



# National Digital Strategy 2025-2030

Transforming Fiji into an innovative, cyber resilient and digitally empowered society, positioning Fiji as leading digital economy in Asia-Pacific.



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Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises and Communications  
Digital Government Transformation Office  
Suva, Fiji

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# FOREWORD BY THE PRIME MINISTER OF FIJI

*Hon Sitiveni Rabuka*

This is Fiji's first National Digital Strategy. It is a five-year tangible roadmap to realising the vision of a digitally empowered and resilient nation, poised to thrive in this dynamic global digital economy. The National Digital Strategy aligns with our National Development Plan 2025-2029 and Vision 2050 and Fiji's White Paper on Foreign Policy.

We are at a pivotal moment! The global digital landscape, with its exponential growth and transformative technologies offers unprecedented opportunities for Fiji's economic diversification and socio-economic advancement.

This has the potential to enhance transparency and accountability, limit bureaucracy, corruption, tax avoidance, facilitate social inclusion and communication, improve well-being and to ultimately, bring the Coalition Government even closer to our people.

Our existing digital foundations, strengthened by recent strategic investments in connectivity and infrastructure, position us favourably to leverage these opportunities.

This Strategy, deeply rooted in our National Development Plan, outlines a clear path towards fostering a dynamic and inclusive digital ecosystem. It prioritises creating an enabling environment for innovation, investment, and equitable access, ensuring that the benefits of digital transformation reach all Fijians.



We are committed to building strong partnerships and collaborating with stakeholders to implement this Strategy effectively. By embracing the power of digital technologies, we will unlock new avenues for economic growth, enhance public service delivery, and build a more resilient and prosperous future for Fiji.

I wish to thank all stakeholders for your commitment and support in co-creating our inaugural National Digital Strategy 2025-2030 and reiterate Government's commitment to a safe, secure, stable, accessible, peaceful and interoperable ICT environment for all of our people.

**Honourable Sitiveni Ligamamada Rabuka**

*CF, OBE, MSD*

*Prime Minister & Minister for Foreign Affairs, Civil Service and Public Enterprises, and Information*

# FOREWORD BY THE DEPUTY PRIME MINISTER & MINISTER

*Hon Manoa Kamikamica*

As we stand on the brink of a new era, I present Fiji's National Digital Strategy (NDS) with great pride and optimism. This Strategy is envisioned to fuel the Fiji National Development Plan 2025-2029 and Vision 2050; it is a bold vision to transform our nation into a digitally empowered society and a dynamic economy.

By embracing advanced frontier, secure, and accessible technologies, we are setting the foundation for a future where every Fijian can thrive in a connected, innovative, and globally competitive environment.

Our Strategy is rooted in the belief that the velocity of technology adoption and digital innovation is the key to unlocking new possibilities across all sectors of our society.

From enhancing the quality of governance and revolutionising education to improving healthcare and connecting communities, we are committed to harnessing the power of technology to drive sustainable development.

This is not just about keeping pace with the digital age; it is about leading the way, ensuring that Fiji emerges as a beacon of digital excellence in the Pacific. We are focused on building a future ready nation where digital tools empower local industries, create new opportunities for our youth, and ensure that every citizen has universal access to information.

By doing so, we are boosting our economic prospects and ensuring that the benefits of digital transformation are shared by one and all.



Our journey to becoming a globally competitive digital hub will require collaboration, innovation, and a steadfast commitment to our vision positioning Fiji as an attractive investment destination. I invite every Fijian; from the public, private sector, and civil society, to join us in this transformative journey. Together, we will build a digital future that is inclusive, sustainable, and resilient, securing a prosperous tomorrow for the generations to come.

## **Honourable Manoa Kamikamica**

*Deputy Prime Minister and Minister for Trade,  
Co-operatives, Micro, Small and Medium Enterprises  
and Communications, Fiji*

# VISION AND MISSION STATEMENT

## VISION

Transforming Fiji into an innovative, cyber resilient, and digitally empowered society, positioning Fiji as the leading digital economy in Asia-Pacific.

## MISSION

Build a future-ready nation that is resilient, inclusive, and prosperous by using digital innovation and leveraging emerging technologies to achieve sustainable development goals and broader national development objectives, making Fiji a globally competitive digital hub and premier investment destination in Asia-Pacific.

The National Digitalisation vision and mission build on the broader national vision. It is grounded in comprehensive recommendations from the National Development Plan 2025-2029 and Vision 2050, the National Economic Summit, and key national documents, it also incorporates insights from a thorough assessment of public and private entities, gathered through numerous sessions. This collaborative approach ensures the vision aligns with national goals and effectively addresses the challenges and opportunities in the digital sector.

# NAVIGATING THE NATIONAL DIGITAL STRATEGY



# EXECUTIVE SUMMARY

Fiji's National Digital Strategy (NDS) is an ambitious blueprint that aligns with the nation's broader development agenda, the National Development Plan 2025-2029 and Vision 2050, driving towards a future that is progressive, inclusive, and resilient. This Strategy reflects Fiji's commitment to transforming its socioeconomic landscape by harnessing the power of digital technologies. Central to this vision is the development of state-of-the-art digital infrastructure and robust cybersecurity measures, ensuring that all citizens have secure, continuous, and reliable access to digital services. By focusing on the creation of a resilient digital ecosystem, Fiji aims to provide the foundation necessary for sustainable national growth through an inclusive digital transformation.

At the heart of this Strategy is the commitment to universal digital access fueled by highspeed broadband and digital services, with an accelerated adoption of emerging technologies (including Artificial Intelligence, big data, digital technologies, cloud computing, autonomous systems, Internet of Things) ensuring that every Fijian is equipped to participate fully in the digital economy.

Through comprehensive digital literacy and skills development programs, the Strategy empowers citizens across all demographics, promoting inclusive participation and enabling them to harness the opportunities presented by the digital age. This focus on digital empowerment is critical to bridging the digital divide, ensuring that no one is left behind in the nation's journey towards a digitally driven future.

The Strategy also emphasises fostering a dynamic and innovative ecosystem that supports the digital transformation of Micro, Small and Medium Enterprises (MSMEs), encourages the adoption

of emerging technologies, and boosts economic competitiveness. By stimulating technological innovation and supporting MSMEs in their digital journeys, Fiji seeks to diversify its economy and enhance its global competitiveness. This is coupled with a strong focus on transforming government through digital innovation, where advanced digital solutions will enhance the efficiency, transparency, and delivery of public services, ultimately leading to improved governance and better citizen engagement.

Sustainability is another cornerstone of Fiji's Digital Strategy. By integrating sustainable practices into all digital initiatives, the Strategy aligns with global Sustainable Development Goals (SDGs), ensuring that Fiji's digital growth is both environmentally responsible and globally competitive. Additionally, the Strategy prioritises strengthening international partnerships and co-operation, leveraging global best practices and knowledge exchange, and attracting foreign direct investment to support Fiji's digital ambitions.

In conclusion, Fiji's NDS is a comprehensive effort to leverage digital technologies as a catalyst for socio-economic transformation. It is a Strategy that not only aims to build a digitally empowered society but also ensures that this transformation is inclusive, sustainable, and aligned with the global digital landscape. Through the focused implementation of digital initiatives and a collective commitment across all sectors of society, Fiji is well-positioned to achieve a digitally empowered future that aligns with its broader developmental goals and positions itself as the digital hub of the Pacific, making it the premier address for international technology companies.

# IMPORTANCE OF DIGITAL TRANSFORMATION FOR FIJI'S NATIONAL DEVELOPMENT

Digital transformation is a vital catalyst for modernising economies, enhancing government transparency, and improving citizens' quality of life. Fiji is proactively leveraging digital technology to unlock significant benefits across various sectors. The NDS will drive progress and improvements in five key areas, aligned with the three core pillars of Fiji's National Development Plan (2025-2029) and Vision 2050: economic resilience, people empowerment, and good governance.

01

## Economic Growth

Digital transformation will drive Fiji's economic growth by unlocking vast opportunities across all sectors. Advanced technologies will enable businesses to increase productivity, improve efficiency, and expand into global markets. The digital economy will fuel innovation, create new jobs, and empower MSMEs to flourish. Embracing e-commerce, digital payments, and emerging technologies like AI and IoT, the nation will strengthen its competitiveness, attract foreign investment, and diversify its economy, establishing itself as a dynamic hub in the Pacific.



02

## Social Inclusion

Digital transformation will pave the way for greater social inclusion in Fiji by ensuring that all citizens, regardless of location or background, access essential services and opportunities. Through enhanced connectivity, rural and underserved communities will be integrated into the digital economy, accessing education, healthcare, and government services online. This transformation will empower marginalised groups, bridge the digital divide, and promote equal societal participation while preserving the cultural and traditional values. By making information and services more accessible, Fiji will build a more inclusive, connected, and equitable future for all its people.



03

## Enhanced Public Services

Digital transformation will reshape public services in Fiji, making them more efficient, accessible, and responsive to the needs of all citizens, including those who are disabled or marginalised. By streamlining government processes through digitalisation, services will become faster and more transparent, accessible anytime and anywhere, reducing delays, and enhancing accountability. This transformation will improve service delivery and foster greater trust, inclusivity, and citizen engagement, leading to a more efficient and satisfied society.



04

## Sustainability and Resilience

By integrating advanced technologies, Fiji will improve its ability to monitor natural resources, promote sustainable land use, and strengthen disaster preparedness. Digital tools like real-time weather monitoring, predictive analytics, and data-driven disaster management will enable informed decision-making, optimise resource use, and enhance response to environmental challenges. This transformation will build a resilient nation that protects its ecosystems and empowers its people to thrive.



05

## Governance and Civic Empowerment

Digital transformation will significantly boost governance and civic empowerment in Fiji by making government processes more transparent, participatory, and accountable. With the adoption of e-governance, citizens will have greater access to public services, information, and decision-making platforms, enabling more direct involvement in governance. Digital tools will empower Fijians to voice their concerns, engage in policy discussions, and collaborate on community initiatives. This transformation will strengthen democracy by fostering a more informed, engaged, and empowered citizenry, ensuring that governance is more responsive to the needs and aspirations of all.



# THE PROGRESS



Fiji has rapidly progressed with its digital transformation over the last couple of years keeping up with the swift technological advancements and an increasing emphasis on connectivity, automation, and sustainability which characterise the digital landscape globally. Fiji remains one of the most developed economies in the Pacific Island region in terms of ICT infrastructure, with a global ranking of 107th place out of 176 nations. Over 85.2% of persons have access to the internet well, above the world average of 67.4%, with 3G coverage for over 96% of the population and 4G coverage for over 92% of the population. Fiji has made significant progress in e-government development, with a 2024 E-Government Development Index (EGDI). Fiji is ranked 93 out of 193 nations and E-Participation ranking of 112 out of 193 nations. This reflects Fiji's commitment to enhancing its digital government services, though further efforts are needed to reach global standards.



## Digital Inclusion

Fiji is working towards greater digital inclusion by enhancing connectivity in underserved areas and promoting digital literacy across its population. Ensuring that digital tools and services are accessible and beneficial for everyone, including marginalised or remote communities, is crucial. The Connecting the Unconnected Program, utilising Universal Service Obligations, aims to expand connectivity. Through the universal service access fund, Fiji will be progressively connecting 240 unconnected sites, significantly improving access to digital services in remote areas.

The Department of Communications Telecentre project brings digital technology into Fijian classrooms in under-connected regions, enhancing connectivity for the identified schools. Additionally, the DigitalAll project is empowering women by providing them with the necessary digital skills and resources to thrive in the digital age. To support education further, 5000 tablets have been distributed to students in rural areas, and education programs are broadcasted by the Walesi network, ensuring continuous learning opportunities for all students.

Social benefits are more efficiently distributed through the use of mobile wallets and the social benefits payout system, ensuring timely and secure payouts to those in need. Furthermore, over 60,000 booklets on online safety have been distributed by the Online Safety Commission, promoting safe and informed use of the internet among citizens. The active role played by the Fiji Council of Social Services ensures that digital inclusion efforts are community-driven and impactful, addressing the specific needs of various communities across Fiji.





## Rapid Expansion of Connectivity

Despite geographical challenges, Fiji has made significant strides in improving its internet connectivity. Initiatives to expand internet access to more remote islands and rural areas are ongoing, with government and private sector partnerships playing a crucial role. However, to fully leverage global connectivity trends, Fiji continues to invest in broadband infrastructure and policies that encourage competition and innovation in the telecom sector.

Fiji has achieved key advancements which include the installation of the Tabua Cable by Google, in collaboration with FINTEL and the FNPF, and the interlinking Bulikula cable between Fiji and French Polynesia. These initiatives enhance international connectivity, providing a robust foundation for future growth.

Fiji has issued a licence to Starlink which marks a transformative shift in Fiji's connectivity landscape, offering affordable internet access to any geographic location in the country, including unconnected and maritime communities. Additionally, the UN Smart Island Program is a key initiative to provide comprehensive connectivity solutions, further strengthening Fiji's digital infrastructure. Through the universal service access fund, connectivity of 240 declared sites

is planned, ensuring that even the most remote areas benefit from enhanced internet services. The Northern Connectivity Project in 2022 increased the availability of internet services in 40 sites within the Northern Division, further bridging the digital divide.

Furthermore, Fiji has encouraged operators to lay domestic fiber and is allowing them to test 5G under a non-commercial licence to conduct rigorous end-user tests, ensuring the technology's readiness and efficacy for widespread deployment. 5G roadmap is also currently being developed, which will provide a strategic framework for the deployment and adoption of 5G technology.

By achieving these milestones, Fiji not only aligns with global connectivity trends but also secures its position as a leader in digital connectivity in the Pacific region. Continued efforts in this direction will ensure that Fiji remains at the forefront of technological advancement, driving sustainable development and economic growth.



## Increasing Internet Penetration

Fiji has been progressively expanding its internet coverage, with efforts to boost connectivity not just in urban areas but also across its more remote islands. The ongoing investments in undersea cables, mobile networks, and satellite services are pivotal in enhancing the current connectivity of 3G and 4G, which now covers 96% of the population.

Additionally, private sector initiatives like the installation of 90 km of optic fiber cables between Seaqaqa and Savusavu further bolster these efforts.

Granting spectrum licences to Starlink and allowing operators to test 5G technology are significant steps toward future-proofing Fiji's digital infrastructure.

Despite these advancements, the challenge remains to ensure that increased penetration translates into meaningful usage that can drive social and economic benefits.



## Resilient Digital Infrastructure

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## Digital Financial Services and Fintech

Fiji has seen a rise in mobile money solutions and digital banking services such as M-Paisa and MyCash, which are crucial for financial inclusion, given the dispersed nature of our population across many islands. A total of FJD 3.3 billion over 5.7 million transactions were made over Internet banking during 2022—an increase of 45% and 17% respectively compared to the preceding year. The remittance flows through mobile operators increased substantially from nearly zero in 2015 to around 20% in the first quarter of 2021.

Through the Automatic Transfer Service (ATS), FIJICLEAR, and the introduction of the central securities depository, the Reserve Bank of Fiji (RBF) is facilitating immediate and accessible digital transactions, significantly enhancing the efficiency of the financial system.

The National Payment System Act 2021 and accompanying regulations provide a solid legal foundation for the evolving digital financial landscape, ensuring a well-regulated environment for operators and consumers alike.

Additionally, the planned National Financial Inclusion Strategy and National Fintech Strategy, alongside the availability of the regulatory sandbox guidelines, positions Fiji at the forefront of Fintech innovation, encouraging the entrance of new players into the market. Fiji with its experience and its existing payment systems can position itself as a potential regional solution provider for the Pacific Island countries.



## E-Government and Smart Cities

The Government has significantly invested in digital transformation for the whole of government through the launch of the digitalFIJI programme in 2017. This programme aimed to digitalise and streamline government services, enhancing the accessibility and efficiency and enabling Fijians to access essential services from anywhere at any time, using secure authentication methods. The digitalFIJI programme is spearheaded by the Digital Government Transformation Office (DGTO) under the Ministry of Communications. The Government through DGTO has built a digital ecosystem using the digitalFIJI stack which allows for secure and seamless integration with other systems providing efficient service to the public.

Since then, the government has rolled out projects as part of the digitalFIJI programme such as BusinessNOW, Data Exchange Platform (DXP), Vaccination Registry System (VRS), CareFIJI contact tracing tool, Births, Deaths and Marriages (BDM) system, Registrar of Companies (ROC)

system, Vola Ni Kawa Bula (VKB), iTaukei Lands Trust Board (TLTB) Equal Rent Distribution (ERD) System, Government Directory, MyFeedback, e-Authentication, and e-Profile single sign-on service. Additionally, other government services have been introduced by agencies such as the Taxpayer Online Service (TPOS), myFNPF mobile app, Land Trust Board portal, MyLeaseInfo, Fiji land Information Portal, and Online State Land Application, has significantly enhanced public service accessibility.

The Government will continue with the enhancements and integration of these digital platforms as well as implement new digital systems to further improve government responsiveness and operational efficiency. By embracing ongoing innovation and expansion of digital services, Fiji will maintain a government framework that is more connected, streamlined, and adept at meeting the diverse needs of its citizens.



## Cybersecurity and Data Protection

The imminent National Cybersecurity Strategy will provide a vision and comprehensive framework for uplifting Fiji's cyber security and resilience. The Strategy is complemented by the 2024 Cyber Security Maturity Model Assessment for States, which identifies strengths and areas of opportunity to protect, promote, and support enhanced cyber security and resilience. Fiji's efforts to strengthen cyber security at all levels build trust in the use of digital services, ensuring government, businesses, and citizens' data is protected. The Cybercrime Act 2021 empowers law enforcement agencies to effectively investigate cybercrimes, reinforcing the nation's legislative framework to investigate and prosecute cyber criminals.

Fiji has deposited its instrument of accession to the Budapest Convention which is the only binding legal framework for prompt international co-operation to criminalise and prosecute cybercrimes. This landmark achievement reaffirms Fiji's commitment to ensuring that our people and communities are safe online and that our law enforcement and prosecution authorities have the necessary tools and networks to rapidly investigate and successfully prosecute cyber criminals.

Fiji also actively participated in the negotiations for the United Nations Convention against Cybercrime which was recently adopted by the UN General Assembly on 24 December 2024.

Efforts to operationalise a CERT are underway, addressing a critical gap in the country's cyber resilience. Establishing a National CERT will provide a dedicated resource for managing and responding to national cyber incidents,

significantly enhancing Fiji's national cyber resilience and response capabilities.



## Shifts in Social Media Preferences

Fiji is experiencing similar shifts, with newer platforms such as TikTok, Instagram, LinkedIn gaining popularity, especially among younger demographics.

86% of the population aged 18 and above are using the trending social media platforms with the composition of 49.2% female and 50.8% male, this trend offers significant opportunities for government agencies and businesses to engage more effectively with the community.

Emphasising the development of digital content that resonates with these shifting preferences, and training for digital teams on engaging through these platforms, can enhance public communication and service delivery.



## Digital Economy and MSME Empowerment

Fiji recognises the importance of fostering a robust digital economy to stimulate economic growth and enhance the competitiveness of local MSMEs. Fiji Government understands that the COVID-19 pandemic has significantly impacted all businesses, especially MSMEs.

The MSME sector contributes over 18% of the country's GDP and employs approximately 60% of Fiji's labor force. Before COVID-19, around 29,000 MSMEs were registered with the Fiji Revenue and Customs Service (FRCS), contributing almost FJD 380 million in taxes.

Despite this substantial contribution, comprehensive strategies to empower MSMEs through digital technology still need to be implemented. Since 2007, the government has invested FJD 106,864,012 in assistance to 49,929 MSMEs, yet there remains a pressing need for

initiatives that provide access to digital resources, training, and support services tailored to MSMEs, with a Pacific-centric approach.

Key initiatives like the BusinessNOW, Young Entrepreneurship Scheme, Trade Enhancement Programme, Northern Development Programme, and Fiji Development Bank's National SME Awards are instrumental in the development and growth of the MSME sector in Fiji.

Additionally, the National E-Commerce Strategy and the upcoming National MSME Strategy will empower MSMEs by providing them with the tools and platforms needed to expand their market reach and enhance their operational efficiency. By integrating digital technology into these programs, Fiji can further empower its MSMEs, ensuring their resilience and competitiveness in a rapidly evolving digital economy.



## Adoption of Emerging Technologies

Currently, Fiji has not extensively explored or adopted emerging technologies across public, private, or academic sectors.

However, Fiji leads in terms of cellular IoT connections in the Pacific Islands, reflecting its digital innovation and transformation initiatives by connecting over 90,000 physical devices. Recognising the potential benefits these technologies can offer, there is a clear need for strategic initiatives and plans to facilitate their integration into Fiji's digital ecosystem.

Developing a comprehensive Strategy that includes well-articulated objectives of these technologies for Fiji's national development, pilot projects, partnerships with technology experts, and investment in digital infrastructure will be key to advancing this integration.



## Green Technology and Sustainability

Fiji is particularly vulnerable to climate change impacts, making the adoption of green technologies not just an option but a necessity. Renewable energy currently accounts for roughly 53% of Fiji's electricity, highlighting the nation's commitment to sustainable energy sources.

With 27% of the population living within one kilometer of the coastlines and forests covering 60% of the total land area, the country faces unique environmental challenges. Sea levels around Fiji have been rising at a rate of 6 millimeters per year, surpassing the global average.

In response, Fiji is working towards cutting 30% of its greenhouse gas (GHG) emissions by 2030, as outlined in its Nationally Determined Contributions (NDC) to the Paris Agreement.

The enactment of the Climate Change Act in 2021, along with the National Climate Change Policy (2018-2030), the National Adaptation Plan (NAP), the Low Emission Development Strategy (2018-2050), the NDC Implementation Roadmap (2017-2030), and the National Ocean Policy (2020-2030), establishes a comprehensive framework for addressing climate change.

The Government has also developed the Fijian Sustainable Bond Framework to support green, blue, and social projects. Additionally, the implementation of the Measurement, Reporting, and Verification (MRV) system ensures accurate tracking of environmental initiatives. Integrating digital solutions, such as solar-powered systems and digital tools for environmental monitoring, into these broader environmental and climate resilience plans is critical.



# STRATEGY GUIDING PRINCIPLES

**01****Inclusivity & Equity**

Ensure that digital transformation efforts benefit all segments of society without discrimination. This involves prioritising accessibility, addressing the digital divide, and promoting equal opportunities for digital participation across different geographic, economic, and social groups.

**02****Transparency & Accountability**

Maintain high standards of transparency in the implementation of digital projects and policies. This includes clear communication of decisions, open access to information about digital initiatives, and mechanisms for accountability to foster trust among citizens and stakeholders.

**03****Sustainability & Resilience**

Integrate sustainable practices into all aspects of digital infrastructure and services. Focus on creating digital solutions that are environmentally friendly, economically viable, and socially beneficial, while building resilience against cyber threats and other digital risks.

**04****Collaboration & Partnership**

Foster strong partnerships across government sectors, private industry, international bodies, and the community. Encourage collaborative efforts that leverage collective expertise, resources, and innovation to achieve more effective and comprehensive digital solutions.

**05****Innovation & Agility**

Encourage a culture of innovation and continuous improvement in the public and private sectors. Adapt to changing technological landscapes by being agile in updating and upgrading digital infrastructures and services in response to new challenges and opportunities.

**06****Security & Privacy**

Prioritise the security of digital systems and the privacy of individuals. Implement advanced cybersecurity measures and uphold strict data protection standards to protect against unauthorised access and data breaches, ensuring that citizens' and organisations' data is secure.

**07****Quality & Excellence**

Commit to the highest standards of quality in developing and deploying digital technologies. Strive for excellence in all digital initiatives, ensuring that they meet international best practices and deliver maximum value and effectiveness.

POWER ON  
POWER OFF  
EMAIL  
INTERNET  
WORLD  
NO  
SEARCH

Statistics

# THEMATIC FOCUS AREAS – NEXT STEPS

The NDS focuses on the following five thematic areas:

-  Digital Infrastructure and Cyber Resilience;
-  Digital Inclusion and Empowerment;
-  Innovation-led Economic Growth;
-  Smart Governance and Digital Public Services; and
-  Sustainable Development and Global Cooperation.

It adopts a whole-of-government and whole-of-society approach aligned with the broader national development priorities outlined in the 7 focus areas and 5 x-factors of the National Development Plan 2025-2029 and Vision 2050, Fiscal Review Committee, and other national sectoral strategic documents.



## THEMATIC FOCUS 01 DIGITAL INFRASTRUCTURE AND CYBER RESILIENCE

Fiji to have state-of-the-art, resilient digital infrastructures, and robust cybersecurity measures to ensure secure, high-quality, affordable, and reliable access to digital services nationwide.

The Government is committed to developing digital infrastructure to meet the aspirations of all Fijians leaving no one behind. While doing so, we will safeguard our digital landscape by developing comprehensive cybersecurity policies and undertaking related measures, including development of our National Cybersecurity Strategy. We are dedicated to ensuring data privacy, building resilient and reliable digital systems, and strengthening incident response capability.

Our commitment extends to capacity building through public awareness and workforce development, fostering international cooperation, and promoting ethical practices. These strategic initiatives not only support socio-economic growth and protect national security but also ensure that all citizens have secure, affordable, and reliable access to digital services. Through these efforts, we aim to create a resilient, secure, and inclusive digital environment for the future.

**01**

Develop and implement comprehensive policy and regulatory frameworks for cybersecurity and data privacy, emphasising privacy by design and ensuring the privacy and security of citizen and organisational data.

## Development of a National Cybersecurity Strategy

A National Cybersecurity Strategy is being developed which is a critical step in safeguarding Fiji's digital ecosystem including infrastructure, data, and online services. This strategy will outline a comprehensive framework to address cyber risks, enhance resilience, and ensure the security of critical systems and data.

## Review and Develop Data Protection Legal Framework

A comprehensive review of the data protection, and data privacy landscape will be conducted by benchmarking against global standards such as GDPR and ISO/IEC 27001. The review will aim to identify regulatory gaps and complete a legal analysis. These efforts will ensure our framework is robust, aligned with the latest technological advancements and privacy challenges, and promote data security and privacy by design across all sectors.

In further strengthening our data protection - by - design approach, a Data Protection and Legal Framework will be developed through multi-stakeholder engagement that will address technological challenges, safeguard data, and continue to promote privacy by design.

This framework will align with international best practices and legal standards, fostering trust among citizens and businesses. By creating robust mechanisms for enforcement and compliance, the framework will support innovation while protecting the rights of individuals and ensuring the responsible use of data in a rapidly evolving digital landscape.

**02**

Enhance the quality and resilience of existing digital infrastructure to ensure reliability.

## Digital Infrastructure Quality Enhancement

A comprehensive nationwide review of existing digital telecom infrastructure will be conducted to identify areas needing enhancement and upgrades. This review will accurately identify bottlenecks, vulnerabilities, and the existence of outdated technologies within the nation's key infrastructure.

Based on the audit results, we will prioritise upgrading critical telecom infrastructure components by replacing outdated hardware and software with state-of-the-art technology at essential network nodes. This will result in increased infrastructure robustness, reduced risk of failures, and enhanced network reliability and service quality for all end-users.

## Resilience Building Measures and Quality Enhancement

We will explore partnerships for additional submarine cables and satellite communications to improve Fiji's inter- national communication and digital infrastructure. At the same time, we will create and implement disaster recovery plans and redundancy measures in our network architecture. This includes setting up disaster recovery protocols for major digital services, conducting regular drills, and designing networks with built-in backups. These steps ensure we are ready to respond quickly to disasters, reducing recovery time and costs while protecting essential services and data. We will also adopt a National Emergency Telecommunication Plan.

We will enhance monitoring, compliance, and licensing services by expanding data collection to capture comprehensive KPIs on service quality, reach, spectrum management, and customer satisfaction. With improved methods and a dedicated data dashboard, we will drive precise benchmarking across providers.

Additionally, we will conduct a thorough review of the licensing framework to streamline license types, simplify application processes, adjust fees, and strengthen quality standards, including disaster recovery and e-waste protocols. Through these actions, we aim to boost regulatory compliance, elevate service quality, improve customer satisfaction, and establish an efficient, high-standard system for rapid service deployment and oversight.

## 03

Expand secure high-speed secure broadband connectivity to achieve comprehensive national coverage and resilience.

### Promoting Sustainability and Continuous Improvement in Digital Infrastructure

We will enhance energy efficiency across Fiji's digital infrastructure by adopting renewable technologies, such as solar-powered network stations and improved energy management, aiming for a 25% reduction in energy use across the telecommunication infrastructure. This will lower costs, reduce environmental impact, and maintain high performance.

### Expanding and Enhancing Digital Infrastructure and Access

Collaboration with telecom providers will drive significant expansion of Fiji's digital infrastructure through shared use agreements, the extension of fiber-optic networks, and the installation of new cell towers enabling optimised and affordable infrastructure sharing. The goal is to extend fixed broadband access to 10% of residents, achieving 50% 5G coverage, thereby reducing the digital divide and enhancing connectivity in targeted regions.

To ensure efficient infrastructure development, the inter-agency collaboration will be strengthened to coordinate the installation of conduits for future fiber-optic cables alongside new road construction projects, aiming to integrate conduit planning into 100% of new road projects.

The establishment of infrastructure-sharing agreements with telecom operators will incentivise collaboration on projects such as shared use of towers, fiber-optic networks, and data centers. This will minimise redundant investments, significantly reduce infrastructure costs, and rapidly expand network coverage, particularly in rural and remote areas where connectivity is most needed.

Additionally, satellite systems including Low Earth Orbit (LEO), Medium Earth Orbit (MEO), and Geostationary Earth Orbit (GEO) will be leveraged to expand coverage to the entire population across Fiji including remote and underserved regions. This initiative will significantly improve internet access in geographically challenging locations, enhancing digital inclusion, and network resilience, and supporting socio-economic development.

**04**

Enhance cyber incident response capabilities and establish protocols for efficient reporting and collaboration.

## **Establishing a National Computer Emergency Response Capability**

A dedicated National CERT will be established to strengthen the nation's ability to respond to, manage, mitigate and recover from cybersecurity incidents.

Procedures for inter-agency collaboration will be established, including various government bodies, private sector entities, and other relevant entities to facilitate information and resource sharing during cyber incidents.

**05**

Build National Capacity by Developing a Skilled Workforce.

## **Building a Skilled Cybersecurity Workforce**

Targeted training programs for cybersecurity professionals will be implemented through specialised courses and certification programs in partnership with tech companies, international partners and higher education institutions. The goal is to train and certify cybersecurity professionals, expanding the pool of skilled talent in Fiji.

Apprenticeship and internship programs in cybersecurity and data privacy will be developed in coordination with private sector companies to provide hands-on training opportunities for students and recent graduates. The result will be a faster integration of skilled personnel into critical cybersecurity roles, further bolstering national cybersecurity.

**06**

Foster a safe and secure digital environment by empowering users with knowledge and implementing protective measures against online threats and harmful content.

## **Enhancing Online Safety Through Awareness, Reporting, and Protection Tools**

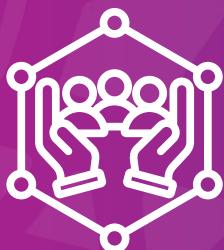
To enhance online safety, awareness campaigns will be launched to educate the public on safe online practices and the risks of scams and harmful content. A national online safety reporting platform will be created for easy reporting of scams, cyberbullying, and harmful activities, with a swift response system. Additionally, cybersecurity tools like parental control software, fraud detection systems, and safe browsing solutions will be introduced to individuals for greater protection.

**07**

Strengthen international cooperation.

## Strengthening International Collaboration in Cybersecurity

Continued participation in annual international cybersecurity exercises will promote collaboration, information exchange, and the addressing of key cybersecurity challenges. These drills will improve preparedness and refine response strategies, ultimately strengthening resilience and the ability to effectively manage and mitigate international cyber threats.



## THEMATIC FOCUS 02 DIGITAL INCLUSION AND EMPOWERMENT

Ensure universal digital access in Fiji and empower all citizens through comprehensive digital literacy and skills development programs, promoting inclusive participation in the digital economy.

The Government is committed to ensuring that digital services and content are accessible to all in Fiji, including vulnerable groups. We aim to integrate comprehensive digital literacy curricula across all educational levels and develop inclusive digital skills programs for the workforce, addressing the needs of vulnerable populations including persons with disabilities.

By making digital devices affordable and establishing digital public access points in community centers and libraries, we will bridge the digital divide. Additionally, we will foster partnerships across sectors to drive digital inclusion efforts, ensuring that everyone can participate fully in the digital economy. These strategies collectively promote equal access to digital resources, enhance digital skills, and support a more inclusive and empowered society.

**01**

Ensure digital services and content are inclusive and accessible to all, including those with disabilities.

### Enhancing Accessibility of Digital Services

Accessibility standards for all government and public-facing digital services will be developed and enforced based on international guidelines to ensure that digital platforms are usable by people with disabilities.

## Advancing Adaptive Technologies for Digital Inclusion

Grants and subsidies will be offered to support the development and adoption of adaptive technologies that enhance accessibility for users with disabilities. This includes funding for software such as screen readers, speech recognition, and specialised hardware, empowering users with disabilities to fully engage in the digital world and meet their diverse needs.

02

Integrate comprehensive digital literacy curricula across all levels of education.

## Enhancing Digital Literacy Across All Education Levels

Digital literacy curriculum will be strengthened and, where gap exists, developed for primary, secondary, tertiary, and informal education levels through collaboration with educational experts, teachers, and technology specialists. This curriculum will include age-appropriate modules on basic computing, internet safety, digital ethics, and advanced topics like cybersecurity, digital ethics, AI, and big data analytics. This will standardise digital literacy education, ensuring that students across all stages are equipped with essential digital skills, fostering a generation proficient in navigating the digital world.

## Empowering Educators to Deliver Digital Literacy Education

Teachers will receive training to effectively deliver the digital literacy curriculum through professional development programs, which will include workshops, online courses, and ongoing support systems. These initiatives will equip educators with the skills needed to teach digital concepts, enhancing the quality of education and improving student learning outcomes in digital literacy.

## Enhancing Technological Infrastructure and Learning Resources for Digital Literacy

Schools will be equipped with the necessary technological resources, including modern computing facilities, relevant software, and high-speed internet, to support the teaching of digital literacy. This initiative will remove technological barriers to digital education, creating a more conducive learning environment that fosters effective teaching and learning of digital literacy.

03

Develop comprehensive digital literacy programs to enhance digital skills across the workforce, ensuring they are inclusive and accessible to all, including marginalised and persons with disabilities, to meet the evolving demands of a digital workspace and economy.

## Elevating Digital Skills in Both Private and Public Sectors

The FNU Levy Grant scheme will be enhanced to promote Digital skills training in the private sector, with all companies encouraged to offer comprehensive training for their employees. This training will cover essential areas such as basic digital literacy, cybersecurity awareness, data management, and industry-specific digital tools. By standardising digital skills across the workforce, the initiative aims to enhance productivity and competitiveness as employees become more adept at utilising modern digital technologies.

In parallel, a digital skills training program will be developed and implemented for civil servants across all government departments. This program will focus on essential digital skills such as using government digital platforms, ensuring data privacy and security, digital communication, and utilising data analytics tools. By enhancing digital literacy and competency among civil servants, the program will lead to improved efficiency and productivity in government operations, ultimately resulting in better service delivery to the public.

## Expanding Inclusive and Tailored Digital Skills Training

Collaboration with industry leaders and community organisations will be established to deliver customised digital skills training programs. By partnering with tech companies and local NGOs, the goal is to enhance training quality and relevance, ensuring participants receive mentorship from industry professionals. Targeted programs for vulnerable populations e.g. elderly, marginalised, and persons with disabilities, will be developed, featuring mobile training units and accessible online platforms thus boosting digital literacy and improving employment opportunities for underserved populations.



## THEMATIC FOCUS 03 INNOVATION-LED ECONOMIC GROWTH

Fostering a dynamic ecosystem in Fiji that stimulates technological innovation, supports Micro, Small and Medium Enterprises (MSMEs) in digital transformation, and encourages the adoption of emerging technologies to boost economic competitiveness and diversification.

We are dedicated to creating a dynamic ecosystem that fosters innovation and entrepreneurship, focusing on nurturing tech startups and advancing e-commerce technologies. Our strategies emphasise developing integrated technology platforms to enhance industry efficiency, strengthening regulatory frameworks to support e-commerce and startups, and encouraging public-private partnerships to drive technological advancement.

Additionally, we aim to equip entrepreneurs with essential skills, expand the BPO and KPO sectors, and foster international collaborations for knowledge exchange. We prioritise strong support for research and development in fields like emerging technologies (e.g. Internet of Things (IoT), Artificial Intelligence (AI), 5G mobile, Blockchain, Quantum computing) and its applications, alongside providing targeted funding to encourage innovation within MSMEs and local industries. By expanding market reach for Fijian MSMEs through digital platforms, establishing robust digital infrastructure, and ensuring the ethical use of emerging technologies, we will build consumer trust in e-commerce transactions and drive sustainable growth.

# 01

Create a dynamic and supportive ecosystem that fosters innovation and entrepreneurship across all levels, focusing on nurturing tech startups and advancing innovation in e-commerce technologies, ensuring that the advancements keep pace with global trends.

## **Fostering Innovation and Supporting Startups**

Innovation hubs and incubators will be established by developing a comprehensive ecosystem specifically for startups. This includes setting up dedicated innovation hubs in major cities and universities that offer resources, mentorship, and collaboration opportunities. This will provide enhanced support infrastructure that will lead to an increased number of startups developing innovative e-commerce and technology solutions.

## **Fostering Collaboration and Innovation in the Tech Ecosystem**

Partnerships between startups, established firms, and academic institutions will be promoted through a platform designed to facilitate collaboration for knowledge exchange, research, and technology development. Forming partnerships will enhance innovation through collective efforts and accelerate the commercialisation of new technologies. Annual innovation challenges and hackathons focused on emerging e-commerce technologies will be hosted. These events will stimulate creative problem-solving and drive the development of transformative innovations in the e-commerce landscape.

# 02

Strengthen regulatory and legal frameworks to support e-commerce expansion, promote startup development, and ensure the seamless incorporation of emerging technologies into commercial activities.

## **Regulatory Support for Integrating Emerging Technologies**

Specific legal policies and frameworks for the integration of emerging technologies such as AI, blockchain, and IoT in business operations will be developed. Ensuring the compliant use of these technologies, providing businesses with a clarified legal framework that reduces uncertainty and supports innovation.

A regulatory sandbox will be established, allowing startups to test innovative products, services, and business models without immediate regulatory burden. Encouraging innovation and accelerating the development and market introduction of breakthrough technologies and business models.

## **Supporting Regulatory Compliance for Startups and E-Commerce Businesses**

A digital portal will be developed to provide support and resources to help startups and e-commerce businesses understand and comply with regulations. The portal will offer tailored resources, guidelines, and real-time assistance, particularly for small businesses, using frameworks like the OECD guidelines.

The impact will be improved access to compliance information, leading to higher compliance rates and smoother business operations. This initiative aims to reduce legal complications and help businesses navigate the regulatory framework more efficiently.

**03**

Encourage public-private partnerships to advance technology and entrepreneurship, while enhancing the integration of digital technologies across different economic sectors to increase competitiveness.

### **Incentivising private sector partnership**

Incentives such as tax breaks, grants, or subsidies will be implemented to encourage private sector participation in digital initiatives. This will boost private investment in public digital transformation projects, accelerating innovation across key economic sectors.

### **Strengthening Collaboration Between Public and Private Sectors for Digital Advancement**

Regular networking events, technology forums, and partnership summits will be organised to facilitate matchmaking between public entities and private companies, providing opportunities to discuss joint projects. Thus, enhancing collaboration and forming strategic alliances that leverage private-sector innovation for public-sector projects.

**04**

Equip entrepreneurs with the skills and knowledge needed to excel in competitive markets and emerging technologies and enhance and expand the BPO and KPO Sectors in Fiji.

### **Empowering MSMEs with E-Commerce Skills and Technological Support**

E-commerce training will be provided to MSMEs through workshops and online courses, covering topics like online store setup, digital marketing, customer relationship management, and e-commerce logistics, empowering them to expand in the online marketplace, and increasing business revenues and market reach.

### **Developing BPO and KPO Sectors**

Dedicated zones for Business Process Outsourcing (BPO) and Knowledge Process Outsourcing (KPO) will be established by developing special economic zones with tax incentives, streamlined regulations, and advanced facilities tailored to these industries.

Targeted education and training programs will be implemented in partnership with universities and training institutions. These courses will focus on skills like data analysis, technical support, and financial services for the BPO and KPO sectors, aiming to train and certify women and youth to build a skilled workforce.

Strategic partnerships with global outsourcing leaders will also be fostered by building relationships with firms in high-demand markets. This includes incorporating digital services in trade agreements to position Fiji as a prime destination for BPO/KPO investments, driving investment, collaboration, and sector innovation.

## 05

Foster international collaboration and partnerships to promote the exchange of innovative ideas and facilitate the adoption of new knowledge and technology.

### **Building Global Partnerships for Innovation and Technology Transfer**

International partnerships will be established with leading innovation hubs, research centers, and technology companies in regions known for technological advancements. Fiji will join the international technology consortia focused on emerging technologies like blockchain, AI, and renewable energy, facilitating participation in cutting-edge R&D and accelerating the adoption of new technologies in the local ecosystem.

### **Positioning Fiji as a Pacific Hub for Technology and Innovation**

Annual international innovation conferences and symposiums will be hosted to bring together experts, entrepreneurs, and innovators to discuss technology and business trends, challenges, and opportunities. These events will position Fiji as a key hub in the Pacific region for global collaboration. The impact will be the creation of a dynamic platform for knowledge sharing, networking co-creation of pacific solutions, tailoring the needs for the new emerging technologies, and enhancing Fiji's global connections. This initiative will drive increased collaboration, collective problem-solving, and innovation across multiple sectors.

## 06

Provide targeted funding and incentives to encourage innovation within MSMEs, local industries, and public organisations, with a particular focus on adopting emerging technologies.

### **Supporting MSMEs and Local Industries in Adopting Emerging Technologies**

A targeted funding program will be developed to provide grants and low-interest loans to MSMEs and local industries for projects involving the adoption of emerging technologies like AI, IoT, and Blockchain. The goal is to allocate \$5 million to this program, increasing financial resources for MSMEs and local industries to invest in innovative technologies. The expected outcome is enhanced technology adoption, improving operational efficiency and market competitiveness.

07

Ensure the ethical use of digital platforms and emerging technologies while building consumer trust and confidence in e-commerce transactions.

## Strengthening Data Protection and Fraud Prevention for Digital Platforms

Data protection laws will be developed, and consumer protection laws will be strengthened through regulations that enhance security measures and privacy protections for e-commerce and digital platforms, leading to greater consumer data security, increased trust, and more engagement in online transactions.

Additionally, digital technologies will be deployed to detect and prevent fraudulent digital transactions, targeting a reduction in digital fraud cases. This initiative will improve the safety and integrity of online marketplaces, boosting consumer confidence and driving increased e-commerce activity.



## THEMATIC FOCUS 04 SMART GOVERNANCE AND DIGITAL PUBLIC SERVICES

Transforming Fiji government through digital innovation, enhancing the delivery, efficiency, and transparency of public services through advanced digital solutions, and improving governance systems for better citizen engagement and service delivery.

The Government is dedicated to developing and implementing comprehensive digital infrastructure and systems for public service provision. Our goal is to enhance operational efficiency, cost-effectiveness, and service delivery by creating shared digital resources and platforms. We are committed to establishing robust governance structures and frameworks to support the effective implementation and oversight of digital services across government entities.

Upgrading and expanding educational infrastructure and platforms will foster digital learning environments while integrating emerging technologies will drive innovation in educational methods and health administration. We aim to boost the tourism sector through digital platforms, enhancing visitor experiences and streamlining operations. Additionally, we are focused on strengthening civic participation and ensuring diverse community representation in decision-making processes. These initiatives collectively aim to build a more efficient, innovative, and inclusive digital landscape for all citizens.

# 01

Develop and implement a comprehensive digital government infrastructure and systems.

## **Comprehensive review of Government ICT Services**

The Government will conduct a comprehensive review of its entire ICT services to drive reforms within the Government ITC department. This initiative aims to enhance service delivery and improve the overall quality of ICT services across government agencies.

## **Enhancement of the ITC Data Center Infrastructure**

Government will continue to enhance the whole of Government data center to ensure the Government applications and systems are safe and secure and available at all times. This will allow the Government to continue to provide efficient service to the people of Fiji.

## **Conduct a Service Mapping Exercise across Government**

A comprehensive mapping of all Government services will be carried out as well as develop a phased plan for digitalising key Government services. This will improve the understanding of the current state of government ICT services, enabling the identification of gaps, redundancies, and opportunities for streamlining and modernisation. It will pave the way for efficient, user-friendly, and accessible digital services, enhancing public service delivery.

## **Develop a Government-Wide Chatbot**

Design and implement an AI-powered chatbot to provide consistent, real-time support for Government services, starting with a pilot in selected ministries. This will improve accessibility and responsiveness of government services, reducing wait times and enhancing user experience.

## **Expanding the Data Exchange Platform**

The Government Data Exchange Platform (DXP) will be expanded by integrating more Government agencies and private sector entities, ensuring secure access to standardised data. The impact of this initiative will be a stronger data exchange system, improving data accuracy, security, availability, and operational efficiency. This will lead to better decision-making, reduced redundancy, and enhanced service delivery across government and private sectors.

## **Building and Enhancing Digital Health Infrastructure**

Under the Digital Health Strategy, a secure, scalable, and interoperable digital health platform will be built to support digital health records (DHRs), telemedicine, and mobile health applications. The impact will be modernised health records management and enhanced accessibility to medical services, leading to greater efficiency in healthcare delivery, improved patient outcomes, and reduced wait times.

## Development of an Integrated Beneficiary Management System

A comprehensive end-to-end Integrated Beneficiary Management System (iBMS) will be developed to streamline beneficiary data management, enhance service delivery, and improve coordination across relevant agencies. The system will ensure efficiency, transparency, and accessibility in managing beneficiary programs, reducing manual processes and fostering data-driven decision-making.

## Ensuring Interoperability and Compatibility

A Data Governance / Management Framework that defines standards and protocols for data exchange and system integration across all government agencies will be developed. This framework will facilitate seamless communication and interoperability between different government information systems, ensuring that data can be shared securely and efficiently across platforms.

**02**

Development of policies and frameworks fostering a safe, secure, and resilient digital environment for Government operations and services.

## Development of a National AI Framework

Conduct stakeholder consultations to identify opportunities, risks, and challenges in AI adoption, and use the insights to develop policy guidelines that address ethical use, data privacy, accountability, and governance of AI systems. This will improve governance and ethical use of AI in Government services as well as in the private sector.

## Development of a National Cloud Policy

A comprehensive National Cloud Policy will be developed and implemented to guide secure and efficient cloud adoption across both public and private sectors. This policy will define clear security protocols and data sovereignty guidelines, offering standardised measures to strengthen data protection and ensure compliance with international standards. By fostering cloud adoption, the policy aims to enhance trust in cloud technologies, improve data security, and drive more effective service delivery across all sectors.

**03**

Develop Shared Digital Resources and Platforms to enhance operational efficiency, cost-effectiveness, and service delivery in public services.

## Implementing an Integrated National ID Programme

An Integrated National ID foundational system will be developed to enable secure, inclusive, and efficient identity verification for citizens, supporting eKYC, service delivery, and digital transformation initiatives across various sectors. The National ID will consolidate various forms of identification, seamlessly serving both public and private sector needs. The National ID will reduce identity fraud, eliminate redundant identity documents, and enhance service delivery, security, and access to digital services.

## Establishment of a Unified Government Services Portal

A unified Government services portal will be developed that will serve as a one window for accessing various Government services, by the citizens and businesses. This initiative will streamline access to services, improving user satisfaction and public service efficiency.

**04**

Boost the tourism sector by leveraging digital platforms that enhance visitor experiences, streamline operations, and provide valuable insights through data analytics.

## Enhancing Tourism Through Comprehensive Digital Solutions

A comprehensive tourism digital platform will be developed to offer end-to-end services for tourists, including information on attractions, online bookings, real-time travel updates, interactive maps, and virtual reality (VR) tours of key destinations for enhanced pre-visit planning. This initiative will improve accessibility and convenience for tourists, boosting tourist arrivals and enhancing the global competitiveness of the tourism sector.

**05**

Strengthen civic participation and ensure diverse community representation in decision-making and policy dialogues.

## Developing Inclusive Digital Platforms for Community Feedback and Engagement

The Government MyFeedback platform will be further enhanced to become the best digital platform for community feedback and engagement, featuring both an online portal and mobile app to facilitate the easy submission of feedback, suggestions, and participation in public consultations. This platform will include accessibility features to ensure usability by people with disabilities. This initiative will increase accessibility and convenience for community engagement, leading to higher involvement in governance and policy-making processes.



## THEMATIC FOCUS 05

### SUSTAINABLE DEVELOPMENT AND GLOBAL COOPERATION

Integrates sustainable practices into digital projects and aligns with global Sustainable Development Goals (SDGs), while strengthening international partnerships and cooperation to leverage global best practices, knowledge exchange, and attract foreign direct investment.

Integrating sectoral digital strategies with the United Nations Sustainable Development Goals (SDGs) and environmental sustainability practices is crucial. Strengthening international partnerships for enhancing Fiji's digital sector through knowledge exchange, resource sharing, and collaborative innovation is essential.

Additionally, creating a competitive and attractive environment for foreign direct investment is vital to catalysing growth and innovation within Fiji's digital landscape. These efforts will ensure that Fiji's digital transformation aligns with global sustainability standards and drives long-term economic development.

**01**

Integrate the sectoral digital strategies with the United Nations Sustainable Development Goals and environmental sustainability practices.

#### Implementing Green Computing and Sustainable Digital Practices

Green computing and energy-efficient technologies will be implemented by upgrading data centers, networks, and other digital infrastructure with energy-efficient systems, including servers, cooling systems, and renewable energy sources, lowering the environmental footprint and contributing to SDG 13 (Climate Action). This will enhance environmental sustainability in the digital sector.

e-Waste recycling programs and policies will be established to promote the responsible disposal of outdated electronic equipment, significantly reducing harmful environmental effects and supporting SDG 12 (Responsible Consumption and Production). This will improve sustainability practices across the digital sector.

#### Integrating SDGs into Sector Digital Strategy Development

Training and awareness programs on SDGs will be conducted through workshops and seminars, focusing on integrating sustainability goals into digital strategy development and implementation, resulting in a stronger understanding of SDGs and more effective incorporation of sustainability targets in digital projects.

Stakeholder engagement in sustainable digital strategy implementation will be fostered through forums and consultations involving representatives from government, industry, academia, and civil society. This will lead to a more inclusive and innovative strategies implementation, with broad-based support and enhanced sustainability in digital initiatives.

## 02

Strengthen international partnerships to enhance Fiji's digital sector through knowledge exchange, resource sharing, and collaborative innovation.

### **Strengthen International Partnerships, Knowledge, and Resource Exchange**

Fiji will continue to actively participate in international and regional digital coalitions and agreements, focusing on digital cooperation and cybersecurity. This will strengthen international relations, enhance security, and foster cooperation in global digital transactions and innovations and forward the objectives set in the regional mechanisms like the ICT Ministerial Lagatoi Declaration on Digital Transformation of the Pacific.

#### **Facilitating Knowledge Exchange and Collaborative Research for Digital Innovation**

Knowledge exchange programs will be facilitated to enable the exchange of professionals between Fiji and international tech hubs, promoting the sharing of experiences and skills. This will enhance the skills and knowledge of Fijian digital professionals, increasing capacity for innovation and improving digital services within Fiji.

Joint research and development (R&D) projects will be initiated by combining resources and expertise from Fijian entities and international partners, focusing on areas such as AI, blockchain, and IoT. This collaboration will leverage international expertise and funding, leading to the creation of cutting-edge digital solutions with the potential for global commercialisation and scalability.

#### **Hosting International Tech Conferences and Workshops in Fiji**

Annual international tech conferences and workshops will be hosted in Fiji to highlight local innovations and draw from global best practices. These events will attract experts, investors, and thought leaders from around the world, positioning Fiji as a hub for technological exchange. The outcome will be an enhanced international profile for Fiji's digital sector, fostering greater investment opportunities and expanding global market access for Fijian digital businesses.

# KEY MILESTONES



## Economic Growth

- Prepare towards 10% contribution to Fiji's real GDP from the ICT sector, estimated at over 400 million USD, driven by digital transformation.
- Creation of over 40,000 jobs across various sectors, spurred by the digital economy.
- Attraction of over 100 million USD in investments, fuelling innovation and technological growth in Fiji.
- 10 million USD made available for R&D in emerging technologies, driving innovation and growth in areas like AI, IoT, and Blockchain.
- A robust Digital Tourism platform deployed to boost the tourism experience.
- Youth, including both women and men, are empowered to fully harness the potential of digital technology by launching businesses with innovative solutions, supported by a comprehensive startup ecosystem.



## Social Inclusion

- 100% adoption of accessibility standards across all Government digital services, ensuring inclusive access for all citizens.
- 5,000 individuals trained in using adaptive technologies, empowering users with disabilities.
- 250,000 individuals including the elderly, persons with disabilities, and marginalised communities reached through targeted digital literacy and training initiatives.
- Digital payment platforms become mainstream, with widespread adoption across the country, enabling various population groups to benefit from both public and private services, as well as the retail and service industries, thereby promoting trusted and secure cashless transactions.
- 100% of targeted schools equipped with updated technological resources, ensuring digital readiness.
- 90% of teachers trained in the new digital literacy curriculum, empowering educators with essential digital skills.
- 80% of educational institutions upgraded, with enhanced infrastructure to support digital learning.
- 100% of classrooms in major educational institutions equipped with modern digital tools, fostering interactive learning environments.
- Advanced technologies such as AI, VR, and AR integrated into 50% of educational institutions, modernising teaching methods.



## Enhanced Public Services

- 1,000 km of domestic optical fibre cable (OFC) deployed to boost national high-speed internet coverage.
- 95% population with 4G and 50% with 5G coverage, enabling widespread access to fast, reliable mobile networks. National 5G roadmap will provide the necessary policy guidance.
- Satellite services launched, achieving 90% coverage in remote areas, enhancing connectivity in underserved regions.
- e-Government interoperability adopted across 80% of government agencies, streamlining operations and service delivery.
- Government services portal launched, integrating at least 50 services for easy public access.
- National ID foundational system developed and implemented in phases, strengthening identity verification and national security.



## Sustainability and Resilience

- Full international connectivity resilience ensuring continuous and secure global communication.
- Designation of Critical Infrastructure (CI) and Critical Information Infrastructure (CII) sectors.
- 90% of designated CI and CII equipped with redundancy, enhancing system reliability and security.
- 20% reduction in energy consumption across digital infrastructure, promoting sustainability.
- Development of National Cybersecurity Strategy.
- National CERT established, and Cyber Forensic capability achieved.



## Governance and Civic Empowerment

- Trust in digital platforms, including digital financial services, is strengthened through the adoption and implementation of robust data protection legislation, supported by secure digital systems.
- Increase in DXP participation, with 10 publishers and 30 subscribers integrated into the data exchange platform.
- National cloud policy developed and adopted by the government agencies and private sector organisations.
- Enhanced, accessible, and connected e-health services available to everyone, anywhere, ensuring improved healthcare delivery for all.
- AI Policy and Framework developed, AI and machine learning technologies incorporated in major healthcare facilities, enhancing diagnostic and patient care capabilities.
- Government digital platforms and facilities upgraded, making public services more accessible and responsive.

# THE READINESS

Fiji has demonstrated notable advancement and enthusiasm for digital transformation, making significant strides in expanding e-government services, improving digital infrastructure, and fostering digital literacy. To fully realise the potential of these initiatives and continue progressing, a structured and cohesive approach is essential. This forward-thinking strategy will propel Fiji's digital transformation, leading to a robust digital economy.

Over the past decade, internet usage in Fiji has surged, expanding at an average Compound Annual Growth Rate (CAGR) of 12%, in 2021. This rate substantially surpasses the average of 65% for Pacific Island Small States and the global average of 63%. While Fiji has made significant strides in improving its internet penetration, it is still currently ranked 130 in fixed broadband median download speeds, though among the eight Pacific Island Countries with data available on fixed line broadband, Fiji is the cheapest, with the average fixed line broadband package costing USD 36 per month. This indicates that there is a need to enhance and upgrade the network infrastructure.

The following statistics indicate that Fiji has made significant progress over the years in digital advancement. However, to meet global benchmarks and provide Fijians with optimal benefits from digital transformation, there is a need to enhance policies, strategies, and efforts further. This will ensure that the social and economic benefits of digitalisation are maximised for Fiji's population.

Indicator	World	Fiji
Percentage of individuals using the Internet	67.4	85.5
Mobile subscribers per 100 inhabitants	110.6	140
Fixed telephone subscribers per 100 inhabitants	10.7	5.2
Active Mobile broadband subscribers per 100 inhabitants	87.4	81.4
Fixed broadband subscribers per 100 inhabitants	18.6	2.5
Percentage population covered by 2G mobile network	97.9	98
Percentage population covered by 3G mobile network	95	96
Percentage population covered by 4G mobile network	90.1	80
Percentage population covered by 5G mobile network	38.4	0
Mobile data and voice low consumption basket as a percentage of GNI pc	2	6.6

# 1

The ICT Statistics depicts a well-established telecommunication infrastructure and digital engagement in Fiji. Over 85.2% of individuals are using the internet well above the world average of 67.4% with 4G coverage for over 80% of the population.

However, the cost of mobile broadband is at 6.6% of GNI per capita, which is still above the 2% affordability benchmark for 2025. Fiji has made significant progress in E-Government development, with a 2024 E-Government Development Index (EGDI) score of 0.6754, aligning with the sub-regional average.

While still trailing behind global leaders, Fiji has steadily improved its global ranking, rising from 113th in 2020 to 93rd in 2024. This reflects Fiji's commitment to enhancing its digital government services, though further efforts are needed to reach global standards.

# 2

Fiji's telecom regulation maturity is at Gen 2, with an overall score of 62 out of 100, indicating moderate progress in developing its regulatory framework.

Improvements between 2021 and 2023 are evident across areas like the Regulatory Regime and Competition Framework, but there is still significant potential for growth. To advance to higher maturity levels, Fiji will need to further strengthen its regulatory capabilities, ensuring a more robust and adaptable telecom environment.

# 3

Fiji's E-Participation Index in 2024 stands at 0.3973, reflecting steady progress in digital citizen engagement.

While Fiji's ranking of 112 shows improvement compared to past years, it remains below global and regional leaders. However, Fiji surpasses the sub-regional average, indicating positive strides in fostering e-participation.

# 4

Building trust and security in the use of ICTs goes hand in hand with the digital transformation strategy. The recently published ITU's Global Cybersecurity Index positions Fiji in the evolving tier with a score of 54 (out of 100).

As reflected in the index, Fiji's cybersecurity position is categorised in the evolving tier, indicating steady progress but room for further development. Fiji demonstrates strengths in organisational and cooperation measures, but it needs to improve in technical measures and capacity development to enhance its overall cybersecurity readiness.

With its current trajectory, Fiji is building a solid foundation, but more focused efforts in legal and technical areas are required to reach higher levels of cybersecurity commitment.

# 5

Fiji shows a solid foundation in basic skills, indicating that a majority of the population 77% is equipped with essential abilities such as literacy and numeracy.

This strong foundation is crucial for a solid groundwork for building further capabilities, including digital competencies.

# 6

Fiji excels in financial literacy, with 88% of the population demonstrating proficiency in managing financial resources and understanding financial principles. This strength in financial literacy is a significant asset, as it can facilitate the adoption of digital financial services and tools, which are integral to a modern digital economy.

Moreover, this high level of financial literacy positions Fiji well to leverage the Business Process Outsourcing (BPO) and Knowledge Process Outsourcing (KPO) sectors. With a financially literate workforce, Fiji can attract and sustain BPO and KPO operations (currently employing 8000 individuals), driving economic growth and creating high-value employment opportunities.

# 7

The relatively low proficiency in digital literacy, at 48% highlights a significant area for improvement. This suggests that less than half of Fiji's population is comfortable using digital tools and technologies.

Fiji is committed to modernising its school curriculum and equipping schools, as emphasised in the commitments made during the Fiji National Education Summit 2023 and outlined in the Ministry of Education's strategic plan. Additionally, activities like the establishment of the Digital Skills Hub and advancements in the higher education system are focused on integrating digital skills training to better prepare students for the evolving digital landscape.

These efforts aim to bridge the digital literacy gap and ensure that future generations are well-equipped to thrive in a digital economy.

# 8

Among Fijian adults, 81% have access to smartphones for personal or work purposes, whether their own or shared. This makes smartphones the most commonly available digital device.

In comparison, fewer adults have access to other devices, with 39% able to use tablets or computers, 39% having access to smart TVs, and only 21% to smart watches. This indicates that a majority of Fijians are equipped with the necessary tools to engage in digital activities. It is essential for developing a digitally literate society and for successfully implementing digital initiatives.

9

As per the Consumer Council of Fiji, mobile wallets are the leading digital financial services (DFS) platform in Fiji, with a 51% usage rate, likely due to their simplicity, widespread availability, and mobile phone integration.

Electronic Funds Transfer at Point of Sale follows with 24%, reflecting its importance for in-store transactions and the increasing preference for contactless payments in the retail sector. Internet banking 6% and SMS banking 4% have lower adoption rates, possibly due to issues like limited internet access, digital literacy, or security concerns.

10

The ID infrastructure, which includes the use of e-Authentication, e-Profile for digital platforms, and birth certificates combined with other multiple IDs for identifying citizens, is currently underdeveloped, with only 32% coverage.

A robust and integrated ID infrastructure is critical for ensuring secure and reliable access to digital services. Fiji has already embarked on developing a unified electronic ID system that will address this critical need.

11

The availability of financing for innovation in Fiji stands at 50%. While financial resources are available through initiatives like the Blue Accelerator Grant Scheme, the Drua Incubator's Innovation Fund, the OP7 SGP Indigenous Peoples Fellowship Initiative Program, and the Business Assistance Fiji (BAF), there is still a need to increase access to funding.

These programs support innovative ventures, but expanding their reach and ensuring more widespread access to these funds is crucial. Additionally, there is a need for greater support from banks in designing easy financing schemes tailored to the needs of startups

12

The supporting environment for innovation is relatively weak at 37%. This suggests that there are significant challenges in the infrastructure, policies, and cultural support for innovation.

The x-factor 2 of the NDP (Promoting R&D&I and technology adoption) prioritizes this limitation, and the newly launched GrowFiji initiative will also address these gaps, leveraging technological advancements, digital transformation, and forward-thinking policies, the Government envisions a future where Fiji emerges as a global leader in innovation and the prime destination for investment and collaboration.

13

Active government promotion of digital initiatives stands at 57%. This indicates a moderate level of government involvement in promoting digital policies and initiatives.

While there is a visible effort from the government to advocate for digital transformation, there is room for increased activity and engagement. Strengthening government promotion efforts can drive greater awareness and adoption of digital initiatives across various sectors.

14

The effectiveness and comprehensiveness of existing regulations are rated at 67%. This suggests that Fiji has a fairly well-established regulatory framework to support digital activities.

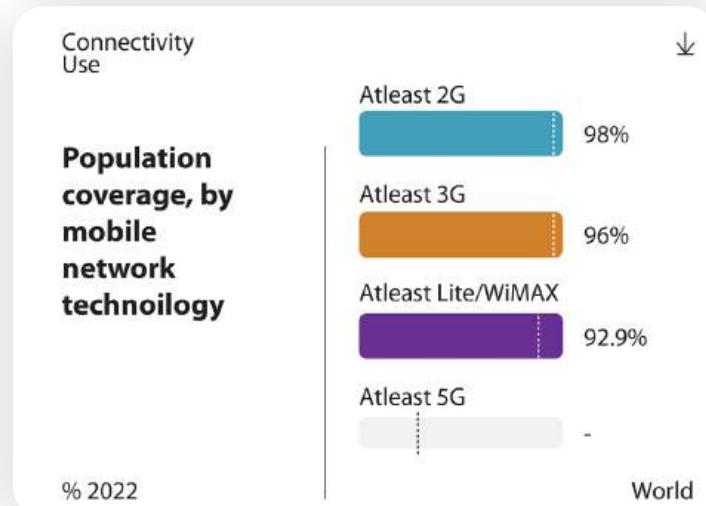
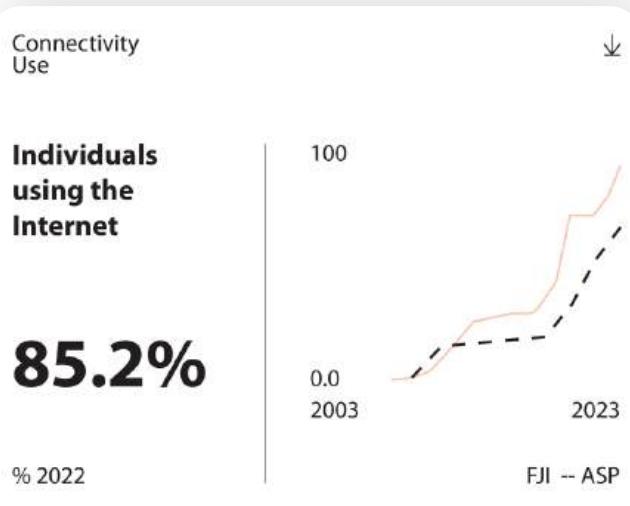
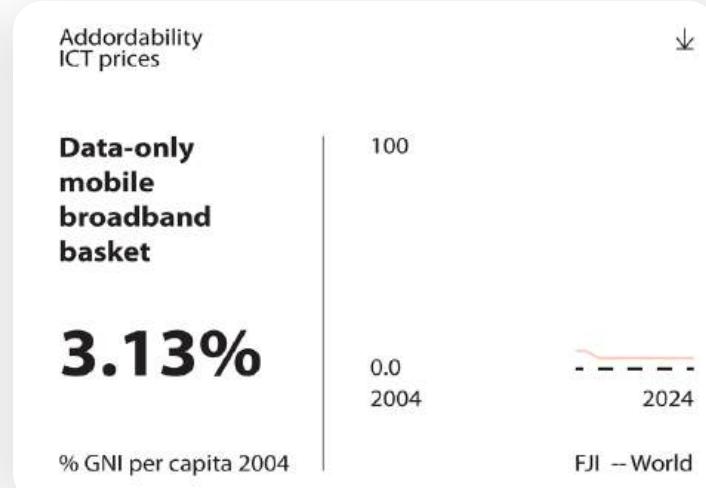
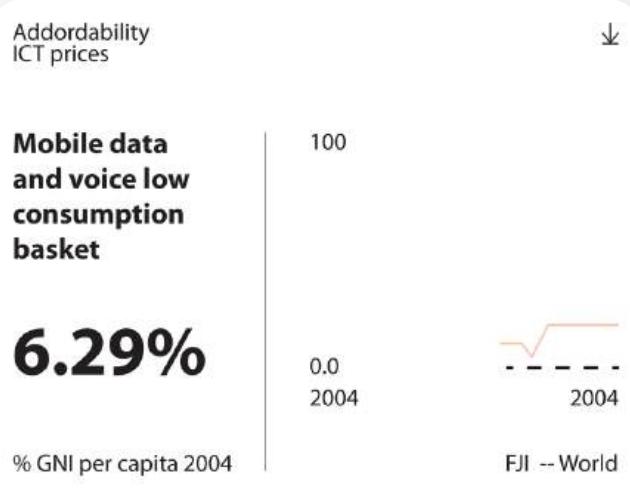
However, continuous review and updates to these regulations are necessary to keep pace with rapid technological advancements and emerging digital trends. Ensuring that regulations remain relevant and effective will help maintain a stable and secure digital environment.

15

Active promotion of digital policies by relevant authorities is at 50%. This indicates that while some efforts are being made to promote digital policies, there is significant potential for improvement.

Increasing the active promotion and implementation of these policies can help in bridging gaps, addressing challenges, and accelerating digital transformation. More proactive promotion can also encourage greater participation from the private sector and other stakeholders.

Fiji's readiness for G5 transitioning, with an overall score of 39.51, highlights the need for a more holistic digital policy framework. While there has been some improvement between 2021 and 2023 across areas like Policy Design Principles and the Digital Economy Policy Agenda, the current score underscores the necessity for comprehensive and integrated strategies to fully prepare for advanced digital transformations, ensuring Fiji can successfully transition to G5 transition.



### Areas of Relative Strength

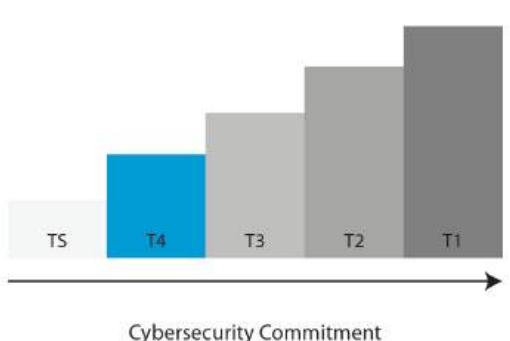
Organisational Measures  
Cooperation Measures

### Areas of Potential Strength

Legal Measures  
Technical Measures  
Capacity Development Measures

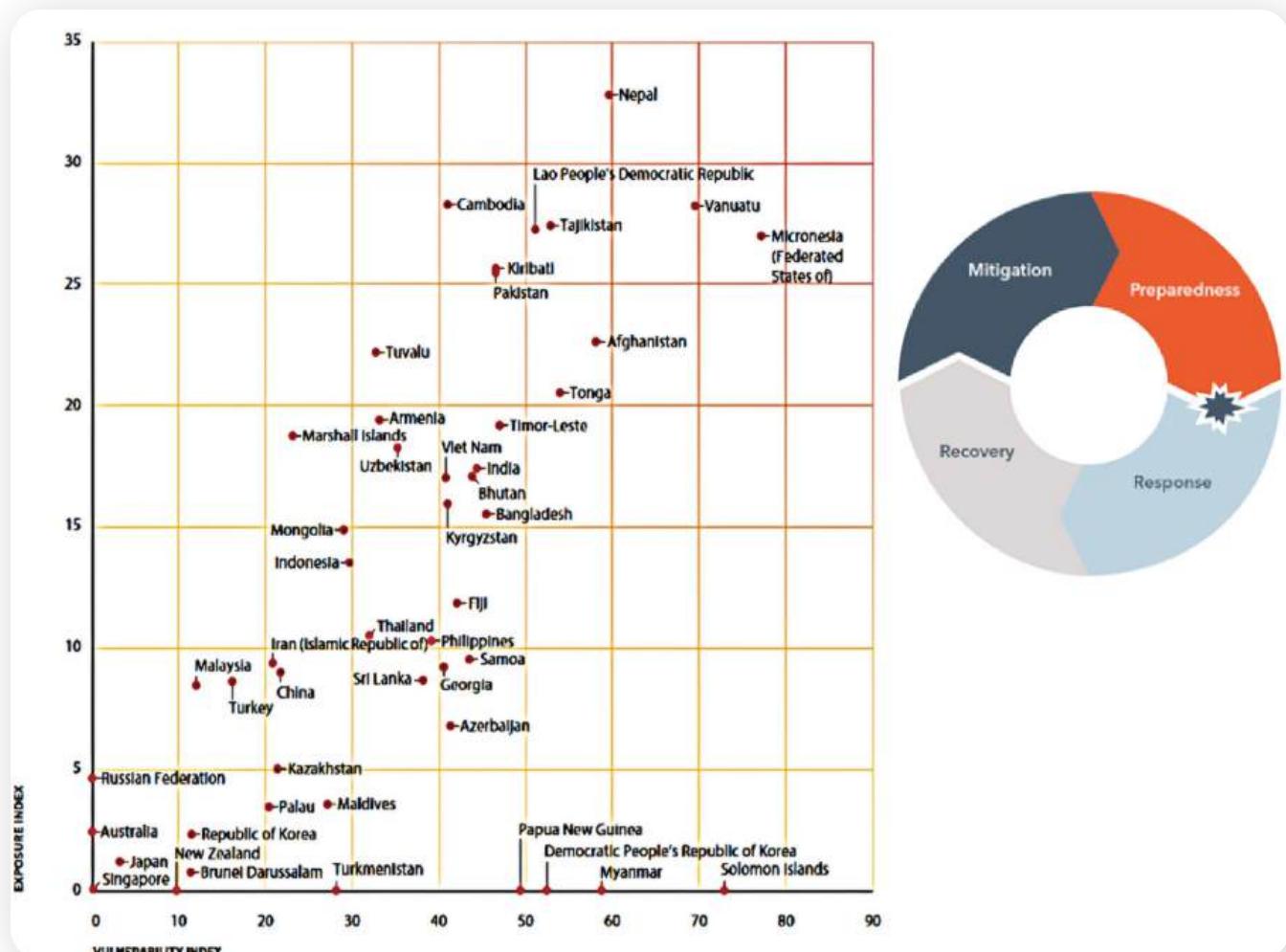
### Tier Performance

T4: Evolving

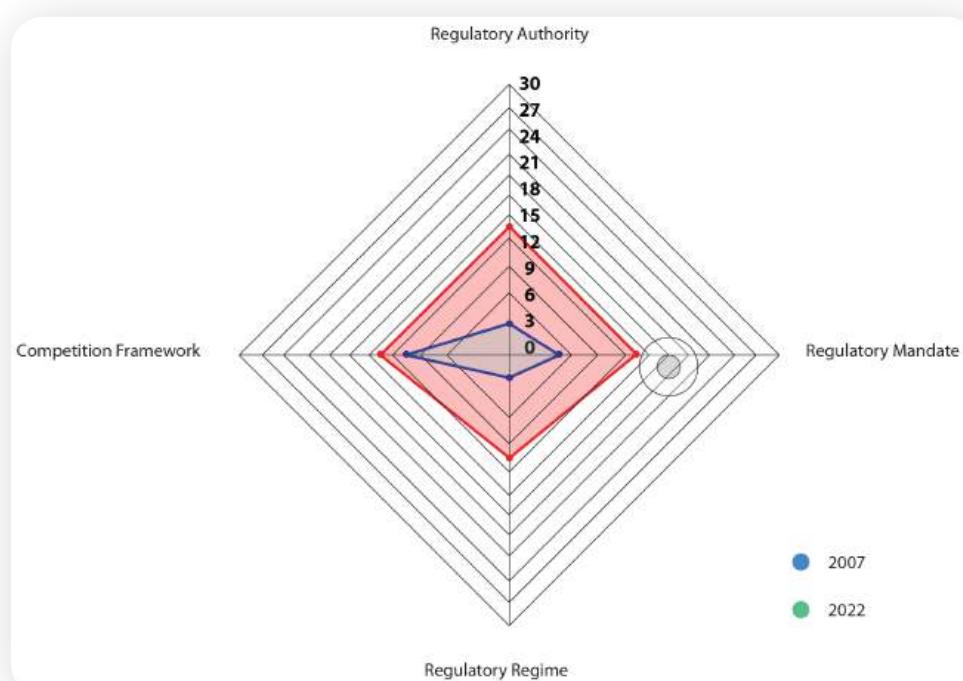


Source: ITU Data Hub

## EMERGENCY TELECOM



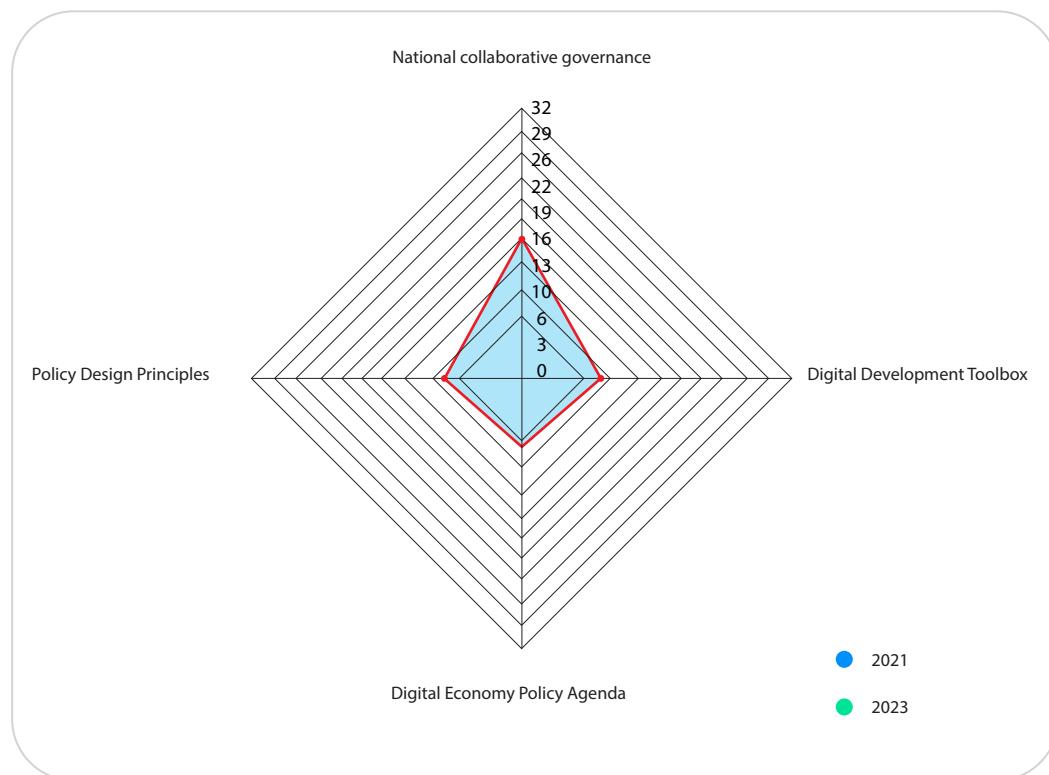
## ICT REGULATORY TRACKER 14



Telecom Regulation Maturity at Generation 2, with an overall score of 62 out of 100

<https://app.gen5.digital/tracker/country-cards/Fiji>

## G5 ACCELERATOR 28



Level of readiness with G5 transitioning with an overall score 39.51 indicating the need for holistic digital policy

<https://app.gen5.digital/benchmark/country-cards/Fiji>

**Fiji's digital landscape presents an established and upcoming digital ecosystem with an opportunity to position Fiji as the digital hub and investment destination in the Pacific through an enabling digital strategy and facilitating policy actions.**

A close-up, slightly blurred photograph of two hands in blue medical gloves shaking hands. The hands are positioned in the center of the frame, with the background being a soft, out-of-focus blue.

# PARTNERSHIPS AND COLLABORATIONS

In an increasingly interconnected world, international cooperation and strategic partnerships are essential components of Fiji's National Digital Strategy. These collaborations are key to advancing Fiji's digital ambitions, leveraging global expertise, and ensuring that the nation remains at the forefront of digital innovation. Fiji's strategy for international cooperation on digital advancement is centered around forging strong alliances with global leaders in technology and digital governance. These partnerships are instrumental in facilitating knowledge exchange, enabling Fiji to learn from the experiences of other nations and apply these insights to its digital journey.

By working closely with leading technology and industry partners, Fiji will accelerate the adoption of emerging technologies such as 5G, Artificial Intelligence (AI), Internet of Things (IoT), and Blockchain. These emerging technologies are vital for enhancing industry efficiency, driving economic diversification, and positioning Fiji as a competitive player in the Pacific as well global digital landscape. Furthermore, these partnerships will enable Fiji to tap into the expertise and resources of global tech leaders, ensuring that the nation's digital infrastructure and services are built to the highest standards of quality and security.

In addition to collaborations with technology and industry partners, partnerships with international development organisations are pivotal in advancing Fiji's digital goals. By partnering with entities including the International Telecommunication Union (ITU), Asia-Pacific Telecommunity (APT), Council of Europe (COE), World Bank, Asian Development Bank (ADB), United Nations Development Program (UNDP), United Nations Capital Development Fund (UNCDF), United Nations Conference on Trade and Development (UNCTAD), USAID, United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) and through fostering bilateral relations and being part of the cross regional forums, Fiji will secure technical assistance, funding, and policy guidance that are crucial for the successful implementation of its digital strategy. These partnerships will also help to ensure that Fiji's digital transformation is aligned with global Sustainable Development Goals (SDGs), particularly in areas such as digital inclusion, health, education, and environmental sustainability.

Through these strategic partnerships and collaborations, Fiji will not only enhance its digital capabilities but also ensure that its digital transformation is inclusive, sustainable, and globally competitive. By leveraging international cooperation, the expertise of global tech companies, and the support of international development organisations, Fiji will be well-positioned to achieve its vision of becoming a digitally empowered nation that is resilient, innovative, and connected to the global digital economy.

## COMPLIANCE WITH INTERNATIONAL STANDARDS AND BEST PRACTICES

As part of Fiji's National Digital Strategy, we are committed to embedding international standards and best practices into every facet of our digital development. This strategic commitment ensures that all digital initiatives—ranging from infrastructure and cybersecurity to governance and service delivery—are designed and executed in strict alignment with globally recognised frameworks.

By prioritising compliance with these standards, Fiji not only enhances the security and resilience of its digital systems but also fosters international trust and credibility. This approach underscores our dedication to positioning Fiji as a leading digital economy in the Pacific, fully equipped to engage with and contribute to the global digital landscape. Through this unwavering adherence to international norms, Fiji commits to delivering a digital future that meets the highest standards of quality, transparency, and excellence.



TRACK PROGRESS TO  
2030

The National Digital Strategy is a comprehensive effort to leverage digital technologies as a catalyst for socio-economic transformation. It is a Strategy that not only aims to build a digitally empowered society but also ensures that this transformation is inclusive, sustainable, and aligned with the global digital landscape.

To ensure the successful achievement of our goals by 2030, the Government will implement the following mechanisms:

- **Governance and Coordination Structure** – the Digital Strategy will be driven by a top-down governance structure, ensuring leadership from the highest levels while integrating mechanisms for cross-sectoral collaboration. This structure will allow for efficient resource management and clear accountability at every stage of implementation. A vital element of this approach is the inclusion of citizen feedback to ensure the Strategy remains responsive to the evolving needs of the public. With the coordination of the government, private sector, and international partners, the strategy will aim to deliver cohesive digital transformation outcomes.
- **Monitoring and Evaluation (M&E) Plan** - the M&E Plan is a vital tool within Fiji's National Digital Strategy, ensuring the strategy remains on course and meets its objectives efficiently and effectively. By outlining mechanisms for tracking progress, assessing outcomes, and measuring the established KPIs, this plan ensures accountability, transparency, and alignment with Fiji's vision of becoming a digitally empowered society and the Digital Hub of the Pacific and forward the objectives set in Pacific regional mechanisms like the ICT Ministerial Lagatoi Declaration on Digital Transformation of the Pacific. Through robust data collection methods and continuous improvement, the M&E framework will facilitate the delivery of tangible benefits to citizens, transforming Fiji into a dynamic, resilient, and digitally empowered nation.
- **Risk Management and Contingency Planning** - To proactively manage potential risks associated with the National Digital Strategy, robust mechanisms must be in place to mitigate the risks and maintain the continuity and effectiveness of digital transformation efforts. We will ensure that all potential risks are systematically identified, assessed, and managed to establish a foundation for building resilience and adaptability within the organisation, essential for the long-term success of the national digitalisation efforts.
- **Resource Mobilisation framework** - effective resource mobilisation is critical for the successful implementation and monitoring of the Digital Strategy. As part of the M&E plan, we are requesting the recruitment of three key positions: a Project Manager, who will oversee the implementation of activities and ensure alignment with strategic goals; a Coordinator, who will facilitate stakeholder engagement and interagency collaboration; and an M&E Specialist, who will track progress, assess impact, and ensure that lessons learned inform future activities. These roles are essential to maintaining momentum, addressing challenges, and delivering on the Strategy's targets by 2030.

Development partner funding will complement national budgetary support, targeting key thematic areas aligned with the NDS Implementation Plan. Regular donor round-table discussions will be held to keep development partners engaged and informed, fostering a coordinated approach to advancing Fiji's digital economy.

Tracking progress across government in achieving the vision, mission and targets of the Strategy will be essential. As initiatives are implemented and digital technologies continue to evolve, we will gain valuable insights.

The following is the roadmap which shows the plan of Government's digital priorities set out in the 5-year Digital Strategy of Fiji.



# THE ROADMAP

2025

2026

**By 2025:**

- Development of a National Cybersecurity Strategy
- Conduct review of Data Protection landscape
- Establishment of National Computer Emergency Response Team (CERT)
- Enhance the Government Data Center Infrastructure
- Conduct a Service Mapping Exercise across Government
- Development of an Integrated Beneficiary Management System (iBMS)
- Development of a unified Government services portal
- Assessment of existing Telecom Infrastructure
- Deployment of 5G

**By 2026:**

- Comprehensive review of Government ICT services
- Develop Data Protection Legal Framework
- Deliver an Integrated National ID foundational system
- Development of Data Management Framework
- National cloud policy developed
- Develop and implement Infrastructure Sharing and Co-location Policy
- Upgrade the National Forensic Lab
- Develop a comprehensive Digital Literacy Curriculum for Primary, Secondary, Tertiary, informal education levels
- Development of E-Commerce laws and regulations
- Implement incentives for private sector participation in digital initiatives

2027

2028

**By 2027:**

- Develop a National AI Framework
- Development of accessibility standards for Digital Government Services
- Assess the connectivity of the Government stations in rural and remote areas
- Promote energy efficiency in digital infrastructure using eco-friendly materials and technologies
- Launch Tourism Digital Platform

**By 2028:**

- 90% teachers trained to deliver digital literacy curriculum effectively
- Encourage Digital Skills Training in the public and private Sector
- Build and enhance digital health infrastructure
- Achieve user registration milestone of 50,000 for the Tourism Digital Platform
- Increased active participation in international digital coalitions and agreements

**2029****By 2029:**

- Establish a nationwide health information exchange (HIE)
- Achieve integration in 50% of digital government projects on the digitalFIJI Stack
- Create targeted vocational and professional training programs including for elderly, marginalised and persons with disabilities to reach at least 10,000 individuals
- Environmentally friendly disposal and recycling of electronic waste policies in place
- Functioning National Digital Sandbox

**2030****Key Success Measures**

- 80% of key Government services are accessible online
- Creation of 40,000 ICT jobs across various sectors
- Digital inclusion rates reach 80% across all demographics
- Achieve 50% 5G coverage
- Roll out and adoption of National ID
- Businesses adopt strong cybersecurity practices

# CONCLUSION

Fiji's National Digital Strategy 2025-2030 is a comprehensive effort to safely and securely leverage digital technologies as a catalyst for socio-economic transformation. It is a Strategy that not only aims to build a digitally empowered society but also ensures that this transformation is inclusive, sustainable, and resilient.

Through the focused implementation of digital initiatives and a collective commitment across all sectors of society, Fiji is well-positioned to achieve a digitally empowered future that aligns with its broader developmental goals and position itself as the digital hub of the Pacific, making it the premier destination for international technology companies while also establishing Fiji as a leading source of emerging technologies for the region.

Together, we will ensure an open, safe, secure, stable, accessible, peaceful and interoperable ICT environment for all Fijians.

# ABBREVIATIONS

<b>AI</b>	Artificial Intelligence
<b>AR</b>	Augmented Reality
<b>ATS</b>	Automated Transfer Service
<b>BPO</b>	Business Process Outsourcing
<b>CERT</b>	Computer Emergency Response Team
<b>CI</b>	Critical Infrastructure
<b>CII</b>	Critical Information Infrastructure
<b>DGTO</b>	Digital Government Transformation Office
<b>FNPF</b>	Fiji National Provident Fund
<b>FRCS</b>	Fiji Revenue and Customs Service
<b>GDP</b>	Gross Domestic Product
<b>ICT</b>	Information and Communications Technology
<b>ID</b>	Identification
<b>IOT</b>	Internet of Things
<b>ITC</b>	Information Technology and Computing
<b>KPI</b>	Key Performance Indicator
<b>KPO</b>	Knowledge Process Outsourcing
<b>LEO</b>	Low Earth Orbit
<b>M&amp;E</b>	Monitoring and Evaluation
<b>MSMEs</b>	Micro, Small and Medium Enterprises
<b>NDS</b>	National Digital Strategy
<b>R&amp;D</b>	Research and Development
<b>SDGs</b>	Sustainable Development Goals
<b>UN</b>	United Nations
<b>VR</b>	Virtual Reality

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