ICT as a Transformational Tool & the Information / Knowledge Society

A Sri Lankan Perspective

21st November 2012
CICT Meeting of UNESCAP,
Bangkok, Thailand

Reshan Dewapura
CEO, ICT Agency of Sri Lanka
THEME:

- The transformational power of ICT and its ever-increasing influence on the society

- The development of the Information / Knowledge Society

- How to sustain it while bridging (not widening) the Digital Divide
ICT as a Transformational Tool

2 Concepts:

- ICT as a Catalyst / Enabler for Socio-Economic Development in the country.

- ICT as growth industry, providing a boost and becoming a critical pillar in country’s economy.

The development & growth and sustainability of the information/ knowledge society is important for both these areas of ICT
Sri Lanka

Land Area: 65,610 Sq. Km
Population: 20,300,000
GDP/capita: US$ 2000 +
Currency: Sri Lankan Rupee
Time Zone: GMT +5:30
Languages: Sinhala, Tamil, English
Capital: Colombo (Commercial)
Sri Jayawardenepura (Admin)
Exports: Garments, Tea, Gems,
Rubber, Tourism, IT/BPO
Administration: 9 Provinces, 25 Districts,
325 Divisional Secretariats
Telephone: 114% penetration
Internet: 5 million users
Broadband: 1.25 million connections
Key Requirements for the Development of the Information Society & Bridging the Digital Divide:

- ACCESS: To e-Content

- e-CONTENT: Information, Services & Applications
Key Requirements for the Development of the Information Society & Bridging the Digital Divide:

- **ACCESS**: To e-Content

- **e-CONTENT**: Information, Services & Applications
Access to e-Content

Key Enablers for the provision of Access:

- **NETWORK:** *Broadband, Wireless, Mobile*
- **ACCESS DEVICES / POINTS:** *PCs, Tablets, Mobile phones, Internet Kiosks, Tele-Centers*
- **ICT LITERACY:** *Ability to use Computing / Mobile device*
- **LOCAL LANGUGAE COMPUTING:** *Availability to use Computing devices in Local Languages*
Access to e-Content: Sri Lanka’s Case

Key Enablers for the provision of Access:

- **NETWORK:** National Broadband Network (NBN), 3G ++

- **ACCESS DEVICES / POINTS:** Nenasalas (local Tele-centres), over 100% Mobile penetration

- **ICT LITERACY:** From 4% - 40% in the last decade, target of 75% in the next 5 years. Very High Mobile Device Literacy

- **LOCAL LANGUGAE COMPUTING:** Sinhala & Tamil Unicode in Computers, Computing in Sinhala & Tamil
Information / Knowledge Society

Key Requirements for the Development of the Information Society & Bridging the Digital Divide:

- **ACCESS:** To e-Content

- **e-CONTENT:** Information, Services & Applications
Information, Services and Applications provided electronically to citizens by both:

- **GOVERNMENT:**
  - *To Facilitate ‘Life Events’*
  - *For Economic Benefits*

- **NON-GOVERNMENT ENTITIES**
  - *For Economic Benefits*
  - *For Social Benefits*
Provided for the benefit of and consumed by Citizens for:

- **ECONOMIC BENEFIT:** Income Generation, Monetary Savings, Educational Opportunities, Employment Opportunities, Business Opportunities

- **SOCIAL BENEFIT:** Solutions to day-to-day problems, Equal Opportunities, Access to better Health Care Services, Communication Opportunities, Uplifting the Quality of Life, Poverty Reduction, Benefits to disadvantaged communities
Economic Impact – Sri Lanka’s Case

Income Generation – Access to:
- Market Prices / Agri. Information
- Marine / Weather Information
- Employment Opportunities
- Educational Opportunities
- Business Opportunities

Monetary Savings – Access to:
- Market Prices / Agri. Information
- Communication Opportunities
- Availability & Usage of Mobile Money
Social Impact – Sri Lanka’s Case

Social Impact

- Equal Opportunities (Urban v Rural)
- Access to Health Care Services
- Access to Communication Opportunities
- Access to Educational Opportunities
- Removal of Traditional Barriers
- Uplifting the Quality of Life / Poverty Reduction
- Benefits to disadvantaged communities
- Benefits to differently-abled communities
- Solutions to societal problems
- Conflict avoidance (access to information)
e-Content from Government entities

Information & Services for Citizens:

- Non electronic Content has always been provided: Albeit in an inefficient, cumbersome and unproductive manner for the citizens.

- Information / Service Delivery to Citizens needs to be done much more efficiently.

- Government / Govt. Processes needs to be reformed, re-engineered and automated and delivered electronically: e-Government or Re-Engineering Government
Government Information Centre (SL)

A Short / Medium Term Remedy

- **GIC – 1919:** First Government trilingual Call
- **Trilingual knowledge base on a plethora of government services**
- **Open 365 days a year, 14 hours a day**
- **Backed by a trilingual web site -** [www.gic.gov.lk](http://www.gic.gov.lk)
Re-Engineering Government (Sri Lanka)

INFRASTRUCTURE ECO SYSTEM *(Connected Govt.)*

- **LGN (Lanka Government Network):** Cohesive Dedicated Network connecting all Government organizations.


- **LGC (Lanka Government Cloud):** Providing Infrastructure, Platform and Application as a Service to Government.
Re-Engineering Government (Sri Lanka)

DATA BASES & e-APPLICATIONS

Data Bases: e-Population Register, e-Land Register, e-Establishment ‘s Hub
- Providing important data to other departments and systems. Enabling the Single Window implementation of Government Services.

Applications: e-Civil Registration Certificates, e-Pensions, e-Motoring, E-Travel Authority (e-Visa), e-Social Services, e-Local Government, HHIMS, +++
- Providing efficiencies in delivering services to citizens
Key Requirements for the Development of the Information Society & Bridging the Digital Divide:

- **ACCESS:** To e-Content

- **e-CONTENT:** Information, Services & Applications
New Technology Trends & Strategies

- Big Data & Open Data
- Cloud Computing
- Near Field Communication
- Citizen Engagement
- Mobile Government (Gov 3.0)
- e-Health Services
- Android Eco-System (emerging in Sri Lanka)
ICT as a Transformational Tool

2 Concepts:

- ICT as a Catalyst / Enabler for Socio-Economic Development in the country.

- ICT as growth industry, providing a boost and becoming a critical pillar in country’s economy.

*The development & growth and sustainability of the information/ knowledge society is important for both these areas of ICT*
Development and Growth of the Knowledge Services (IT/BPO/KPO) Industry as a key Economic pillar in the country:

- **Focus Areas:**
  - Industry Capacity Building,
  - Market Creation and Promotion,
  - Creating Enabling Environment (legal ++) for Industry growth

- **Benefits:**
  - Foreign Exchange earning for country (No 5 in SL),
  - Generation of high value employment opportunities and careers.
Many activities to focus on:

- Development of the ICT Infrastructure
- Development of the ICT HR Skills
- e-Government / Re-Engineering Government
- Taking Benefits of ICT to Societies/Communities
- Growth of the ICT/BPO Industry
- Policy and Institutional Framework & e-Leadership

All of the above are inter-linked and connected. A Holistic approach to e-Development is essential for growth as well as sustainability.
e-Sri Lanka

An Integrated e-Development Model

- Peace
- ICT Policy, Leadership & Institutional Development
- ICT Investment & Private Sector Development
- ICT Human Resources Capacity Building
- Information Infrastructure
- Re-engineering Government
- e-Society

Equity

Growth
ICT as a Transformational Tool & the Information / Knowledge Society

A Sri Lankan Perspective

Thank You

www.icta.lk