



Ministry of Communications  
and Information Technology

# ANNUAL REPORT 2020-2021

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GOVERNMENT OF SAMOA

**OFFICE OF THE MINISTER**

**Ministry of Communications, Information Technology and  
Legislative Assembly**

October 2021

Susuga Papalii Li'o Tacu Masepau  
Honorable Speaker of the House  
Legislative Assembly of Samoa  
**MULINU'U**

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 2020-2021 for presentation to the Legislative Assembly of Samoa.

A handwritten signature in black ink, appearing to read 'Toelupe'.

Hon. Toelupe Poumulinuku Onesemo  
**MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY**

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## ACRONYMS AND ABBREVIATIONS

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APNIC	Asia Pacific Network Information Centre
APT	Asia Pacific Telecommunity
CIT	Communications & Information Technology
CERT	Computer Emergency Response Team
DTA	Digital Transformation Authority
DTC	Digital Transformation Council
DTT	Digital Terrestrial Transition
FBI	Federal Bureau of Investigation
GoS	Government of Samoa
ICT	Information and Communications Technology
ISP	Internet Service Provider
ITU	International Telecommunications Union
IXP	Internet Exchange Point
KPI	Key Performance Indicators
MCIT	Ministry of Communications and Information Technology
NUS	National University of Samoa
OOTR	Office of the Regulator
SamCERT	Samoa Cybersecurity Emergency Response Team
SCM	Sector Coordinators Meeting
SCoC	Samoa Chamber of Commerce
SDCL	Samoa Digital Communications Limited
SITA	Samoa Information Technology Association
SNBH	Samoa National Broadband Highway
SQA	Samoa Qualifications Authority
TSSC	Tui Samoa Submarine Cable
TWG	Technical Working Group
UNDP	United Nations Development Programme
USP	University of the South Pacific
WoG	Whole of Government

## ABOUT THIS REPORT

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The Ministry of Communications and Information Technology's (MCIT) Annual Report for the Financial Year 2020-2021 has been prepared to provide information to all Stakeholders 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 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 FY2020-2021 against the stipulated Key Performance Indicators.

**Part B** provides detailed explanation on the progress of work achieved throughout the FY2020-2021, the milestones that have been achieved and the challenges that emerged.

**Part C** provides the Financial Report for the FY2020-2021.



## MINISTER'S STATEMENT



It is my pleasure as the Minister of Communications and Information Technology to present the Annual Report 2020/2021 for the Ministry of Communications and Information Technology (MCIT).

The Ministry of Communications and Information Technology Annual Report for the Financial Year 2020-2021 period reflects the Government of Samoa's key priority areas and developments in the ICT Sector over this period. To ensure the continued sustainability and success of all developments in the ICT Sector, the Government continues to place significant emphasis on the need to promote digital skills, knowledge and capabilities, not only across all of Government, but by extending opportunities as well to the Private Sector and particularly to underrepresented groups by promoting efficient, affordable and reliable access to digital infrastructure and platforms as the key mechanisms to achieving the Government's vision of equal opportunities for all. In addition to this, the Government have continuously highlighted the need for continued cross-sectoral collaboration and coordination to derive value from digital connectivity within and across the Government and the Private Sector, both on a national level and across the region.

As the Minister of Communications and Information Technology, I would like to emphasise the Government's strong commitment towards the various initiatives and developments in the ICT space given the direction of ICT development on a global scale, by first and foremost, ensuring that our people have access to affordable and reliable ICT they need to make their lives better. The Government continues to invest heavily in the Education and Health Sectors, hence it is my goal as Minister to ensure that IT, being a cross-sectoral need, will support all developments not only in the Economic Sector but also in the Social Sector, given its encouraging impact on our people. This work is further complemented and supported by services provided by the Telco Industry, which have made access affordable and reliable for the good of all.

The Government recognises the importance of leveraging the opportunities of increased connectivity to foster a digital economy and support the Private Sector to adapt new technologies that build on existing strengths, generate employment and make its businesses more competitive. For the Financial Year 2020-2021, 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!

As the main arm of Government for all ICT matters, it is my role as Minister to ensure that the Ministry continually strive to provide the most practical and cost-efficient guidance and assistance to all stakeholders through advocacy, training, and networking

by developing mechanisms that boost ICT energy, ICT activities to generate ICT ideas that help to promote local ICT Industries. The various and wide-ranging capacity development programmes led by MCIT in partnership with its Partner not only to foster growth and collaboration within Government, the Private Sector and Communities, but it largely generates knowledge and ideas on new and emerging ICT projects given the evolving nature and scope of ICT. The drive across the ICT Sector is to continually strengthen its Public-Private Partnerships as I firmly believe that this collaboration provides a conducive and enabling environment for business diversity, growth, and create employment opportunities for the citizens of Samoa.

I would like to acknowledge the assistance and collaborative spirit of the Hon. Prime Minister and Ministers of Cabinet, the ICT Sector, all Sectors of Government, the Private Sector, Civil Society, Non-Government Organisations (NGO's), and all our Stakeholders in making this Financial Year another successful one and I look forward to a continuous fruitful relationship in the years ahead. As Minister, I would like to on behalf of the Samoan Government acknowledge specifically the support of our Development Partners, who have continued to work alongside our Samoan counterparts and colleagues in driving forward all Government initiatives and developments for the ICT Sector. The services provided by our Telco Industry, the Governments Working Group (TWG) and the Samoa Information and Technology Association (SITA) is also acknowledged. Fa'afetai, Fa'afetai Tele Lava!

I would like to acknowledge my predecessor Hon. Afamasaga Lepua'i Rico Tupa'i for his contribution during this report period and all MCIT staff and stakeholders for their commitment and dedication in enabling the Ministry to execute its mandate in an efficient and effective manner. Malo lava fa'afetai!

Hon. Toelupe Poumulinuku Onesemo

**MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY**



## CHIEF EXECUTIVE OFFICER'S STATEMENT



I am pleased to present the Annual Report for the Ministry of Communications and Information Technology (MCIT) for the Financial Year 2020/2021. This Report provides an overview of the work of Ministry, the highlights including the results and deliverables achieved, as well as the challenges faced during the last 12 months.

The Ministry with the support of its Key Stakeholders and Development Partners has achieved numerous developments across the Sector with the Ministry continuing to implement various initiatives and developments as per Key Strategic and Ministry Operational Plans. The Communications Sector Plan 2017/18 – 2021/22, the Ministry Corporate Plan together with all key guiding documents for the Ministry provide the direction of the major initiatives and activities that the Ministry continue to lead, implement and review. The support of all key stakeholders and partners at the national, regional and international level is to be commended and acknowledged given their significant contribution to the ICT Sector.

Notable work during this financial year has seen the collaborative efforts of the Ministry and its Key Partners in undertaking research and review of several key policies and legislations, which will drive and boost all ICT developments in Samoa. The Ministry have been generating ideas and best practices from various private and local businesses and entrepreneurs on proposed ICT projects that are beneficial for Samoa. These value-added projects will not only promote the ICT capacity of our country but it will also provide the platform for our future generations to generate and develop innovations to meet the advancing nature of IT on a global stage. In addition to a focus on policy review and development based on evidence from the field, below are key achievements by the Ministry for FY2020-2021.

### *STRATEGIC DIRECTION – POLICIES & LEGISLATION, REVIEWS etc*

- Collaboration with the Office of the Regulator (OOTR) on the development and completion of the Samoa Internet Exchange Point (SIXP) Policy 2021 and Implementation Plan, with technical assistance from ITU;
- Development of Cybersecurity Policy to inform Legislation;
- Reviewed of National ICT Policy 2012-2017, Reviewed of the National Cybersecurity Strategy, Review of other key ICT Guiding Policies, Annual Reports MCIT;
- Completed the Communication's Sector Plan Mid-Review and development of TOR for the formulation of new Sector Plan;
- Secured SAT\$45,000 funding with UNESCO for the development of a Samoa Freedom of Access to Information Policy.

### *STRATEGIC – INFRASTRUTURAL DEVELOPMENTS*

- For the first time since establishment of 2AP under MCIT that reached its NTR target in two consecutive Financial Years (114% in 19/20 and 149% in 20/21);
- Commissioning of the Manatua Submarine Cable System in July 2020;
- Awarding of the SAT\$600,000 Maintenance and Operation Contract to CLS for the management of SNBH;
- Restructuring of SNBH Dark Fiber at commercial arrangements with Network and Internet Service Providers and others;

- Secured SAT\$200,000 fund for refurbishment of National Radio 2AP Headquarters at Mulinu'u Peninsula, FY21-22;
- Secured SAT\$300,000 fund for development of Digital TV Channel/Studio & Equipment in FY21-22.

#### *STRATEGIC INSTITUTIONAL ARRANGEMENTS*

- Establishment and launching of the Samoa Computer Emergency Response Team (SamCERT) signifying the Samoa Governments commitment to minimizing cyber-attacks and the like and approval of management positions;
- Progress towards the establishment of the Digital Transformation Authority for Samoa;
- Development of Workforce Plan, Organisational Structure - Reviews of MCIT Divisions & Management functions.

#### *STRATEGIC INNOVATIVE VENTURES*

- Secured Samoa College Hostel Area under MCIT and currently in the initial phase to engage a Technical Support to conduct the Feasibility Study for the Samoa Innovation/Technology Park at Vaivase Tai;
- Secured USD\$200,000 funding agreement with eGA/KVA through the WB Samoa Connectivity Project, for the scoping of a Government Digital Platform;

#### *HUMAN CAPACITY DEVELOPMENTS & INITIATIVES*

- Launching of the India-Samoa Centre of Excellence in Information Technology at NUS Marine Campus, Mulinu'u in March 2020;
- Successful hosting of the Digital Pacific Conference and Youth Co Lab in partnership with UNDP, in Nov 2020;
- Awarded with USD5,000 from APT for Youth Entrepreneurship Program for Samoa Youths;
- APNIC and ISOC approved support fund for Samoa IXP technology and Capacity development programmes;
- Successful commemoration of Samoa Cybersecurity Week 2021, on the theme "Cybersecurity is a shared responsibility", 22-26 Feb 2021.

#### *FORGING & STRENGTHENING OF PARTNERSHIPS – Development Partner engagement and funding support*

- Procurement of 53 ZOOM Licenses through partnership with UNDP under its COVID-19 Support Fund, for all Government Ministries and SOEs, for 2020 and 2021;
- Cyber Security Support Programme for Cyber Awareness and Education - secured AUD\$100,000 funding agreement with DFAT, Australia through;
- SamCERT Technology Support - secured NZD\$100,000 funding agreement with MFAT, New Zealand through CERT NZ;
- Establishment of the Samoa Computer Emergency Response Team (SamCERT) - secured AUD\$600,000 funding agreement with DFAT, Australia;
- Establishment of the Digital Transformation Authority (DTA) - secured NZD\$400,000 funding agreement with MFAT, New Zealand;
- Node for the UNESCAP Pacific Internet Exchange Point (PIXP) Project - Samoa's successful won bid to host;
- UNESCO Spotlight Initiative to end domestic violence and intimate partner violence - secured SAT\$25,000 funding with UNESCO;

- UNDP procured equipment valued almost SAT\$100,000 including 1 Heavy Duty Digital Scanner, 15 Laptops & 15 portable cameras for digitisation and data entry from all 14 Hospitals and Clinics in Samoa during COVID-19 operation via SNBH. The equipment was funded by UNDPs through a proposal by MCIT for MOH;
- Strengthened relationship with Telco's, ISP's and Industry.

Furthermore, Samoa chaired the Pacific Cyber Security Operation Network (PaCSON), a regional Cybersecurity Network for the Pacific with assistance from the Government of Australia, for two consecutive terms from 2019-2021.

The developments, achievements and initiatives above I understand will bring with it a new set of risk and challenges for our Small Island State, but I am confident that by having the right mix of policies and resources, complemented by the collaborative efforts of all from the Public and Private Sectors, will see Samoa continue to excel and sustain all its developments in the ICT space.

To end, I'd like to acknowledge the leadership of the Honorable Minister of Communications and Information Technology, Hon. Toelupe Poumulinuku Onesemo and the Government for continuing to accord priority to ICT initiatives and developments as this is the future. I would also like to acknowledge the former Minister of Communications and Information Technology, Afioga Afamasaga Lepua'i Rico Tupa'i, Associate Minister, Afioga Lealailepule Rimoni Aiafi for their leadership and contribution to the ICT Sector.

The guidance and support of our Development Partners, the Telco Community and all Key Stakeholders is acknowledged and commended. To the Ministry, thank you for upholding your commitment to delivering on our key deliverables for this financial year 2020-2021.

I look forward to the Ministry's continuing efforts in sustaining and accelerating development and broadening opportunities for all.

Fualau Talatalaga Mata'u Matafeo  
**CHIEF EXECUTIVE OFFICER**

## PART A: CONTEXT 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 responsibilities under the following Legislations and Cabinet Directives:

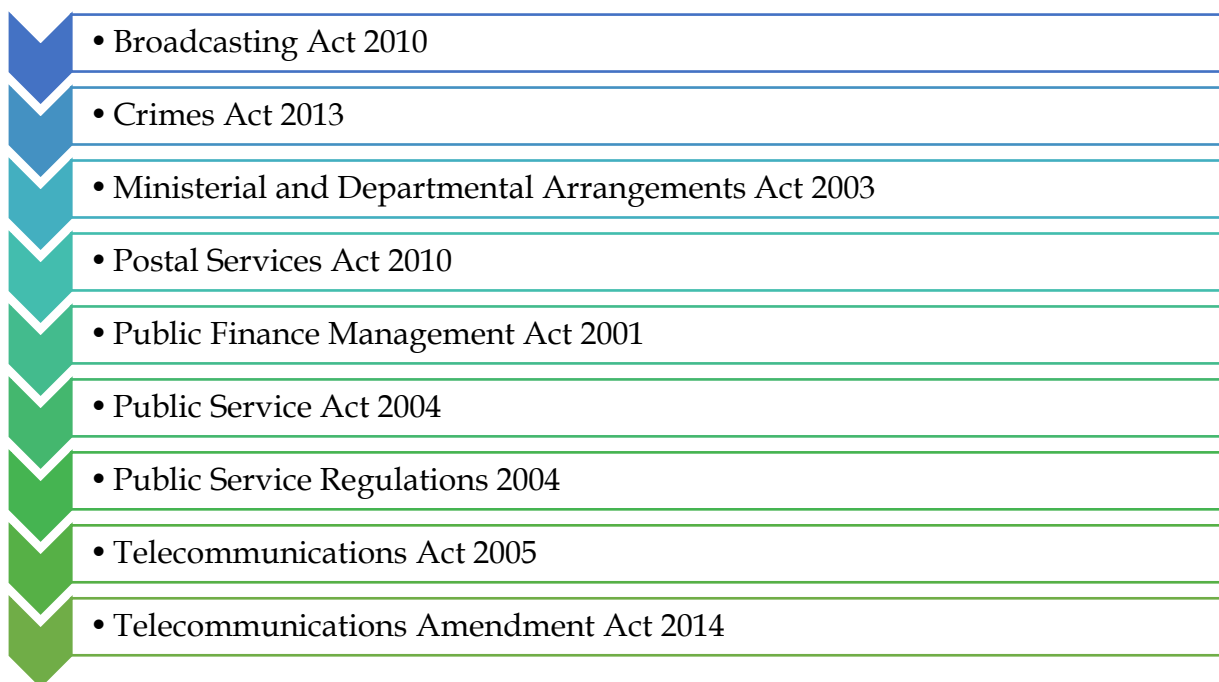


Figure 1: MCIT Mandates

### CORE FUNCTIONS OF THE MINISTRY

The core functions of the Ministry as stipulated in the Telecommunications Act 2005 are as follows:

To:

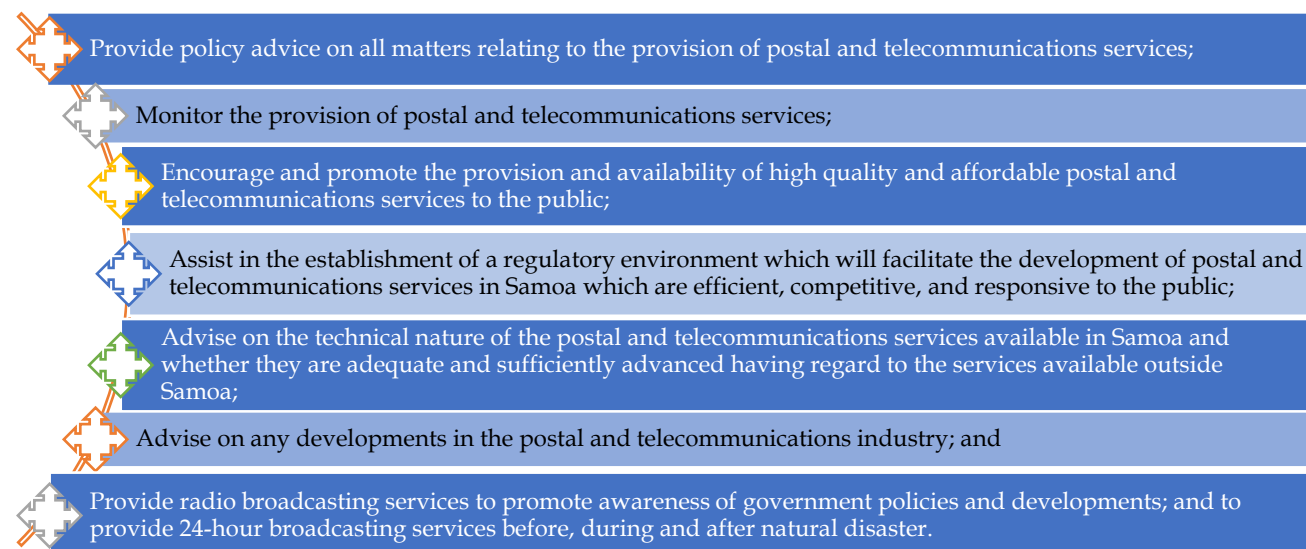


Figure 2: MCIT Core Functions

## 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, Afioga Toelupe Poumulinuku Onesemo, and the Associate Minister, Afioga Magele Sekati Fiaui.

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 (ii) Broadcasting Services (iii) ICT Secretariat and the (iv) Corporate Services Division.

The MCIT Management Team are as follows:

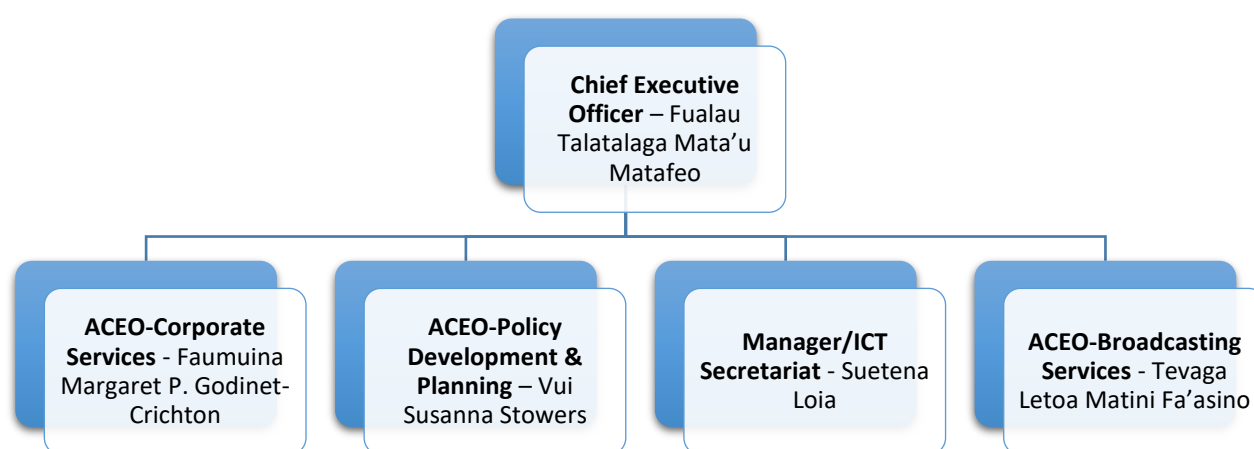


Figure 3: MCIT Management Team

**Table 1** below provides a snapshot of the functions of the Divisions within the Ministry and their respective core functions.

**Table 1:** MCIT Division Functions

### POLICY DEVELOPMENT AND PLANNING DIVISION

The Primary Objective of the Policy and Planning Division is to review, recommend legislation amendments and to develop Government policies pertaining to all ICT related issues and matters for the Communication Sector.

The work of the Policy and Planning 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 analysing policy 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 and review National Policies and Strategic Plans relating to all ICT focus areas on digital transformation, cyber security, broadcasting, postal, security focus, co-location, emerging technologies and many more.
- 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.
- Lead, manage and conduct research to support Strategic Planning and Policy development according to Ministry prioritised issues and research areas in the Communications Sector.
- Represents Samoa in local, regional and international conferences, meetings, training, and seminars on ICT each year.

## ICT DIVISION

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.
- Act as the focal point on all technical matters relating to the Communications Sector Plan and its implementation.
- Responsible for the all-preliminary work for the establishment of the National Computer Emergency Response Team (CERT) under the Ministry.
- 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.
- Conduct ongoing Whole of Government (WoG) technical ICT related surveys and research in all ICT areas to inform policy changes/direction.
- Responsible for all internal ICT strategies, policies, plans and trainings for appropriate use of the Ministry ICT networks, systems, applications and oversee security of all ICT systems and procurement.

## BROADCASTING SERVICES DIVISION

The Primary Objective for Broadcasting Services Division is ensure 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 2AP (Siufofoga o Samoa) broadcasting, with development and review of various strategies on programming, on-air presentations, marketing and sales, news presentations, and technical support.
- Develop and manage Government Digital Television (Channel 9) including all television programs, audio/visual recordings (Govt informational programs, developments, cultural and education programs).
- Develop strategies, policies, plans and guidelines for the operation and marketing of national Government Radio 2AP Station and Government Digital Television Channel.
- 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.

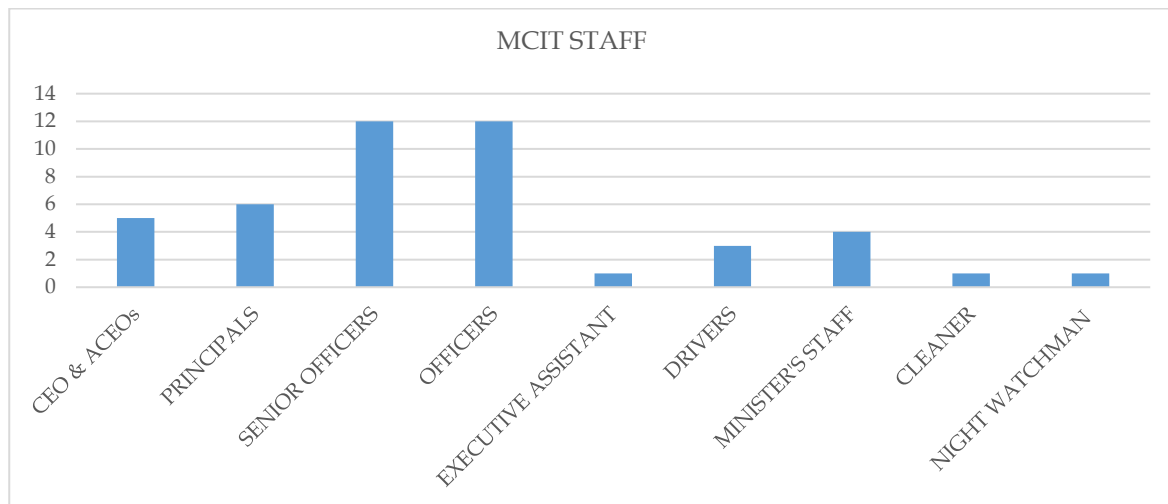
## CORPORATE SERVICES DIVISION

The Primary Objective for Corporate Services Division is to develop and maintain a skilled and knowledgeable workforce to effectively and efficiently support the Ministry's responsibilities to the Communication sector.

- Coordinate and provide the essential administrative support services to ensure that the Ministry is operating efficiently and its core functions are effectively executed.
- To develop and maintain a skilled and knowledgeable workforce to effectively and efficiently carry out the Ministry's responsibilities to the Communication sector.
- 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 Management System for the Ministry.
- Lead, coordinate and manage Ministry budget planning, financial transactions, personnel functions, record keeping, transport and printing.
- CSU also ensure, 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.

## MINISTRY WORKFORCE

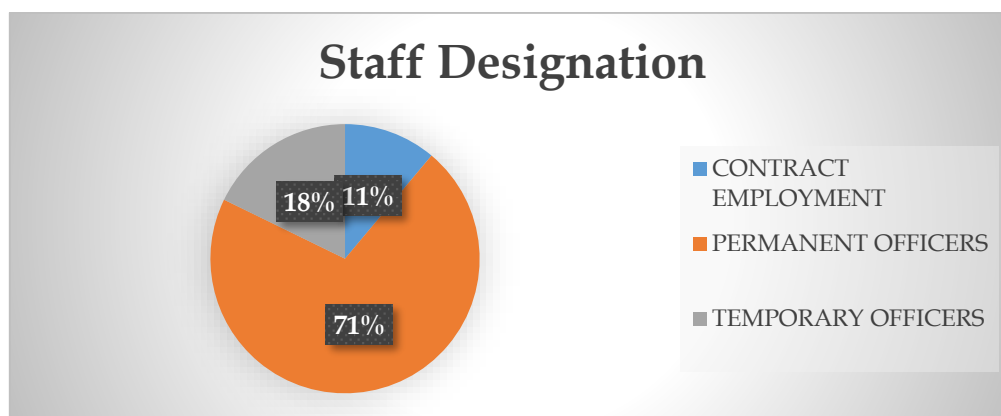
The Ministry of Communications and Information Technology for the 2020-2021 Financial Year has a total of 45 staff members as shown in **Figure 4** below, which consists of the CEO, four (4) ACEOs, six (6) Principal Officers, 12 Senior Officers, 12 Officers, 3 Drivers, 1 Cleaner and a Night watchman including those at the Office of the Minister, 1<sup>st</sup> Secretary, 2<sup>nd</sup> Secretary, Office Assistant and the Minister's Driver and the CEO's Executive Assistant.



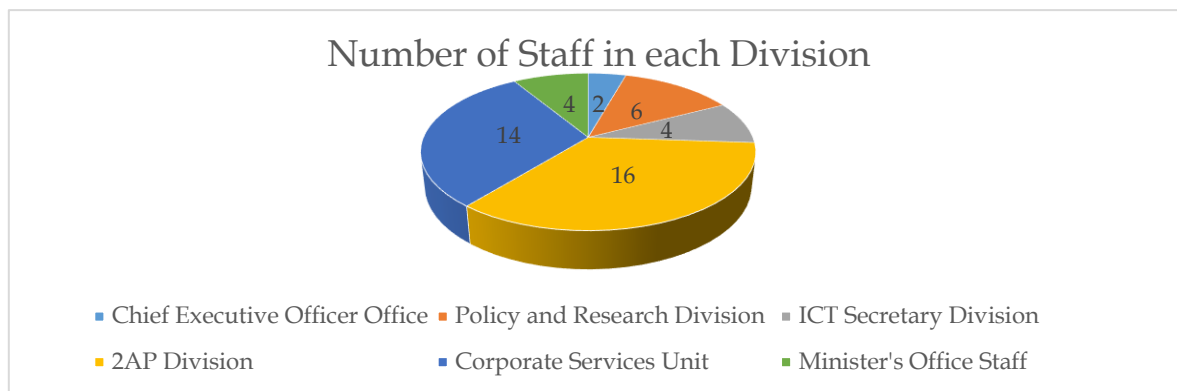
**Figure 4: MCIT Employment Levels at end of FY20-21**

The Human Resources Section, established under the Corporate Services Division is responsible for managing and coordinating all staff development in line with the HR policy, which include employment, compensation, benefits, staff development and staff training.

At the end of the FY 2020-2021, majority of the staff as shown by **Figure 5** are permanent staff, accounting for 71% of the total workforce, another 18% being temporary staff with 11% representing Contract Employees inclusive of the CEO and four (4) ACEOs.



**Figure 5: MCIT Employment Categories in Percentage**



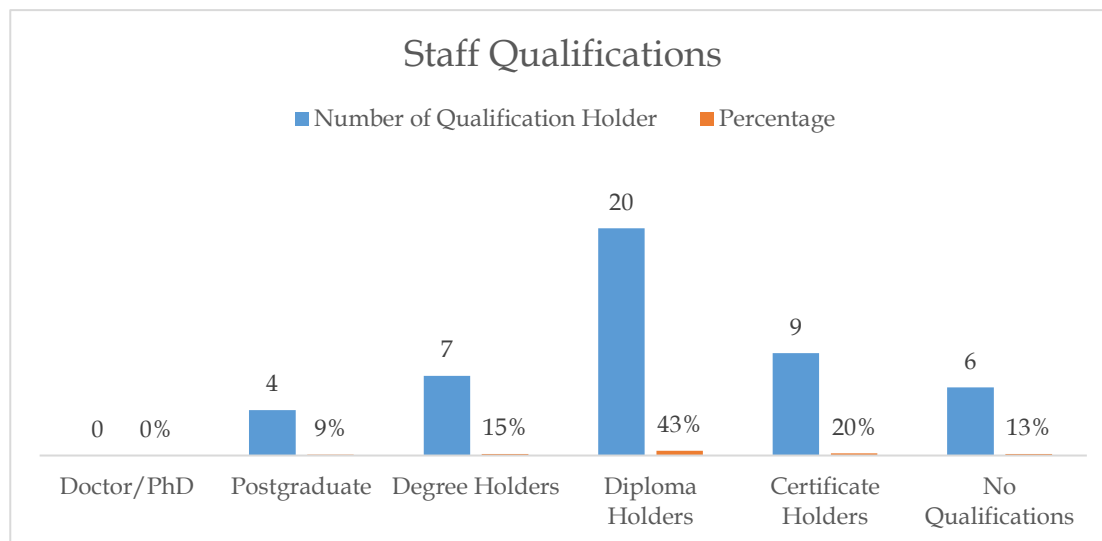
**Figure 6: MCIT Employees in each Division**

## I. Division Categories

1. The Broadcasting Division has the majority number of staff with a total of 16 employees. With the Government's vision of wider coverage for an informed population, the Digital Television Channel was re-established. The Ministry is currently reviewing its Organisational Structure to reflect these new developments and expansion in its functions. Hence, and increase in Staff is necessary for the next Financial Year.
2. The Corporate Services Division is the second largest with a total of 14 staff members.
3. The two (2) core Divisions, the Policy and Planning Division has a total of six [6] staff representing 13% of the total staff and the ICT Division with four [4] staff members representing 9% of the total workforce. As mentioned above, the Ministry's human resource capacity is being reviewed, hence the Organisational Structure Review conducted during FY 20-21 will inform the need for more personnel in these two core Divisions, given the widespread growth and proliferation of IT functions, which will inform the expansion of mandates and functions.
4. The Corporate Services Division initiated and led the development of the Ministry's Workforce Plan 21/22-26/27, together with the Organisational Structure Review to ensure that current and emerging challenges and issues in information, communication and technology are well resourced with the relevant and skilled personnel available in the Ministry. These key Human Resource documents are in its final revised drafts and to be completed in the 2021-2022 Financial Year.

Divisions	Number of Staff	Percentage
Chief Executive Officer Office	2	4%
Policy and Research Division	6	13%
ICT Secretary Division	4	9%
2AP Division	16	35%
Corporate Services Unit	14	30%
Minister's Office Staff	4	9%

**Table 2: MCIT Number of Staff and Percentage in each Division**



**Figure7: MCIT Staff with Professional Qualifications**

## II. MCIT Staff Qualification Status

The highest number of staff are Diploma holders recruited in the last five (5) years based on minimum qualification required for advertised positions.

As noted, contractual positions such as CEO, ACEO, Principal and Senior Level positions require degree level holders.

Qualifications	Number of Qualification Holder	Percentage
Doctor/PhD	0	0%
Postgraduate	4	9%
Degree Holders	7	15%
Diploma Holders	20	43%
Certificate Holders	9	20%
No Qualifications	6	13%

**Table 3: MCIT Staff Number and Percentage with Professional Qualifications**

## III. Staff Turnover as of 30<sup>th</sup> June 2021

While the Ministry tries to minimise 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 Fiscal Year 2020-2021, two (2) positions in the Ministry became vacant. The recruitment and selection process to fill these positions are underway, one being the Technician/Engineer for the 2AP Broadcasting Services Division and the Principal Telecom and IT with the Policy Development and Planning Division. Two (2) more staff members from 2AP Division, the Senior Programmer/Announcer and the Senior News Reporter have recently moved to other Government Organisations due to a more attractive salary.

With the caliber and experiences of the 2AP Staff moving to other Government Ministries, this leaves a gap in the workforce, especially with the institutional knowledge and experiences of those staff gained over the years whilst working for the Ministry.

#### **IV. New Appointments as of 30<sup>th</sup> June 2021**

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 Fiscal Year 2020-2021, new staff members were recruited to fill the vacant positions in the Ministry, with one (1) being contractual position and three (3) being on continuation of service through late retirement on a temporary basis.

## MCIT\_ORGANISATIONAL STRUCTURE:

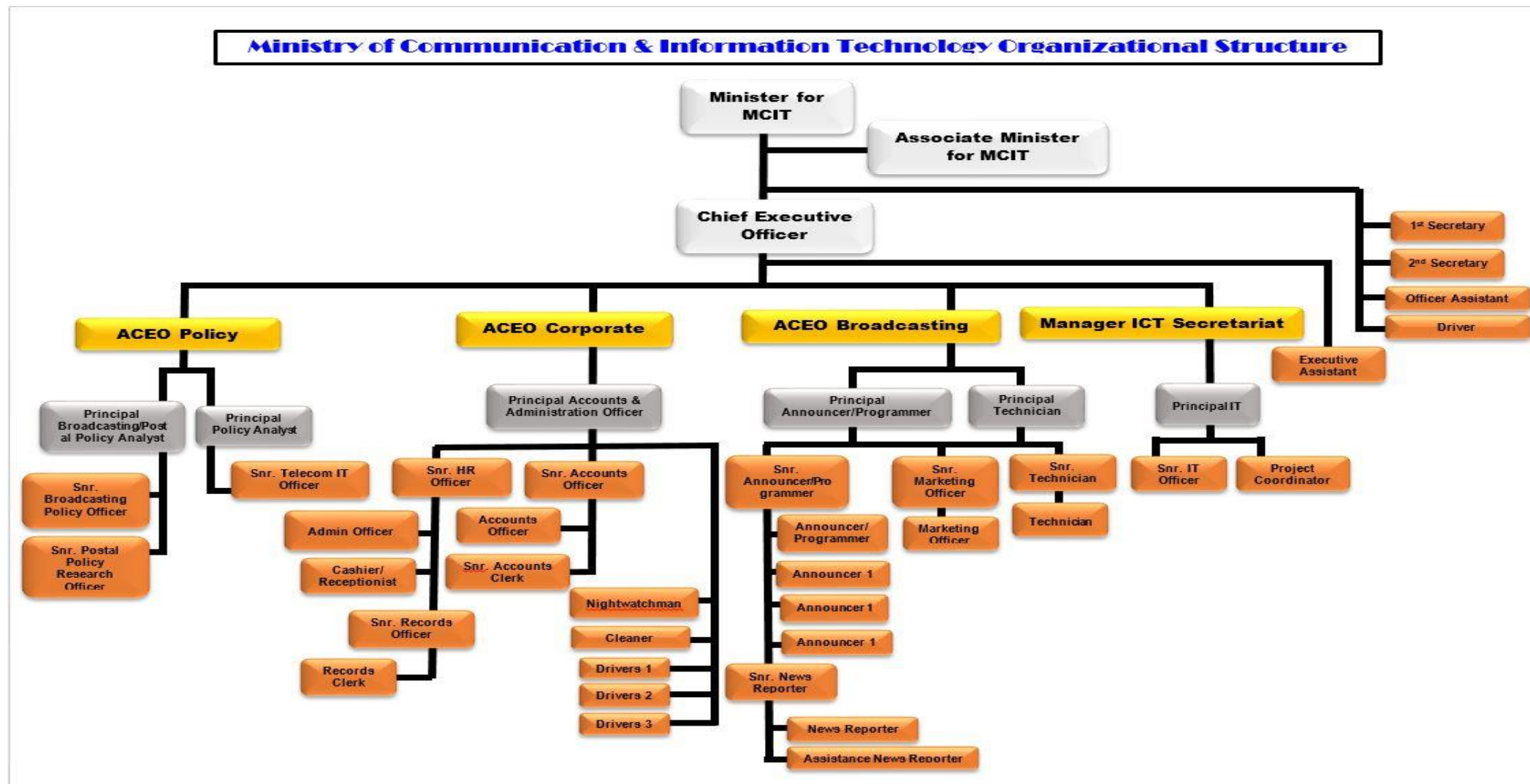


Figure 8: MCIT Organisational Structure



## COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22

The Communications Sector Plan 2017/18 – 2021/22 provides the overarching direction for 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 and the Samoa Post.

The overriding Vision, Mission and Sector Outcomes in the CSP are then reflected in other strategic documents, in this case, the Corporate Plan, which guide the work of the Ministry in each financial year. **Table 4** shows the linkages between the Strategy for the Development of Samoa (SDS) 2016/17-2019/20 and the CSP 2017/18-2021/22.

**Table 4:** Linkages between the SDS 2016/17-2019/20 and the CSP 2017/18-2021/22.

<b>Strategy for the Development of Samoa (SDS) 2016/17 – 2019/20</b>	<b>COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22</b>  <u>Vision:</u> Affordable and appropriate ICT accessible to all.  <u>Mission:</u> 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.
<b>Key Outcomes:</b>  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  Key Outcome 7: Quality Education and Training Improved	<b>End of Sector Plan Outcome 1: To provide for access to appropriate and affordable ICT for all</b>  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.  <b>End of Sector Plan Outcome 2: To develop fundamental ICT development skills that can address local and regional needs</b>

<p>Key Outcome 11: Improved and Affordable Country Wide ICT Connectivity</p> <p>Key Outcome 12: Quality Energy Supply</p>	
<p><b>Key SDS Outcomes:</b></p> <p>Key Outcome 7: Quality Education and Training Improved</p> <p>Key Outcome 12: Quality Energy Supply</p>	<p><b>End of Sector Plan Outcome 2: To develop fundamental ICT development skills that can address local and regional needs</b></p> <p>Outcome 2.1: Useful international linkages are made between sources of industry-based ICT information and Samoa.</p> <p>Outcome 2.2: Teachers, students &amp; graduates possess upgraded ICT literacies &amp; competencies.</p> <p>End of Sector Plan Outcome 3: To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance</p>
<p><b>Key SDS Outcomes: 5,7</b></p> <p>Key Outcome 5: Participation of Private Sector in Development Enhanced and Government Services Supporting Private Sector Investment Improved</p> <p>Key Outcome 7: Quality Education and Training Improved</p>	<p><b>End of Sector Plan Outcome 3: To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance</b></p> <p>Outcome 3.1: The MCIT plans ICT programs according to a structured and comprehensive framework for ICT interventions, including financing, monitoring and evaluation.</p> <p>Outcome 3.2: The SNBH is prepared for greater utilisation by government organisations.</p>
	<p>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.</p>

## MINISTRY CORPORATE PLAN 2015-2018

The Corporate Plans 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 5** 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 5:** Linkages between the CSP 2017/18-2021/22 and the Corporate Plan 2015-2018

<b>COMMUNICATIONS SECTOR PLAN 2017/18 – 2021/22</b>	<b>CORPORATE PLAN 2015-2018</b>  <u>Vision:</u> A leader in the provision of sound policy advice on communications to boost productivity.  <u>Mission:</u> To provide sound policy advice on all communication and IT services to improve quality of life for all Samoans.
<b>End of Sector Plan</b>	<b>GOALS</b>
<b>Outcome 3:</b> To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	<b>Goal 1: To provide sound policy advice on all communications and postal development.</b>  Outcome 1.2: High quality advice delivered on communications and postal developments
<b>End of Sector Plan</b> <b>Outcome 3:</b> To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	<b>Goal 2: To develop and implement monitoring systems for national policy.</b>  Outcome 2.1: A robust monitoring and evaluation process to monitor the progress of communications and postal industry
<b>End of Sector Plan</b> <b>Outcome 1:</b> To provide for access to appropriate and affordable ICT for all	<b>Goal 3: To promote availability of high quality and affordable services.</b>  Outcome 3.1: High rate of accessibility to communications and postal services  Outcome 3.2: Affordability services for communications and postal services
<b>End of Sector Plan</b> <b>Outcome 3:</b> To utilise ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance	<b>Goal 4: To establish a regulatory framework that promotes efficiency and competition.</b>  Outcome 4.1: An efficient and fair playing field for all service providers
<b>End of Sector Plan</b> <b>Outcome 2:</b> To develop fundamental ICT development skills that can address local and regional needs	<b>Goal 5: To have excellent organisation development programs and enhanced performance.</b>  Outcome 5: Enhanced staff learning and development

End of Sector Plan Outcome 2	To promote Ministry Policies; and to provide disaster awareness on Radio 2AP.
End of Sector Plan Outcome 3	

## MINISTRY CORPORATE PLAN VALUES

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



Figure9: MICT Corporate Values and Principles

## OUTPUT STRUCTURE

The Ministry of Communications and Information Technology delivers its services, as shown in **Table 6** below under five [5] Financial Outputs in addition to support services offered through CSU.

**Table 6:** Ministry Financial Outputs

OUTPUT	SERVICES
Output 1	Policy advice to the Responsible Minister
Output 2	Ministerial Support
Output 3	Policy Development
Output 4	Broadcasting
Output 5	ICT Secretariat
CSU	Finance and Support Services

In addition to all the Ministries activities being funded by the Government of Samoa (GoS), others are being funded by Development Partners (DPs) and International Banks.

### I. Cyber Security and Online Awareness Program

The Government of Samoa, through the Ministry of Communications and Information Technology signed an agreement with the Government of Australia through the Department of Foreign Affairs and Trade (DFAT) for the review of and reform of cyber security and cyber legislation for Samoa in May 2018.

Under the Cyber Cooperation Fund, the Ministry received a cash grant of AUS \$100,000 to go towards promoting a national cyber hygiene ecosystem and building a culture of risk management by introducing security requirements as legal obligations for particularly the electronic providers and the internet service providers. However, the Office of the Attorney General (OAG) has received a funding allocation from the Cyber Cooperation Fund for the development of a Cybercrime Legislation. With this development, the Ministry requested an amendment to the funding agreement to focus on awareness activities including media awareness campaigns and community awareness programs in addition to funds being allocated for the initial establishment of Samoa CERT.

This program was approved for extension June 2021.

### II. Young Professional Program

As part of MCIT's on-going partnership with DFAT, a proposal seeking funding assistance to the value of US \$5,000.00 was sent to APT for the implementation of activities for the Young Professional Program, unfortunately this programme was inserted into the Cybersecurity Awareness Mechanism, due to funding criteria. This Program was later included in the DFAT funding, and it aimed at providing education and awareness in the ICT area for young students and the youth, who are yet to decide on their career paths. The ICT area has grown substantially with local companies selling new gadgets with packages

and deals to enhance communication, and for this, there was a crucial need to raise awareness amongst the youth on opportunities in the ICT Space. This program is of vital importance to prepare Samoa's future generation.

### **III. Samoa Knowledge Society Initiative**

The United Nations Educational, Scientific and Cultural Organisation (UNESCO) has joined hands with the United Nations Development Program (UNDP) and the under auspices of the UN Resident Coordinator, to implement a Samoa Knowledge Society Initiative (KSI). Through this initiative, UNESCO has been providing guidance and technical assistance to MICT to fulfil its mandate by promoting access to information and freedom of expression through more effective deployment of resources and policy measurers. The collaboration between UNESCO and MCIT contributes towards SDG 16 broadly and specifically to SGD 16.10.2, ensuring public access to information and protection of fundamental freedoms through statutory and/or policy mechanisms. This partnership, through the proposed Freedom of Access to Information Policy would emphasize the role of knowledge societies in harnessing innovation, as it will advance entrepreneurship and skills development for sustainable and inclusive economic empowerment and support professional need to access science, technology and innovation.

The Samoa KSI is funded by the India-UN Development Partnership Fund, as contribution to operationalising a South-to-South partnership between India and Samoa.

Scheduled activities under the Samoa KSI includes:

1. Review of existing policies;
2. An Inception Report - June 2020;
3. Develop the initial draft for inputs and feedback - July 2020;
4. Hold a public consultation for both Upolu and Savaii in August 2020;
5. Update the draft based on inputs received from consultations;
6. Pursue the government's policy-making process and follow through the process for adoption by Cabinet, including approval after the project period.

### **IV. ZOOM Licenses by the United Nations Development Programme (UNDP)**

ZOOM License's for all of Government Ministries, SOE's and Constitutional Bodies during the Covid-19 pandemic was funded by UNDP, resulting in the procurement of 53 12-month ZOOM licenses in FY19-20.

In addition to this, UNDP accepted as part of the Governments relief work during the Measles epidemic a proposal from MCIT for the extension of ZOOM licenses for all Government Ministries/SOEs/Constitutional Bodies for the current Financial Year FY20-21.



## PERFORMANCE REVIEW OF KEY PERFORMANCE INDICATOR'S (KPI)

This section details the activities conducted under the Five (5) Outputs for the Financial Year 2020 – 2021 and the completion of KPI's as noted in the Annual Budget. **Table 7** shows the number of KPI's completed within the FY2020-2021 and those not completed and/or partially completed. Partially completed refers to those activities that were planned for the 2020-2021 FY 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 7:** Number of Divisional KPI's

OUTPUTS	NUMBER OF KPI's UNDER THE RESPECTIVE OUTPUTS				
	COMPLETED	PARTIALLY COMPLETED	NOT COMPLETED	NOT RELEVANT*	TOTAL
<b>Output 1: OCEO</b>	2/2	0/2	0/2	0/2	2/2
<b>Output 2: OCEO</b>	4/4	0/4	0/4	0/4	4/4
<b>Output 3: Policy Division</b>	7/7	0/7	0/9	0/7	7
<b>Output 4: Broadcasting Division</b>	6/11	4/11	1/11	0/11	11
<b>Output 5: ICT Secretariat</b>	8/11/11	3/11	0/11	0/11	11
<ul style="list-style-type: none"> <li>Activities that are no longer deemed to be the responsibility of the Ministry</li> </ul>					

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 PERFORMANCE, ACHIEVEMENTS, ACTIVITIES & DEVELOPMENTS

### 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.

<b>Table 8: Output 3 PDP Division KPI's</b>		
	<b>Performance Measure/Indicator</b>	
1	Number of educational materials developed and disseminated for Analogue to Digital Switchover.	Completed
2	Number of educational materials developed and disseminated for CIT policies awareness	Completed
3	Date by which National education survey is reviewed	Ongoing
4	Date by SamCERT is established	Completed
5	Date by which a Cybersecurity awareness mechanism is developed and updated annually	Completed
6	Date by which a Review report for Communication Sector is submitted to NICT now DTC`	Achieved & Ongoing
7	Date by which Innovation Park ad Incentive Policy are launched	Achieved & Ongoing

The Policy Development and Planning Division for the Financial Year period 2020-2021 focused work on the following:

#### **I. Strategic Reports & Documents**

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

- i. Final Review of the Samoa National Cybersecurity Strategy 2016-2021, submitted to MCIT Management Team and Trustwave New Zealand, of which support will be provided for the development of a new National Cybersecurity Strategy for Samoa through funding assistance provided by the Government of Australia's Department of Foreign Affairs and Trade. The new National Cybersecurity Strategy for Samoa will outline strategic objectives for the next five years in terms of Samoa's cybersecurity domain and is scheduled to be completed by FY2021/2022.

- ii. Ministry Corporate Plan. The Final Draft for the new Ministry Corporate Plan for 2021-2023 is scheduled for consultation with all stakeholders and published by FY2021/2022.
- iii. Final Year Review of the Communications Sector Plan (CSP) 2017/18-2021/22. The Division completed the Mid-Year Review of the CSP 2017/18-2021/22 carried out by the Technical Assistance under Australia TA Facility. The Mid-Year Review report highlighted key recommendations: (i). Expand focus of Cybersecurity, (ii). ICT Procurement Policy to adopt modern Computing, (iii). Establish the DTA, (iv). Development of a National Digital Plan, (v). Develop Basic Digital Skills across GoS, (vi). Development of a Policy Framework with the CSP and (vii & viii). Clear Responsibilities and Consolidated Budget for CSP Activities. The Division is also working on compiling all the necessary information and data on the status of the CSP 2017/18-2021/22 for the development of its Final Year Review, in preparation for a new CSP for the next five years, of which should be developed by the beginning of 2022-2023.

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

Cabinet endorsed the establishment of the Samoa Computer Response Team (SamCERT) in March 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. The PSC approved the establishment of the SamCERT as new Division within the Ministry with three (3) positions to commence with. The approved positions to be financed by DFAT through the local budget commencing in FY2021-2022 for a three-year period.

## **III. National Cybersecurity Awareness Week 2021.**

Samoa's first National Cybersecurity Awareness Week was initiated through the funding received from the Government of Australia through the Department of Foreign Affairs and Trade (DFAT) under the Cyber Cooperation Program to support Samoa's efforts in addressing and minimising threats and vulnerabilities that emerge with the widespread use and adoption of technology.

The Ministry, in collaboration with its local and regional partners and key stakeholders, commemorated the Cybersecurity Week 2021, from Monday 22nd of February to Wednesday 24th of February 2021, at the Taumeasina Island Resort and Apita o Pisaga Hall, Salelologa from Tuesday 2nd and 3rd of March 2021, on the theme: ***"Cybersecurity is a shared responsibility"***. The event saw the launching of various Cybersecurity resources as outlined below:

1. A Revised and updated Cybersecurity Handbook, developed by MCIT to serve as a guide for all of Government and businesses in recognising threats and vulnerabilities to their systems and leadership and support on protective measures to prevent intrusion and adversaries in the first place.

2. Cybersecurity Posters and Pamphlets in various areas, these included; (1) Scam emails; (2) social media; (3) Cybersecurity definition; and (4) Locking devices and using strong passwords.
3. Billboards located in different areas of Apia on the themes; (1) Cyberbullying; (2) Child Safety Online; (3) Links to more useful resources; and (4) Online safety.
4. Cybersecurity display on Adaway Samoa LED Screens around in the following locations; (1) Mynas Supermarket at Vaoala; (2) Lava Hotel, Apia; (3) Sheraton Aggies, Apia; (4) Frankies supermarket at Vaitele; (5) Royal Samoa Country Club at Fagalii, and (6) Cafeen at TATTE Building Sogi.
5. Cybersecurity websites, including (1) GetSafe Online Samoa, both URL and Facebook; (2) Pacific Cybersecurity Online Network (PacSON) Webiste; and Monthly Security Bulletins on the Ministry website.

#### **IV. Young Professional Programme during the National Cybersecurity Awareness Week**

On the theme, *“Equity, Inclusion and Safety – You can make a Change!”* the aim of the Young Professional Program was to enhance cybersecurity awareness amongst young people, enabling them to become cybersecurity ambassadors within their schools and communities. The Young Professional Program covered both Upolu and Savaii during the 2021 National Cybersecurity Awareness Week for which the Ministry, in partnership with local stakeholders took the opportunity to provide cybersecurity awareness to tertiary level students who were able to attend the event and participated through presentations, question and answer sessions and debate competitions.

#### **V. Virtual Cybersecurity Training for ICT officials from both Public and Private Organisations during the National Cybersecurity Awareness Week.**

Hosted by Ministry, the virtual cybersecurity training was facilitated by the Asia Pacific Network Information Centre (APNIC), the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), and the Asian and Pacific Training Centre for Information and Communication Technology (APCICT), over a period of four days. The sessions focused on areas including; (1) new concepts and techniques in the monitoring and evaluation of security systems and infrastructures; (2) practical hands-on experience in these new areas of understanding and; (3) ensure the application and transfer of training to their respective working environments to better secure and strengthen cybersecurity on all systems and infrastructures.

#### **VI. Educational and Awareness Materials on ICT matters.**

**Quarterly Newsletters:** The Policy Division produces quarterly newsletters to keep the public informed and 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. Four issues for FY2020/2021 have been uploaded on to the Ministry Website for activities and projects that took place within FY2020/2021.

**Blog Posts on Ministry Website:** The Policy Division a Blog Section on the Ministry Website to publish research findings for various issues concerning the ICT sector, ranging from topics

such as digital divide, online deliberations, digital technologies and democracy, online engagements and 5G Networks.

## **VII. Policy Advice, Monitoring and Review**

The Ministry provided strategic guidance and policy advice on the following matters:

### **1. Public access to Information held by public authorities**

Access to relevant information is key to avoiding misinformation being spread via social media as well various local and regional media outlets. A Policy Guide was developed to inform the drafting of a Right to Information Legislation to address the challenges associated with misinformation and the like. This work Sustainable Development Goals (SDG) 16.10.2, ensuring public access to information and protection of fundamental freedoms through statutory and/or policy mechanisms. Through funding support provided by UNESCO, this activity is scheduled to complete in FY2021/2022.

### **2. Affordable and faster connectivity**

A National Internet Exchange Point (IXP) for Samoa has been developed. The IXP Policy is needed to achieve the aim of the Ministry and the ICT Sector for an “Affordable and appropriate ICT accessible to all”, as with the Vision of the Communications Sectors Plan (CSP) 2017/18-2021/22. The existence of an IXP for Samoa will lead to the following key outcomes:

- i. Improve Internet quality and affordability in local communities.
- ii. Reduce International Interconnection costs.
- iii. Keep local traffic local (Data/Information Privacy).
- iv. Internet Resilience and Stability (Optimising response times).
- v. National Security.

In collaboration with the Office of the Regulator, the Draft National Internet Exchange Point Policy for Samoa was developed in FY2021/2022. This will go through the various consultative process before submission to Cabinet for endorsement. .

### **3. Innovation and Technology Park**

The Ministry commenced the necessary groundwork for the establishment of an Innovation and Technology Park for Samoa in line with the Government of Samoa’s aims to “strengthen the environment for employment creation, investment and economic development”, as specified under Goal 5 of the Strategy for Development of Samoa 2016/17-2019/20. In consideration of this, the Ministry highlighted to need to develop a Samoa Innovation and Technology Park (SITP) to support and provide a platform for development for the ICT industry. The Ministry’s drive emerges out of best practices in other jurisdictions on the positive impact of ICT in its potential to promote the efficiency and competitiveness of other economic sectors, foster innovative and entrepreneurship initiatives and job creation, enhancing the competitiveness of the economy.

The Ministry will continue this work in the FY2021/2022.

#### 4. Monitoring of National ICT Policies.

The Policy Team are continuously undertaking monitoring activities of the following existing policies implemented by MCIT on a regular 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:

- i. Government Internet and Electronic Mail Policy 2016;
- ii. Samoa National Cybersecurity Strategy 2016-2021;
- iii. National broadcasting Policy 2017; and
- iv. 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 of Samoa.

The Broadcasting Division focused on work in the following major areas for the Financial Year 2020-2021 period.

Table 9: Output 4 Broadcasting Division KPI'S		
	Performance Measure/Indicator	
1	Number of talkback programs on 2AP	Completed
2	Number of advertisements, promotions, awareness programmes, outside broadcast (OB), natural disasters awareness	Completed
3	Cost Recovery	Completed
4	2AP Building full repairs & maintenance	Incomplete
5	Transmission Mast/2AP support	Completed
6	Digital Transformation i.e date by which digital library is established by audio & video	Completed
7	Social Media i.e Facebook page for 2AP	Completed
8	Capacity Building Development for Programmers, Reporters, Announcers, Technicians for 2AR	Achieved and Ongoing
9	Activities under 2AP such as Roadshow competitions	Achieved and Ongoing
10	Expansion of AM & FM Coverage Services for Upolu and Savaii	Achieved and Ongoing
11	Establishment of Digital TV-expansion of Staff and Building Capacity refer FK(19)21	Ongoing

## **I. Sales & Marketing/Corporate NTR Collection exceeded Target by Forty Nine Percent (49%):**

Radio 2AP for the FY2020-2021 period continued to record remarkable collection from the sales and marketing of radio airtime to the government entities and the business community alike. For the FY20-21 period, a collection of non-taxable revenue exceeded the Ministry of Finance stipulated Target by 49%, a remarkable increase compared to 14% increase from the target in the previous financial year. Sales and marketing prior to 2018 remained a challenge and as a result, the Ministry revised, reviewed and put into action internal strategies for improvement, hence the significant increase in revenue in the last two financial years. The review culminated into key action pointers which included the following strategies:

1. Full utilisation of Broadcasting services 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.
5. 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.
6. The tightening of internal systems 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.
7. 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 (in particular Facebook) accessing devices such as computers, laptop, iPad, and in the widespread programs received via mobile smart phones.

## **II. Government Digital TV Channel for Public Awareness of its Political, Social and Economical National Developments and Administration:**

In the advent of the Internet and its speedy evolutionary developments, any Government would at the same time also review its free-to-air broadcast media strategies and services to engage, inform, educate and entertain the general public. This Internet evolution goes into phases of connecting the unconnected, and creating smart and connected things over the Internet. This evolution took over the world at an alarming speed, as evident today, and moving traditional broadcast services away from analogue to digital broadcasting. Samoa followed suit, and the government granted the Samoa Digital Communication Limited (SDCL) the establishment of the Digital Television platform, of which all the television stations in Samoa are connected to, making all the analogue connections now redundant.



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 so forth.

The Government digital TV channel was offered by the operators of the Digital Platform in the FY 2020/2021, 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.

In December 2019 the Government utilised 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 realised the crucial need 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. This government service continued during this financial year. The government's decision to revisit providing a television service was timely, as Government Ministries and Entities, especially the Ministries of Health and Education could not accommodate all its services over commercial television services due to budgetary constraints.

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 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. As there were numerous other areas already supported by the UN, and the Ministry this financial year requested the Ministry of Finance to assist via the national budget funds for establishment and connecting the Government TV to the SDCL platform. The request was considered favorably, and \$300,000 was approved in the FY2021-2022 Ministry budget for the Government television services.

### **III. Hundred Percent (100%) National Coverage by Radio 2AP Digital Channel & TV Digital Channel, also AM & FM 2AP Radio Services:**

The financial challenges were again experienced this financial year, but it did not stop the Ministry and 2AP in looking at ways to ensure the whole of Samoa gets full coverage in its television and radio services, as it is vital to the role of 2AP as the Government Radio and Television broadcast media. The Ministry was commended by its development partners for

replacing the 28-year-old transmission mast with the new mast in the recent financial year, restoring 100% coverage for the 2AP AM540 service.

The new transmission tower for Radio 2AP, funded by Australian Aid under the Radio 2AP Redevelopment Project was launched within the 2019-2020 FY. The Ministry requested funding under Australia's climate resilience program for Small Island states in the Pacific Region. To extend its audience, 2AP launched an FM radio service (3 Radio Frequencies), 2AP ZENO Radio App, together with the AM new transmission mast. Broadcast coverage for FM107.4 and 91.1FM only covered the whole of Upolu, Manono, Apolima, and part of Savaii. The 92.1FM completed broadcast coverage for the Savaii Island. It is also in this financial year that the SDCL allowed a Radio 2AP Digital Channel on its digital platform, and the general public can easily watch TV and listen to Radio 2AP interchangeably on home television sets 100% coverage all over Samoa. SDCL has completed its 100% television coverage in the same financial year, and makes the government channel met the 100% coverage as well.

#### **IV. Hurricane Season:**

Radio 2AP's mandate is to broadcast 24 hours during severe weather conditions, with possibilities of cyclones in Samoa. The cyclones season is from October to March every year. The broadcast services include reports and community awareness before, during and after a period of natural disaster/s. It is technically, over the years, only 2AP can provide full coverage over radio at its AM540 frequency mode, particularly during severe weather conditions, at usually category 3 cyclones and above. This is because it has its only mast at Mulinu'u, with its standby electricity generator providing the only broadcast coverage to the whole country when electricity is off from severe weather conditions. FM stations have towers with their repeater links around Samoa, and with power shut down, they cannot broadcast, so as television services. 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)**

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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. 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 work of the ICT Division for the Fiscal Year 2020-2021 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.

**Table 10:** list the KPI's under Output 5 for FY2020-2021:

	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	MCIT reviews its strategy to identify ICT product and service providers and to establish linkages to those firms. (CSP Activity 2.1.1)	Achieved & Ongoing
5	Primary and secondary schools are provided with filtered & monitored Internet access. (CSP Activity 2.2.1)	Completed
6	Conduct a baseline network security audit of the SNBH and publish results	Achieved & Ongoing
7	SNBH support i.e replacements of equipment	Completed
8	Conduct and facilitate discussion related to Innovation Park requirements and support for attracting ICT incentives	Completed
9	Improving internet access through open wi-fi in public areas though engagement with Sector Partners	Completed
10	SNBH Continuous Monitoring Work on Utilisation and Capacity Needs	Achieved & Ongoing
11	Date by which computing capabilities of the DCS/SNBH facility is completed (Activity 48, 3.2.2)	Completed

**Table 10** above provides the status quo of completion of the KPIs under the ICT Secretariat Division for the FY20-21. Other activities under this Division will now be the focus of work under the DTA and the SamCERT.

The Secretariat role of the National ID has now been moved to the Samoa Bureau of Statistics under the portfolio of the ACEO National ID given their leadership role in this major undertaking. MCIT held the Secretariat role from the commencement of the Government Project on the National ID.

## I. DIGITAL PACIFIC Conference 2020



The 2020 Digital Pacific Conference with the theme “*Empowering the Pacific: Sustainable Development and Digital Transformation for All*” took place in the FY20-21 to prepare the Pacific Island States and Territories (PICTs) for the opportunities and challenges created by evolving technology, especially in light of the accelerated uptake of digital solutions due to the COVID-19 pandemic.

The Conference provided the platform to take stock of how far Samoa has come and what the country needs to do collectively to ensure that everyone in the Pacific is part of the journey towards a digital future, which is catalytic in achieving the 17 Sustainable Development Goals (SDGs) by 2030.

Importantly, the Conference is built on cross-sectorial partnerships among a grand coalition of actors who form part of a digital ecosystem. The Conference aimed to bring together influential development thinkers, digital practitioners and leaders in the region, experts and solutions providers, governments, the private sector, civil society, academia, and youth representatives to this platform, to contribute their own experiences and perspectives on the following key outcomes:

1. Discuss how Digital Transformation is, for Small Island Developing States (SIDS), an integral pathway to accelerate development progress;
2. Share current digital transformation stories, best practice case studies, and institutional challenges;
3. Increase knowledge of and awareness on the strategic use of digital solutions, especially regarding cyber security, resilience, and development of an inclusive cyber culture;
4. Foster digital skills and capacities of Governments, companies, and individuals;
5. Grow our ‘Tech Showcase’, giving the public and private spheres exposure to innovative cutting-edge technology and solutions;
6. Create opportunities for collaboration and form new digital transformation partnerships; and
7. Encourage and inspire young entrepreneurs to engage in the digital journey by using technology to grow their ideas and business via the “Youth Co: Lab”

As a meta-infrastructure, Information and Communications Technology (ICT) supports a wide range of other systems and activities across the whole spectrum of human endeavors that promote sustainable development. Participants of the Digital Pacific 2020 were expected to obtain in-depth information and share expertise on the state of ICT as a key enabler for achieving the Sustainable Development Goals (SDGs).

## II. LAUNCHING OF SAMCERT 2021



A National Computer Emergency Response Team for Samoa (SamCERT) was established and launched in May 2021, through the support of the Government of Australia's Department of Foreign Affairs and Trade. This support is provided to Samoa over the course of three years to include the establishment of the SamCERT by funding resources and supporting its human resource base and capacity. Additional support has been provided by the Government of New Zealand in this FY through CERTNZ in terms of technology procurement.

SamCERT has been approved by the Government of Samoa to be established within the Ministry of Communications and Information Technology in handling cyber security incidents for the whole of Samoa, including Government, Private businesses and the general public, in addition to providing support in terms of cyber security awareness initiatives, creating cyber security standards and requirements. As Samoa continues to rely heavily on Information and Communication Technology, the need to support its Cyber security profile, both nationally and regionally, is critical in building sustainable economic support to ensure that online platforms and systems utilised by the population and businesses are well supported and guided in terms of security and safety. SamCERT will therefore be the center of support for advancing the cyber security profile of Samoa's Digital Platforms, alluring Samoa's effort in attracting more foreign investments in various markets for all sectors through the penetration and adoption of Digitalisation and E-commerce industries.

SamCERT will operate on three key activity areas that will guide its on-going support for Samoa and the entities that will be engaged with on topics and activities related to Cyber security, cyber-safety, and cyber-inclusion. The following **Table 11** provides more details of the three (3) key areas of such activities:

Key Activity	Supporting the SamCERT Operation
1	CERTs around the region need to have the tools and the administrative support necessary to operate and conduct the day-to-day operations in terms of Facilitating reports and financial requirements in meeting its Goals set out by its foundation. Actions and Support areas covered by these activities are supporting Communication Technology for the Team, Online Portals for Information distribution and awareness materials, and Systems for Information Reporting and Evidence storage, Licensing and Software, Hardware and Infrastructure. Apart from those technologies that will better assist the team to be more effective and efficient in rolling out all requirements that SamCERT is mandated to deliver both on the Public level and Private level.

<b>Key Activity</b>	<b>Strategic Support for SamCERT</b>
2	One of the areas that CERTs find challenging to meet. Will be capacity and resources it has on a domestic level. For this, Small CERTs like SamCERT depend on similar organisations and CERT teams both in the region and internationally. So Action Areas for this key activity heavily focuses on exploring resources and partnerships within the region to strengthen its role as a cyber-security body for Samoa. Actions areas include regional partnerships, donor support, conference engagement to give a voice to Samoa and its needs. Also, knowledge sharing resource, and tools sharing, Exploring and collaborating on regional tooling, Development and reviewing of key Documents such as the Cyber security Strategy for Samoa.
<b>Key Activity</b>	<b>Services by SamCERT</b>
3	CERTs not only provide awareness in terms of Cyber security, but they must also provide technical expertise in resolving incidents that are experienced by individuals, Government bodies, Businesses, or any other entities. The key activity focuses on building tools and resources to facilitate the support of these entities. Within the country.

**Table 11: SamCERT Key Areas of Support**

### **III. ZOOM LICENSEs Extension 2020-2022**

The Government of Samoa received support from the United Nations Development Programme (UNDP) Office in Samoa for Virtual Meeting Licenses through this platform called ZOOM. This support and assistance forms part of UNDP's continuing support for all the Ministries and Government agents and Corporations to enable the use of this technology for business continuity strategy and to provide necessary services for the people during the COVID-19 pandemic. This is the second year since UNDP support Samoa for issuing the license to the Government Ministries, Agencies and Corporations.

License Support:

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

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.

### **IV. Samoa National Internet Exchange Point (SamIXP-SIXP)**

The Internet is a decentralised network of autonomous commercial interests. Internet Service Providers (ISPs) operate by exchanging traffic at their border, forwarding data from its source to its destination. This exchange can be settlement-free (also known as peering) or paid (also) known as transit). Internet exchanges are used to peer thus, if an IXP facility exists then all traffic must be purchased from foreign ISPs. The establishment of SIXP creates the potential for a range of technical and economic benefits for the local Internet community. By keeping local traffic local and avoiding international links, local operators and users can reap substantial cost savings by eliminating.



The need to put all traffic through the more expensive long-distance links to the rest of the world; improve local users' quality of access by providing more-direct network connections for local content producers and consumers; attract a range of local and international operators, which then can trigger innovation and more business opportunities; and improve the level of stability and continuity of access. IXP's switching capabilities provide additional flexibility in redirecting Internet traffic when there are connectivity problems on the network. For example, if there is a breakdown in international connectivity, an IXP can keep local traffic flowing within the country

The SIXP ensures in-border operation continuity in case of international connectivity failure and have the potential to grow to become a Regional Hub and exchange traffic among international carriers. With the fast growth of internet globally, the interconnection between the networks, content providers and customers are increasingly in critical status, consequently IXPs help Internet data reach recipients in the same country efficiently and cost effectively. From a public policy perspective, ensuring the presence of local IXPs is becoming increasingly important. It ensures online services are equally accessible to all local users, enhances competitive opportunities, and improves the quality and affordability of Internet services. Overall, these benefits to local content development and delivery make the Internet more socially and economically beneficial for Samoa and assist in long-range connectivity planning as more local-content businesses develop. Simply put, IXPs are an access solution that wouldn't be possible without people working together. A neutral IXP is the result of partnership, collaboration, and trust. They represent the very best of what can happen when people work in the same way the Internet does –interconnecting networks and people to achieve collective goals.

### **Pacific Internet Exchange Point (PacIXP) and Capacity Training Workshop on IXP's Operational Modalities (Virtual Meeting) 5 August 2020**

The establishment of IXPs can have positive impacts on affordability, latency and traffic capacity. Yet, in the Pacific, few countries have established IXPs. Papua New Guinea recently established an IXP in 2017 with assistance from Internet Society, APNIC and other partners which at the time was estimated to result in a 10% decrease of prices of Internet services. Fiji also established a national IXP in 2017 and reported that latency between local operators has improved significantly from 60ms to 2ms after its deployment. The majority of other Pacific Island countries do not have IXPs. Out of 12 Pacific Island countries with data available on broadband affordability in 2017 (monthly expenditure on broadband service as a % of GNI/capita), only three are considered affordable (New Zealand, Australia and Nauru) for mobile-broadband services, while only two (Australia and New Zealand) are considered affordable for fixed-broadband services.

During a Pacific sub regional AP-IS meeting in 2018, Vanuatu requested ESCAP and partners to conduct a feasibility study on establishing a Pacific IXP. In response, ESCAP collaborated with the Internet Society (ISOC) to conduct a feasibility study and found that a Pacific IXP is technically feasible by connecting IXPs in three countries (Fiji, New Zealand and Samoa). The main findings were shared in a capacity training workshop on establishing a Pacific IXP in December 2019. Following the training workshop, participants requested ESCAP to conduct a second study on the economics and operational modalities of establishing a Pacific



IXP. In response, through the Asia-Pacific Information Superhighway (AP-IS) initiative Pillar 2 'Internet Traffic & Network Management', ESCAP and the Internet Society (ISOC), are collaborating to conduct the second study and to conduct a subregional training workshop for government officials on raising awareness of implementing national strategies for improving Internet traffic management in Pacific Island countries.

The objective of the Working group meeting is to enhance the capacity of government officials on implementing national strategies for improving efficient Internet traffic management between Pacific Island countries and between the Pacific and Asia, in support of related SDG goals and targets (Targets 9.c, 17.6 and 17.8), and during natural disasters, including pandemic outbreaks such as COVID-19.

The outcome of this session will be reported to the 4th session of the AP-IS Steering Committee on 11 August 2020, and the Committee on Information and Communications Technology, Science, Technology and Innovation (CICTSTI), 19-21 August 2020.

## **V. Launched SAMOAN LANGUAGE GET SAFE ONLINE WEBSITE**



Get Safe Online is the leading source of unbiased, factual and easy-to-understand information on online safety. This website is a unique resource providing practical advice on how to protect yourself, your family, your finances, devices and workplace against fraud, identity theft, viruses and many other problems encountered online.

Get Safe Online had launched its website and had been translated into the Samoan Language on the 26<sup>th</sup> March 2021 with the assistance and support of the Samoa Government through the Ministry of Communications and Information Technology in verifying and completing of the translation process. It is a significant step when accessing this site with its content in both language English and Samoan given guidelines, cyber security solutions, awareness and tips, and many more they share to help everyone in terms of Data Integrity and security especially when you are vulnerable so we can get help from their website.

Get Safe Online Pacific hopes that having the website in Samoan will greatly increase its effectiveness. Previously, the website was only available in English, although some marketing materials for the site were available in the Samoan language – Remittances, social media posts and online tips. The new website can be accessed using the following URL: [www.getsafeonline.ws/sm](http://www.getsafeonline.ws/sm)

The Get Safe Online websites provide simple, helpful tips on a wide range of online security issues. From password protection to ensuring that financial transactions are safe, the nine Pacific Island websites have been extremely popular and are visited by a wide range of users – from business owners to students and fishermen. The launch of the Samoan language site is supported by the British High Commission in Samoa and is another example of the collaborative effort between countries to ensure widespread safety online for its citizens. The support from the British High Commissioner and High Commission Office in Samoa is acknowledged with appreciation.

## **VI. CYBERSECURITY Awareness Trainings conducted by MCIT AND TRUSTWAVE New Zealand**

The Ministry in partnership and collaboration with the Government of Australia through the Department of Foreign Affairs and Trade (DFAT), engaged the NZ Trust Wave Cyber Security Firm to work with Samoa for three years in the establishment of our National Cyber security Unit and capabilities. Part of this undertaking is to build capacities of all Sectors of the economy to be Cyber Hygiene and Cyber Resilience.

Trustwave New Zealand mission is to help and give support to Samoa on cyber threats and cyber security. The support rendered is to help Samoa build its national cyber security strategy. All the Government Ministries, Agencies and Institutions being stakeholders for this initiative and development for Samoa, were given the opportunity to use all the technology, software and applications.

The training had been designed to build capacity to deal with incidents of varying degrees that may occur with their respective network computers and all devices connected. The training also addressed how to manage data and understand the procedures on how to protect digital information within the Organisation. It is important for all stakeholders to be equipped with the skills and knowledge on cyber security to be cyber hygiene.

Many Security and IT departments are overwhelmed with the growing list of cyber security demands. With limited staff expertise in database security, Organisations are often only able to focus on maintaining compliance. Trustwave through their experts have shared with

Samoa all the relevant information on how to stay safe and keep respective ICT environments secure.

## **CORPORATE SERVICES DIVISION**

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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, the Transport 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.

### **I. Accounts & Assets Section**

The role of the Accounts Section is crucial for 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 2001.

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.

### **II. Records Section**

The Records Division have made slight changes to its filing and indexing system. A well-maintained records management helps the Ministry to remain compliant with record keeping regulations, avoid security risks, and improve their workflow and productivity. The traditional paper management has been used for over many years, but with the advances in technology an electronic records management system which focuses on digital files is encouraged as the system to be adopted across all of Government.

The Ministry have introduced a new system that will enable us to enter, file, and save work digitally. This system has been active since the last financial year which has made work much easier, reliable and saves time. The Records Division have completed its filing and indexing system to ensure all records are up to date. The Ministry are now able to save and store each document and folder through a backup drive. This is part of the Ministry's recovery plans to provide a backup system in the event of a natural disaster. These new measures are in line with codes of best practices now encouraged across the public sector.

The Records Section had achieved new approaches for the FY2020-2021 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.

### **III. 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. This Financial Year, the HRM and Administration Section started some of the very crucial reform work within the Ministry:

- i. The coordination of the Ministry Corporate Plan 2021/2022 – 2024/2025;
- ii. The development of the Ministry Workforce Plan 2021/2022 – 2026/2027;
- iii. The Ministry Organisation Structure Review and development.

#### **1. Training**

One of the main functions of the HRM and Administration Team is to promote and encourage staff development to utilise 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.

#### **2. Local & Overseas and Virtual Trainings/Workshops**

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, there were still a number of trainings conducted locally and over 100 virtual trainings and workshops delivered abroad over online platforms such as Zoom, Microsoft Teams and Webex by the International Telecommunication Union (ITU), Asia Pacific Telecommunity (APT), Commonwealth Telecommunication Organisation (CTO), Asia-Pacific Institute of Broadcasting Development (AIBD) and Pacific Islands Telecommunication Association (PITA) to name a few. Most of all these virtual and online trainings and workshops were shared to all Government Ministries/Offices, to Government TWG, SITA but also to Chamber of Commerce (CoC).

In addition to the above training, MCIT staff also attended other training as part of their capacity building plans. **Table 12** provides an overview of training attended by MCIT staff for the FY 2019-2020 period.

Employee Designation	Training Course Title	Location of Training	Training Provider	Travel period & Duration of Training (in working days from departure-arrival date)
Principal Broadcasting Policy Officer	MWCSD-AR & Planning Consultative Workshop: Samoa Disability Partnership Program 2019-2023	Taumeasina Hotel	MWCSD	3 – 4 August 2020 @ 9am – 5pm
Principal Broadcasting Policy Officer	Consultative Workshop for Water for Life Sector Plan 2016-2020/2021-2025	Elisa Hotel Conference Room	MNRE	7 <sup>th</sup> August 2020
Senior IT and Telecommunication Policy Officer	Implementation of National E-Waste Project	MNRE Conference Room @ TATTE Bldg, Level 3	MNRE	12 <sup>th</sup> August 2020
ACEO Policy Principal Policy Officer	Samoa Knowledge Society Initiative Meeting	Virtual	Project Management Institute (PMI), New Zealand	18 <sup>th</sup> -23 <sup>rd</sup> August 2020
Principal Broadcasting Policy Officer	Water for Life final workshop	Lava Hotel Conference Room	MNRE	26 <sup>th</sup> August 2020
Senior Postal Policy Analyst	National Financial Inclusion Strategy (NFIS) Review	Central Bank conference room	Central Bank	26 <sup>th</sup> August 2020
ACEO Policy Division	National Workshop on Trade Arrangement	MFAT Conference Room	MFAT	26 <sup>th</sup> – 27 <sup>th</sup> August 2020
Principal IT/Telecommunication Policy Analyst	NIDP Project Consultation	MCIL Conference Room	MCIL	1 <sup>st</sup> September 2020
Senior IT/Telecommunication Policy Officer	Development of Post School Education & Training Strategic Plan 2020-2024	Local Workshop	MESC	18 <sup>th</sup> November 2020
Senior IT/Telecommunication Policy Officer Senior Communication Officer	Validation workshop for the Draft Inclusive Governance Policy	Taumeasina Hotel	MWCSD	16 <sup>th</sup> December 2020
Senior Postal Policy Officer	Get Safe Online	Virtual	MCIT/Get Safe	December 2020
Senior Telecom Policy Analyst	National Gender Equality Policy Workshop (Review)	Taumeasina Hotel	MWCSD	7 <sup>th</sup> January 2021
Senior Telecom Policy Analyst	UNCDF on Economy Digital	MCIT	UNCDF	19 <sup>th</sup> February 2021



Senior Broadcasting Policy Analyst Broadcasting Policy Officer IT Officer				
ACEO ICT, Senior IT Officer, IT Officer	Virtual Parallel Event	Virtual	Asia Pacific Network information Centre	22-26 Feb 2021
Principal Broadcasting/Postal Policy Officer & ACEO Policy	Public Administration Sector Plan Review workshop	PSC Conference Room	PSC	26 <sup>th</sup> February 2021
Principal ICT Officer Senior ICT Officer	ICT Services to achieve SDGs and Digital Transformation	Virtual	Basic Human Needs (BHN Association Japan)	02-22 March 2021
CEO ACEO CSU Principal Policy	CSO Review	KVA & MCIT	PSC	10 <sup>th</sup> March 2021
Senior Communication Officer	Improve Employability through sustainable Partnerships between Post School Education	Taumeasina Hotel	SQA	25 <sup>th</sup> - 26 <sup>th</sup> March 2021
Senior Postal Policy Officer	Smart Nation-Strategies, Opportunities and Cybersecurity Management	Virtual	APT	4 weeks training – May 2021

**Table 12: MCIT Staff Training FY2020-2021**

#### **IV. 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 performance appraisals and this is basically done by our Principal Officers then pass to ACEOs of their divisions for final review and endorsements. For this the Ministry strives to ensure that job descriptions (JDs) are up to date as this is the basis for developing individual performance plans for each member of staff.

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

### I. 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.

### II. Receipts (Revenue)

The key sources of revenue for the Ministry of Communications and Information Technology are from Fees charged from notices, advertisements, Talk-Back Shows and outside broadcasting with the National Radio 2AP respectively. However, this Financial Year an additional Non-Tax Revenue (NTR) was included from Contracts signed on the use of SNBH Network. The Broadcasting Division also facilitate the hire out of equipment's such as the PA system, projectors and so forth, as well as other national activities. The fee income is recognised when due and on a cash basis.

The total estimated NTR expected of \$356,177 as approved in the Legislative Assembly of Samoa, Approved Estimates of Receipts and Payments for the Financial Year ending 30<sup>th</sup> June 2021.

Metric	FY 2016/17	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21
<b>Non-Taxable Estimated Revenue</b>	<b>\$241,727</b>	<b>\$241,727</b>	<b>\$161,177</b>	<b>\$161,177</b>	<b>\$161,177</b>
Cost Recoveries Broadcasting (1740)	\$162,126	\$183,343	\$112,904	\$183,407	\$240,730
% Revenue Collected	67%	76%	70%	114%	149%
<b>Non-Taxable Estimated Revenue</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>\$195,000</b>
Cost Recoveries ICT (1770)	-	-	-	-	\$169,565 vagst exclusive
% Revenue Collected	-	-	-	-	100%

Table 13: The Ministry's total Comparison Receipts for each Financial Year Ending from 2016/17-2020/21



The Ministry has an Original Estimated Revenue Budget for Financial Year 2020/2021 of \$161,177 and with the inclusion of the NTR-Cost Recoveries of Indefeasible Fees collected from Lease of SNBH Dark Fiber with Digicel Samoa totaling to \$195,000, with a total expected to be collected of \$356,177 which primarily increases collection up to 220% this financial year 2020-2021.

There is quite a substantial amount in the debt recovery from previous financial years in output four and the Ministry is still working continuously with following up on overdue payments after an attempt to MOF and Cabinet to write-off. The Ministry in this financial year FY2020-2021 has reached a remarkably high increase of revenue collected, a total of \$240,730 with a 149% on total Actuals and Commitments.

The Cost Recovery collection under output Five has implemented in FY 20/21.

### **III. 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 2020-2021 FY 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.

### **IV. 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 Audited 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:

# Statement of Ministry Receipts and Expenditures for financial year ended 30 June 2021

SCHEDULE 2.6

## STATEMENT OF MINISTRY RECEIPTS BY REPORTING CATEGORY

### AND EXPENDITURE BY OUTPUT

### APPROPRIATION ACCOUNT

*for the financial year ended 30 June 2021*

	Notes	2021	Original Estimate	Final Estimate	(Over)/ Under	(Over)/ Under	2020
COMMUNICATION, INFORMATION & TECHNOLOGY		\$	\$	\$	\$	\$	\$
<b>RECEIPTS</b>							
<b>Ordinary Receipts</b>							
Other Revenues							
Fees & Other Charges		375,513	356,177	356,177	(19,336)	(19,336)	153,187
<b>TOTAL RECEIPTS</b>		<b>375,513</b>	<b>356,177</b>	<b>356,177</b>	<b>(19,336)</b>	<b>(19,336)</b>	<b>153,187</b>
<b>PAYMENTS</b>							
<b>Outputs</b>							
1.0 Policy Advice to the Responsible Minister		271,816	297,664	273,930	25,848	2,114	296,396
2.0 Ministerial Support	1	288,850	382,642	366,266	93,792	77,416	376,707
3.0 Policy Development		431,259	459,613	436,789	28,354	5,531	406,878
4.0 Broadcasting Services		1,028,863	1,058,071	1,047,184	29,208	18,321	1,034,771
5.0 ICT Secretariat		330,226	369,171	363,547	38,945	33,321	328,847
<b>Total Outputs</b>		<b>2,351,013</b>	<b>2,567,160</b>	<b>2,487,715</b>	<b>216,147</b>	<b>136,702</b>	<b>2,443,599</b>
<b>Third Party Output</b>							
Office of the Regulator		2,012,723	2,012,723	2,012,723	0	0	1,995,303
<b>Total Third Party Output</b>		<b>2,012,723</b>	<b>2,012,723</b>	<b>2,012,723</b>	<b>0</b>	<b>0</b>	<b>1,995,303</b>
<b>Transactions on Behalf of State</b>							
Membership Fees							
International Telecommunication Union		55,909	56,000	56,000	91	91	54,179
Asian Pacific Telecommunity		13,287	13,600	13,600	313	313	13,359
Pacific Island Telecom Association		672	1,000	1,000	328	328	702
Universal Postal Union Contribution		13,506	64,477	64,477	50,971	50,971	62,039

Commonwealth Telecommunication Organisation Fee	22,860	23,000	23,000	140	140	21,744
	106,234	158,077	158,077	51,843	51,843	152,023
Counterpart Costs to Development Projects						
Samoa National Broadband Highway Co Location	978,086	1,120,128	1,120,128	142,042	142,042	973,639
Samoa National Broadband Highway Spectrum Fees	246,430	246,510	246,510	80	80	246,510
Samoa National Broadband Highway Electricity	248,740	315,000	315,000	66,260	66,260	304,677
Commonwealth Telecommunication Organisation Forum				0	0	0
	1,473,256	1,681,638	1,681,638	1,788,083	208,382	1,524,826
Government Policies / Initiatives						
Rent & Leases (Government Building)	34,348	34,348	34,348	0	(0)	34,348
Rents and Leases(TATTE Building)	257,100	257,100	257,100	0	0	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	0	6,000
CSL Monthly Management Fee	525,011	525,012	525,012		0	525,012
	825,459	825,460	825,460	0	0	818,159
VAGST Output Tax	379,381	466,326	454,409	86,945	75,028	370,981
<b>Total Transactions on Behalf of State</b>	<b>2,784,330</b>	<b>3,131,501</b>	<b>3,119,584</b>	<b>2,731,874</b>	<b>335,254</b>	<b>2,865,989</b>
<b>TOTAL PAYMENTS - COMMUNICATION, INFORMATION &amp; TECHNOLOGY</b>	<b>7,148,066</b>	<b>7,711,384</b>	<b>7,620,022</b>	<b>563,318</b>	<b>471,956</b>	<b>7,304,891</b>
<b>RECEIPTS OVER PAYMENTS</b>	<b>(6,772,553)</b>	<b>(7,355,207)</b>	<b>(7,263,845)</b>	<b>(582,654)</b>	<b>(491,292)</b>	<b>(7,151,705)</b>

#### GOVERNMENT DEVELOPMENT PROJECTS

	Notes	2021	Original Estimate	Receipts	Payments	Opening Balance
		\$	\$	\$	\$	\$
Grants - GDP						
Support for Samoa to Review & Reform Cyber Security and Cybercrime Legislation (AusAid)		18,888	183,062	0	137,759	156,647
Knowledge Society Initiative (UNESCO)		(7,194)	41,888	19,800	39,339	12,345
Strengthening Cyber Security Emergency		1,171,212	223,214	1,171,212	0	0

Response Capability in  
Samoa (AusAid)

**TOTAL GOVERNMENT DEVELOPMENT  
PROJECTS**

1,182,905	448,164	1,191,012	177,098	168,992
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