



2025 National Conference on Information Technology

Building a Digital Future: Advancing Public Service Delivery and Cyber Resilience in Fiji

ABRIDGED VERSION OF PRESENTATION



Agenda

About the Ministry

- Ministry of Communications

National Digital Strategy

- Thematic Focus Areas
- Key Targets

Digital Transformation Initiatives

- digitalFIJI
- businessNOW

Cyber Initiatives

- National Cybersecurity and Resilience Strategy
- National CERT



Ministry of Communications

Department of Communications

- Telecommunications
- Cyber Affairs (Cybersecurity)
- Fiji CERT

Digital Government Transformation Office

- Whole of Government Digital Transformation

Department of ITC Services

- Government Networks and Security
- Procurement of IT goods and services



National Digital Strategy



National Digital Strategy

Vision

Transforming Fiji into an innovative, cyber resilient and digitally empowered society, positioning Fiji as the leading digital economy in the Asia- Pacific.

- NDS is 5-year strategy (2025-2030) that aligns with our broader development agenda, the National Development Plan 2025-2029 and Vision 2050



THE ROADMAP

2025

By 2025:

- Development of a National Cybersecurity Strategy
- Conduct review of Data Protection landscape
- Establishment of National Computer Emergency Response Team (CERT)
- Enhance the Government Data Center Infrastructure
- Conduct a Service Mapping Exercise across Government
- Development of an Integrated Beneficiary Management System (iBMS)
- Development of a unified Government services portal
- Assessment of existing Telecom Infrastructure
- Deployment of 5G

2026

By 2026:

- Comprehensive review of Government ICT services
- Develop Data Protection Legal Framework
- Deliver an Integrated National ID foundational system
- Development of Data Management Framework
- National cloud policy developed
- Develop and implement Infrastructure Sharing and Co-location Policy
- Upgrade the National Forensic Lab
- Develop a comprehensive Digital Literacy Curriculum for Primary, Secondary, Tertiary, informal education levels
- Development of E-Commerce laws and regulations
- Implement incentives for private sector participation in digital initiatives

2029

By 2029:

- Establish a nationwide health information exchange (HIE)
- Achieve integration in 50% of digital government projects on the digitalFIJI Stack
- Create targeted vocational and professional training programs including for elderly, marginalised and persons with disabilities to reach at least 10,000 individuals
- Environmentally friendly disposal and recycling of electronic waste policies in place
- Functioning National Digital Sandbox

2027

By 2027:

- Develop a National AI Framework
- Development of accessibility standards for Digital Government Services
- Assess the connectivity of the Government stations in rural and remote areas
- Promote energy efficiency in digital infrastructure using eco-friendly materials and technologies
- Launch Tourism Digital Platform

2028

By 2028:

- 90% teachers trained to deliver digital literacy curriculum effectively
- Encourage Digital Skills Training in the public and private Sector
- Build and enhance digital health infrastructure
- Achieve user registration milestone of 50,000 for the Tourism Digital Platform
- Increased active participation in international digital coalitions and agreements

2030

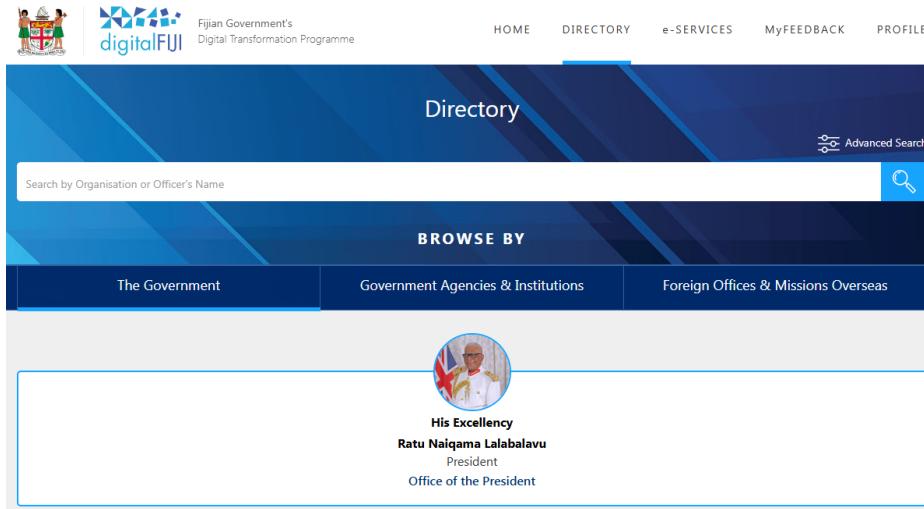
Key Success Measures

- 80% of key Government services are accessible online
- Creation of 40,000 ICT jobs across various sectors
- Digital inclusion rates reach 80% across all demographics
- Achieve 50% 5G coverage
- Roll out and adoption of National ID
- Businesses adopt strong cybersecurity practices



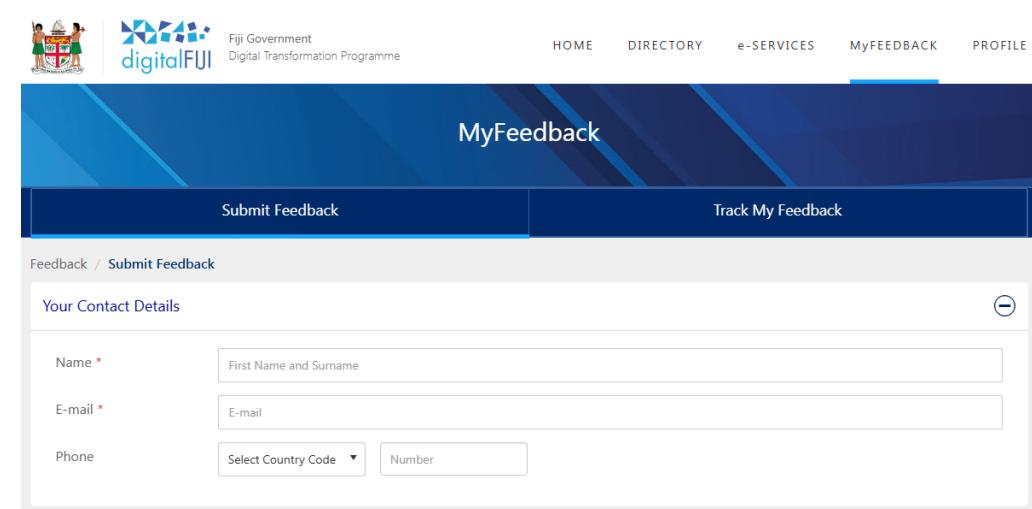
Digital Transformation Initiatives

digitalFIJI Project



The screenshot shows the digitalFIJI Government Directory homepage. At the top, there is a header with the Fiji coat of arms, the digitalFIJI logo, and the text "Fijian Government's Digital Transformation Programme". Below the header, the word "Directory" is prominently displayed. A search bar with the placeholder "Search by Organisation or Officer's Name" and a magnifying glass icon is located above a "BROWSE BY" section. The "BROWSE BY" section includes three categories: "The Government", "Government Agencies & Institutions", and "Foreign Offices & Missions Overseas". Below this, there is a portrait of His Excellency Ratu Naiqama Lalabalavu, President of the Republic of Fiji, with the text "His Excellency Ratu Naiqama Lalabalavu President Office of the President".

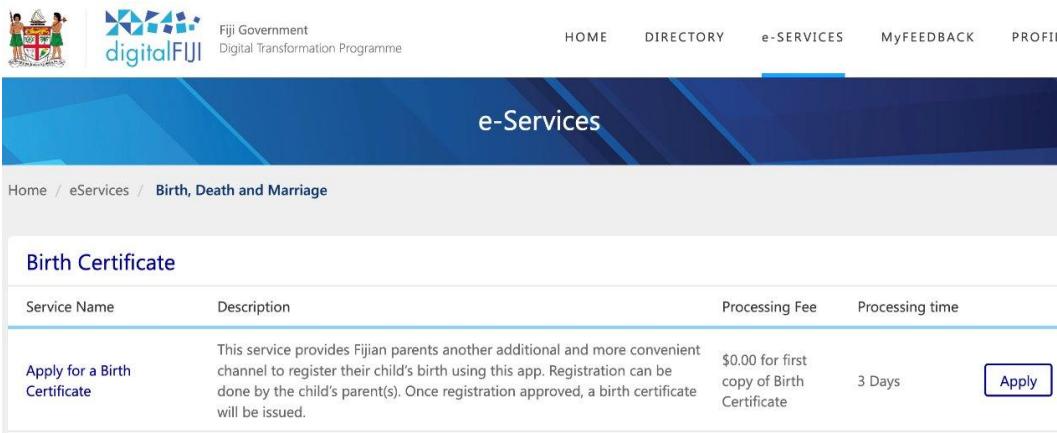
Government Directory



The screenshot shows the digitalFIJI MyFeedback page. At the top, there is a header with the Fiji coat of arms, the digitalFIJI logo, and the text "Fiji Government Digital Transformation Programme". Below the header, the word "MyFeedback" is prominently displayed. A "Submit Feedback" button is on the left, and a "Track My Feedback" button is on the right. Below these buttons, there is a "Feedback / Submit Feedback" section. This section is titled "Your Contact Details" and contains three input fields: "Name *", "E-mail *", and "Phone". Each field has a placeholder text and a required asterisk.

My Feedback

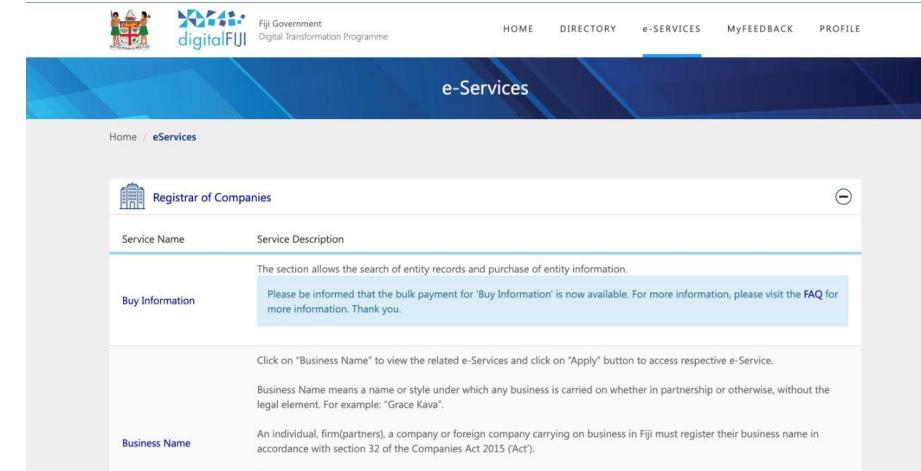
digitalFIJI Project



The screenshot shows the digitalFIJI e-Services portal. At the top, there is a header with the Fiji Government Digital Transformation Programme logo and links for HOME, DIRECTORY, e-SERVICES, MyFEEDBACK, and PROFILE. The main title is "e-Services". Below the header, the breadcrumb navigation shows "Home / eServices / Birth, Death and Marriage". The main content area is titled "Birth Certificate" and contains a table with the following data:

Service Name	Description	Processing Fee	Processing time	Action
Apply for a Birth Certificate	This service provides Fijian parents another additional and more convenient channel to register their child's birth using this app. Registration can be done by the child's parent(s). Once registration approved, a birth certificate will be issued.	\$0.00 for first copy of Birth Certificate	3 Days	Apply

- Births, Deaths and Marriages



The screenshot shows the digitalFIJI e-Services portal. At the top, there is a header with the Fiji Government Digital Transformation Programme logo and links for HOME, DIRECTORY, e-SERVICES, MyFEEDBACK, and PROFILE. The main title is "e-Services". Below the header, the breadcrumb navigation shows "Home / eServices". The main content area is titled "Registrar of Companies" and contains a table with the following data:

Service Name	Service Description
Buy Information	The section allows the search of entity records and purchase of entity information. Please be informed that the bulk payment for 'Buy Information' is now available. For more information, please visit the FAQ for more information. Thank you.

Below the table, there is a note: "Click on 'Business Name' to view the related e-Services and click on 'Apply' button to access respective e-Service. Business Name means a name or style under which any business is carried on whether in partnership or otherwise, without the legal element. For example: 'Grace Kava'." There is also a note: "An individual, firm(partners), a company or foreign company carrying on business in Fiji must register their business name in accordance with section 32 of the Companies Act 2015 ('Act')."

- Registrar of Companies

digitalFIJI Project

COVID-19 Response

- Vaccine Registry System
- Vax-Check System
- CareFIJI app

digitalFIJI Stack

- eProfile Authentication Gateway
- Common Payment Gateway
- Data Exchange Platform

FILPAS & businessNOW





Cyber Initiatives



National Cybersecurity & Resilience Strategy



National Computer Emergency Response Team (FIJI CERT)



International Engagements

Past

- Accession to Budapest Convention
- Signing Second Additional Protocol of the Budapest Convention
- Actively participating at the United Nations Open-Ended Working Group on the Security of and the Use of ICTs (UN OEWG)
- Host Country for the Pacific ICT Minister's Meeting
- Host Country Pacific Cyber Week

Upcoming

- Signing the UN Convention against Cybercrime



Vinaka