. Identified that a Pacific IXP may be:
        a. Established in Fiji, Samoa and New Zealand with an average latency between members (around 27 (ms) with weighted average latency between members (around 16 (ms)) or any other viable options;
        b. National IXPs should be established to keep internal traffic internal;
        c. North Pacific island countries may consider joining IXPs in Guam; and
        d. Papua New Guinea to connect through Guam and Sydney, while Solomon Islands is subject to a new fiber-optic cable to Vanuatu.

CORPORATE SERVICES DIVISION

The Corporate Services Division is mandated under the Telecommunications Act 2005, Broadcasting Act 2010 and Postal Services Act 2010, to develop and maintain a skilled and knowledgeable workforce to effectively and efficiently carry the Ministry's responsibilities to the Communication sector. Its core Function is to provide the essential administrative support services to ensure that the Ministry is operating efficiently and its core functions are effectively executed.

The CSD Division includes the Accounts and Assets Section, the Records Section and the Human Resources Section. The CSD provides support across the Ministry to ensure the efficient and effective delivery of respective Ministries core functions.

Accounts & Assets Section

The role of the Accounts Section is crucial to the efficient and effective implementation of the Ministry's core functions as its work involves recording, reporting, processing payments and especially budgetary control in monitoring expenditures to ensure that legal appropriations are not exceeded using the accounting system (Finance One System) used by all Government Ministries. The procedures and requirements set out by the Accounts Section is based under the Treasury Instructions 2013, set of instructions for the better control and management of public moneys, public property and public debts in accordance with Section 127 of the Public Finance Management Act 2011.

Like every other year, the Accounts and Assets Section encounter numerous challenges with monitoring the Ministry's expenditure however this is achieved through the preparation of and continuous reporting using data and information obtained.

At the end of the 2019-2020 financial year, the following were identified:

i. Petrol budget allocated for the National Radio 2AP was well overspent due to one vehicle assigned for 2AP given its Essential Service priority.
ii. The Measles epidemic in December 2019 and the Covid-19 pandemic also impacted heavily on the budget allocation for petrol.
iii. Overtime Salary for Radio 2AP staff was also overspent during the health scares as News Reporters and Engineers were required to be at work for live coverage and updates to the country as well as ensuring continuous maintenance of equipment.

Financial Statements

The financial statements of the Ministry had been audited by the Audit Office, and includes all receipts and payments brought to charge by Treasury for the 2019-2020FY period.

The Accounts and Assets Section continue to monitor closely all assets registered with the Ministry and ensure all staff are taking good care of equipment they use including vehicles. All Assets procured during the financial year are audited by the Internal Audit from MOF and are reconciled with our internal Asset Register within the Ministry.

In mid-2020, the Office of the Regulator reallocated to the Radio 2AP Building at Mulinuu after their Office premises was perished by a fire. The MCIT ACEO Broadcasting Office space was given to the OOTR Staff in addition to office space previously allocated for the Radio 2AP Staff. Given all the movement and re-allocation of office space, new assets were requested and procured to facilitate the needs of both OOTR and 2AP staff. Funds were sourced through virements of identified savings from the Ministry's budget FY2019-2020.

Records Section

The Records Section had achieved new approaches for the 2019-2020FY which included the adoption of a Scanning Reporting System to keep all records and files electronically. This change has provided a more efficient and effective way of retrieving records and files, for easier access in addition to taking a lead in adopting technological tools for use in the workplace. This approach also means that all records will be safely secured in case of any emergencies and natural disasters such as fire, cyclones, etc.

Human Resources Management (HRM) and Administration Section

The Human Resource Management and Administration Section focuses on various HR aspects of staff management, development and training. This section also ensures the efficient and effective operation of all Ministry work.

Training

One of the main functions of the HRM and Administration Team is to promote and encourage staff development to utilize training opportunities and/or pursue further studies especially in courses that are relevant to the functions and mandate of the Ministry. Prior to the Covid-19 pandemic travel restrictions, various staff members attended not only local but regional and international training, which contributed to building the capacity of all staff.

With the advancement of international standards and regulations in the ICT industry, the Management and Senior Staff members attended various attachments and seminars to keep abreast with developments in the ICT space. These developments are pivotal to the growth of the Ministry given the changing nature and scope of skills required not only in the ICT space but across all areas of work.

Local & Overseas Training

The Public Service Commission (PSC) continue to provide workshops, seminars and local training to ensure continued staff development and capacity building in various areas.

Due to the onset of the Covid-19 pandemic in March 2020, numerous training, both locally and abroad, have been cancelled although few training have been provided online via Zoom by the International Telecommunication Union (ITU), Asia Pacific Telecommunity (APT), and Pacific Islands Telecommunication Association (PITA) to name a few. Local training and meetings between offices were carried out over Zoom. With the absence of logistical cost earmarked for travel to various training, the Ministry were able to identify savings from this and re-prioritized to other areas requiring funding.

Local training was also conducted in February 2020 for Post Offices in Savaii. This training focused on Samoa Post Staff in enabling them to accept payments for Broadcasting services to be executed by Radio 2AP. To cement this relationship further, a Memorandum of Understanding (MOU) will be done with Samoa Post in Q1 FY2020-2021.

In addition to the above training, MCIT staff also attended other training as part of their capacity building plans. **Table 13** provides an overview of training attended by MCIT staff for the 2019-2020FY period.

Table 13: Staff Training FY2019-2020

Employee Designation	Training Course Title	Location of Training	Training Provider	Travel period &Duration of Training (in working days from departure-arrival date)
CEO	Official trip to Bangkok-Thailand& Jakarta	Thailand & Indonesia	UNESCAP	26 – 27 August 2019 & 28-30/8/2019
Principal Broadcasting Policy	Official Trip to Nadi-Fiji	Nadi-Fiji	US Embassy & Fiji	19-20 August 2019
ACEO-CSU	Connectivity Cluster Week	London		22-25 September, 2019
Senior Announcer	Official trip to Australia	Australia	MCIT	25/7-27/7/2019
ACEO-Policy	Official trip to Bhutan & NZ	Bhutan & NZ	APT	14-16/8/2019 & 11-12/7/2019
Senior Policy & Research Officer	Public Private Partnership (PPP) Foundation Workshop	Samoa	MCIL	19th – 22nd August 2019
Senior Telecom/IT Research Officer	Certificate IV in Project Management		Project Management Institute (PMI), New Zealand	18-23rd August 2019
Senior Records Officer	Seminar on Information Technology	China		5/9-25/9/2019
Senior HR Officer	Workforce planning training	PSC	PSC	3-6/9/2019
CEO	Official trip to Australia	Australia	APT	1-3/10/2019
CEO	Study tour to Digital Transformation Authority Wellington	New Zealand		18-19/10/2019
CEO	Radiocommunication conference held in Sharm, El-Sheikh Egypt	Egypt		28/10-2/11/2019

ACEO-Policy	Study tour to Digital Transformation Authority Wellington	New Zealand		18-19/10/2019
ACEO-Policy	Official trip to Nukualofa Tonga	Tonga	APT & PRFP	1-3/10/2019
ACEO-Policy	GSMA Capacity Building Courses on Digital ID for the Undeserved and the Role of Mobile, Suva	Fiji		29/10/2019
ACEO-Policy	World Bank Regional Workshop in use cses for Digital ID in the Pacific,Suva	Fiji		30-31/10/2019
Principal ICT Officer	First Regional Symposium for small Islands Developing States, Nadi-Fiji	Fiji		5-7/11/2019
Principal ICT Officer	Strengthening Efficient Internet Traffic Management through a Subregional Internet Exchange point(IXP) in Pacific Island Countries, Suva	Fiji		3-5/12/2019
Principal Broadcasting Policy	Official Trip to Singapore to attend World trade Organization third country training	Singapore		6-8/11/2019
MCIT Staff	Cyber Security Training	Samoa	Funded by DFAT	
ICT Secretariat Team	Digital Application Training: G-Suite	MCIT Conference Room	ICT Division – MCIT	**NA**
Cashier	MCIT Induction Training	MCIT Conference Room	HR officer	NA
Marketing Officer				
Records Clerk				
Office Assistant (Minister's office)				

In addition to attending staff development and capacity building opportunities, MCIT in partnership with the Government of Australia/DFAT Samoa also played host to a Regional Training on Cyber Security.

The theme for the Cyber Security Workshop centered around cybersecurity and incident response, which at the time was crucial given Tonga had only recently established their National CERT, with other islands in the Pacific also establishing their own CERTs, with support from the Australian Government.

The workshop hosted by Samoa was attended by 32 representatives from 7 economies, including 14 women. Attendees came from a range of areas including national CERTs, systems and security administration, and management or policy-focused roles.

The final workshop in Samoa was supported by MCIT. It was opened by the MCIT's Associate Minister and Australia's Deputy High Commissioner.

Performance Management

The legislative mandate for the Performance Appraisal for the Public Service is derived from Section 9 of the Public Service Act 2004. This is the mandate that the Samoa Public Service (SPS) uses as a guide to achieving results and managing staff performance. The Performance Appraisal System (PAS) is a mechanism by which the Ministry plan, develop, guide, evaluate and monitor staff performance within the Ministry.

The Performance Appraisal System is one of the most crucial tools used by all Ministries to assess and evaluate individual staff performance. It is used by Line Managers to: identify the different phases within the annual process; understand roles and responsibilities; discuss openly, agree and review individual performance plan; understand and develop Key Result Areas (KRAs), performance measures and work behavior; and set career employee's training and development for capacity building.

It is the responsibility of the Line Managers to conduct this performance measurement and this is basically done by our Principal Officers then pass to ACEOs of their divisions for final review and endorsements. For this we always make sure job descriptions (JDs) are up to date for this is the basis for developing individual performance plans as it outlines in the key responsibilities and duties for each position.

The MCIT have ensured that the Ministry abide by the need to continuously conduct staff appraisals to ensure that the right people with the right skills are being employed by the Ministry/Government. This will also ensure the efficient and effective delivery of the Ministry's established overall goals for the good of all.

PART C: FINANCIAL REPORT

Budget

The budget estimates of each Government Ministry comprise of projections of revenues and expenditures for each category of output for the ensuing financial year and Forward Estimates for the two years following that financial year. According to the Treasury Instructions, Forward Estimates shall be comprehensively reviewed and updated at least twice a year. The first in April/May in connection with the preparation of the budget estimates for the following year and the second in December/January in connection with the Budget mid-year review.

Financial Statements of the respective Ministry is audited and examined by the Controller and Chief Auditor with a written report prepared, developed and attached to the Financial Statements for presentation to the Legislative Assembly. Annual Reports shall include relevant information relating to the Ministries taken from the statement of receipts and payments required by Schedule 5 of the Public Finance Management Act 2001.

Receipts (Revenue)

The key sources of revenue for the Ministry of Communications and Information Technology are from Fees charged from notices and advertisements with the National Radio 2AP respectively. The Broadcasting Division facilitate the hire out of equipment's such as the PA system, projectors and so forth as well as hours charged for the usage of the National Radio 2AP in live broadcasting activities. The fee income is recognised when due and on a cash basis.

The Estimated Non-Tax Revenue expected of $161,177 as approved in the Legislative Assembly of Samoa, Approved Estimates of Receipts and Payments for the Financial Year ending 30th June 2020.

Table 14: The Ministry's total Comparison Receipts for each Financial Year Ending

Metric	FY 2015/16	FY 2016/17	FY2017/18	FY2018/19	FY2019/20
Receipts – Fees & Other Charges	$141,620	$162,126	$183,343	$112,904	$183,407
Non-Taxable Estimated Revenue	$241,727	$241,727	$241,727	$161,177	$161,177
% Revenue Collected	59%	67%	76%	70%	114%

The Ministry has an Original Estimated Revenue Budget for Financial Year 2019/2020 of **$161,177**. There is quite a substantial amount in the debt recovery from previous financial years, but the Ministry is still working continuously with following up on overdue payments. This financial year FY2019-2020 has reached a remarkably huge increase of revenue collected of **$183,407** with a 114% on total Actuals and Commitments.

Payments (Expenditure)

For each Financial Year, the usage of the Ministry's spending was primarily limited to operating expenses as per the estimated budget allocated to the Ministry and are to be spent up to the amounts appropriated for the specified purposes only.

The below Statements of the Ministry Receipts by Reporting Category and Expenditure by output Appropriation Account showed an Unaudited Report sent by Ministry of Finance.

The actual expenditures are however still subject to the approval of Cabinet or the authority to which the reporting category, and expenditure by outputs, as follows:

GOVERNMENT OF SAMOA

SCHEDULE 2.6

STATEMENT OF MINISTRY RECEIPTS BY REPORTING CATEGORY AND EXPENDITURE BY OUTPUT APPROPRIATION ACCOUNT

for the financial year ended 30 June 2020

COMMUNICATION, INFORMATION & TECHNOLOGY	Notes	2020 $	Original Estimate $	Final Estimate $	(Over)/Under $	2019 $
RECEIPTS						
Ordinary Receipts						
Other Revenues						
Fees & Other Charges		153,187	161,177	161,177	7,990	112,904
TOTAL RECEIPTS		153,187	161,177	161,177	7,990	112,904
PAYMENTS						
Outputs						
1.0 Policy Advice to the Responsible Minister		296,396	289,227	295,463	(933)	375,654
2.0 Ministerial Support		376,707	402,256	387,681	10,974	446,737
3.0 Policy Development		406,878	441,797	411,572	4,694	432,864
4.0 Broadcasting Services		1,034,771	958,668	1,037,689	2,918	915,553
5.0 ICT Secretariat		328,847	338,000	338,243	9,396	370,114
Total Outputs		2,443,599	2,429,948	2,470,649	27,049	2,540,922
Third Party Output						
Office of the Regulator		1,995,303	1,995,303	1,995,303	0	1,920,797
Total Third Party Output		1,995,303	1,995,303	1,995,303	0	1,920,797
Transactions on Behalf of State						
Membership Fees						
International Telecommunication Union		54,179	56,000	56,000	1,821	55,874
Asian Pacific Telecommunity		13,359	13,600	13,600	241	13,248
Pacific Island Telecom Association		702	1,000	1,000	298	638
Universal Postal Union Contribution		62,039	64,477	64,477	2,438	56,315
Commonwealth Telecommunication Organisation Fee		21,744	23,000	23,000	1,256	23,920
		152,023	158,077	158,077	6,054	149,994
Counterpart Costs to Development Projects						
Samoa National Broadband Highway Co Location	2	973,639	1,120,128	1,120,128	146,489	1,201,509
Samoa National Broadband Highway Spectrum Fees		246,510	246,510	246,510	0	233,865
Samoa National Broadband Highway Electricity		304,677	315,000	315,000	10,323	325,323
		1,524,826	1,681,638	1,681,638	156,812	1,760,696
Government Policies / Initiatives						
Digital Transformation Authority Establishment	1	0	80,000	80,000	80,000	0
Rent & Leases (Government Building)		34,348	34,348	34,348	0	34,348
Rents and Leases(TATTE Building)		249,800	257,100	257,100	7,300	249,800
Samoa National Broadband Highway Land Lease		3,000	3,000	3,000	0	3,000
Tui-Samoa Submarine Cable - Land Lease		6,000	6,000	6,000	0	6,000
NBH Annual Management Fee		0	0	0	0	60,637
CSL Monthly Management Fee		525,012	525,012	525,012	0	1,696,600
		818,159	905,460	905,460	87,300	2,050,385
VAGST Output Tax	2	370,981	474,212	474,212	103,231	589,755
Total Transactions on Behalf of State		2,865,989	3,219,387	3,219,387	353,398	4,550,830
TOTAL PAYMENTS - COMMUNICATION, INFORMATION & TECHNOLOGY		7,304,891	7,644,638	7,685,338	380,447	9,012,549
RECEIPTS OVER PAYMENTS		(7,151,705)	(7,483,461)	(7,524,161)	(372,457)	(8,899,645)

GOVERNMENT OF SAMOA

SCHEDULE 2.6

STATEMENT OF MINISTRY RECEIPTS BY REPORTING CATEGORY AND EXPENDITURE BY OUTPUT APPROPRIATION ACCOUNT

for the financial year ended 30 June 2020

GOVERNMENT DEVELOPMENT PROJECTS

		2020 $	Original Estimate $	Receipts $	Payments $	Opening Balance $
Grants - GDP	3					
Support for Samoa to Review & Reform Cyber Security and Cybercrime Legislation (AusAid)		156,647	191,476	0	23,100	183,062
ICT TA for Samoa Connectivity Program (Australian Aid)	4	0	0	0	229,521	229,494
Knowledge Society Iniatiative (UNESCO)		12,345	0	12,345	0	0
TOTAL GOVERNMENT DEVELOPMENT PROJECTS		168,992	191476	12,345	252,621	412,556

Notes

1 Unspent funds at total of $80,000.00 have been transferred into special purpose account reported under Schedule 12 to be utilised in new financial year 2021.

2 Savings at total of $122,000.00 have been transferred into Bulk Purchase special purpose account under Ministry of Finance, reported under Schedule 12 to be utilised in new financial year 2021 for procurement of ministry new vehicle as per FK (20)21.

Samoa National Broadband Highway Co Location	50,000.00
VAGST Output Tax	72,000.00
	122,000.00

3 All Projects Opening and Closing balances are reported in Inclusive Amounts as per recommended changes for Projects disicosure starting this FY19/20.

4 Project is complete and balance written off from Project Ledger in FY19/20.

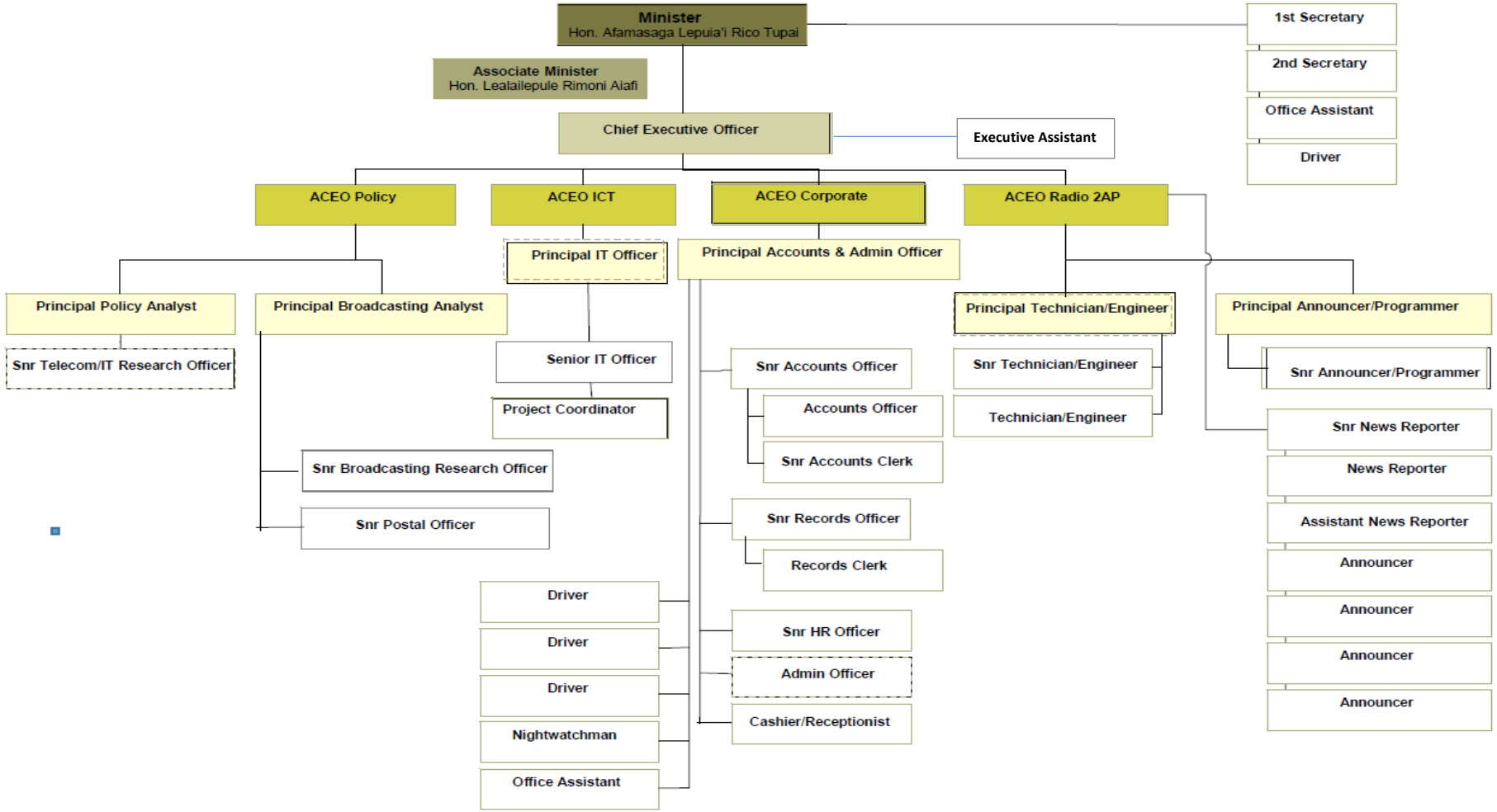
ANNEX 1: CORE FUNCTIONS OF MCIT DIVISIONS

Table 2: Core Functions of MCIT Divisions

POLICY DEVELOPMENT AND PLANNING DIVISION	ICT DIVISION	CORPORATE SERVICES DIVISION	BROADCASTING SERVICES DIVISION
The Primary Objective of the Policy Division is to review, recommend legislation amendments and to develop Government policies pertaining to ICT issues for the Communication Sector The work of the Policy Division pertains heavily on the development and review of various ICT policies. This work involves a stringent and transparent process of (i) Reviewing policies in place to ensure it is compliant with all legislation governing work in the ICT space in addition to ensuring that it is up-to-par with technological developments (ii) Consulting to ensure the inclusion of views from all key stakeholders (iii) Researching to ensure that policies are not only in line with emerging technologies but more importantly that implementation achievements and challenges amongst many others are captured (iv) Collating and analyzing policy	The Primary Objective of the ICT Secretariat is to lead and manage the work of the ICT Division, ensure the efficient and effective coordination of all Government ICT related projects and reforms, including the initial work for the establishment of the Digital Transformation Authority (DTA) and provide the Secretariat role to the Digital Transformation Council (DTC). The ICT Secretariat is tasked to provide strategic and technical policy advice to the DTC regarding all ICT related matters and to provide advice to the DTC on the status of ICT in Samoa. The ICT Secretariat is to act as the focal point on all technical matters relating to the Communications Sector Plan and its implementation. The ICT Secretariat is also responsible for the all-preliminary work for the establishment of the National Computer Emergency Response Team (CERT) under the Ministry.	The Primary Objective for Corporate Services Division is to develop and maintain a skilled and knowledgeable workforce to effectively and efficiently carry the Ministry's responsibilities to the Communication sector. Its core Function is to provide the essential administrative support services to ensure that the Ministry is operating efficiently and its core functions are effectively executed. One of the core functions of the Corporate Services Division and the whole Ministry given its main objective is to develop and maintain a skilled and knowledgeable workforce to effectively and efficiently carry out the Ministry's responsibilities to the Communication sector. CSU ensures efficient and effective services to the Ministry in relation to the following functional areas such as: Financial Management; Human Resources Management & Development; Asset Management; Utility Services; and Performance	The Primary Objective for Broadcasting Services Division is to make sure that public broadcasting is well received by all the people residing in Samoa and abroad; with all information made known to the public and government services are well disseminated for an informed, educated, public awareness; and with an entertaining broadcast service. The core functions include live on-air radio broadcast presentations; radio programming, news gathering and broadcast, marketing and sales of radio services, and providing technical support for the transmission of radio broadcast to the whole of Samoa. The work of the Broadcasting Services Division pertains heavily radio broadcasting, with development and review of various strategies on programming, on-air presentations, marketing and

issues to provide advice in the Communication Sector (including telecommunications, postal, broadcasting and Information Communication Technology (ICT); and (v) Writing policy advice and Government Policy Statements on new and/or existing Government policies, new and/or existing legislation(s) in the Communication Sector; and Develop policies relating to ICT focus areas on, cyber security, security focus, co-location and many more. The Policy Division is also responsible to publicly promote awareness of new policies and legislations through press releases, community focus awareness and workshops held throughout the country to ensure all Samoan citizens and residents are aware and up-to-date with communication developments in Samoa. The division also represents Samoa in local, regional and international conferences, meetings, training, and seminars on ICT each year.	The ICT Secretariat is also responsible for the coordination of all ICT related projects in the Communications Sector and across all of Government and to work in close collaboration with the Private Sector, NGO's and the like to compile a report on all ICT developments in the Private Sector. The ICT Secretariat is also expected to conduct a whole of Govt ICT related surveys and research in various areas to inform policy changes/direction.	Management System for the Ministry. CSU also ensures based on efficient and best practices that administrative support services is provided to all technical divisions of the Ministry so that outputs and associated targets are achieved as set out in the Ministry's Corporate and Management Plans.	sales, news presentations, and technical support. The Broadcasting Services Division is also responsible for creating partnerships with regional and international radio/television/multimedia to engage in trainings, broadcast projects, and establishing a healthy/enabling environment with the broadcast industry in Samoa and the region.

ANNEX 2: ORGANISATIONAL STRUCTURE



ANNEX 3: EXTRACTS FROM THE CSP PROGRESS REPORT TO CDC 2019-2020

Progress against each Sector Outcome Note 1: The Key Outcomes in the Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20 pertaining to each of the Sector Outcomes is included under Column 1 (to the corresponding sector outcomes) of the table below to ensure continuous linkages between the guiding documents.

Note 2: Areas shaded in light blue are those activities, according to the timeframe attached in Section 3, need to have been completed and/or are near completion.

<table>
<tr><th colspan="4">COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22
Vision: Affordable and appropriate ICT accessible to all.
Mission: To provide citizens and government with access to appropriate, high-quality, affordable ICTs, to reduce hardship and poverty, and achieve and sustain a better standard of living.</th></tr>
<tr><th>SECTOR
Sector Outcomes</th><th colspan="2">PROGRESS
(Major achievements of the sector relating to each outcome)</th><th>ISSUES
(Summarize the main issues/opportunities – if any - that assisted/ hindered the performance of each sector outcome as outlined)</th></tr>
<tr><td rowspan="2">End of Sector Plan Outcome 1:
To provide for access to appropriate and affordable ICT for all

Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20 Key Outcomes:
Key Outcome 1: Real GDP growth will average 3.0 – 4.0%</td><td colspan="3">Outcome 1.1:
The cost and quality of Internet access is significantly improved through greater provision, more cost-effective routing, and increased market innovation.</td></tr>
<tr><td>1.1.1</td><td>The Tui-Samoa Submarine Cable is brought online
1. Infrastructure in place providing for access to appropriate and affordable ICT with the (i) Launching of the Tui Samoa Cable in February 2018 and (ii) the launching of the second Government Cable, Manatua in early 2020.
2. Digicel and Bluesky have upgraded their terrestrial infrastructure resulting in upgrading of their network from 2G to 3G and 4G LTE, and reaching a wider audience. More than 100 telecommunications towers have been upgraded.</td><td>Opportunities:
1. Wider coverage, access and affordability
2. With improved internet connectivity, Private Companies, Entrepreneurs and Startups have established digital businesses, e-Services, e-Payments. Some of this include (i) Maua App (ii) M-Tala (iii) Digicel Mobile Money (iv) Seki Eats (v) Sefe Travels App
3. Telco's planning to roll out fiber to residences and businesses in Upolu and Savaii
4. EPC Smart Metering project is in its implementation phase. The EPC Digital transformation initiative is to</td></tr>
</table>

Key Outcome 4: Internet Connectivity and Access Increased Key Outcome 5: Participation of Private Sector in Development enhanced and Government Services Supporting Private Sector Investment Improved Key Outcome 6: Quality of Health Care Service Improved Key Outcome 7: Quality Education and Training Improved Key Outcome 11: Improved and Affordable Country Wide ICT Connectivity Key Outcome 12: Quality Energy Supply			digitize all electricity meters, where customers will be able to purchase units at any location and system will transfer units directly to respective meters. The project is being implemented in phases and smart meters are being rolled out first to all Government clients. Emerging challenges: 1. Need to establish SamCERT to address issues of cybersecurity, cyberbullying etc. 2. Coordination/Institutional arrangement amongst Ministry of Police (Transnational Crime Bureau); Ministry of Prime Minister and Cabinet (National Security) and Central Bank of Samoa (Samoa FIU) etc.
	1.1.2	Baseline survey of the cost and quality of Internet access is undertaken in the marketplace. 1. The cost and quality of internet access was identified in the Baseline Survey commissioned by the Office of the Regulator (OOTR) to Caelis International. Report completed in October 2018.	Opportunity: The resultant Recommendations and an Action Plan in the Baseline Survey is currently being implemented by OOTR and relevant stakeholders (*refer to Copy of Baseline Survey for list of recommendations*)
	1.1.3	Pricing for wholesale access to the TSSC is determined by the SSCC, approved by the OOTR, published, and carriers adopt. 1. When TSSC becomes dominant it will need to submit tariff to OOTR for approval of a Reference Interconnection Offer (RIO), meanwhile OOTR has considered the current charges in the interim. 2. Samoa Submarine Cable Company, the Licensee for TSSC, has yet to be declared dominant; but OOTR is in the process of determining dominance in the provision of a submarine cable market; this will determine the next way forward in terms of the RIO.	
	1.1.4	Introduce free Wi-Fi for tourists at the international airport, major ports and SPL branches. 1. Wider access and connectivity with the introduction of Free WIFI at Faleolo International Airport in early 2019	

		(Airport Authority). Some hotels have also introduced free WIFI	
	1.1.5	Baseline performance of the network internet exchange point (IXP) is established.	Time frame for the establishment of the baseline performance of the network internet exchange point revised due to prioritization of the Digital TV Project.
	1.1.6	Telecommunications carriers have access to the IXP and have agreed to interconnect prices. 1. A draft IXP Policy is already in existence and is currently undergoing the revision phase (*consultation, negotiations with stakeholders for timing and implementation*)	The Digital TV Project was a priority and therefore OOTR focused on the implementation of the Digital TV first, which is currently being implemented according to its timeframe.
	Outcome 1.2: **Samoa operates a national digital TV and radio broadcast network, also capable of disseminating emergency information broadcasts in the case of disasters.**		
	1.2.1	Set benchmark terrestrial TV (& Radio) coverage: e.g. 97% of Samoa's population. <u>TELEVISION</u> 1. Phase 1 for the television transition from Analog to Digital was launched in October 2019, with 75% coverage to the population. Cabinet in mid- 2019 approved the establishment of a Government TV Station using one of the eight channels on the digital platform. This establishment is currently on hold. <u>RADIO</u> 2. The refurbishment and erection of the Radio 2AP Tower and Facilities under the Radio 2AP Redevelopment Project funded by DFAT for a total of AUD4.1 million. The project allowed for the re-building of the 2AP Radio Transmission Tower, which would withstand the impacts of natural disasters. Project was launched and handed over to the Government of Samoa on the 1st August 2019. The tower has enabled a 100% coverage of radio services to all of Samoa and neighboring islands 3. New FM Stations for 2AP, 91.1 and 107.4. For the first time in the history of Le Siufofoga o Samoa, Radio 2AP are	Work in progress by OOTR on the digitization of radio/broadcasting. This is in line with the transition of television stations to digital.

		broadcasting on FM frequencies. This development will not only provide a resilient plan when AM is down or disrupted, but will also reach target all generations, especially the young listeners/audience.	
	1.2.2	Hold a broadcasting "round table" to assess needs of the digital broadcasting industry players. 1. The OOTR Chair regular meetings with broadcasters to discuss various developments, issues etc in relation to the industry.	
	1.2.3	Draft legislative and regulatory instruments to provide basis for analogue to digital switchover. 1. In terms of instruments, OOTR has already developed the following several instruments: i. Roadmap for the transition from Analogue to Digital Terrestrial Transition (DTT) - TV; ii. Frequency Assignment Guidelines and Technical Standards for DTT; iii. Transmission Specifications and Spectrum Plan for DTT; iv. Receiver Specification DTT; v. Licences; vi. Rules; and vii. Broadcasting Standards	
	1.2.4	Setup a PPP, select a digital broadcasting equipment provider, and acquire the digital multiplexing equipment. 1. OOTR entered into an Agreement with Samoa Digital Communications Limited ("SDCL"), for the establishment of the multiplex platform in early 2019.	Issue/s: Established tariffs not accepted by Television Stations. Issue being addressed between OOTR, SDCL and TV Stations.
	1.2.5	Determine signalling protocol (based on ITU region, equipment availability and price).	
	1.2.6	Regulator defines the licensing model for digital broadcasters, including provision for emergency services provision. 1. Appropriate Licences have been developed.	

	1.2.7	Analogue broadcasters arrange budget allocations and government determines gaps for possible support. 1. OOTR exempted spectrum licenses to connect broadcasters to the headend at Vaitele	
	1.2.8	Design & disseminate educational materials for citizens to understand the analogue to digital switchover. 1. OOTR has been conducting awareness campaigns nationwide, by means of face to face presentations, pamphlets, TV Advertisements and Media outlets to all stakeholders. Awareness programs were also held specifically targeting Government Ministries.	
	1.2.9	Identify suppliers of set top box equipment and ensure supply contracts are signed. 1. This has been achieved through the arrangement with SDCL.	
	1.2.10	Publish the national analogue to digital switchover plan. 1. This has been achieved through advertisements and awareness programs	
	1.2.11	Start the digital switchover period and support start-up of all digital broadcasters and suppliers of digital access equipment.	
	1.2.12	Simulcast period in which both digital and analogue broadcasts occur. 1. Currently taking place; officially since the 8th October 2019.	
	1.2.13	Analogue TV switch off. 1. Scheduled for early 2020	
	1.2.14	Manage coverage issues with a central complaints number. 1. Scheduled for early 2020	
	Outcome 1.3: Telecommunications regulations and legislation are consistent with one another and benchmarked (updated against international practices) in support of digital convergence.		
	1.3.1	Review of the telecommunications Act, Amendments, and Regulations is conducted and recommendations made for making them consistent with one another or for a unified Digital Convergence Act.	Consideration and Approval time is taking longer than planned, and therefore the Reform Project (whereby all laws are expected to be reformed are on hold) until Cabinet approval is received.

		1. All legislation under the mandate of the Office of the Regulator are under review as part of the Legislative Review Project. Submitted to Cabinet for consideration and approval; however, the approach is not for the unified law to be called a Digital Convergence Act – although it will support the Digital Convergence. 2. Several Regulations, Rules, Standards and Orders have also been developed.	*Please refer to the OOTR website for copies of Regulations, Rules, Standards and Orders.*
	1.3.2	Industry regulatory benchmarking of prices undertaken and then repeated annually, with the results published according to publicly announced timetable.	
	1.3.3	Legislation drafted to provide recognition of electronic identity and recognise digital signatures under Samoan law.	
	1.3.4	A performance measurement program is in use in the regulatory environment that prioritises: responsiveness, appropriateness, market performance, and quality of services to citizens.	
	1.3.5	Establish a digital certificate authority (or relationship with an authority) and certificate authorisation service providers.	
	1.3.6	Samoa appears in the 'drop-down list' of countries in the most common payment gateways/processors to enable citizens to transact online.	
End of Sector Plan Outcome 2: To develop fundamental ICT development skills that can address local and regional needs **Key SDS Outcomes:** Key Outcome 7: Quality Education and Training Improved	**Outcome 2.1: Useful international linkages are made between sources of industry-based ICT information and Samoa.**		
	2.1.1	MCIT reviews its strategy to identify ICT product and service providers and to establish linkages to those firms. 1. Samoa Innovation & Technology Park. The design & strategic plan for the Park has been completed. An innovation/technology tax free zone park that provide space for Tech companies to be established in Samoa. An avenue to attract ICT Companies to invest in Samoa. 2. Establishment of the Samoa Pacific Pulse Lab, the 4th UN Global Pulse Lab in the world. Samoa has been selected by UN to host the 4th Global Pulse Lab. The Lab will comprise of data scientists who collate and analyse data collected	Opportunities: 1. With improved internet connectivity, Private Companies, Entrepreneurs and Startups have established digital businesses, e-Services, e-Payments. Some of this include (i) Maua App (ii) M-Tala (iii) Digicel Mobile Money (iv) Seki Eats (v) Sefe Travels App 2. Telcos planning to roll out fiber to residences and businesses in Upolu and Savaii

Key Outcome 12: Quality Energy Supply		from all sources (Government, Regional and International Organisations), and provide output systems/analaysed reports to inform Government decision making, whether its climate change, energy, technology, etc. 3. Establishment of the Digital Library with the National University of Samoa and the United Nations. This development will provide a digital library platform to be hosted at the NUS facility with all the digitized scholar materials, bulletins, publications for research and information mining in the Region and Internationally. These resources will be available for educational purposes and research to all Sectors in the Country and abroad. 4. The Samoa Knowledge Society Project (UN/NUS). This project is driven by the National University of Samoa and the United Nations to collect information on Samoan culture, religion, belief etc. These will be stored and archived for future generations and research purposes.	
	2.1.2	A regular "showcase" of technologies is viewable to Samoans to raise awareness of what is happening elsewhere in the world in ICTs and to foster innovative thinking among stakeholders. 1. Private Sector and Development Partners have brought conferences, seminars to Samoa, providing the forum and avenue to showcase and raise awareness of emerging technologies that will foster innovative thinking and adoption to small island states such as Samoa. For example: (i) Seedstars/Seedstars Global Investor Network (ii) GSMA (iii) Tourism Expo (iv) Digicel Transformation Summit (v) International Centre for Democratic Partnerships (ICDP) (vi) Digital Pacific Conference	

	2.1.3	Publish a handbook on cybersecurity for users, businesses and government. 1. The Samoa National Cybersecurity Strategy 2016 – 2021 was launched on the 1st February 2017 2. Readiness Assessment Report by ITU to establish a National CERT for Samoa was completed in May 2018 3. Cabinet endorsed establishment of the SamCERT as per FK (17)2. 4. Child Sexual Abuse Material Policy 2016 was approved by Cabinet for OOTR to instruct Telecommunications to apply filter to these online contents. 5. Cybersecurity workshop conducted in April 2018 by the FBI and funded by the US Embassy with a focus on cyber investigations to support Government and Private online systems. 6. A 3rd Regional Cybersecurity Workshop by APNIC was conducted in May 2019 with a focus on building cyber security capability for CERT/CSIRT in the Pacific 7. Ongoing Child Online Protection radio and educational programs has been carried out to Schools and Communities by OOTR and MCIT. 8. Ongoing talk-back show named Ta Fesilafai over 2AP where all MCIT Cyber partners conduct shows over Cyber awareness and online protection. 9. Television Ads and cyber education/awareness website content has been developed and published for public view on our Official websites.	Specific Handbook for users, businesses and Government deferred until the completion of all the necessary guiding documents. This work to commence soon with the proposed establishment of the SamCERT.
	2.1.4	Quarterly "think tank" meetings conducted with SCoC and small businesses that cannot afford to join the chamber.	
	2.1.5	Post offices are enhanced as computer-enabled 'community centres' with ICT lifelong learning opportunities and information resources to raise awareness about the purpose of ICTs and how they can be used. Free time-limited Wi-Fi access to the Internet will help promote time-in-situ which extends the opportunities for	

		engagement with the citizen visitor. A basic set of computing resources, for those who cannot afford their own, should be provided. 1. Samoa Post's role is the utilization of post office outlets for the dissemination of IT information's by IT companies and MCIT. SPL outlets are available for this purpose only. SPL do not have a provision of Hot Spots at DPO's. Note: Issues reported in the SPL 2018 Annual Report.	
	Outcome 2.2: **Teachers, students & graduates possess upgraded ICT literacies & competencies.**		
	2.2.1	Primary and secondary schools are provided with filtered & monitored Internet access. 1. As part of the Online Safety Awareness Campaign these are part of its awareness components conducted by OOTR, who are also looking at soliciting partners with appropriate technologies given that local service providers are having difficulties with network filtering.	Opportunity: 1. Digicel Coder DoJo program. A Community Coding program for children aged 5-12 years old. Digicel is offering coding program for children age 5-12 years old who are interested in taking up Computing, Computer Science, Software Developer as a career at early learning age. 2. e-Learning Foundation. An NGO initiative to conduct learning and training classes for children over the internet. The foundation recently established to offer eLearning platform for children and the youth, using the internet and online learning materials and resources. 3. Seventy five percent (75) of government primary and secondary schools currently access the internet through the MESC datacenter where internet monitoring and content filtering is administered. Twenty five percent (25%) are not connected due to connectivity issues. Fifteen percent (15%) of it is due to faulty equipment and ten percent (10%) require re-installation/relocation because of newly constructed and renovated school buildings.
	2.2.2	The national education survey is modified to include survey questions on student, teacher and principal ICT literacies	

		1. A survey was conducted under the Education Sector Programme II – SchoolNet component. Since then other projects such as the PaBER collected information regarding teacher, student and principal ICT literacy.	
	2.2.3	The national teacher curriculum is revised to include ICT literacies, particularly content production, class management and 'blended teaching' approaches (that combine e-learning with traditional methods). 1. The National ICT in Education Policy 2018 – 2023 gives clear direction and approaches to addressing ICT literacies for all stakeholders within the Education sector, and most importantly teachers and students. 2. MESC conduct Cluster and School-Based training programs quarterly and ICT in education is a critical component as part of the Ministry's Annual Management Plan (AMP) activities. A training calendar is made available to all School principals, School Inspectors and teachers to inform their AMPs and training schedules. The ICT in education training program that the Ministry provides, involves training teachers in the use of mobile technologies such as Tablets, the Aptus and Raspberry Pi devices to enhance classroom learning. Similarly, the US Peace Corps volunteers who also provide extensive transfer of knowledge to their local counterparts, have initiated a similar approach called the Solar Spell, where a solar powered mini-server device is populated with an offline version of Khan Academy and many other educational apps and e-resources that students can access through tablets and other mobile devices.	
	2.2.4	The national student curriculum is revised to incorporate an acquired and localised ICT syllabus corresponding to the skills inventory taken, and is implemented for secondary school grades. 1. The National ICT in Education Policy 2018 – 2023 has clear objectives with regards to integrating ICT into classroom	

		learning through approaches such as the SchoolNET project, where the e-resources made available was customized and carefully aligned to the Secondary Curriculum for English, Mathematics and Science. The same resources are currently being utilized for the schools internal assessment work on the same subjects. 2. The Secondary School Curriculum is being reviewed which also includes reviewing the existing Computer Studies subject. The review will give much consideration toward the advancement of technology and computers over the past 15 years with anticipation of its growth as we move toward the future in education and training.	
	2.2.5	NUS will be responsible for introducing an annual alumnus tracking survey. 1. NUS Tracking Report September 2018 focused on Bachelor of Commerce and TVET graduates.	Urgent need to review HRD needs to address shortages in the workforce, particularly in the Sciences and Computing.
End of Sector Plan Outcome 3: **To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance** **Key SDS Outcomes: 5,7** Key Outcome 5: Participation of Private Sector in Development	**Outcome 3.1:** **The MCIT plans ICT programs according to a structured and comprehensive framework for ICT interventions, including financing, monitoring and evaluation.**		
	3.1.1	A communications plan is developed and institutionalised in the MCIT. 1. The Communications Sector Plan 2017/18-2020/21 was launched in September 2017 to assist sector stakeholders with relevant and timely information about the state of the communication sector. 2. Other reports for the CIT Sector have been developed and endorsed by Cabinet: (i) Establishment of the Digital Transformation Authority (ii) Readiness Assessment Report to establish a National CERT for Samoa May 2018	Opportunity: Cabinet in 2019 endorsed the establishment of the Digital Transformation Authority (DTA) Familiarisation Visit to New Zealand took place in November 2019
	3.1.2	MCIT establishes a blog that explains what it is doing in relation to ICT. 1. MCIT Website updated in 2019 2. Designed New Logo for 2AP	MCIT is in the process of developing an awareness blog for cyber security as part of its awareness campaign and website.

Enhanced and Government Services Supporting Private Sector Investment Improved Key Outcome 7: Quality Education and Training Improved		3. MCIT Facebook page was created in 2017	
	3.1.3	Broadcast email lists are setup and used within the MCIT, the OOTR and SPL for communications with stakeholders.	Broadcasters contact details are already included in the OOTR website.
	3.1.4	Change management training for senior management team of the MCIT.	Capacity building trainings are being developed for all levels of management Project Management Training/Course for all public servants hosted by PSC. Four staff from MCIT have attended this.
	3.1.5	Project management training for senior management team of the MCIT.	
	3.1.6	Training in service level agreement structure and writing for senior management of the MCIT.	
	3.1.7	Contracts are reviewed and revised to include a component of performance-based payment for the realisation of user benefits, and the public is informed. 1. A review of Senior Management positions/functions and roles for MCIT has been undertaken. This work has commenced for all other levels. 2. MCIT is currently developing their three years' Workforce Plan, which indicates these areas. 3. Developing and enforcing of PMS for each staff is an annual event, and monitored by the Corporate Services Division.	With the various developments and initiatives in the CIT Sector, there is an urgent need to relook at the MCIT Organisational Structure and Institutional Arrangements. All this will need to align and complement the establishment of the Digital Transformation Authority (DTA)
	3.1.8	ICT procurement guidelines are revised. 1. ICT policy for MCIT is being finalized	
	3.1.9	All donors are made aware of new procurement guidelines to be adopted by the GoS for ICT.	Will commence with the completion of guidelines
	3.1.10	The sector (MCIT, OOTR and SPL) maintains and monitors and reports on CSP progress. 1. Monthly sector meeting with the Hon. Minister on the status of Sector activities.	
	Outcome 3.2 The SNBH is prepared for greater utilisation by government organisations.		
	3.2.1	Network traffic volume monitoring and auditing data are collected and analysed by the SNBH operator.	
	3.2.2	The computing capabilities of the DCS/SNBH facility are enhanced to cope with greater utilisation.	

		1. Provisioning of dark fibre pairs to be commercially leased to any private company. 2. MOF will be the Government signatory to execute any service contract on the utilisation of SNBH dark fibre pairs 3. CSL in partnership with Huawei conducted a Network Scanning and System Audit over SNBH in November 2019	
	3.2.3	A TWG is established by the MCIT from ICT units across government and the TWG meets regularly. 1. TWG members are mainly ICT personnel within Government agencies. These members meet on a monthly basis, focusing on building professional relationships in the workplace, discuss and solve ICT problems encountered by Government agencies, and to provide a forum for communication on the status of ICT used within Government Agencies.	Special Meeting called in Aug 2019 with Gus Aiono of Facebook. SITA Launched Friday 11 October 2019
	3.2.4	Guidelines are written for ICT administration for use in the public sector, including use of "standard operating environments" and an explanation of TCO, and adopted.	
	3.2.5	Introduce a policy to make electronic communication official across the GoS. 1. MCIT introduced and launched a Government Internet and Electronic Mail Policy 2016, which encourages Government agencies to allow full personal use of e-Mail.	
	3.2.6	Conduct a baseline network security audit of the SNBH hub and publish results.	
	3.2.7	SamCERT is established at the DCS/SNBH hub facility.	Cabinet has endorsed Reports and establishment of SamCERT
	3.2.8	Servers hosted on the DCS/SNBH are virtualised.	
	3.2.9	Desktop computers are replaced by thin-client computers.	Awaiting proposal submitted to Cabinet as part of the DTA establishment
	3.2.10	System administrators are identified, trained and certified in the new technologies: server virtualisation and thin-client administration. 1. Expert (TA) from Estonia conducted a training for members of the TWG in early 2019 regarding thin-client equipment.	

	3.2.11	Consolidation of servers among the smallest government agencies takes place.	
Cross-cutting Outcomes	**Crosscutting X1** **Girls have been exposed to the range of ICT jobs possible and are encouraged to enter the ICT field, to an equal extent as boys, by the time they graduate from high-school.**		
	X1.1	The current "Girls in ICT Day" (presently run by the OOTR) is expanded to include new ICT jobs and is given support by the MCIT, targeting girls in year 10, and again in year 12. 1. Held and Hosted annually by OOTR, for the year 2020 Samoa has been selected by the International Telecommunications Union to be the host country for the Region and therefore the commemoration of this international event is anticipated to be bigger for the coming year. 2. Career Days hosted by SQA, NUS and USP for students at High School level getting the opportunity to be familiarise with subjects related to ICT career.	Annual Event by OOTR Annual Event by Education Sector partners (Education Implementing Agencies)
	Crosscutting X2 **The Government of Samoa, civil society and the private sector handles its e-waste in an environmentally responsible way over the whole ICT lifecycle.**		
	X2.1	Publish a handbook or user's guide on e-waste management including comparisons of power consumption for different kinds of computing, materials inside computing devices, and how to dispose of e-waste responsibly.	
	X2.2	Publish a handbook on alternative computing models including comparisons of environmental impacts.	
	X2.3	E-waste collection points are established in SPL offices for toner cartridges.	

ANNEX 4: CSP PROGESS MATRIX

ID	Activities	CP[6]	2017/18				2018/19				2019/20				2020/21				2021/22			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	**Goal 1: To provide for access to appropriate and affordable ICT for all.**																					
1.1	**Outcome 1.1: The cost and quality of Internet access is significantly improved through greater provision, more cost-effective routing, and increased market innovation.**																					
1.1.1	The Tui-Samoa Submarine Cable is brought online.	yes																				
1.1.2	Baseline survey of the cost and quality of Internet access is undertaken in the marketplace.																					
1.1.3	Pricing for wholesale access to the TSSC is determined by the SSCC, approved by the OOTR, published, and carriers adopt.	yes																				
1.1.4	Introduce free Wi-Fi for tourists at the international airport, major ports and SPL branches.																					
1.1.5	Baseline performance of the network internet exchange point (IXP) is established.																					
1.1.6	Telecommunications carriers have access to the IXP and have agreed to interconnect prices.	yes																				
1.2	**Outcome 1.2: Samoa operates a national digital TV and radio broadcast network, also capable of disseminating emergency information broadcasts in the case of disasters.**																					
1.2.1	Set benchmark terrestrial TV (& Radio) coverage: e.g. 97% of Samoa's population.																					
1.2.2	Hold a broadcasting "round table" to assess needs of the digital broadcasting industry players.																					
1.2.3	Draft legislative and regulatory instruments to provide basis for analogue to digital switchover.	yes																				
1.2.4	Setup a PPP, select a digital broadcasting equipment provider, and acquire the digital multiplexing equipment.	yes																				
1.2.5	Determine signalling protocol (based on ITU region, equipment availability and price).																					
1.2.6	Regulator defines the licensing model for digital broadcasters, including provision for emergency services provision.																					

[6] CP means Critical Path.

ID	Activities	CP[6]	2017/18				2018/19				2019/20				2020/21				2021/22			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1.2.7	Analogue broadcasters arrange budget allocations and government determines gaps for possible support.																					
1.2.8	Design & disseminate educational materials for citizens to understand the analogue to digital switchover.																					
1.2.9	Identify suppliers of set top box equipment and ensure supply contracts are signed.																					
1.2.10	Publish the national analogue to digital switchover plan.																					
1.2.11	Start the digital switchover period and support start-up of all digital broadcasters and suppliers of digital access equipment.																					
1.2.12	Simulcast period in which both digital and analogue broadcasts occur.																					
1.2.13	Analogue TV switch off.																					
1.2.14	Manage coverage issues with a central complaints number.																					
1.3	**Outcome 1.3: Telecommunications regulations and legislation are consistent with one another and benchmarked (updated against international practices) in support of digital convergence.**																					
1.3.1	Review of the telecommunications Act, Amendments, and Regulations is conducted and recommendations made for making them consistent with one another or for a unified Digital Convergence Act.	yes																				
1.3.2	Industry regulatory benchmarking of prices undertaken and then repeated annually, with the results published according to publically announced timetable.																					
1.3.3	Legislation drafted to provide recognition of electronic identity and recognise digital signatures under Samoan law.	yes																				
1.3.4	A performance measurement program is in use in the regulatory environment that prioritises: responsiveness, appropriateness, market performance, and quality of services to citizens.	yes																				
1.3.5	Establish a digital certificate authority (or relationship with an authority) and certificate authorisation service providers.																					

ID	Activities	CP[6]	2017/18				2018/19				2019/20				2020/21				2021/22			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1.3.6	Samoa appears in the 'drop-down list' of countries in the most common payment gateways/processors to enable citizens to transact online.																					
2	**Goal 2: To develop fundamental ICT development skills that can address local and regional needs.**																					
2.1	**Outcome 2.1: Useful international linkages are made between sources of industry-based ICT information and Samoa.**																					
2.1.1	MCIT reviews its strategy to identify ICT product and service providers and to establish linkages to those firms.																					
2.1.2	A regular "showcase" of technologies is viewable to Samoans to raise awareness of what is happening elsewhere in the world in ICTs and to foster innovative thinking among stakeholders.																					
2.1.3	Publish a handbook on cybersecurity for users, businesses and government.																					
2.1.4	Quarterly "think tank" meetings conducted with SCoC and small businesses that cannot afford to join the chamber.																					
2.1.5	Post offices are enhanced as computer-enabled 'community centres' with ICT lifelong learning opportunities and information resources to raise awareness about the purpose of ICTs and how they can be used. Free time-limited Wi-Fi access to the Internet will help promote time-in-situ which extends the opportunities for engagement with the citizen visitor. A basic set of computing resources, for those who cannot afford their own, should be provided.	yes																				
2.2	**Outcome 2.2: Teachers, students & graduates possess upgraded ICT literacies & competencies.**																					
2.2.1	Primary and secondary schools are provided with filtered & monitored Internet access.																					
2.2.2	The national education survey is modified to include survey questions on student, teacher and principal ICT literacies.																					
2.2.3	The national teacher curriculum is revised to include ICT literacies, particularly content production, class management and 'blended teaching' approaches (that combine e-learning with traditional methods).	yes																				
2.2.4	The national student curriculum is revised to incorporate an acquired and localised ICT syllabus corresponding to the skills inventory taken, and is implemented for secondary school grades.	yes																				
2.2.5	NUS will be responsible for introducing an annual alumnus tracking survey.	yes																				
3	**Goal 3: To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance.**																					

ID	Activities	CP[6]	2017/18				2018/19				2019/20				2020/21				2021/22			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.1	**Outcome 3.1: The MCIT plans ICT programs according to a structured and comprehensive framework for ICT interventions, including financing, monitoring and evaluation.**																					
3.1.1	A communications plan is developed and institutionalised in the MCIT.	yes																				
3.1.2	MCIT establishes a blog that explains what it is doing in relation to ICT.																					
3.1.3	Broadcast email lists are setup and used within the MCIT, the OOTR and SPL for communications with stakeholders.																					
3.1.4	Change management training for senior management team of the MCIT.																					
3.1.5	Project management training for senior management team of the MCIT.																					
3.1.6	Training in service level agreement structure and writing for senior management of the MCIT.																					
3.1.7	Contracts are reviewed and revised to include a component of performance-based payment for the realisation of user benefits, and the public is informed.	yes																				
3.1.8	ICT procurement guidelines are revised.	yes																				
3.1.9	All donors are made aware of new procurement guidelines to be adopted by the GoS for ICT.	yes																				
3.1.10	The sector (MCIT, OOTR and SPL) maintains and monitors and reports on CSP progress.																					
3.2	**Outcome 3.2 The SNBH is prepared for greater utilisation by government organisations.**																					
3.2.1	Network traffic volume monitoring and auditing data are collected and analysed by the SNBH operator.	yes																				
3.2.2	The computing capabilities of the DCS/SNBH facility are enhanced to cope with greater utilisation.	yes																				
3.2.3	A TWG is established by the MCIT from ICT units across government and the TWG meets regularly.	yes																				
3.2.4	Guidelines are written for ICT administration for use in the public sector, including use of "standard operating environments" and an explanation of TCO, and adopted.																					
3.2.5	Introduce a policy to make electronic communication official across the GoS.																					
3.2.6	Conduct a baseline network security audit of the SNBH hub and publish results.																					
3.2.7	SamCERT is established at the DCS/SNBH hub facility.	yes																				

ID	Activities	CP[6]	2017/18				2018/19				2019/20				2020/21				2021/22			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
3.2.8	Servers hosted on the DCS/SNBH are virtualised.	yes																				
3.2.9	Desktop computers are replaced by thin-client computers.	yes																				
3.2.10	System administrators are identified, trained and certified in the new technologies: server virtualisation and thin-client administration.																					
3.2.11	Consolidation of servers among the smallest government agencies takes place.																					