

# ICTA Corporate Plan 2021



Information and Communication Technology Agency of Sri Lanka



# Information and Communication Technology Agency of Sri Lanka (ICTA)

Information and Communication Technology Agency of Sri Lanka (ICTA) was established as a Government owned Company on 12th May 2003, fully owned by the Secretary to the Treasury. The Information and Communication Technology (“ICT”) Act No. 27 of 2003, empowered ICTA with statutory powers and its mandate was further enhanced through ICT (Amendment) Act No. 33 of 2008.

Since its inception, ICTA has been at the forefront of implementing digital strategies, working with multiple stakeholders in Government, private sector and the civil society as well as other development partners. ICTA has also made significant contributions by creating institutional frameworks by establishing and maintaining Sri Lanka CERT (Computer Emergency Readiness Team) during 2006-2018, establishing Lanka Government Information Infrastructure (LGII) to manage Lanka Government Network (LGN) since 2011 to date, deployed South Asia’s first Government cloud, the “Lanka Government Cloud” (LGC) since 2013. ICTA also deployed transformational e-Services and gave leadership to digitalization of vital sectors of the economy. ICTA also took the lead to enrich the ICT industry, by the establishment of SLASSCOM and formulated strategies to achieve export revenue target of over USD 1 billion for this sector.

In 2004, ICTA was mandated to formulate the required laws and policies required for ICT development, based on International standards. ICTA gave leadership to the drafting of several ICT laws, including the Electronic Transactions Act No. 19 of 2006, (and the amending Act No. 25 of 2017) and the Computer Crimes Act No. 24 of 2007. ICTA also gave leadership to Sri Lanka’s entry into the

Budapest Cybercrime Convention, UN Electronic Communications Conventions and the Task Force for Electronic Signatures. ICTA is presently spearheading the drafting of the Data Protection as well as Cyber Security Legislation, including the establishment of the required institutional frameworks.

As an institution fully funded by the Government of Sri Lanka, the ICTA is presently aligned with the Ministry of Technology under the purview of His Excellency the President of Sri Lanka.

Further, in terms of Article 36 (1) of the 19th Amendment to the Constitution, the Auditor General is authorized to carry out audits on ICTA with effect from the year 2015.

Pursuant to Cabinet Decision, dated 16<sup>th</sup> November 2020 (vide. Cabinet Paper No. CP 20/1784/301/012, Cabinet Memorandum of HE the President titled “Implementing Digital Strategies and empowering the Information and Communication Technology Agency of Sri Lanka (ICTA)”, dated 4<sup>th</sup> November 2020), ICTA was empowered to scale up its resources and capability and take appropriate steps so as to have the ability to respond to growing requirements from a diverse range of stakeholders and carry out rapid deployment of digital technologies across multiple sectors of the economy in order to implement the policy framework adopted by the Government. ICTA was also empowered to implement the National Digital Policy and Strategy, create the required program units at ICTA to comply with requirements described in the said Cabinet memorandum and to take immediate steps needed to implement ICTA’s staffing requirements as described in the Cabinet Memorandum.

# Contents

01. ICTA's Vision.....	1
02. HR Analytics - Information as at Dec 31, 2020.....	19
03. Organization Structure .....	22
04. Strengths, Weaknesses, Opportunities and Threats.....	25
05. Financial Highlights.....	27
06. Digital Government Strategy 2020-2024.....	29
07. Digital Economy Strategy 2020 – 2024 .....	35
08. Digital Services Strategy 2020-2021 .....	51
09. Action Plan – 2021 .....	55
10. Key Performance Indicators – 2021 .....	74
11. Corporate Communication Strategy .....	77

## ICTA's Vision

*"A Digitally Inclusive and Prosperous Sri Lanka."*

Under the visionary leadership of the President His Excellency Gotabaya Rajapaksa, National Policy Framework (NPF) of the Government of Sri Lanka "Vistas of Prosperity and Splendour" adopted in December 2019, constitutes of 10 key policies aimed

at achieving the fourfold outcome of a productive citizenry, a contented family, a disciplined and just society and a prosperous nation. Chapter 6, outlines strategies and activities for establishing a Technology Based Society (Smart Nation) as follows:

### Establish Sri Lanka as a Global Innovation Hub:

- Maximize the use of innovative measures in – Internet of Things (IoT), Artificial Intelligence (AI), Biotechnology, Robotics, Augmented Reality, Cloud Computing, Nanotechnology, 3D printing

### Set up a Citizen Centric Digital Government for the convenience of citizens:

- Establish nine Citizen Service Centers to adopt new technologies for public service delivery (ID cards, passports, driving license etc.)
- Introduce a digital and electronic payment system to pay traffic fines
- Establish an e-procurement system to eliminate bribery and corruption

### Establish Digitally Inclusive Sri Lanka:

- Establish a country wide high speed optical data transmission system and a high speed 5G Mobile Broadband System to facilitate data transmission
- Establish digital cities with digital administration and monitoring
- Introduce a mobile and digital payment system to handle all financial transactions
- Place a cross border e-commerce and International e-payment system
- Introduce new legislation to ensure data protection, cyber security and Intellectual Property Rights

### Promote IT Entrepreneurship:

- Make USD 3 million worth export industry by 2025 by developing Business Process Outsourcing (BPO) and Knowledge Process outsourcing (KPO)
- Set up IT centres and BPO centres in connecting cities.
- Increase no. of software engineers and programmers to 300,000 by 2025
- Encourage local software engineers and IT designers to develop software locally instead of importing
- Support local entrepreneurs to develop software for international market

ICTA's long term vision is to see these policies adopted enabling the Digital Transformation of the nation.

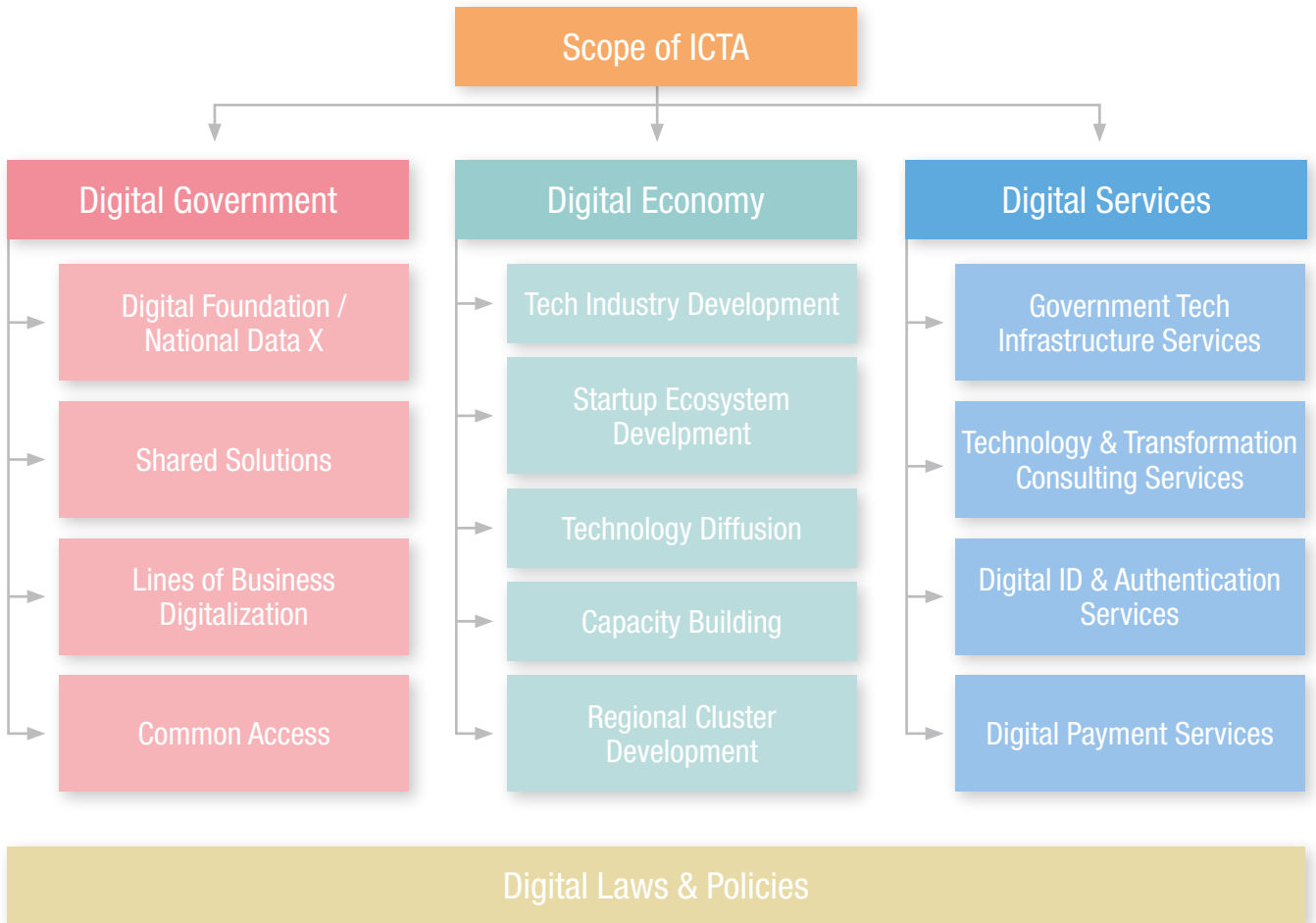
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## ICTA's Mission

*"Our Mission is to serve the nation with the Effective Digital Solutions by practicing and demonstrating of innovation, highest standards of ethics and professionalism in order to enable transforming lives of Sri Lankan citizens."*

## Scope of ICTA

According to the Strategic Roadmap for ICTA, which has been presented to and approved by HE the President, ICTA's scope relies on three pillars, as illustrated below, with their sub components and Digital Laws and Policies recognized as a cross cutting component.



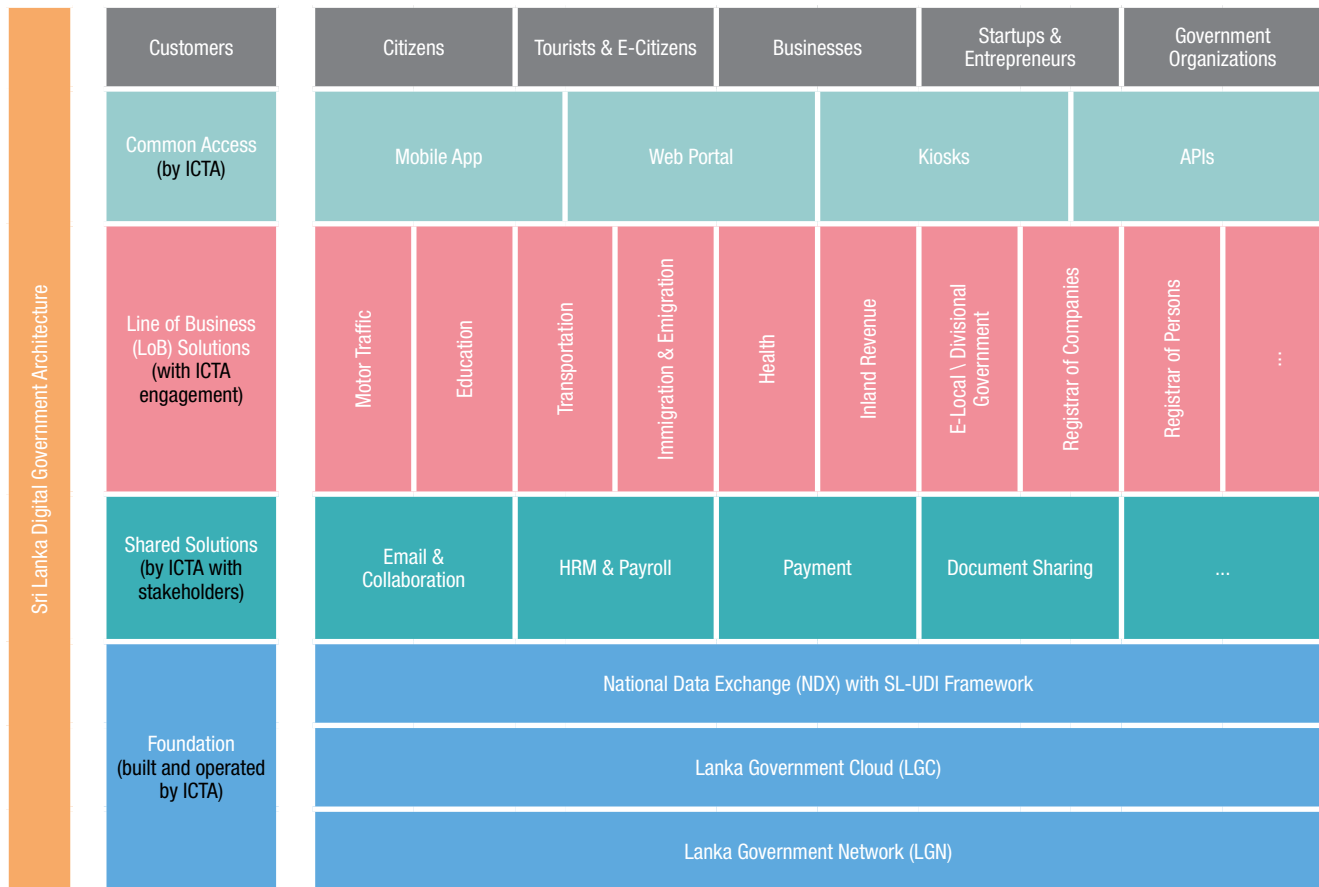
## Digital Government

Digital solutions will enable better communication between citizens and Government agencies to uphold democratic values. Similarly, these solutions may be harnessed to improve the quality of Government service delivery through integrated and efficient processes, to reduce bureaucracy, and improve efficiency, accountability and transparency. A series of strategic national initiatives are to be established under this pillar to facilitate the enhancement of

digital identification, fintech, healthtech, and other Government-wide services.

Sri Lanka's planned Digital Government Architecture will address the needs of multiple layers of customers (horizontal) with shared solutions and Line of Business (LoB) solutions built upon the foundation that consists of a National Data Exchange (NDX) (to be built), Lanka Government Network (LGN) and Lanka Government Cloud (LGC).

## Sri Lanka Digital Government Infrastructure



All Line of Business (LoB) for Government needs will be treated in a prioritization framework in order to offer them the focus they truly deserve.

Evaluate requests along multiple dimensions and score:

National Security	Citizen Services	Business Services	Government Cost Reduction	Government Revenue Generation	Executive Request

Engage based on score and LoB expectations:

- ICTA Delivered
- ICTA Consulted
- LoB Delivered
- Community Delivered

Overtime, all Government systems will be expected to use a common foundation

- interim steps / quick fixes will be taken to increase interoperability



Finally, depending upon the requirement of the client – in this case can be a Ministry, Department or any other Government institution – ICTA will engage in developing, implementing and assisting the client and the citizens/customers to adopt the solution in the most convenient and the fastest manner. For this,

four different engagement models are presented. ICTA’s engagement in terms of resources, be that financial, human resources, technical, physical or informational, varies depending upon the engagement model.

	ICTA Delivered	ICTA Consulted	LoB Delivered	Community Delivered
ICTA Engagement Models	Digital Transformation Consulting	Digital Transformation Consulting	Digital Transformation Guidelines	Solution Architecture & Engineering Guidelines
	Solution Architecture	Solution Architecture	Solution Architecture & Engineering Guidelines	Procurement Guidelines
	Project Management	Project Management Support	Procurement Guidelines	Community Engagement Support
	Procurement Management	“Thin Slice” Development	Architecture & Implementation Support	Deployment & Operation Support
	Initial System Development & Deployment	Procurement Support	Deployment & Operation Support	
	Change management	Deployment & Operation Support		
	System Operation			
	System Handover			
	System Iteration			
	Common Foundation	Common Foundation	Common Foundation	Common Foundation

## Lanka Government Network (LGN) and Lanka Government Cloud (LGC)

Lanka Government Network and Lanka Government Cloud (LGN/LGC) use secure and reliable infrastructure facilities to the Government to host any type of application/ system and ensure Government organizations, offices and buildings are connected with appropriate bandwidth to support the use of e-Government services by public servants as well as visitors to these offices.

“Lanka Government Network” (LGN) project is a strategic project of ICTA. The Government of Sri Lanka has recognized the need for a digital economy and has taken measures to digitalize the administration in order to successfully face future economic and social challenges.

Main objective of the LGN project is to build high available, high speed, secure, reliable and centrally managed dedicated Government network to link all Government institutions to a single digital infrastructure. By successfully deploying the LGN project, ICTA aims at encouraging public sector employees to get better acquainted with Information and Communication Technology (ICT), assuring efficiency and smooth flow of information as well as improving standards of service in the public sector to be able to provide efficient citizen services.

Lanka Government Network version 2.0 (LGN 2.0) backbone will connect all the Government organizations of GOSL in a cost-effective and secure manner to provide centralized Internet, Email and video conferencing services, enabled access to Lanka Government Cloud (LGC) services from any Government organization. Also, it will provide number of Government e-services and trusted and secure connectivity to all Government organizations to exchange Government data and information.

As the first phase of the project LGN main VPN core and 860 Government organization have been connected. That includes 331 Divisional Secretariats, 25 District Secretariats, 50 Ministries, 87 Departments, 46 Hospitals, 321 Other Government organizations island wide.

The proposed LGN 2.0 initiative offers up to 100 Mbps last mile connectivity for all Government location through fiber optic media. Also from this network ICTA intends to build their Local area network with providing Wi-Fi facilities with enabling cross Government dedicated network in Sri Lanka.

To make this a reality, ICTA has planned to connect 3,500 Government organizations and buildings with a minimum bandwidth of 100Mbps, and this will be further expanded up-to 7,500 locations by connecting country’s post office network. All of these locations will be facilitated with Wi-Fi zones, which will create a conducive environment to the citizens to use Government services conveniently.

The benefits of this project lies in a wide range as this project remove physical boundaries of the Government institutions and offer effective and efficient Government service to the public. Through this project, people in rural areas of the country will be able to access to Government services even from rural areas of the country. Therefore it will open new business opportunities at the grass root level people due to availability of information and technology. Further it will reduce travelling costs and expenditure on obtaining Government services due to the accessibility of Government services in every part of the country. Added to that Government will get the capacity to perform efficiently and effectively with the improved connectivity and availability of common digital platforms.

It is also expected to achieve significant cost reduction in Government sector by avoiding paper based communication and documentation by moving in to digital communication and documentation by using the available Government network. Ultimately it will positively contribute to the improve citizen satisfaction and employee satisfaction due to the efficient service delivery and improved job satisfaction as well.

From this network both Government employees and citizens will be able to easily connect the network