Country Perspectives on Emerging ICT Capacity Building Needs

31st August 2022

Department of Information Technology and Telecom
Ministry of Information and Communications
Royal Government of Bhutan
Outline

I. ICT Vision and desired outcomes

II. Bhutan’s Digitalization journey

III. Emerging capacity building needs

I. On-going capacity-building programmes

I. Support and collaboration
I. ICT Vision and Desired Outcome

“An ICT-Enabled, Knowledge-Society as a Foundation for Gross National Happiness”
II. Digitalization Journey

- 18 districts on OPGW, 2 districts on ADSS covering over 3200 KMS
- 99.1% (+) Mobile Network Connectivity
- 90.96% (+) Internet & Broadband penetration

1999:
- Introduction of Internet to Bhutan
- 2 Data Centers

2019:
- National Payment Gateway
- 250+ Application sys in the RGoB
- National Data Exchange Layer
- 157+ Online G2C/G2B Services-web & mobile
- 200+ Community Centers to enhance access to G2C services

2023:
- National Digital Identity
- Integrated Public services (G2C, Business Licensing + Taxation System)
- Digital School(LMS & EMIS)
- Centralized Patient information Sys
- All Govt. offices connected to Govt Network + R & E Networks
- ICM Act 2018, eGov Policy 2019, Tel & broadband policy

ICT Capability & Capacity
Emerging capacity building needs

- Emerging technology (AI, MLops, IOT, Blockchain)
- Cyber security (Cloud security, Digital forensic, malware analysis, Mobile security)
- Application (DevOps, Microservices)
- Network (Network essential, CCNA, CCNP, fiber tech)
- System (Virtualization, containerization, storage, backup & replication)
- Digital literacy training for the citizen
  - Enhance digital skill
  - ICT adoption
On-going capacity-building programmes for policymakers and civil servants

**ICT Professionals:**
- Hybrid model training
- Provided with online learning platform for 2 years
- Skill Assessment of ICT professionals:

**Non IT Civil servants and policymakers**
- Digital literacy training - enhanced digital skills of civil servants for ICT adoption
  - Hands on training
  - Digital content
Support requested from APCICT/ESCAP in relation to ICT capacity building.

1. IT experts to:
   - give hands-on training to ICT professionals in various areas
   - Training on Emerging technologies

2. Course module for the digital literacy training that could be used and adapted

3. Open for collaboration for initiative related to the capacity building
Thank You
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