ICTA
ideas actioned

INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

DIGITAL SERVICES STRATEGY 2020-2024

DIGITAL SERVICES STRATEGY

VALUES

> *Citizen Delight*
> Digital Services Strategy that ensures services offered by Government Institutions are exceeding expectations of citizens and businesses.

> *Secure Infrastructure*
> Digital Services Strategy that ensures reliability, resilience and Security of the digital infrastructure, shared services and platforms.

> *Sustainability*
> Digital Services Strategy that ensures adoption and sustainability of the digital solutions offered by Government Institutions.

STRATEGY

1. Government Tech Infrastructure
   Digital Services Strategy that ensures reliability, resilience and security of Government key digital infrastructure, to ensure trust, and better services citizens, business and Government Institutions.

2. Technology and Transformation Consulting Services
   Facilitate Government Digital Transformation ensuring unified approach for Technology adoption, to achieve the envisioned outcomes.

3. Digital ID and Authentication Services
   Ensuring uninterrupted operations of the Sri Lanka Digital Identity Framework and related Services

4. Digital Payment Services
   Greater user experience for Government digital payment process, encouraging Government institutions to offer transactional services online

5. Digital Services
   Conceptualize design and develop Ancillary Digital Services needed to operationalize and or deliver the services of Digital Platforms and Digital Solutions

KEY PERFORMANCE INDICATORS

			BY 2020	2022	2024
Infrastructure		Establish, Expand and fully function key national Network and Systems Infrastructure	50% (Usage)	25% (Usage) 100% (expansion)	50% (Usage 100% (expansion)
Interoperability Framework		Conceptualize, Design and adopt Interoperability Framework	5 (Institutions)	50% (Key Institutions)	100% (Key Institutions)

SERVICE DELIVERY

OBJECTIVES 01 AND ACTION ITEMS

Government Tech Infrastructure

- Digital Services Strategy that ensures reliability, resilience and security of Government key digital infrastructure, to ensure trust, and better services citizens, business and Government Institutions.

- *Lanka Government Network (LGN)*
- *Lanka Government Cloud (LGC)*
- *National Data eXchange (NDX)*
- *National Spatial Data Infrastructure (NSDI)*

OBJECTIVES 02 AND ACTION ITEMS

Technology and Transformation Consulting Services

- Facilitate Government Digital Transformation ensuring unified approach for Technology adoption, to achieve the envisioned outcomes.

    - *Accreditation of Digital Government Consultants*

    - *Adoption and propagation of latest Technologies for Digital Government Solutions.*

OBJECTIVES 03 AND ACTION ITEMS

Digital ID and Authentication Services

- Ensuring uninterrupted operations of the Sri Lanka Digital Identity Framework and related Services.
    - *National Digital Identify and Authentication infrastructure and platform*
    - *Authentication and Signing services*

OBJECTIVES 04 AND ACTION ITEMS

Digital Payment Services

- Greater user experience for Government digital payment process, encouraging Government institutions to offer transactional services online.

    - *GOV.LK Pay - Lanka Government Payment Service*

OBJECTIVES 05 AND ACTION ITEMS

Digital Services

- Conceptualize design and develop Ancillary Digital Services needed to operationalize and or deliver the services of Digital Platforms and Digital Solutions.

  - *Printing and personalization of Cards required to operationalize Digital Government services (Digital ID, Driving license, etc.*