

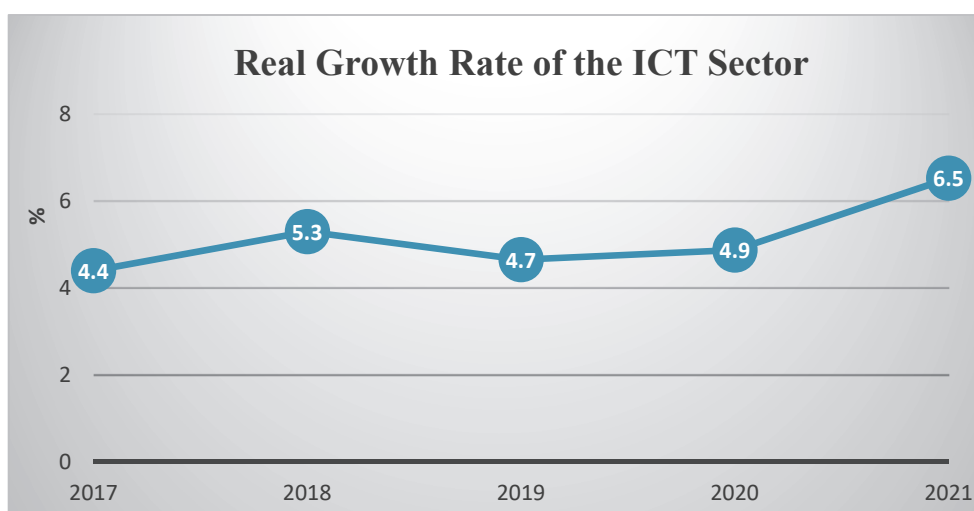
STRATEGIC OVERVIEW

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 ICT sector demonstrated strong resilience in the wake of the COVID-19 pandemic, registering a real growth rate of 4.9 percent in 2020 and 6.5 percent in 2021. If well harnessed, the ICT can be the backbone for a strong economic recovery, higher productivity and efficiency.



- Mauritius ranked 1st in Africa and 52nd out of 132 countries in the Global Innovation Index 2021.
- Mauritius has also been ranked 1st in Africa and 17th globally in the International Telecommunication Union Global Cybersecurity Index Report 2020.
- In 2021, some 30,000 persons were employed in the ICT/BPO Sector¹.
- The *MoKloud* platform, launched in September 2021, has enabled citizens to have online access to their respective birth certificate, marriage certificate and COVID-19 vaccination pass.
- The electronic queue management system, *Mo RendezVous* has been successfully rolled out at the various Mauritius National Identity Card Centres and the National Land Transport Authority counter in Port Louis.
- The Certificate Authority, MauSign, launched in August 2021, is helping to ease citizens' online experience through the use of Digital Certificates for secured online transactions.

¹ Source: Economic Development Board (EDB)

- The Cybersecurity and Cybercrime Act has been promulgated in December 2021 to better address cyber threats.
- The Mauritius Emerging Technologies Council was set up in April 2022 with the objective to promote high quality research in, and the adoption of, emerging technologies such as Blockchain, Artificial Intelligence and Internet of Things.
- The Mauritius Research and Innovation Council has financed 77 projects and 58 start-ups supported by 7 accredited Incubators under its Research and Innovation schemes in FY 2021-2022.

Key Challenges

- Need for highly skilled manpower in new and emerging technologies and skills mismatch on the market
- Low level of digital maturity of the population and local businesses leading to differing rates of technology adoption and resistance to change
- Adoption of a whole-of-Government approach to managing systems and delivering services across Ministries and Departments
- Adverse impact of the COVID-19 pandemic and Russia-Ukraine war on the availability of semiconductors resulting in delays in delivery of equipment and parts and escalation in cost
- Need for internationally competitive high-speed internet connection
- Low uptake of existing Government e-services by the population
- Absence of a total experience strategy for a holistic service design and delivery to increase citizen satisfaction with government e-services

III. Strategic Direction 2022-2025

Strategic Direction	Enabler
Transform Mauritius into a highly connected, innovation-driven and competitive nation	<ul style="list-style-type: none"> ▪ 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 ▪ Creation of pool of talents in ICT sector to improve skills mix
Accelerate digital transformation in Government	<ul style="list-style-type: none"> ▪ Set up the Mauritius Digital Transformation Agency to lead digital transformation across Ministries and Departments ▪ Prepare and implement a new Digital Government Transformation Strategy 2023-2027 ▪ Enhance coordination with relevant stakeholders for improved service delivery

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - *continued*

Strategic Direction	Enabler
Strengthen cyber security	<ul style="list-style-type: none"> ▪ Introduce a National Cyber Security Strategy for 2022-2025 ▪ Implement the Critical Information Infrastructure Protection Framework ▪ Set up a National Cyber Threat Information Sharing Platform
Ensure business continuity	<ul style="list-style-type: none"> ▪ Develop a Disaster Recovery Site to increase resilience ▪ Set up a tier IV Data Centre to improve scalability, security and network strength
Allow citizens to access e-services and transact seamlessly	<ul style="list-style-type: none"> ▪ Implement a Government chatbot - a virtual assistant to facilitate better interaction between citizens and services ▪ Set up a 'CorporatePass' (single corporate digital identity) to provide an authentication system for corporate entities ▪ Market Government e-services to increase uptake

IV. Key Deliverables and Key Performance Indicators

Outcome				
Mauritius to become a competitive and digitally connected economy				
Outcome Indicator	Actual 2021/22 (Prov.)	Target 2022/23	Target 2024/25	Target 2030
Mauritius ranking in Global Innovation Index 2021 (out of 132 economies) ²	52 nd (2021)	≤ 52 th	≤ 50 th	≤ 45 th

Delivery Unit	Main Service	Key Performance Indicator	Actual 2021/22 (Prov.)	Target 2022/23	Target 2023/24	Target 2024/25
MITCI	Make the government portal a one-stop platform for all e-government services	Number of citizens using e-government services (users registered on MauPass)	111,663	200,000	250,000	300,000
National Computer Board	Operationalisation of Open Data Portal	Number of additional datasets released as open data	67	75	100	125

²The Global Innovation Index ranks world economies according to their innovation capabilities, based on some 80 indicators, grouped into innovation inputs and outputs.

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - *continued*

Delivery Unit	Main Service	Key Performance Indicator	Actual 2021/22 (Prov.)	Target 2022/23	Target 2023/24	Target 2024/25
Mauritius Research and Innovation Council	Promotion of innovation and research	Number of approved innovative projects	15	15	15	15

V. Human Resource & Gender Distribution

Staff in Post	Number	Male	Female
Top Management (Salary ≥ Rs 110,000)	5	60%	40%
Middle Management (Rs 47,000 ≤ Salary <Rs 110,000)	120	43%	57%
Support (Salary <Rs 47,000)	239	30%	70%
Overall	364	35%	65%

CISD Figures – May 2022

Staff in Statutory Bodies / Public Bodies	Number	Male	Female
National Computer Board	91	62%	38%
Mauritius Research Innovation Council	55	40%	60%

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - continued

FINANCIAL RESOURCES

Summary by Economic Categories

Rs 000

Code	Economic Categories	2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
VOTE 16-1 TOTAL EXPENDITURE		828,000	906,000	941,400	926,400
Recurrent Expenditure		628,000	689,800	702,500	709,000
20	Allowance to Minister	2,400	2,400	2,400	2,400
21	Compensation of Employees	232,000	263,600	276,400	282,700
22	Goods and Services	262,400	283,300	277,800	278,000
26	Grants	106,200	115,500	120,900	120,900
28	Other Expenses	25,000	25,000	25,000	25,000
Capital Expenditure		200,000	216,200	238,900	217,400
26	Grants	54,000	73,000	71,000	71,000
31	Acquisition of Non-Financial Assets	146,000	143,200	167,900	146,400

Summary by Sub-Heads

Rs 000

Details	2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
Sub-Head 16-101: General	477,000	533,600	539,900	541,900
Sub-Head 16-102: Central Informatics Bureau	229,000	245,600	270,700	259,100
Sub-Head 16-103: Central Information Systems Division	122,000	126,800	130,800	125,400
TOTAL	828,000	906,000	941,400	926,400

Sub-Head 16-101: General

Rs 000

Item No.	Details	2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
Recurrent Expenditure		343,000	374,900	383,500	385,700
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	77,200	93,600	97,300	99,500
21110	Personal Emoluments	67,450	80,855	84,430	86,610
.001	Basic Salary	54,550	68,750	71,890	73,790
.002	Salary Compensation	2,200	720	740	740
.004	Allowances	1,500	1,600	1,600	1,600
.005	Extra Assistance	2,000	1,800	1,800	1,800
.006	Cash in lieu of Leave	2,300	2,550	2,650	2,750
.009	End-of-year Bonus	4,900	5,435	5,750	5,930
21111	Other Staff Costs	9,050	11,925	11,925	11,925
.001	Wages	200	200	200	200
.002	Travelling and Transport	7,825	10,700	10,700	10,700
.100	Overtime	1,000	1,000	1,000	1,000
.200	Staff Welfare	25	25	25	25

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - *continued*

Rs 000					
Item No.	Details	2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
21210	Social Contributions	700	820	945	965
.001	Contribution to the National Savings Fund	700	820	945	965
22	Goods and Services	132,200	138,400	137,900	137,900
22010	Cost of Utilities	2,850	3,190	3,255	3,255
22020	Fuel and Oil	300	300	300	300
22030	Rent	13,475	12,930	13,185	13,185
22040	Office Equipment and Furniture	270	270	270	270
22050	Office Expenses	615	600	600	600
22060	Maintenance	3,540	5,120	4,750	4,750
22070	Cleaning Services	75	85	85	85
22100	Publications and Stationery	800	1,300	1,300	1,300
22120	Fees	16,075	5,925	5,675	5,675
	<i>of which</i>				
.034	Membership Fees	4,400	4,750	4,750	4,750
.044	Fees for Accreditation and Certification icw SIM3	-	250	-	-
22900	Other Goods and Services	94,200	108,680	108,480	108,480
	<i>of which</i>				
.040	Cybersecurity Drill	-	300	300	300
.041	Expenses icw Security Operations Centre	-	5,080	5,080	5,080
.904	Government Online Centre (GOC) - <i>Operating Costs</i>	88,000	96,000	96,000	96,000
	<i>of which</i>				
	<i>Additional Rack Space for Disaster Recovery Site</i>	20,000	20,000	20,000	20,000
.916	Running Cost of Data Protection Office	5,500	5,500	5,500	5,500
.922	Conferences/Seminars/Workshops (<i>National Cyber Threat Information Sharing Platform</i>)	-	200	-	-
.955	Gender Mainstreaming	200	200	200	200
26	Grants	106,200	115,500	120,900	120,900
26210	Contribution to International Organisations	6,100	6,500	6,500	6,500
.130	African Telecommunication Union	525	560	560	560
.131	International Telecommunications Union	3,500	3,810	3,810	3,810
.133	Universal Postal Union	2,075	2,130	2,130	2,130
26313	Extra-Budgetary Units				
.042	Mauritius Research and Innovation Council	45,000	50,000	50,000	50,000
.054	National Computer Board	55,100	54,000	54,400	54,400
	<i>of which</i>				
	<i>(a) 3D Printing Service Centres</i>	1,200	1,000	1,000	1,000
	<i>(b) Open Data Initiatives</i>	400	400	400	400
	<i>(c) Children Innovative Learning and Design</i>	1,000	1,000	1,000	1,000
	<i>(d) Digital Maker Programme</i>	2,000	1,000	1,000	1,000
	<i>(e) Technolozi dan ou porté</i>	1,000	1,000	1,000	1,000
	<i>(f) National IOT Network</i>	-	600	1,000	1,000
	<i>(g) Digital Lab on the Go</i>	-	1,000	1,000	1,000
.159	Mauritius Emerging Technologies Council	-	5,000	10,000	10,000

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - continued

						Rs 000
Item No.	Details		2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
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 Centre project		25,000	25,000	25,000	25,000
Capital Expenditure			134,000	158,700	156,400	156,200
26	Grants	Project Value Rs 000	54,000	73,000	71,000	71,000
26323	Extra-Budgetary Units					
.042	Mauritius Research and Innovation Council		50,500	72,500	70,500	70,500
	<i>of which</i>					
	<i>(a) Research and Innovation Projects</i>		50,000	70,000	70,000	70,000
	<i>(b) Acquisition of Computers & Softwares</i>		500	500	500	500
	<i>(c) Upgrading of Office</i>		-	2,000	-	-
.054	National Computer Board		3,500	500	500	500
31	Acquisition of Non Financial Assets		80,000	85,700	85,400	85,200
31112	Non Residential Buildings					
.401	Upgrading of Office Building		200	200	200	200
31122	Other Machinery and Equipment					
.802	Acquisition of IT Equipment		1,000	1,300	700	500
31132	Intangible Fixed Assets					
.121	Interactive Cyber Simulation Portal		6,000	-	3,000	1,500
.401	Upgrading of ICT Infrastructure - Digital Transformation Initiatives		30,000	13,000	13,000	13,000
.402	Upgrading of GOC		40,000	60,000	65,000	65,000
	<i>of which</i>					
	<i>Extension of GOC</i>		-	25,000	25,000	20,000
.801	Acquisition of Software		5,000	5,000	5,000	5,000
.115	Computerisation Project for the Data Protection Office		4,100	3,800	-	-
TOTAL			477,000	533,600	539,900	541,900

Sub-Head 16-102: Central Informatics Bureau

						Rs 000
Recurrent Expenditure			171,000	196,000	196,800	198,500
21	Compensation of Employees		48,000	53,300	59,100	60,600
21110	Personal Emoluments					
.001	Basic Salary		35,400	38,145	43,620	44,990
.002	Salary Compensation		585	270	270	270
.004	Allowances		300	200	200	200
.006	Cash in lieu of Leave		2,000	2,155	2,200	2,250
.009	End-of-year Bonus		2,975	3,400	3,650	3,710

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - continued

				Rs 000		
Item No.	Details		2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
21111	Other Staff Costs		6,465	8,760	8,760	8,760
.002	Travelling and Transport		6,255	8,500	8,500	8,500
.100	Overtime		200	250	250	250
.200	Staff Welfare		10	10	10	10
21210	Social Contributions		275	370	400	420
.001	Contribution to the National Savings Fund		275	370	400	420
22	Goods and Services		123,000	142,700	137,700	137,900
22010	Cost of Utilities		860	865	910	975
22030	Rent		72,100	88,335	88,335	88,335
	<i>of which</i>					
.007	Rental of Lines for Network System		67,000	83,000	83,000	83,000
	<i>(a) Government Intranet Network System (GINS)</i>		<i>67,000</i>	<i>68,000</i>	<i>68,000</i>	<i>68,000</i>
	<i>(b) Consolidating the resiliency and redundancy for the GINS infrastructure</i>		<i>-</i>	<i>15,000</i>	<i>15,000</i>	<i>15,000</i>
22040	Office Equipment and Furniture		100	385	385	385
22050	Office Expenses		130	130	130	130
22060	Maintenance		18,330	19,535	15,490	15,625
	<i>of which</i>					
.005	IT Equipment		18,150	19,355	15,310	15,445
22100	Publications and Stationery		180	150	150	150
22120	Fees		31,200	33,200	32,200	32,200
	<i>of which</i>					
.008	Fees to Consultants - <i>Technology Partnership Program</i>		1,000	2,000	1,000	1,000
.023	Licence Fees for Oracle Technical Support		30,000	31,000	31,000	31,000
22900	Other Goods and Services		100	100	100	100
Capital Expenditure			58,000	49,600	73,900	60,600
31	Acquisition of Non Financial Assets	Project Value Rs 000	58,000	49,600	73,900	60,600
31122	Other Machinery and Equipment					
.802	Acquisition of IT Equipment		500	500	525	600
31132	Intangible Fixed Assets					
.401	e-Government Projects		57,500	49,100	73,375	60,000
	<i>of which</i>					
	<i>(a) High Speed Connectivity in Secondary Schools</i>		<i>170,000</i>	<i>40,000</i>	<i>70,000</i>	<i>60,000</i>
	<i>(b) Certification Authority</i>		<i>44,200</i>	<i>10,950</i>	<i>-</i>	<i>-</i>
	<i>(c) Initiatives to Transform Citizen-Facing Services</i>		<i>5,600</i>	<i>4,680</i>	<i>3,375</i>	<i>-</i>
TOTAL			229,000	245,600	270,700	259,100

Sub-Head 16-103: Central Information Systems Division

				Rs 000		
Recurrent Expenditure			114,000	118,900	122,200	124,800
21	Compensation of Employees		106,800	116,700	120,000	122,600
21110	Personal Emoluments		101,425	110,640	113,875	116,425
.001	Basic Salary		85,500	95,130	97,425	99,545
.002	Salary Compensation		3,675	1,160	1,300	1,330
.004	Allowances		1,500	2,500	2,500	2,500
.006	Cash in lieu of Leave		3,600	3,950	4,050	4,150

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - *continued*

Rs 000					
Item No.	Details	2021/22 Estimates	2022/23 Estimates	2023/24 Planned	2024/25 Planned
.009	End-of-year Bonus	7,150	7,900	8,600	8,900
21111	Other Staff Costs	4,245	4,425	4,425	4,425
.002	Travelling and Transport	3,620	4,100	4,100	4,100
.100	Overtime	600	300	300	300
.200	Staff Welfare	25	25	25	25
21210	Social Contributions	1,130	1,635	1,700	1,750
.001	Contribution to the National Savings Fund	1,130	1,635	1,700	1,750
22	Goods and Services	7,200	2,200	2,200	2,200
22010	Cost of Utilities	150	200	200	200
22020	Fuel and Oil	100	150	150	150
22030	Rent	5,075	75	75	75
22040	Office Equipment and Furniture	100	100	100	100
22050	Office Expenses	250	250	250	250
22060	Maintenance	640	640	640	640
22100	Publications and Stationery	610	510	510	510
22120	Fees	210	210	210	210
22900	Other Goods and Services	65	65	65	65
Capital Expenditure		8,000	7,900	8,600	600
31	Acquisition of Non-Financial Assets	8,000	7,900	8,600	600
		Project Value Rs 000			
31122	Other Machinery and Equipment				
.402	Upgrading of IT Equipment	100	100	100	100
.802	Acquisition of IT Equipment	7,750	7,630	8,300	300
	<i>(a) IT Equipment</i>	500	300	300	300
	<i>(b) Revamping of CISD payroll system</i>	3,280	330	-	-
	<i>(c) Setting up of a cutting edge data store at CISD</i>	8,000	3,000	5,000	-
	<i>(d) Consolidation of LANs of GINS connected sites</i>	7,000	-	3,000	-
31132	Intangible Fixed Assets	150	170	200	200
.801	Acquisition of Software	150	170	200	200
TOTAL		122,000	126,800	130,800	125,400

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - continued

HUMAN RESOURCES

SN	Position Titles	Funded	
		2021/22	2022/23
Vote 16-1: Ministry of Information Technology, Communication and Innovation		386	422
Sub-Head 16-101: General		115	146
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	3
10	Assistant Data Protection Officer	-	2
11	Head, IT Security Unit	1	1
12	Programme Manager, ITSU	20	20
13	Legal Executive	-	-
14	Assistant Manager (CERT-MU)	-	1
15	Information Security Specialist (CERT-MU)	-	5
16	Manager, Financial Operations	1	1
17	Assistant Manager, Financial Operations	1	1
18	Financial Operations Officer/Senior Financial Operations Officer <i>formerly Financial Officer/Senior Financial Officer</i>	2	2
19	Assistant Financial Operations Officer <i>formerly Assistant Financial Officer</i>	3	3
20	Manager (Procurement and Supply)	1	1
21	Assistant Manager (Procurement and Supply)	1	1
22	Principal Procurement and Supply Officer	1	1
23	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
24	Assistant Manager, Internal Control	1	1
25	Internal Control Officer/Senior Internal Control Officer	1	1
26	Manager, Human Resources	1	1
27	Senior Human Resource Executive	1	1
28	Human Resource Executive	1	1
29	Office Management Executive	5	5
30	Office Management Assistant	9	9
31	Office Supervisor	1	1
32	Management Support Officer	21	44
33	Confidential Secretary	8	8
34	Word Processing Operator	2	2
35	Receptionist/Telephone Operator	3	3
36	Head Office Auxiliary	1	1
37	Office Auxiliary/Senior Office Auxiliary	6	6
38	Driver	6	6
39	Stores Attendant	1	1

f(1)
f(1)

f(1): Previously under National Computer Board

VOTE 16-1: Ministry of Information Technology, Communication and Innovation - *continued*

SN	Position Titles	Funded	
		2021/22	2022/23
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	Network Administrator (<i>New</i>)	-	-
6	Assistant Procurement and Supply Officer	1	1
7	Office Management Executive	1	1
8	Office Management Assistant	1	1
9	Management Support Officer	2	2
10	Confidential Secretary	2	2
11	Driver	1	1
12	Office Auxiliary/Senior Office Auxiliary	4	4
Sub-Head 16-103: Central Information Systems Division		220	225
1	Director, CISD	1	1
2	Deputy Director, CISD	1	1
3	Technical Manager	2	2
4	Senior Systems Analyst	17	18
5	Systems Analyst	35	36
6	Assistant Systems Analyst/Senior Assistant Systems Analyst	71	71
7	Operations Manager	-	1
8	Assistant Operations Manager	1	1
9	Computer Operations Controller (<i>on roster</i>)	2	1
10	Computer Support Officer/Senior Computer Support Officer (<i>on roster</i>)	54	54
11	Data Entry Controller	1	1
12	Data Entry Supervisor (<i>Personal</i>)	1	1
13	Senior Data Entry Officer	2	2
14	Data Entry Officer (<i>Personal</i>)	7	7
15	Technical Assistant (Ex-SMEDA)	1	1
16	Assistant Manager, Financial Operations	1	1
17	Assistant Financial Operations Officer <i>formerly Assistant Financial Officer</i>	1	1
18	Procurement and Supply Officer/Senior Procurement and Supply Officer	1	1
19	Assistant Procurement and Supply Officer	1	1
20	Assistant Manager, Human Resources	1	1
21	Human Resource Executive	1	1
22	Office Management Executive	1	1
23	Office Management Assistant	2	2
24	Management Support Officer	6	9
25	Confidential Secretary	2	2
26	Word Processing Operator	1	1
27	Head Office Auxiliary	1	1
28	Office Auxiliary/Senior Office Auxiliary	4	4
29	Driver	1	1
TOTAL		386	422