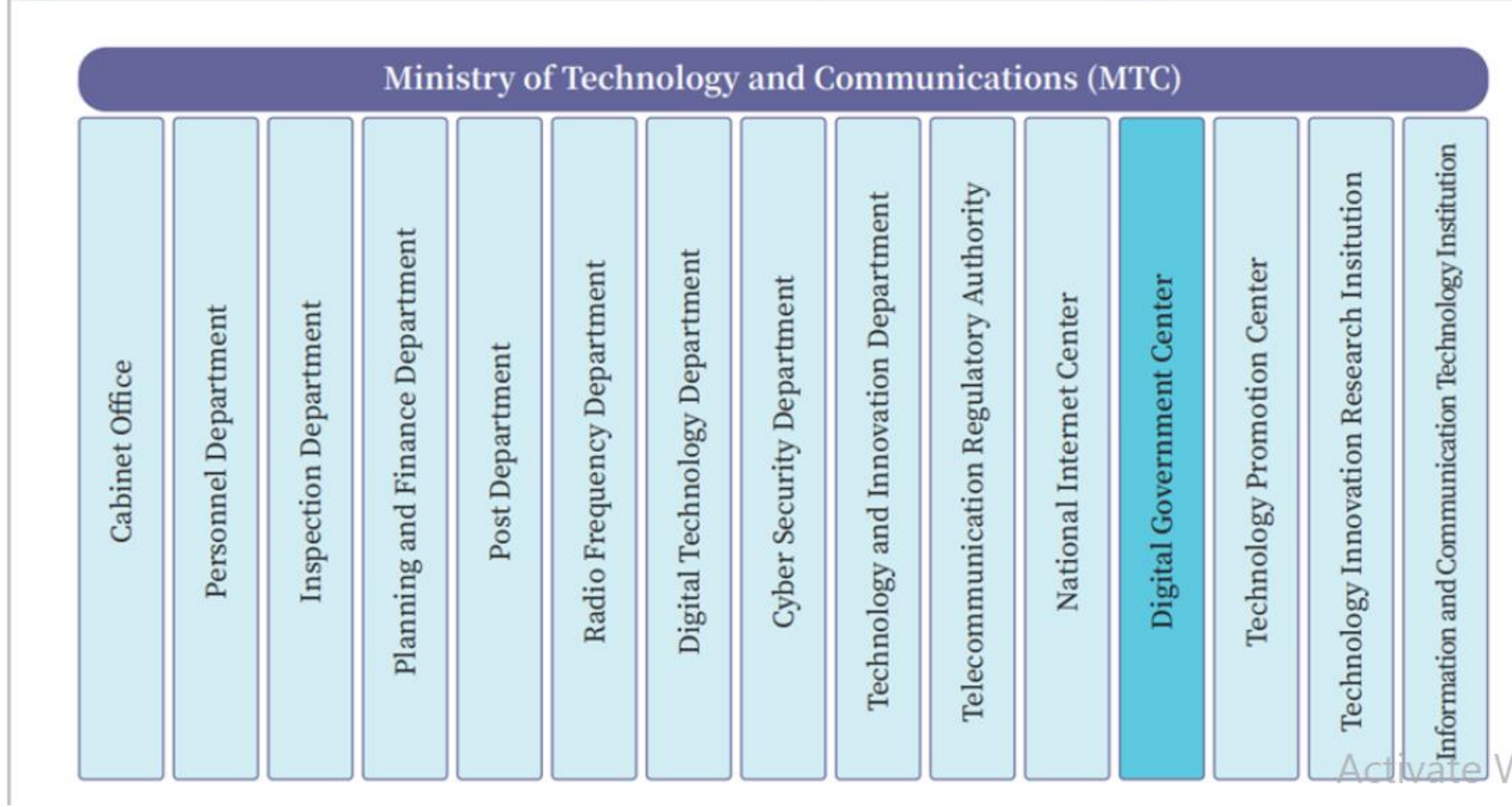# Regional Development Forum for Asia and the Pacific

Session 6: Harnessing information and communication technologies to support the digital economy and inclusive digital societies

"Identified barriers and skills to accelerate the use of GovStack Solutions"

Vannapha Phommathansy
Deputy Director General
Digital Government Center
Ministry of Technology and communications
Lao PDR

organization structure

Ministry of Technology and Communications (MTC)

Cabinet Office	Personnel Department	Inspection Department	Planning and Finance Department	Post Department	Radio Frequency Department	Digital Technology Department	Cyber Security Department	Technology and Innovation Department	Telecommunication Regulatory Authority	National Internet Center	Digital Government Center	Technology Promotion Center	Technology Innovation Research Insitution	Information and Communication Technology Institution

Digital Government Center

Aim to increase efficiency, transparency, and accountability in government operation by leveraging ICT, digital technology in the process of management. Improve the delivery of government services to Government , Business and Citizens.

Digital Government Center compose of 7 division :
1. General Affairs Division
2. Digital government services division
3. Digital government office division
4. Data portal division
5. Coordination and Management Division
6. Policy and Standard Division
7. Government Network Division

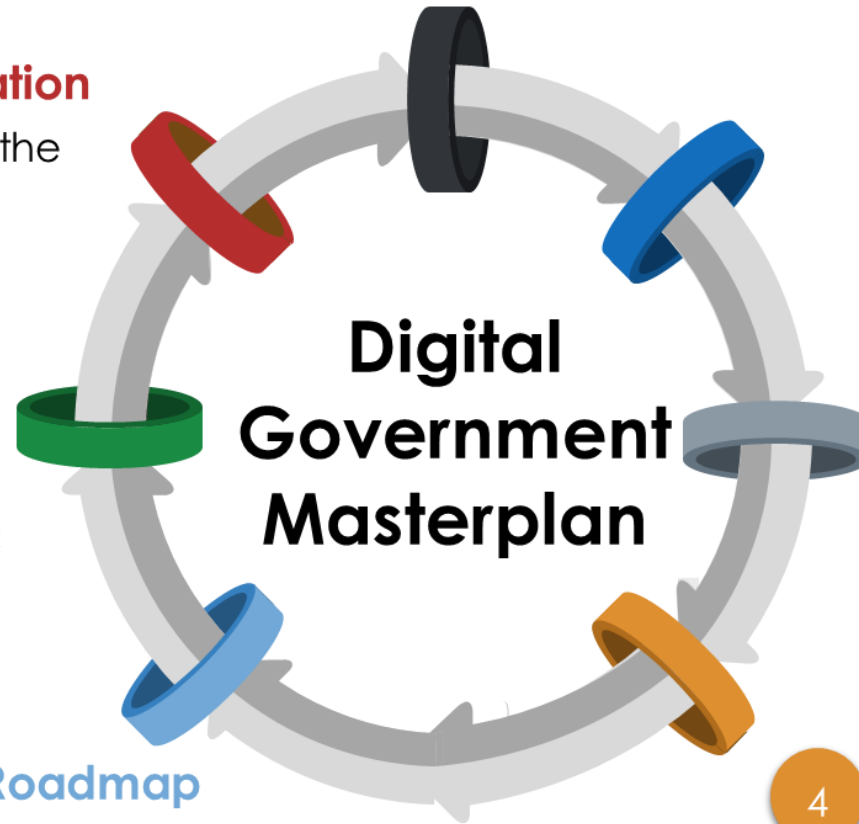Digital Government Center

3 Pillars of Lao Digital Transformation

Draft digital government Masterplan
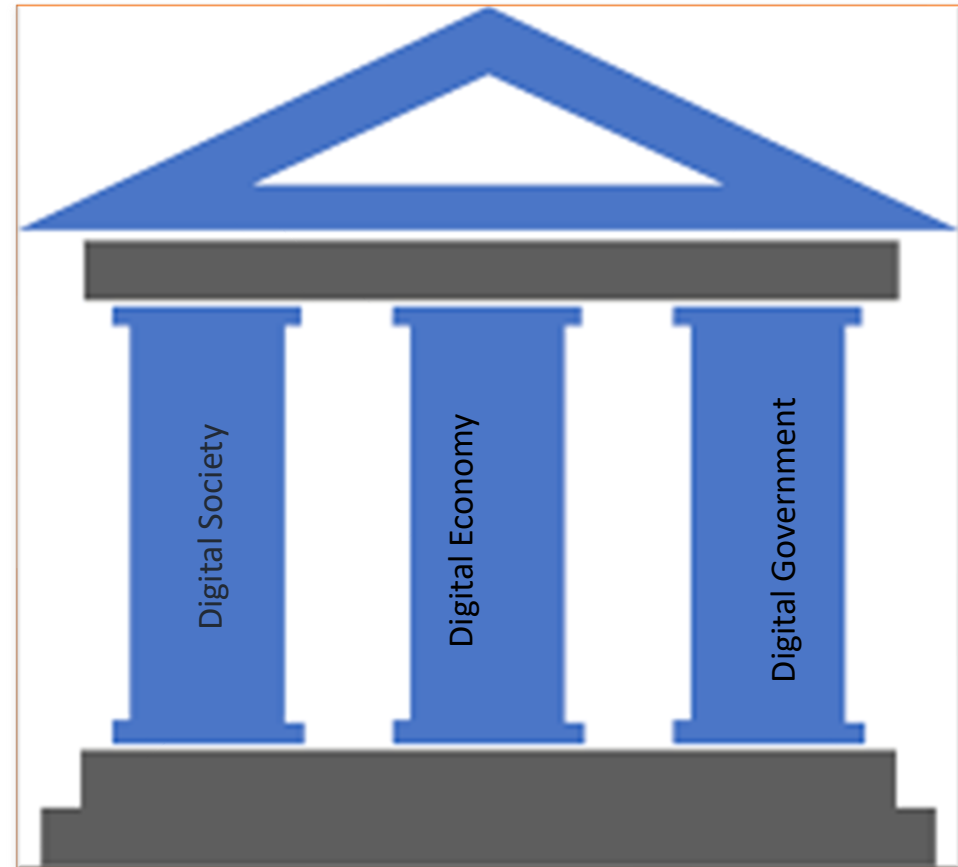
Digital Government Masterplan

1 Digital Maturity Assessment
- Current state assessment
- Identification of key gaps and potential solutions

2 Digital Government Strategy
- Setting up of vision and mission statement
- Defining Guiding Principles & Strategic Goals

3 Digital Government Framework
- Defining strategic pillars and key enablers
- Government Enterprise Architecture (GEA)

4 Key Strategic Initiatives
- Develop to-be Initiatives based on DMA gaps
- Prioritization of strategic initiatives

5 Implementation Roadmap
- Timelines for execution of strategic initiatives
- Implementation model and Enabling ecosystem

6 Budget/Cost Estimate
- Cost estimation for each of the identified strategic initiative

7 Monitoring and Evaluation
- Monitor and evaluate the outcome of strategic initiatives

ESSENTIAL DIGITAL HEADLINES

OVERVIEW OF THE ADOPTION AND USE OF CONNECTED DEVICES AND SERVICES

NOTE: PLEASE READ THE IMPORTANT NOTES ON COMPARING DATA AT THE START OF THIS REPORT BEFORE COMPARING DATA ON THIS CHART WITH PREVIOUS REPORTS

LAOS

TOTAL POPULATION	CELLULAR MOBILE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
7.58 MILLION	**6.45 MILLION**	**4.70 MILLION**	**3.35 MILLION**
URBANISATION	vs. POPULATION	vs. POPULATION	vs. POPULATION
37.9%	**85.1%**	**62.0%**	**44.2%**

KEPIOS

17

we are social

Meltwater

Ministry of Technology and Communications

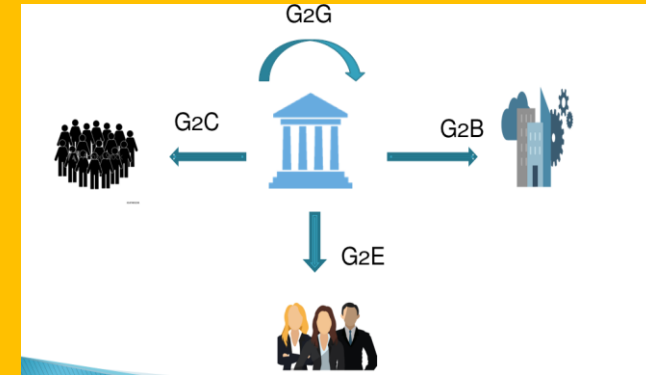## Spectrum
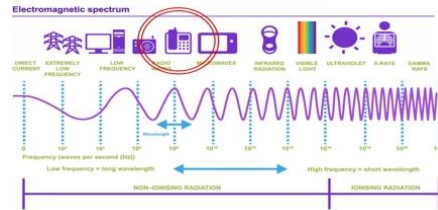
CA, E-Signature

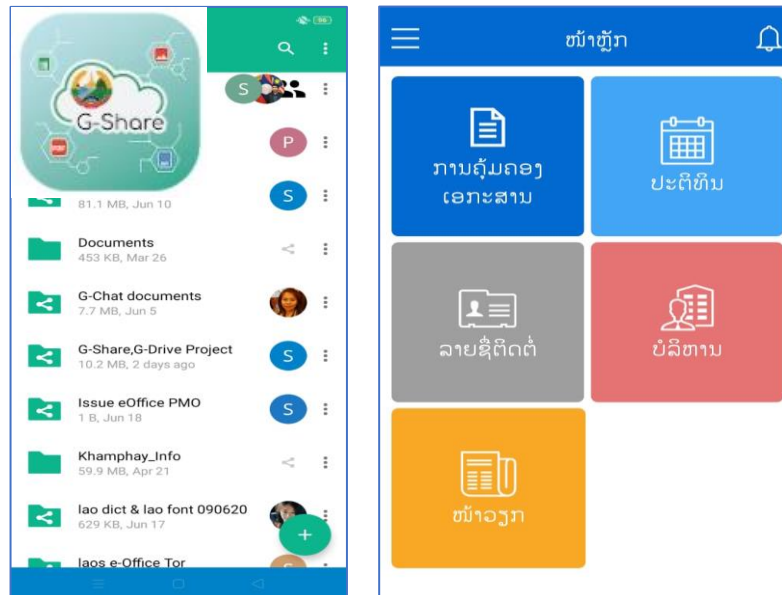

Cyber Security

Gateway, DC
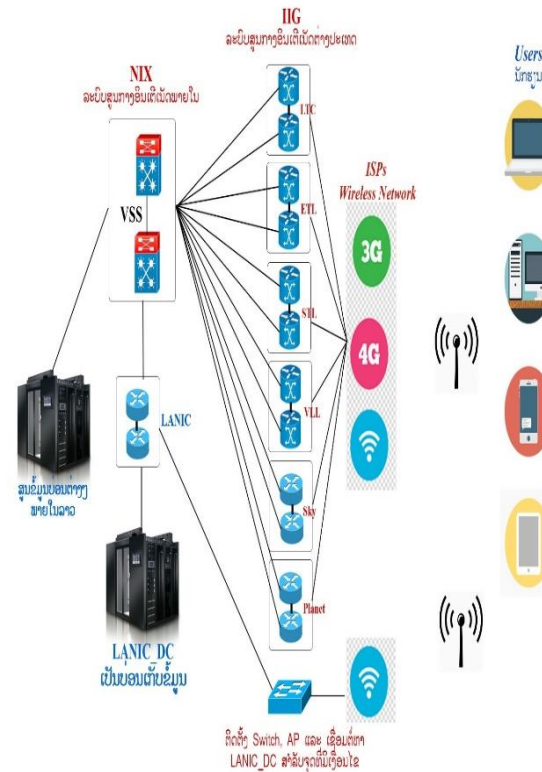
E-government , E-services

E-Portal, Email, VC, E-Office, G-Chat, G-Web, etc.

Lao Government Digital Services
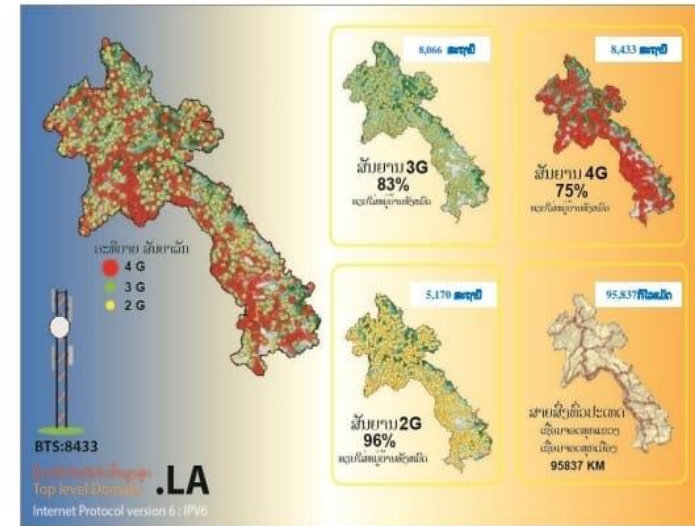
- G-Network
- G-Cloud
- e-Portal
- e-Office, Email
- Video Conference
- G-Chat/G-Share
- G-Web

Lao Digital Services

Mobile Application in Laos

Payment Service
- M-Services — Internet package and another services
- LaoSabai — Payment
- BeelineLao — Services
- Kiwipay — Service
- MyUnitel — Service
- Kapao — Service
- ETopup — Service
- Join Us Pay — Lifestyle

Lifestyle
- Loca — On-demand car service
- Esabai — Lifestyle
- LaoBusNavi — Map and Navigation
- 108 Jobs — Job vacancy advertisement and manpower agency in Laos

Delivery
- Go Teddy — Food & Drink
- Chompa Delivery — Food & Drink
- Me Delivery — Food & Drink
- Kamu Delivery — Food & Drink
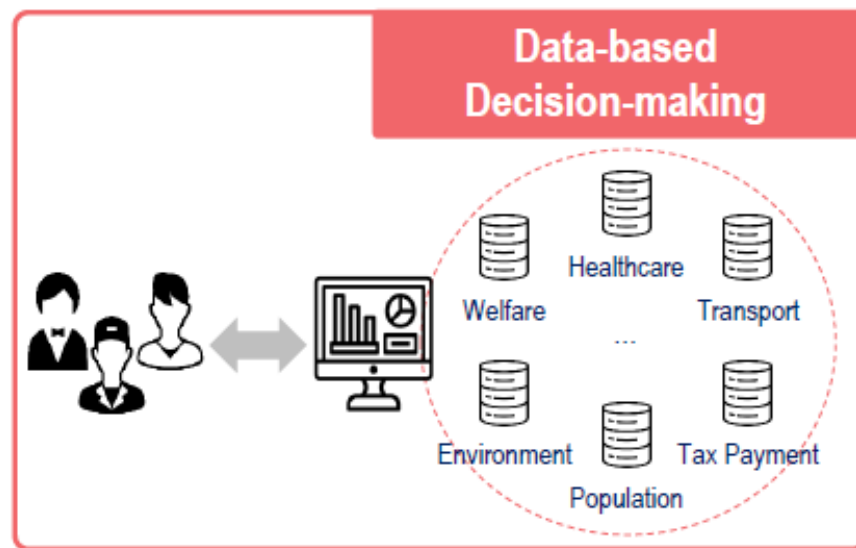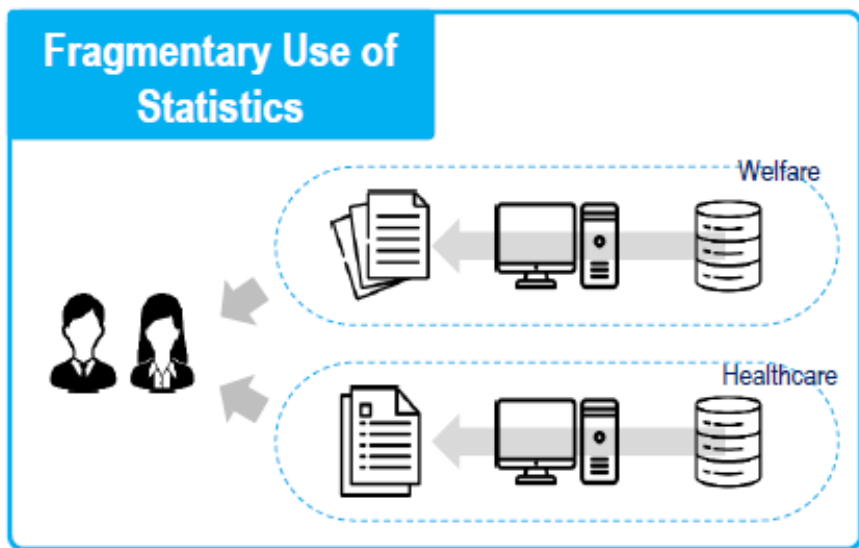- Mydelivery.la — Food & Drink
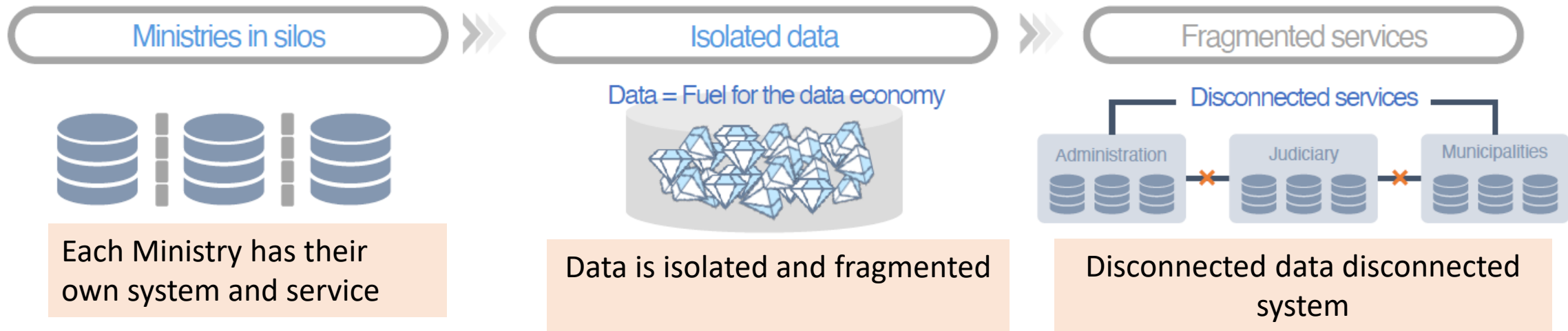
Entertainment
- Major Laos — Entertainment
- Cityplex Laos — Entertainment

✓ E-Banking, E-Payment, Internet Banking, Mobile Banking, etc

✓ Custom-Tax (TaxRIS, Smart Tax, ASYCUDA, National Single Window, etc)

✓ E-Visa, e-portal, e-Health, e-Educations, e-Disaster, etc.

✓ E-Commerce, Online Shopping System

✓ Digital ID, Lao KYC, CA, e-Signature

current situation of digital government system in Lao PDR

Ministries in silos

Each Ministry has their own system and service

Isolated data

Data = Fuel for the data economy

Data is isolated and fragmented

Fragmented services

Disconnected services

Administration | Judiciary | Municipalities

Disconnected data disconnected system

Fragmentary Use of Statistics

Welfare

Healthcare

Data-based Decision-making

Welfare | Healthcare | Transport

Environment | Population | Tax Payment

"The Gov-X app is a major step forward in our efforts to improve the delivery of government one-stop shop services to the people of Lao PDR through mobile phones,"

The Gov-X app is a significant milestone in the Government's efforts to improve the delivery of government services to the people of Lao PDR.

The application is user-friendly and provides citizens with access to a wide range of important services.

key challenges

Lack of resources: Digital Government can be expensive to implement. This can be a challenge for governments with limited resources.

Lack of technical expertise: Digital government requires a high level of technical expertise. This can be a challenge for governments that do not have the necessary expertise in-house.

Lack Digital Standard Framework: Digital government requires standard framework to reduce duplicate effort, reduce risk of vendor lock-in, improve efficiency, innovation, and user experience.

Identified barriers for digital service development

- E-services : end to end e-service, user centric design, one stop service

- Data: unified framework for data sharing across public sector

- Government Platform: platform integration and Gov-as platform

- Capability : building digital skill and digital leadership, digital literacy

- Cross agency cooperation

- Law and Regulation: need to improve few law and implement to decree and sub regulation

- Budgeting: funding mechanism for collaboration and efficiency

Skill require for gov-tech

1. Technical Expertise: Building technical skills among government officials and staff is crucial for effectively implementing and managing GovStack solutions.

2. Change Management: Implementing new technologies often requires a change in organizational processes and culture. Skills in change management are essential to help LDCs navigate these transitions and ensure successful adoption of GovStack solutions.

3. Policy and Legal Expertise: Having individuals with expertise in policy and legal matters is important to address any regulatory barriers and ensure that the necessary frameworks are in place to support the use of GovStack solutions.

4. Collaboration and Partnerships: Building partnerships and collaborating with relevant stakeholders, such as international organizations, technology providers, and civil society, is important to access additional resources, expertise, and support for the implementation of GovStack solutions in LDCs.

Workshop introduction to ITU Gov Stack March 2023 in Vientiane , Lao PDR
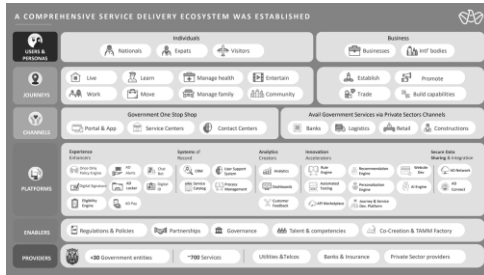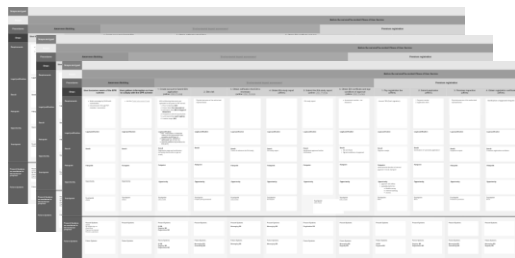

Whole-of-Government Approach

Lao PDR Digital Government Journey
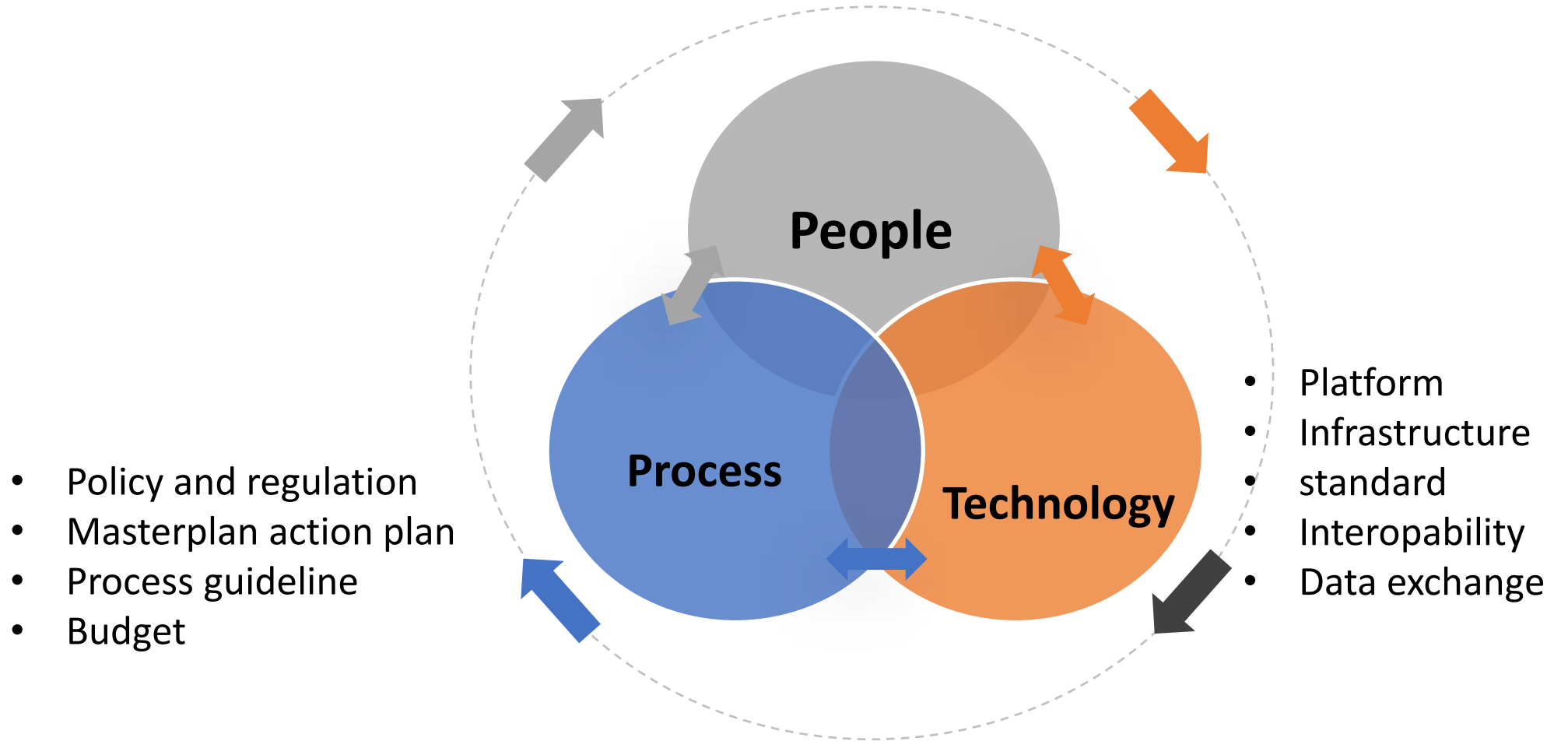

Digital Transformation Case Exercise

Digital Service Design Using GovStack

GovStack Toolbox and Case Studies

Key success Factor

- Growth mindset
- Change management
- capability
- implementation

People

Process

Technology

- Policy and regulation
- Masterplan action plan
- Process guideline
- Budget

- Platform
- Infrastructure
- standard
- Interopability
- Data exchange

Thank you
ຂອບໃຈ