Policy 2018 Online

Digital Mauritius 2030 Strategic Plan

Mauritius

E-Government

Definitions of Data:

N/A

Main Focus of Document:

This is a roadmap setting out plans for the country to enable the population to live in a technologically driven society; and to boost the digital economy and broaden the delivery of public service.

Target Beneficiaries or Sectors:

n/a

Key Elements:

Ths strategy centres on five strategic waves. Included in each of these waves are a series of short, medium or long-term activities.

1. ICT infrastructure and broadcasting Specific strategic actions include:

- setting up a series of new submarine cables to connect Mauritius to the world and connect Rodrigues to Mauritius;
- providing satellite connectivity for Agalega and outer islands;
- setting up additional backhauls across Mauritius;
- setting up a Command and Control Centre to operate and manage the Government Wide Area Network;
- promoting the adoption of emerging solutions (AI, IoT, Big Data, cloud computing);
- ensuring widespread availability of very high speed internet (fibre, 5G) and the emergence of the Internet of Everything;
- setting up a Tier 4 Data Centre for Government.

2. e-Government and business facilitation Strategic activities include:

- reviewing and aligning procurement processes to cater for new trends in technology and ICT;
- promoting routinisation of applications across the civil service;
- developing common policies and standards for harmonisation of public sector processes and interoperability of systems and service-oriented architectures;
- implementing a National Authentication Framework for single sign-on across government services;
- setting up Multi-Channel Delivery to bridge the digital divide;
- setting up end-to-end digital services with paperless transactions and electronic payments;
- establishing a National Certification Authority for provision of digital signatures and e-signing services;
- implementing an e-residency facility for foreigners to set up companies and trade in Mauritius;
- setting up e-participation platforms;
- opening up and accelerating usage of the InfoHighway platform for data sharing for public sector and private agencies;
- implementing Mauricloud platform for document sharing (including for driving licenses and recruitment in the public service);
- implementing AI-based solutions in the public service;
- setting up chatbots on government websites for 24/7 customer support;
- establishing a Digital Government Steering Committee.

(3) Talent management Specific activities in this wave include providing scholarships to students wishing to specialise in emerging technologies, introducing ICT training incentive schemes for employees and creating ICT skills exchange programmes with international organisations.

4. Cybersecurity and cybercrime Strategic actions include:

- establishing a legal entity (CERT-MU) to provide cybersecurity services;
- setting up a Cyber Threat Centre;
- conducting cybersecurity threat assessment exercises;
- issuing guidelines on good cybersecurity practices;
- establishing a regional capacity building centre for cybercrime;
- formulating a National Cyber Security Accreditation Framework;
- promoting Mauritius' cyber security services in the region.

5. Innovation and emerging technologies Activities include:

- setting up a Mauritius Artificial Intelligence Council to drive the take up of AI and emerging technologies as vehicles for innovation;
- introducing a package of incentives for applied research;
- implementing a National Innovation Framework to strengthen the innovation ecosystem;
- promoting the development of Fintech driven services;
- identifying startup 'champions' through incubators;
- attracting multinationals to establish R&D centres;
- creating a platform for exchange among experts by setting up a research and innovation network.

Artificial Intelligence Authentication Big Data Cloud-based services Data Data sharing Digital divide Digital government Digital infrastructure Digital signature Emerging technologies Innovation Interoperability Internet of Things Internet Platform Procurement Research and development (R&D) Satellite

Policy/regulation mirrored:

Countries: