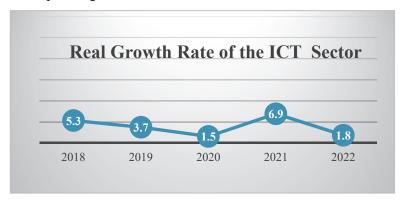# STRATEGIC OVERVIEW

I.   Mission Statement

To become a highly connected, innovation-driven and competitive nation by boosting the digital economy and promoting the use of information technology in every sector of activity and across all sections of the population

II.   Current Situation & Challenges

- The average growth rate of the ICT sector has hovered around 4 percent over the past five years; the sector has been one of the few which registered a positive growth rate in the two years affected by the pandemic.

- Some 18,400 persons were directly employed in the ICT sector in 2021. According to the Economic Development Board, it is estimated that some 32,000 persons are employed by the 900 companies operating in the ICT/BPO sector.

- Mauritius has made significant progress in the Global Innovation Index 2022, improving its ranking from 52nd in 2021 to 45th out of 132 countries.

- MauShield, the national platform for sharing cyber threat information and intelligence was launched in September 2022. It assists organisations to improve their cybersecurity posture, minimize risks and prevent cyber-attacks.

- The *MoKloud* mobile application was launched in October 2022, enabling citizens to download their online birth and marriage certificates when required.

- The implementation of the e-KYC feature as from November 2022 has allowed the Mauritian diaspora and citizens to avail of Government e-services through a seamless online two-factor authentication process.

- The Mauritius Research and Innovation Council (MRIC) has financed 52 projects and 4 programmes under different schemes in various sectors. 61 start-ups have been supported by 5 accredited Incubators under the Research and Innovation Scheme in FY 2022-2023.

- The online portal of the Data Protection Office is operational since December 2022.

Key Challenges

- Lack of skilled personnel mainly in new and emerging technologies
- Low level of digital maturity among citizens and businesses leading to differing rates of technology adoption
- Resistance to change and reluctance in adopting a whole-of-Government approach to managing systems and service delivery across Ministries and Departments
- Low uptake of existing Government e-services by the population

III.   Strategic Direction 2023-2026

Strategic Direction	Enabler
Transform Mauritius into a highly connected, innovation-driven and competitive nation	▪ Support research and knowledge transfer with private firms to stimulate innovation ▪ Conduct research in national priority areas ▪ Implement schemes to support start-up and SME innovation ecosystem ▪ Create a pool of talents in ICT sector to improve skills mix
Accelerate digital transformation in Government	▪ Operationalise the Mauritius Digital Transformation Agency to lead digital transformation across Ministries and Departments ▪ Formulation of an ICT Blueprint which will include a roadmap for the digitalisation of Government services in the short, medium and long term ▪ Upgrading of the current GINS infrastructure to cater for additional sites and higher speed connectivity
Strengthen cyber security	▪ Implement the National Cyber Security Strategy 2023-2025 ▪ Implement the Critical Information Infrastructure Protection Framework ▪ Set up an Interactive Cyber Simulation Portal to improve cybersecurity protection and incident response capabilities at national, regional and international levels
Ensure business continuity	▪ Set up a Disaster Recovery Site to increase resilience and ensure continuity of vital business processes ▪ Extension of the GOC Data Centre to enable it to host upcoming high priority projects within the Government infrastructure
Allow citizens to access user-friendly e-services for seamless transactions	▪ Introduction of a virtual assistant/digital human on the Government portal as well as a humanoid (robot) to facilitate interaction of citizens with Government services and enhance customer experience ▪ Set up the "MauPass-Corporate" (single corporate digital identity) to provide an authentication system for corporate entities ▪ Develop and encourage adoption of emerging tech applications ▪ Market Government e-services to increase uptake among the population

IV.   Key Deliverables and Key Performance Indicators

Outcome				
Mauritius to become a competitive and digitally connected economy				
Outcome Indicator	**Actual 2022/23 (Prov.)**	**Target 2023/24**	**Target 2025/26**	**Target 2030**
Mauritius ranking in Global Innovation Index (out of 132 economies)[1]	45th	≤ 45th	≤ 42th	≤ 35th

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[1]The Global Innovation Index ranks world economies according to their innovation capabilities, based on some 80 indicators, grouped into innovation inputs and outputs.

Delivery Unit	Main Service	Key Performance Indicator	Actual 2022/23 (Prov.)	Target 2023/24	Target 2024/25	Target 2025/26
Ministry of Information Technology, Communication and Innovation	Make the government portal a one-stop platform for all e-government services	Number of applications made through e-government services	80,000	100,000	120,000	130,000
Mauritius Digital Promotion Agency	Operationalisation of Open Data Portal	Number of additional datasets released as open data	75	100	120	135
Mauritius Research and Innovation Council	Promotion of innovation and research	Number of projects with commercial potential approved	25	25	25	25
		Number of start-ups/ incubatees supported	61	80	90	100
Mauritius Emerging Technologies Council	Adoption of emerging technologies	Number of emerging tech initiatives/platforms developed	-	3	4	5

V.   Human Resource & Gender Distribution

Staff in Post	Number	Male	Female
Top Management (Salary ≥ Rs 110,000)	4	50%	50%
Middle Management (Rs 47,000 ≤ Salary <Rs 110,000)	123	43%	57%
Support (Salary <Rs 47,000)	229	28%	72%
Overall	**356**	**33%**	**67%**

CISD Figures – May 2023

Staff in Statutory Bodies / Public Bodies	Number	Male	Female
Mauritius Digital Promotion Agency (ex-National Computer Board)	**57**	59%	41%
Mauritius Research & Innovation Council	**56**	32%	68%

GOC Staff under ex-NCB are being absorbed in the Ministry

FINANCIAL RESOURCES

Summary by Economic Categories

Rs 000

Code	Economic Categories	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
	VOTE 16-1 TOTAL EXPENDITURE	906,000	**927,000**	959,000	945,000
	Recurrent Expenditure	689,800	738,300	762,700	782,200
20	Allowance to Minister	2,400	2,400	2,400	2,400
21	Compensation of Employees	263,600	267,800	280,300	288,900
22	Goods and Services	283,300	310,600	321,800	328,900
26	Grants	115,500	132,500	133,200	137,000
28	Other Expenses	25,000	25,000	25,000	25,000
	Capital Expenditure	216,200	188,700	196,300	162,800
26	Grants	73,000	74,500	76,000	76,000
31	Acquisition of Non-Financial Assets	143,200	114,200	120,300	86,800

Summary by Sub-Heads

Rs 000

Details	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
Sub-Head 16-101: General	533,600	560,700	598,400	588,300
Sub-Head 16-102: Central Informatics Bureau	245,600	213,300	221,800	221,400
Sub-Head 16-103: Central Information Systems Division	126,800	153,000	138,800	135,300
TOTAL	**906,000**	**927,000**	**959,000**	**945,000**

Sub-Head 16-101: General

Rs 000

Item No.	Details	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
	Recurrent Expenditure	**374,900**	**405,100**	**415,200**	**426,600**
20	**Allowance to Minister**	**2,400**	**2,400**	**2,400**	**2,400**
20100	Annual Allowance	2,400	2,400	2,400	2,400
21	**Compensation of Employees**	**93,600**	**97,100**	**100,100**	**104,700**
21110	Personal Emoluments	80,855	84,225	87,215	91,805
.001	Basic Salary	68,750	68,675	71,465	75,855
.002	Salary Compensation	720	2,550	2,550	2,550
.004	Allowances	1,600	1,700	1,700	1,700
.005	Extra Assistance	1,800	2,800	2,800	2,800
.006	Cash in lieu of Leave	2,550	2,700	2,800	2,900
.009	End-of-year Bonus	5,435	5,800	5,900	6,000

Rs 000

Item No.	Details	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
21111	Other Staff Costs	11,925	12,025	12,025	12,025
.001	Wages	200	200	200	200
.002	Travelling and Transport	10,700	10,800	10,800	10,800
.100	Overtime	1,000	1,000	1,000	1,000
.200	Staff Welfare	25	25	25	25
21210	Social Contributions	820	850	860	870
.001	Contribution to the National Savings Fund	820	850	860	870
22	**Goods and Services**	**138,400**	**148,100**	**154,500**	**157,500**
22010	Cost of Utilities	3,190	3,465	3,465	3,465
22020	Fuel and Oil	300	450	450	450
22030	Rent	12,930	15,750	15,750	15,750
22040	Office Equipment and Furniture	270	270	270	270
22050	Office Expenses	600	645	645	645
22060	Maintenance	5,120	4,585	4,585	4,585
22070	Cleaning Services	85	85	85	85
22100	Publications and Stationery	1,300	1,500	1,500	1,500
22120	Fees	5,925	11,525	7,425	7,425
	of which				
.008	Fees to Consultants - *ICT Blueprint*	-	4,000	-	-
.034	Membership Fees	4,750	5,600	5,600	5,600
22900	Other Goods and Services	108,680	109,825	120,325	123,325
	of which				
.041	Expenses icw Security Operations Centre	5,080	5,500	6,000	6,000
.904	Running cost of Government Online Centre (GOC)	96,000	98,000	108,000	111,000
	of which				
	Rental for Disaster Recovery Site	*20,000*	*10,000*	*20,000*	*20,000*
.916	Running Cost of Data Protection Office	5,500	5,500	5,500	5,500
.955	Gender Mainstreaming	200	200	200	200
26	**Grants**	**115,500**	**132,500**	**133,200**	**137,000**
26210	Contribution to International Organisations				
.130	African Telecommunication Union	560	650	650	650
.131	International Telecommunications Union	3,810	4,100	4,100	4,100
.133	Universal Postal Union	2,130	2,250	2,250	2,250
26313	Extra-Budgetary Units				
.042	Mauritius Research and Innovation Council	50,000	55,000	56,700	58,000
.054	Mauritius Digital Promotion Agency *(ex-National Computer Board)*	54,000	55,500	57,000	59,000
.159	Mauritius Emerging Technologies Council	5,000	15,000	12,500	13,000
	of which				
	Emerging Tech Conference	-	*3,000*	-	-
28	**Other Expense**	**25,000**	**25,000**	**25,000**	**25,000**
28213	Transfers to Non Financial Public Corporation				
.022	Mauritius Post Ltd - Contribution icw Digital Service Centres	25,000	25,000	25,000	25,000

Rs 000

Item No.	Details	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
	Capital Expenditure	**158,700**	**155,600**	**183,200**	**161,700**
26	**Grants**	**73,000**	**74,500**	**76,000**	**76,000**
26323	Extra-Budgetary Units				
.042	Mauritius Research and Innovation Council	72,500	71,000	71,000	71,000
	of which				
	Research and Innovation Projects	*70,000*	*70,000*	*70,000*	*70,000*
.054	Mauritius Digital Promotion Agency *(ex-National Computer Board)*	500	1,500	1,000	1,000
.159	Mauritius Emerging Technologies Council	-	2,000	4,000	4,000
31	**Acquisition of Non Financial Assets**	**85,700**	**81,100**	**107,200**	**85,700**
31112	Non Residential Buildings				
.401	Upgrading of Office Building	200	1,180	200	200
31122	Other Machinery and Equipment				
.802	Acquisition of IT Equipment	1,300	1,300	1,500	1,500
31132	Intangible Fixed Assets				
.115	Computerisation Project for the Data Protection Office	3,200	420	-	-
.121	Interactive Cyber Simulation Portal	3,000	3,000	1,500	1,500
.401	Upgrading of ICT Infrastructure - Digital Transformation Initiatives	13,000	16,000	15,000	15,000
.402	Upgrading of GOC	60,000	55,000	85,000	63,500
	of which				
	Extension of GOC Data Centre	*25,000*	*10,000*	*30,000*	*25,000*
.801	Acquisition of Software	5,000	4,200	4,000	4,000
	TOTAL	**533,600**	**560,700**	**598,400**	**588,300**

Sub-Head 16-102: Central Informatics Bureau

Rs 000

Item No.	Details	2022/23	2023/24	2024/25	2025/26
	Recurrent Expenditure	**196,000**	**208,800**	**215,300**	**220,900**
21	**Compensation of Employees**	**53,300**	**49,300**	**51,200**	**52,900**
21110	Personal Emoluments	44,170	41,355	43,255	44,955
.001	Basic Salary	38,145	35,055	36,855	38,405
.002	Salary Compensation	270	850	850	850
.004	Allowances	200	250	250	250
.006	Cash in lieu of Leave	2,155	2,200	2,250	2,300
.009	End-of-year Bonus	3,400	3,000	3,050	3,150
21111	Other Staff Costs	8,760	7,575	7,575	7,575
.002	Travelling and Transport	8,500	7,250	7,250	7,250
.100	Overtime	250	300	300	300
.200	Staff Welfare	10	25	25	25
21210	Social Contributions	370	370	370	370
.001	Contribution to the National Savings Fund	370	370	370	370
22	**Goods and Services**	**142,700**	**159,500**	**164,100**	**168,000**
22010	Cost of Utilities	865	1,075	1,110	1,260
22030	Rent	88,335	90,335	95,420	100,620
	of which				
.007	Rental of Lines for Network System	83,000	85,000	90,000	95,000

Rs 000

Item No.	Details		2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
22040	Office Equipment and Furniture		385	400	400	400
22050	Office Expenses		130	130	130	130
22060	Maintenance		19,535	31,110	30,590	29,140
	of which					
.005	IT Equipment		19,355	31,025	30,505	29,055
22100	Publications and Stationery		150	150	150	150
22120	Fees		33,200	36,200	36,200	36,200
	of which					
.008	Fees to Consultants		2,000	1,000	1,000	1,000
.023	Licence Fees for Oracle Technical Support		31,000	35,000	35,000	35,000
22900	Other Goods and Services		100	100	100	100
Capital Expenditure			**49,600**	**4,500**	**6,500**	**500**
31	**Acquisition of Non Financial Assets**	Project Value Rs 000	**49,600**	**4,500**	**6,500**	**500**
31122	Other Machinery and Equipment					
.802	Acquisition of IT Equipment		500	500	500	500
31132	Intangible Fixed Assets					
.401	e-Government Projects		49,100	4,000	6,000	-
	of which					
	Digital Document Management System	10,000	-	4,000	6,000	-
	TOTAL		**245,600**	**213,300**	**221,800**	**221,400**

Sub-Head 16-103: Central Information Systems Division

Rs 000

Item No.	Details	2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
Recurrent Expenditure		**118,900**	**124,400**	**132,200**	**134,700**
21	**Compensation of Employees**	**116,700**	**121,400**	**129,000**	**131,300**
21110	Personal Emoluments	110,640	115,275	122,850	125,150
.001	Basic Salary	95,130	96,575	103,500	105,600
.002	Salary Compensation	1,160	3,900	3,900	3,900
.004	Allowances	2,500	2,500	3,000	3,000
.006	Cash in lieu of Leave	3,950	4,100	4,150	4,200
.009	End-of-year Bonus	7,900	8,200	8,300	8,450
21111	Other Staff Costs	4,425	4,425	4,450	4,450
.002	Travelling and Transport	4,100	4,100	4,100	4,100
.100	Overtime	300	300	300	300
.200	Staff Welfare	25	25	50	50
21210	Social Contributions	1,635	1,700	1,700	1,700
.001	Contribution to the National Savings Fund	1,635	1,700	1,700	1,700
22	**Goods and Services**	**2,200**	**3,000**	**3,200**	**3,400**
22010	Cost of Utilities	200	300	300	300
22020	Fuel and Oil	150	200	200	200
22030	Rent	75	75	75	75
22040	Office Equipment and Furniture	100	250	100	100
22050	Office Expenses	250	300	300	300

Rs 000

Item No.	Details		2022/23 Estimates	2023/24 Estimates	2024/25 Planned	2025/26 Planned
22060	Maintenance		640	725	1,025	1,075
22100	Publications and Stationery		510	510	510	510
22120	Fees		210	575	625	775
22900	Other Goods and Services		65	65	65	65
Capital Expenditure			**7,900**	**28,600**	**6,600**	**600**
31	**Acquisition of Non-Financial Assets**	Project Value Rs 000	**7,900**	**28,600**	**6,600**	**600**
31122	Other Machinery and Equipment					
.402	Upgrading of IT Equipment		100	100	100	100
.802	Acquisition of IT Equipment		7,630	28,330	6,300	300
	(a) IT Equipment		*300*	*1,000*	*300*	*300*
	(b) Revamping of CISD payroll system	*3,630*	*330*	*330*	*-*	*-*
	(c) Setting up of a cutting edge data store at CISD	*13,900*	*3,000*	*10,000*	*-*	*-*
	(d) Consolidation of LANs of GINS connected sites	*10,100*	*4,000*	*5,000*	*-*	*-*
	(e) Government Email solution (Phase 1)	*18,000*	*-*	*12,000*	*6,000*	*-*
31132	Intangible Fixed Assets		170	170	200	200
.801	Acquisition of Software		170	170	200	200
TOTAL			**126,800**	**153,000**	**138,800**	**135,300**

HUMAN RESOURCES

SN	Position Titles	Funded	
		2022/23	2023/24
Vote 16-1: Ministry of Information Technology, Communication and Innovation		**422**	**472**
Sub-Head 16-101: General		**146**	**180**
1	Minister	1	1
2	Permanent Secretary	1	1
3	Deputy Permanent Secretary	2	2
4	Assistant Permanent Secretary	4	4
5	Chairperson, ICT Appeal Tribunal	1	1
6	Chief Technical Officer, ICT	1	1
7	Data Protection Commissioner	1	1
8	Principal Data Protection Officer	1	1
9	Data Protection Officer/Senior Data Protection Officer	3	5
10	Assistant Data Protection Officer	2	3
11	Head, IT Security Unit	1	1
12	Programme Manager, ITSU	20	20
13	Legal Executive	-	1
14	Assistant Manager (CERT-MU)	1	1
15	Information Security Specialist (CERT-MU)	5	5
16	Manager, Financial Operations	1	1
17	Assistant Manager, Financial Operations	1	1
18	Principal Financial Operations Officer	-	1
19	Financial Operations Officer/Senior Financial Operations Officer	2	2
20	Assistant Financial Operations Officer	3	3
21	Manager (Procurement and Supply)	1	1
22	Assistant Manager (Procurement and Supply)	1	1
23	Principal Procurement and Supply Officer	1	1
24	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
25	Assistant Manager, Internal Control	1	1
26	Internal Control Officer/Senior Internal Control Officer	1	1
27	Manager, Human Resources	1	1
28	Senior Human Resource Executive	1	1
29	Human Resource Executive	1	1
30	Office Management Executive	5	5
31	Office Management Assistant	9	9
32	Office Supervisor	1	1
33	Management Support Officer	44	44
34	Confidential Secretary	8	8
35	Word Processing Operator	2	2
36	Receptionist/Telephone Operator	3	3
37	Head Office Auxiliary	1	1

SN	Position Titles	Funded	
		2022/23	**2023/24**
38	Office Auxiliary/Senior Office Auxiliary	6	7
39	Driver	6	5
40	Stores Attendant	1	1
	Government Online Centre (GOC)		
41	Manager (GOC) (ex-NCB)	-	3
42	Database Administrator (GOC) (ex-NCB)	-	2
43	Information Security Analyst (GOC) (ex-NCB)	-	1
44	IT Technician (GOC) (ex-NCB)	-	4
45	IT Officer (GOC) (ex-NCB)	-	6
46	Network Administrator (GOC) (ex-NCB) *(Personal)*	-	4
47	Portal Administrator (GOC) (ex-NCB) *(Personal)*	-	1
48	System Administrator (GOC) (ex-NCB) *(Personal)*	-	5
49	Web Developer (GOC) (ex-NCB) *(Personal)*	-	3
Sub-Head 16-102: Central Informatics Bureau		**51**	**51**
1	Director, CIB	1	1
2	Deputy Director, CIB	-	-
3	Lead Programme Manager, CIB	15	15
4	Programme Manager, CIB	23	23
5	Assistant Procurement and Supply Officer	1	1
6	Office Management Executive	1	1
7	Office Management Assistant	1	1
8	Management Support Officer	2	2
9	Confidential Secretary	2	2
10	Driver	1	1
11	Office Auxiliary/Senior Office Auxiliary	4	4
Sub-Head 16-103: Central Information Systems Division		**225**	**241**
1	Director, CISD	1	1
2	Deputy Director, CISD	1	1
3	Technical Manager	2	2
4	Operations Manager	1	1
5	Assistant Operations Manager	1	1
6	Computer Operations Controller *(on roster)*	1	1
7	Network/Systems Engineer *(New)*	-	-
8	Senior Systems Analyst	18	18
9	Systems Analyst	36	37
10	Assistant Systems Analyst/Senior Assistant Systems Analyst	71	76
11	Computer Support Officer/Senior Computer Support Officer *(on roster)*	54	64
12	Data Entry Controller	1	1
13	Data Entry Supervisor	1	1
14	Senior Data Entry Officer	2	2
15	Data Entry Officer *(Personal)*	7	7
16	Technical Assistant (Ex-SMEDA)	1	1

f(1): Absorption of GOC grades in the Ministry

(Items 41–49 are braced and annotated *f(1)*)

SN	Position Titles	Funded	
		2022/23	**2023/24**
17	Assistant Manager, Financial Operations	1	1
18	Assistant Financial Operations Officer	1	1
19	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
20	Assistant Procurement and Supply Officer	1	1
21	Assistant Manager, Human Resources	1	1
22	Human Resource Executive	1	1
23	Office Management Executive	1	1
24	Office Management Assistant	2	2
25	Management Support Officer	9	9
26	Confidential Secretary	2	2
27	Word Processing Operator	1	1
28	Head Office Auxiliary	1	1
29	Office Auxiliary/Senior Office Auxiliary	4	4
30	Driver	1	1
	TOTAL	**422**	**472**