

# POLICY COHERENCE IN ICT PILLAR TOWARDS KNOWLEDGE SOCIETY DEVELOPMENT IN MAURITIUS



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# Introduction/Set The Scene



## FACTS ABOUT MAURITIUS<sup>1</sup>



Size: 2,040 sq. Km

Population: 1.2m

GDP Growth Rate (2011): 3.9%

Main pillars of the economy:

1. Financial Services
2. Tourism
3. ICT

Source: Statistics Mauritius, 2012.

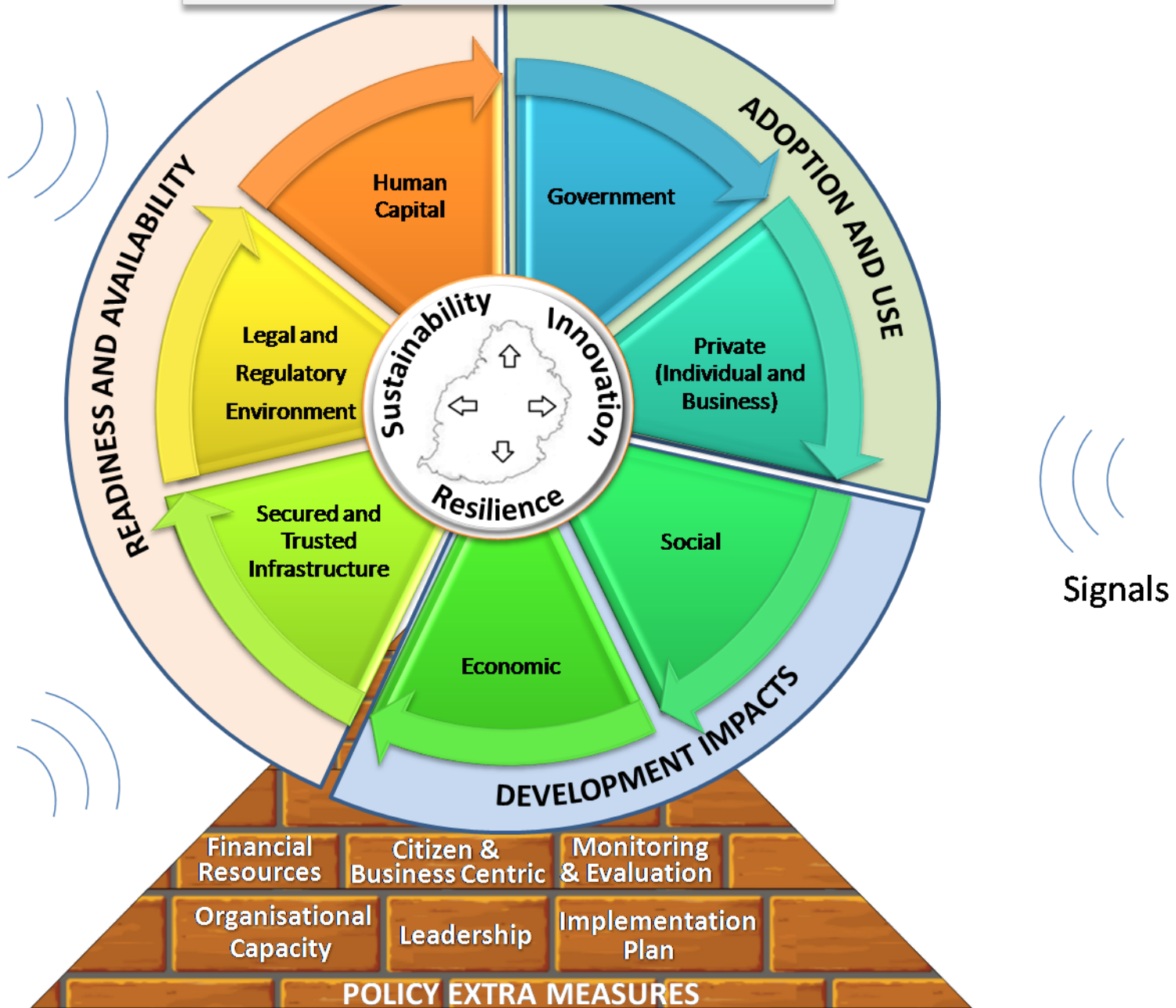


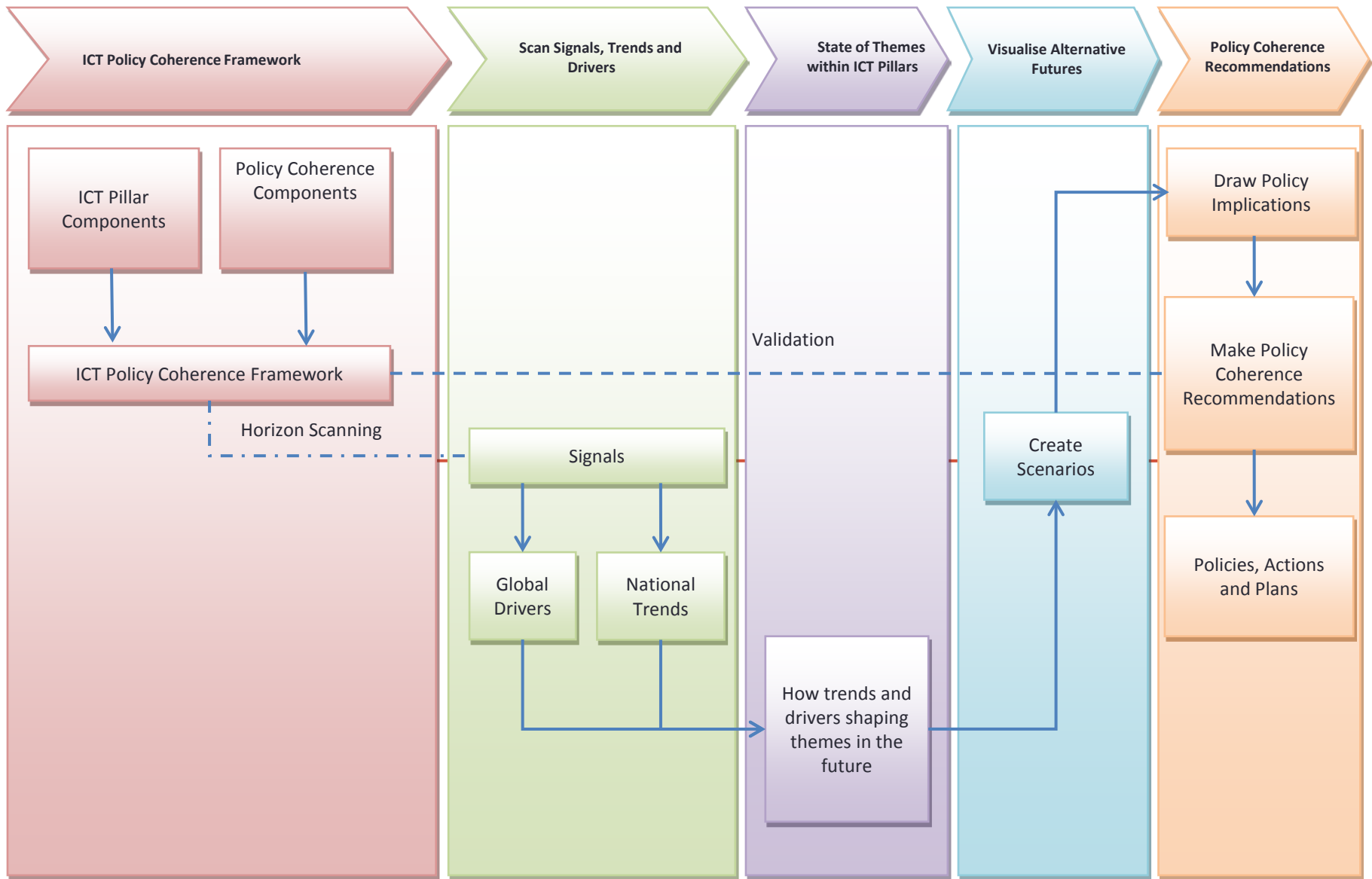
# Aims and Objectives

- ▣ Analyse **existing policies** of the ICT pillar and identify policy incoherence across the ICT for development value chain
- ▣ Examine the existing ICT policy responses to the challenges of the **global drivers and national trends** which are shaping ICT landscape
- ▣ Assess the **effectiveness** of ICT policy implementation mechanisms
- ▣ Recommend **ICT policy measures** to make the ICT pillar **resilient** to challenges of global drivers and national trends and ensure that investments in ICT infrastructure creates desired **development impacts**.



# ICT Policy Coherence Framework





## Futures Thinking Methodology for Policy Coherence in ICT in Mauritius

# Growth Scenario: Smarter Mauritius!

## Readiness and Availability

Competition in the telecommunications sector has resulted in high availability and affordability in infrastructure.

## Adoption and Use

Government, businesses and citizens have adopted the electronic platform for conducting transactions and interacting online. e-waste, energy consumption is becoming an increasingly problematic area

## Social and Economic Impacts

Creation of jobs in the ICT/BPO sector.  
“Work from Home” contributing to economic and social development.  
E-Participation encouraged by Government and businesses.



FTTH



Work from Home



Cloud Computing



E-Waste



E-Learning

# Transformation Scenario: e-Mauritius!

## Readiness and Availability

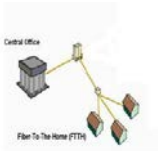
Broadband and mobile technologies are pervasive in the society. Vibrant competition ensures high affordability and availability of ICT infrastructure.

## Adoption and Use

Applications are deployed in fields ranging from weather forecasting, video surveillance to m-Government

## Social and Economic Impacts

The concept of 'Work from Anywhere' is the latest mantra to encourage enterprises to adopt new working models which would boost the economic development and increase social inclusion.



FTTH



Work from Home



Cloud Computing



E-Wastes



Mobile Apps



E-Money /M-Money



Green ICT

# Discipline Scenario: A Stricter Mauritius for the common good!

## Readiness and Availability

Availability and affordability of ICT Infrastructure has spearheaded the adoption of online services by the citizen with strong control by the State.

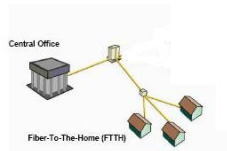
## Adoption and Use

Government has set up Real Time applications in sectors like education and health.

The successful adoption of e-Services relies on initiatives like drawing up data sharing and IT security policies among others.

## Social and Economic Impacts

Taking advantage of the broadband connectivity, citizens are venturing in social media with little luck as the Government has set up its own social media site as a response to Facebook being out of its control.



FTTH



E-Learning



Cyber Racism



Low Usage  
of eServices

# Collapse Scenario: Mauritius in ruin!

## Readiness and Availability

Economic tensions and global driving forces are still affecting the Mauritian economy.

Due to lack of funds and investment in ICT, technology diffusion, adoption and use have suffered considerably to such an extent that ICT/BPO sector is no longer a major pillar of the economy.

## Adoption and Use

Consumer protection in the cyber-economy is a challenge as cyber attacks and identity theft on the digital space is so common that people have started to lose trust in these systems. Individual and firms are reluctant to use the Internet to carry out transactions.

## Social and Economic Impacts

Public opinion on social platforms and e-Participation forums strongly criticizes inefficiencies of the government in addressing socio-economic challenges forcing Government to censor these platforms.



Shortage of Staff in BPO



Low Usage of eServices



Internet Banking declining



100+ % Mobile Penetration



ICT/BPO company closes down



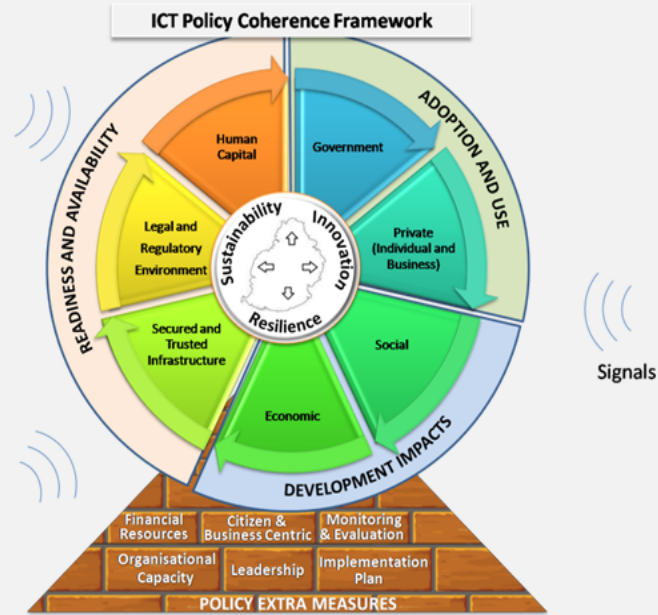
Other countries more competitive in ICT/BPO



Cyber Racism

## External Drivers and National Trends examined through Futures Scenarios

|               |                |                 |                         |                                 |                              |              |
|---------------|----------------|-----------------|-------------------------|---------------------------------|------------------------------|--------------|
| Globalisation | Climate Change | Economic Crisis | Broadband Cconnectivity | Political and Social Challenges | New Employment Pattern in KS | Social Media |
|---------------|----------------|-----------------|-------------------------|---------------------------------|------------------------------|--------------|



## Policy Coherence Implications

|  |  |  |  |  |  |  |  |                                  |
|--|--|--|--|--|--|--|--|----------------------------------|
|  |  |  |  |  |  |  | Telecommunication Competition                              | Strengthening ICT4D value chain  |
|  |  |  |  |  |  |  | Universal Access Scheme                                    |                                  |
|  |  |  |  |  |  |  | Research and Innovation                                    |                                  |
|  |  |  |  |  |  |  | Knowledge Society Skills                                   |                                  |
|  |  |  |  |  |  |  | EGovernment  |                                  |
|  |  |  |  |  |  |  | Green ICT and e-Waste                                      | Building Resilience              |
|  |  |  |  |  |  |  | Social Media Framework                                     |                                  |
|  |  |  |  |  |  |  | ICT Leadership, Implementation and Organisational Capacity | Addressing Policy Implementation |
|  |  |  |  |  |  |  | Financial Resource Allocation                              |                                  |
|  |  |  |  |  |  |  | Citizen and Business Centric                               |                                  |



**Strengthening elements of ICT4D Value Chain**

- Increasing competition
- Increasing Access
- Promoting Research and Innovation
- Developing shared infrastructure
- Imparting KS skills
- Reinforcing E-Government

**Building resiliency in the Mauritian ICT Ecosystem**

- Elaboration of a Green ICT Policy
- e-Waste management policy and guidelines
- Framework for regulating social media utilisation

**Ensuring effectiveness of the policies by focusing on Policy extra measures**

- Inter-Ministerial committee
- Organisational capacity
- Financial resource allocation pillar
- citizen and business survey

# Further Work

Customised Framework  
to analyse Policy  
coherence of other pillars  
(e.g. Education, STI)

Engage all stakeholders in  
the development of  
appropriate action plans  
with the different  
milestones

