Digital Malta Performance Report

December 2015

DIGITAL MALTA
National Digital Strategy 2014 – 2020

Contents

1. Introduction

1.1 Background

On the 24th March 2014 the Prime Minister launched the Digital Malta Strategy which will guide the country to attain the 2020 Vision that '*Malta will prosper as a digitally-enabled nation in all sectors of society*'. The strategy consists of six strategic themes which in total comprise of 71 Actions which are visionary statements and provide policy direction.

Detailed and specific ICT initiatives are identified on an annual basis in a separate supporting document referred to as 'Programme of Initiatives'. The Programme of Initiatives for 2015 was published in February 2015. Each initiative identified in the Programme of Initiatives is linked to an Action within the Strategy. Different organisations own different initiatives.
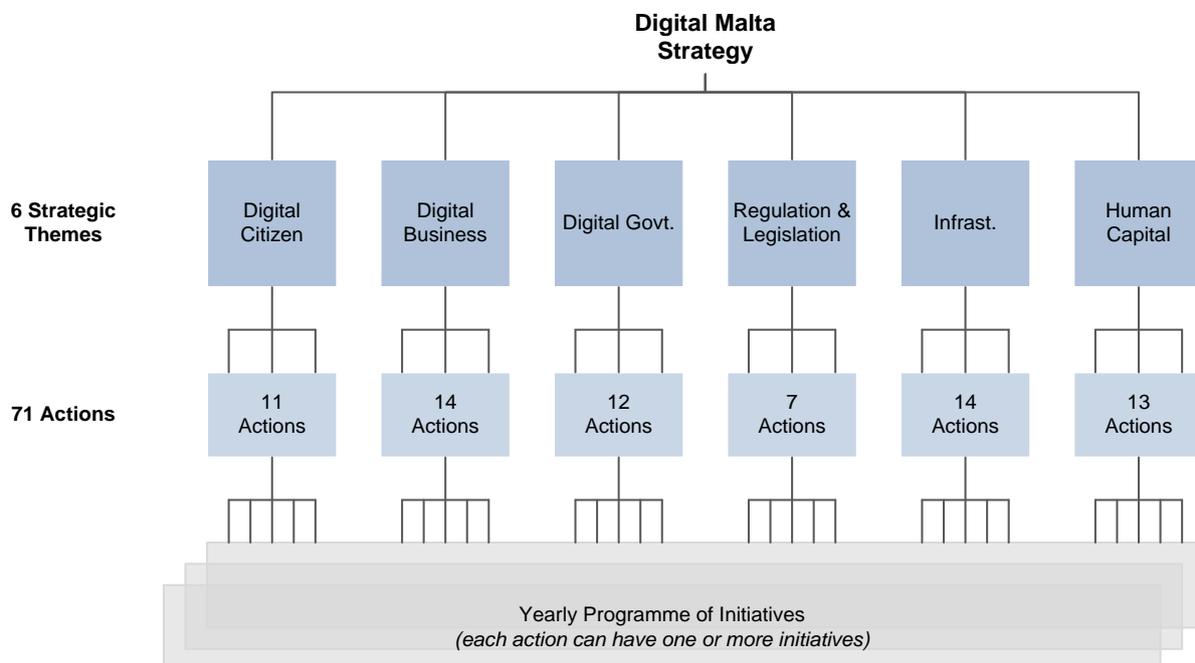
Furthermore, in order to measure progress towards successful implementation, the Strategy established a number of performance targets. These targets are monitored on an ongoing basis.

1.2 Objective

The objective of this document is to present:

1. The initiatives for 2015 that lead towards the attainment of the 71 Actions identified in the Strategy.

2. An update on the Performance Targets identified in the Strategy.

The above are presented as at 15th February 2016.

2. Digital Malta Actions – Progress Update

2.1 Overview

The Digital Malta Strategy is a 2020 vision for the country. The following table highlights the progress achieved in 2014 and 2015.

	2014	2015
Actions with initiatives	40	56

2.2 Overview for 2015

Out of the **71 Actions**:

- **57 Actions (or 80%)** had an initiative linked to them in the Programme of Initiatives 2015 – indicating that work on these actions was underway.

3. Digital Malta Initiatives

3.1 Ownership of Initiatives

The Programme of Initiatives for 2015 included **222 ICT initiatives**, distributed in the 6 Digital Malta streams and setting up of structures.
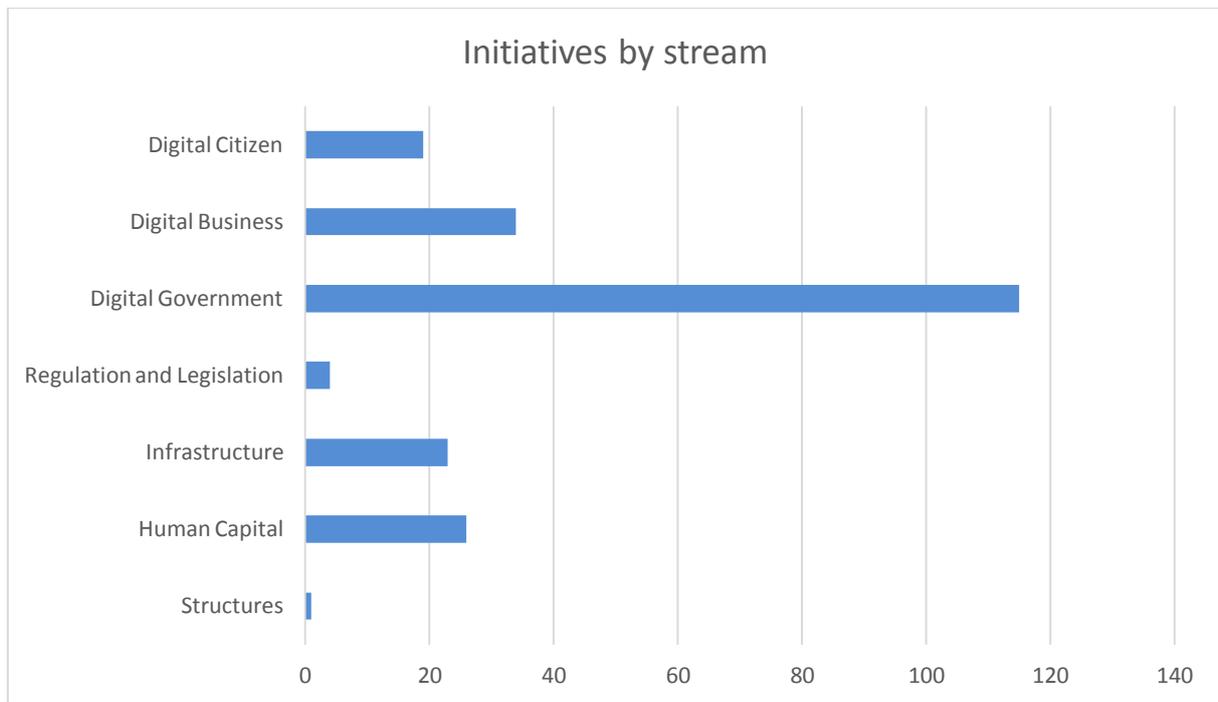
Initiatives were owned by various organizations.

* MITA was a key contributor on most of the CIO initiatives

3.2 Status of Initiatives

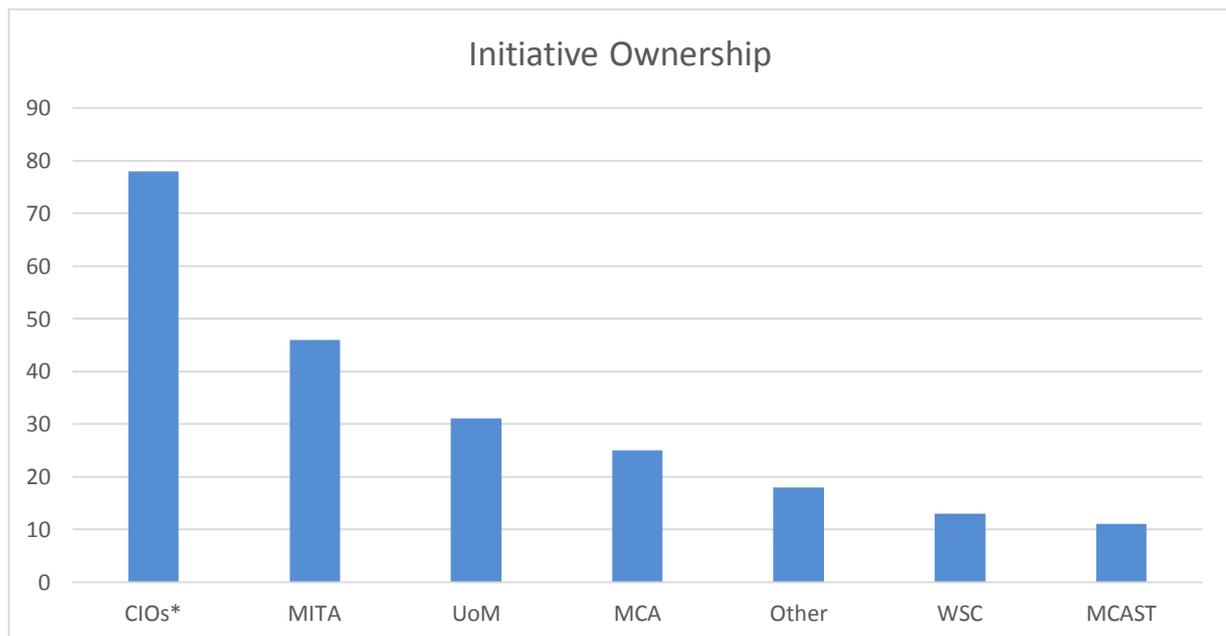Initiatives were not necessarily planned to end in the same year they were initiated. Biannual progress reports by the respective initiative owners keep the Digital Malta Governing Board informed. The following graph gives a high level status of the 2015 initiatives. A more detailed list of the main initiatives for 2015 is presented in the following section.

Status of Initiatives as at December 2015

Extent of Completion	Value
100%	88
75%-99%	33
50%-75%	14
Less than 50%	34
On-going	24
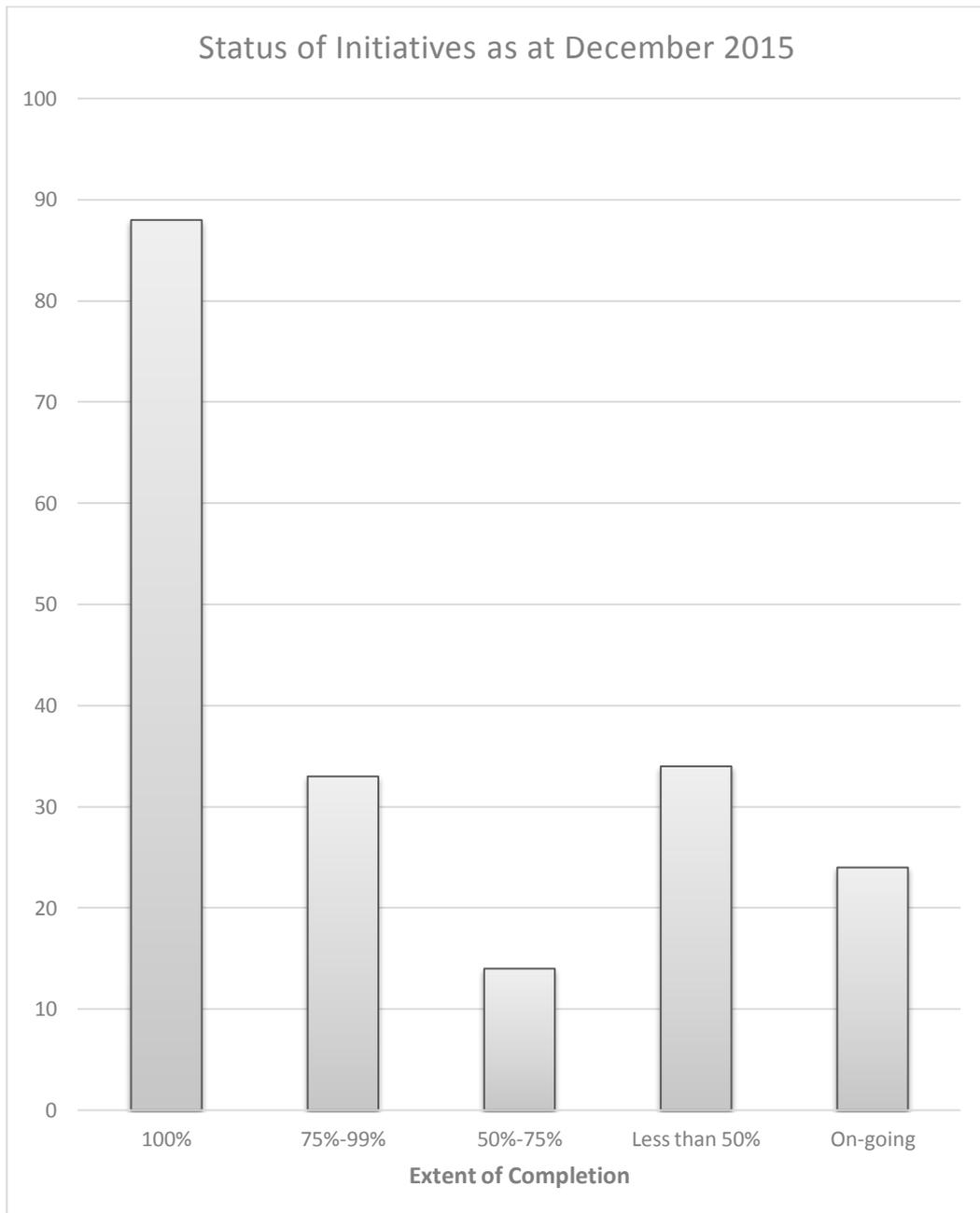
3.3   Key Achievements

This section identifies the major initiatives and achievements attained during 2015, grouped by Strategic Theme.

Digital Citizen

To assist Non-government Organisations (NGOs) in improving their web presence, in 2015 the **WebCheck** initiative targeted sports organisations and small hotels. This initiative will be completed in 2016.

BeSmartOnline 3 included various campaigns targeting children, their parents/carers, and educators as part of the EU Safer Internet Programme. The initiative will continue in 2016.

A pilot phase for the **CoderDojo** initiative was completed in 2015. Information and Communications Technology (ICT) coding skills will be promoted further in 2016 amongst children and youths between the ages of 5 and 17.

Two new sites were identified for the Community Training and Learning Centres (**CTLC**) network, bringing the total to 18 CTLCs throughout Malta.

The **eForms and eServices Directory** was developed under the digitalhealth.gov.mt website bringing information related to health services in one location. Information can be accessed online both by the public and Medical General Practitioners.

1000 individuals were trained under the *.COMM Lehen Digitali* programme as part of the **eInclusion (Disabled and the Elderly)** initiative.

Regarding the **Empowering Older Citizens with Digital Skills** initiative, MITA delivered the training to the pilot groups of senior citizens. An evaluation to potentially extend onto a national scale project will follow.

As part of the **Free Access to Wireless Internet in Health Entities,** Wireless Access Points were installed in all Health entities that provide services to the general public.

In 2015, a change in service provision to prepare for the **Free WiFi Access** initiative was completed. Additional WiFi hotspots will be installed in 2016.

The **Health Website Refresh** initiative saw migration of content to health.gov.mt. Also, training was delivered to better utilise and to incite contribution to the website. Content updates will continue in 2016.

MCA organised training sessions to around 300 people on the benefits of **Internet banking**.

As part of the **Network (ENTER)** initiative, 4500 individuals attended training sessions.

The 1st phase of the **One Stop Shop for Citizens – technology solutions** were launched in October with three area offices offering a OneStopShop service. The 2nd phase is earmarked to be completed by the end of March 2016.

The **One-to-one Mentoring Call for Volunteers** initiative catered for all requests to provide ICT mentoring to the individuals with special needs. For 2016 a greater marketing effort is planned.

MCA together with stakeholders delivered **Sector Specific Training**.

Digital Business

Under the **EU funded Research: Automatic Game Design** papers in the area of computational creativity and game AI were published and recognised. Additionally, outreach activities and talks were delivered. The website autogamedesign.eu is updated with more information.

The **B. Start** initiative was launched in Q4 2015 and 11 start-ups were approved before the end of the year. Phase 2 will be launched in mid February 2016.

In 2015, 15 enterprises were assisted under the **Business Advisory Scheme** with the provision of an advisor in various areas which included sales and marketing development, business planning, business start-up support, sales and marketing development and website optimisation.

The **Certify** scheme was launched and applications made available on the Malta Enterprise website.

MCA is committed to establish the next phases of the **Cloud Computing** initiative. These will include awareness campaigns and publications on risks, benefits, challenges and opportunities related to cloud computing.

As part of the **Cloud Services for Government** initiative, MITA has identified Microsoft Azure Media Services as a cloud based streaming service for the Government of Malta. This service is available within MITA's service catalogue and is being brokered to public entities.

Through the **Clustering for Excellence – CIP Project**, MITA acquired training on the management of clusters and shared such knowledge with the Valletta Design Cluster.

The **Construction of a Digital Hub** is practically complete, with full completion planned for March 2016. Malta Enterprise has already approved the allocation of space for six ICT related enterprises.

Under the **Creative industries student internships** initiative, the University of Malta (UoM) established internships with game developer companies: Codemasters, Exient and 4A.

The MCA published guidance notes on the licensing of Satellite Earth Stations including satellite uplink systems for the **Development of the Satellite Communications Sector.** Feasibility analysis for a national strategy will follow.

eCommerce Strategy work streams focused on the crafts industry, tourism and the enhancement of an online directory.

The **FDI promotion** initiative led to the approval of six FDI projects within the ICT sector.

As part of the **Game research in conjunction with the one-tablet-per-child initiative** the UoM did pilot tests of the iLearnRW games in public schools in Malta.

Games at the Library Exhibition initiative increased awareness about game research and game development to the general public.

Achievements such as publications, awards, games, outreach activities and participation in international venues under the **EU Funded Researches: Games for Creativity** and **Games for Dyslexia** can be found at c2learn.eu and ilearnRW.eu respectively.

The **ICT Training for Vulnerable Enterprises** initiative identified training opportunities for low-skilled employees.

A drafted call for start-ups to **implement a mobile innovative solution to improve the tourism experience in Gozo** was completed.

Several meetings were held for the local game developers under the **Indie MeetUp Malta** initiative.

Promoting **Innovation and Business Development** focused on fostering communications and sustaining home-grown innovation. Two events: 'Disrupt Start-up' and 'Budding Rockstars' were organised during 2015. Work on the innovation readiness study commenced in October and around 50 interviews with stakeholders were undertaken. A consultative stakeholder meeting on the study has been scheduled. Work on crucial Crowdfunding educational project is underway.

During 2015, three start-ups commenced a 3-year incubation programme at the **Kordin Business Incubation Centre** facility.

In 2015 several students graduated with **M.Sc. in Digital Games (Taught and Research)**. Most of these graduates are already employed in the creative industry sector of Malta.

UoM successfully organised **Malta Global Game Jam** in January 2015.

ESF funds for the **Master in Knowledge-Based Entrepreneurship** initiative, enabled the development of a Masters in Entrepreneurship and an Intensive Training Program in Knowledge Based Entrepreneurship. Fifty professionals had graduated and a number are seeking to start new companies.

45 participants attended the Mediterranean Game Jam (JamMed). The goal was to improve visibility abroad of the MSc in Digital Games.

Three enterprises were supported through the **MicroGuarantee** scheme and 1193 enterprises through the **MicroInvest** scheme. Eligible costs included investment in ICT.

A model for the **MITA Innovation Hub (MIH) Accelerator Programme** was established**.** Following promotion and courses an **Open Call for Startups** was announced and as a result, two grants for two projects were awarded.

Digital Government

The **Advanced Passenger Information System** which runs a risk assessment on passengers arriving in Malta from outside the Schengen zone has been deployed.

The **Commerce Department** implemented a new **back-office system** to process trademarks and designs at the Intellectual Property Office. The new software integrates with the front office tools. **Trademark (TM) and Design (DS) eServices** implemented include various electronic services related to Trademarks and Design.

The National Blood Transfusion Centre has implemented a **Blood Donor SMS Alerts** system for blood donors.

The **Breast Screening Integration with radiology information system** will now enable health practitioners to know the radiation levels exposure for patients.

Regional mangers at the WSC were given access to the same **Central Region Work Orders** system built for customer care. MEPA applications are automated.

The Ministry for Education and Employment implemented a **Child Care System** to monitor attendance and remuneration.

An electronic document management system was created to achieve a **Collaborative digital environment for the Malta Resources Authority.**

The UoM in collaboration with Malta Competition and Consumer Affairs Authority (MCCAA) designed and developed a **Consumer Advice Portal** as a new public facing eService.

The **Customs Duties Calculator mobile application** calculates duties and taxes on imports. It has been published on MS Windows Store and Android Play Store. (The Apple IOS version is in the process of publication). The Customs Department also launched the new **Export System** which will also serve as the platform for future requirements such as the Automated Import System (AIS), Automated Export System (AES) as well as the proposed EU centralised clearance. The **Import System** is underway.

Several **eForms** were created in the **health** sector and will be launched in 2016.

The **eLearning Solution** has been enhanced with additional functions of registration and parental access.

Enhancements to the eProcurement System shall facilitate the publishing of tenders below the EU thresholds and will reduce costs to Economic Operators by streamlining and simplifying the processes. New reporting features aim at better policy decisions and to reduce the time on resolving litigations.

Case Management, Acts and Warrant information were extended to the offices and mobile offices of **the legal profession** through the deployment of a web based system. These services are expected to facilitate and expedite courts processes.

Training, promotion, research and seminars were some initiatives aimed at (ESF4.243) **'Strengthening Competences to Service the Public Efficiently Through eGovernment'.**

The **Fisheries Information System - Traceability** system covers every stage in the chain that sees fish caught, landed, brought to market and sold. This system allows inspectors to detect infringements at any stage of the supply chain. Citizens and businesses (e.g. restaurants, shops and retailers) will have full traceability on the fish catch in real time thorough apposite web site and mobile applications - "from net to plate".

An online directory for the registration and publication of professional women in Malta was launched. It aims to promote women and to have a **Gender Balance in Decision Making**.

ETC has developed a new **public facing eService**, for use within a call for tenders document.

During **CHOGM 2015**, MITA coordinated more than 40 supporting staff across 20 sites, configured and commissioned 250 laptops, and helped over 1000 journalists and other users. Service was ensured round the clock.

EDMS software was installed for the provision of on-line payments and to **increase the use of online services at the Malta Resources Authority**.

Through the **INSPIRE** project, an infrastructure for spatial information is being implemented to support environmental policies and activities which may impact the environment.

The **Mater Dei Hospital SMS Emergency system** has been implemented. In case of major incidents, call-outs are managed by notifying personnel and get instant replies to assure prompt service.

A **meter data management – GIS system** is in its second phase of development. Users can already compare and contrast information such as efficiency variations and household leakages. Project completion expected in 2016.

Changes to a revised model of statistical units within the **Business Register** have been implemented and are being tested.

A pilot study for the **One tablet Per Child** project had been concluded and project progressed to the architecture and infrastructure design.

The development of **Online Electronic Eorms** has been simplified to secure efficiency and cost reduction.

The **Foundation for Educational Services (FES)** launched a new website and Skolasajf student registration.

A **Police Conduct Application eForm** has been created and is available online. Legal advice is being sought to have certificates sent by post.

As part of the ICT implementation at the WSC, a **Stock Control Management and Reporting System (SMRA)** has been implemented. The **WSC** has also digitised the **Central Control room Work book** and a **Management Dashboard** has been implemented to facilitate high level analysis and decision making. WSC also created and converted its **customer care** SAP notification to manage its CRM on a GIS based application.

A new **training management system** with the aim of better managing the training provided to the Government Employees was completed.

Human Capital

The eSkills Malta Foundation **championed the application of the European eCompetence Framework V3** through training sessions, briefings, marketing material and website links with SMEs and other stakeholders.

An application for **EU-funded Erasmus + Strategic Partnership** for the promotion of game-based learning was concluded successfully.

MITA established a strategic alliance with UoM by mentoring students their thesis on the application of technology in Government's operation.

MITA ran a **National Coding Competition**. An awards ceremony was organised on the 25th March 2015.

MITA, together with a number of stakeholders delivered the Summer Club with the aim of increasing interest in **STEM** subjects.

As part of the **Student Placement Programme** a total of 347 students were provided with work placements in the private, public and NGO sectors during the summer of 2015.

A number of employees have attended training and conferences as part of a **Training Programme for Health Employees about Health IT and eGov Services.**

Students of the Institute of Digital Games (UoM) in collaboration with a researcher from the Nijmegen University (Netherlands) plan to **design** health video**game**s aimed at dispelling specific cognitive biases in adolescents which are contributing to teenage obesity. Publications about the key outcomes are planned for next year.

Infrastructure

MCA published the bi-annual **communications market reviews** about main trends and developments in the various communications markets.

A feasibility study for a second internet **connectivity** link between Malta and Gozo has been completed.

Consumer Perception Surveys were commissioned by MCA and will be published on MCA's web site.

CPD Bridging of Network Connections throughout all CPD sites using VOIP technology completed.

The **Cyber Security Strategy** green paper was launched. The green paper addresses governance, risk, education and legislation.

MITA maintains the **Enterprise Architecture & Governance** through ongoing updates to the strategy to reflect technological updates.

GGH Campus Network Upgrading initiative has been implemented.

50Mbps Fibre connection has been installed and other **Network Infrastructure** equipment at the **Corradino Correctional Facility** is being procured and installed.

Network Services within the new Parliament and **the Oncology Hospital** were successfully completed in 2015.

Regulation & Legislation

Following a monitoring exercise of the **government desktops power management** and the consumption by desktop PCs in 2015, an initiative to reduce power consumption and improve energy efficiency will be implemented in 2016. The project involved an updated service pack from Microsoft.

An information security policy and amendments to the e-mail policy were two achievement under MITA's initiative to **revamp the government ICT policies.**

4. Digital Malta Performance Targets

The following performance targets were established within the Strategy.

Indicator	Malta				EU Average
	2012	2013	2014	2015	2015
33% *of SMEs selling online by* **2015**	13.7%	10.4%	15.7%	**15.7%**	16.1%
Fast broadband (>30 MBPS) coverage available ***for all*** *by* **2020**	99.9%	100%	100%	**100%**	68.1%
50% *of households taking up broadband subscription having >100MBPS by* **2020**	0.6%	0.7%	0.8%	**0.7%**	8.67%
20% *of population buying online across-borders by* **2015**	38.1%	39.2%	39%	**44.1%**	15.9%
50% *of population buying online by* **2015**	43.5%	46%	47%	**50.7%**	53%
60% *of disadvantaged people using the internet regularly by* **2015**	51.6%	46.3%	55.6%	**58.9%**	63.2%
75% *of the population using the internet regularly by* **2015**	65.5%	66.2%	70.2%	**74.4%**	74.6%
15% *or less of population have never used the internet by* **2015**	29.3%	28%	24.6%	**21.6%**	18.1%
100% *increase in ICT R&D Public Spending by* **2020**	N/A	0.2%	N/A	**N/A**	N/A
50% *of the population using eGovernment by* **2015**	40.6%	31.6%	40.3%	**41.8%**	46.7%
25% *of the population using eGovernment and returning forms by* **2015**	17.1%	20.7%	19.7%	**22%**	26.1%
Broadband coverage for all by **2013**	99.8%	100%	100%	**100%**	97.7%

Further information is available on the Digital Malta website:
http://digitalmalta.gov.mt/en/Pages/Content/DMPerformance.aspx

5. Owners of the 2015 initiatives

The table represents the list of entities and the respective number of initiatives submitted inline with the Digital Malta Strategy.

Organisation	Number of Initiatives
MITA	46
UoM	31
MEH – Health	26
MCA	25
WSC	13
MFIN	13
MCAST	11
Malta Enterprise	8
MEH – Energy	5
MEIB	5
MSDEC	4
MEDE	4
Corradino Correctional Facility - CCF (MHAS)	3
MSDC	3
Malta Resources Authority	3
Identity Malta	3
MJCL	2
Civil Protection Department/MHAS IMU	2
OPM	2
MGOZ	2
MHAS	2
eSkills Malta Foundation	1
Malta Police Force (MHAS)	1
MEDE-ETC	1
FITA	1
Transport Malta	1
MOT	1
Housing Authority	1
MEDE-FES	1
MFSS	1