

National Digital Strategy

2025-2030

A Snapshot



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<https://mobile.digital.gov.fj/fnds.pdf>

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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

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

MESSAGE FROM THE DEPUTY PRIME MINISTER & MINISTER

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 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

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 socio-economic 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 high-speed 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 a leading source of emerging technologies for the region.

OUR STRATEGY ON A PAGE

VISION

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

Key Drivers

Social Inclusion

Sustainability & Resilience



Economic Growth



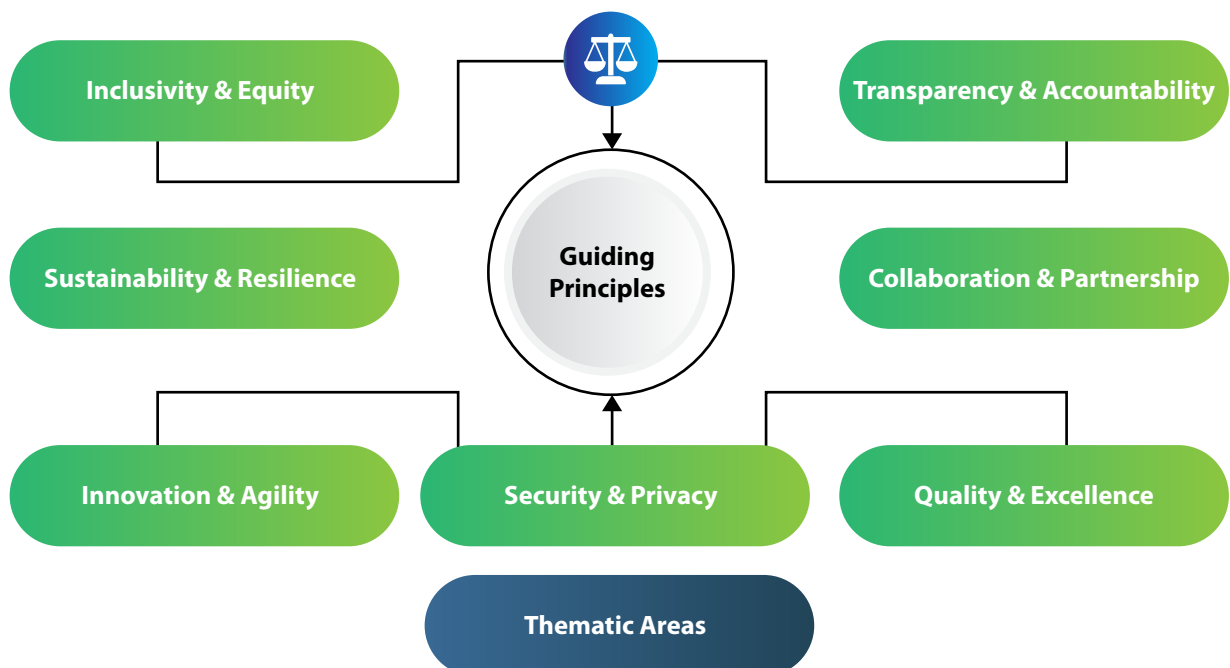
Enhanced Public Services



Governance & Civic Empowerment

MISSION

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



Digital Infrastructure & Cyber Resilience



Digital Inclusion & Empowerment



Innovation-led Economic Growth



Smart governance & digital public services



Sustainable development & global cooperation

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.

Economic Growth

1

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.

Social Inclusion

2

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.

Enhanced Public Services

3

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.

Sustainability and Resilience

4

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.

Governance and Civic Empowerment

5

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 – WHERE WE ARE

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 individuals 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 under-served 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

Given Fiji's vulnerability to natural disasters, such as cyclones and flooding, building resilient digital infrastructure is imperative. This involves enhancing the robustness of network systems, implementing redundant data pathways, and ensuring data centers are disaster-ready. Strategic investments in cloud technologies and disaster recovery plans are also crucial to maintaining service continuity during and after crises.

Some of the key initiatives that have been implemented are the Government ITC Data Center built to Tier 3 standards in 2011, connecting the southern cross cable in 2000, Tui Samoa domestic cable connecting Viti Levu and Vanua Levu in 2018, licensing the Starlink LEO satellites operation in 2023. In addition to this, the installation of the Tabua Cable by Google and the interlinking Bulikula cable between Fiji and French Polynesia, second

landing station and Google Data Center are pivotal. These advancements will significantly strengthen Fiji's digital connectivity, safeguard Fiji's digital assets, and ensure the reliability of digital services crucial for both everyday life and emergencies.

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.

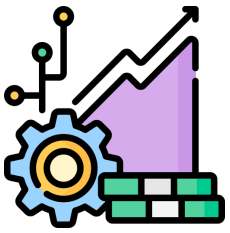


Shifts in Social Media Preferences

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.



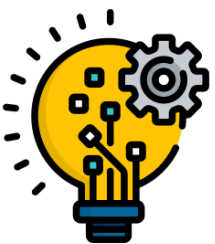
Digital Economy and MSME Empowerment

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.

THEMATIC FOCUS AREAS – NEXT STEPS

The NDS focuses on the following five thematic areas:

- I) Digital Infrastructure and Cyber Resilience;
- II) Digital Inclusion and Empowerment;
- III) Innovation-led Economic Growth;
- IV) Smart Governance and Digital Public Services; and
- V) 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.

I Digital Infrastructure and Cyber Resilience

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

Expected Outcomes:

1. Robust Cybersecurity and Data Privacy Framework:

Comprehensive policies and national standards will be established, ensuring effective data protection and privacy through consistent enforcement.

2. Resilient Digital Infrastructure:

Effective disaster recovery plans and sustainable practices will be implemented, ensuring enhanced quality and resilience of digital infrastructure through continuous support and minimised environmental impact.

3. Expanded Broadband Access:

Comprehensive strategies for expanding high-speed broadband connectivity will be implemented, ensuring a reduction in the digital divide and fostering digital inclusion through consistent community support programs.

4. Improved Cyber Incident Response:

The capabilities of the National CERT will be strengthened to enhance forensic resources and foster inter-agency collaboration, driving more efficient responses to cyber incidents and optimising resource sharing.

5. Skilled Cybersecurity Workforce:

The public awareness will be increased, and targeted workforce development initiatives will be implemented to expand the skilled cybersecurity workforce, bolstering national expertise in cybersecurity.

6. **Enhanced Online Safety:**

A more informed and secure online society and increased trust in digital platforms and services. Significant reduction in online scams, cyberbullying, and harmful content, creating a safer digital environment for all users.

7. **Enhanced International Collaboration:**

The partnerships will be strengthened, and ethical standards in cybersecurity will be reinforced to foster international cooperation, ensuring the adherence to best practices and the maintenance of public trust in digital operations.



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.

Expected Outcomes:

1. Inclusive and Accessible 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. Grants and subsidies will be offered to support the development and adoption of adaptive technologies that enhance accessibility for users with disabilities.

2. Comprehensive Digital Literacy Curriculum:

A standardised digital literacy curriculum will be implemented across all educational levels, incorporating essential skills and interdisciplinary modules. Professional development for educators will ensure effective teaching and modern computing facilities, digital infrastructure and digital learning materials will yield high-quality education delivery.

3. Enhanced Digital Skills in the Workforce:

Mandatory digital skills training will be introduced for civil servants, alongside required structured training programs in the private sector, leading to improved public service delivery and enhanced productivity and competitiveness in the private sector. Tailored training initiatives for marginalised communities will help reduce the digital divide and improve employment opportunities.

4. Partnerships for Digital Inclusion:

Collaborative partnerships with technology companies, educational institutions, and NGOs will be established to drive digital inclusion initiatives, with an online portal for sharing resources and best practices ensuring the optimisation of efforts and enhancing the effectiveness of digital inclusion strategies through collective knowledge and resource sharing.



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.

Expected Outputs:

1. Dynamic and Supportive Ecosystem for Innovation:

Innovation hubs and incubators will be established to foster a collaborative environment for tech start-ups, improve access to funding, and simplify regulatory processes, driving growth and innovation in the technology and e-commerce sector.

2. Strengthened Regulatory Frameworks:

Specific legal provisions for emerging technologies such as AI, blockchain, and IoT will be developed to create a supportive regulatory environment, facilitating innovation and guiding startups through a regulatory sandbox.

3. Public-Private Partnerships:

Frameworks for public-private partnerships will be established to increase private sector engagement in technology projects, accelerate digital transformation through incentives such as taxbreaks, grants, or subsidies, and promote technology transfer to enhance public services.

4. Equipped Workforce and Entrepreneurs:

E-commerce training for MSMEs will be provided to empower them with essential skills, while grant programs will enhance technological capacity. Dedicated zones for BPO and KPO operations will be established to boost employment and efficiency in these sectors.

5. International Collaboration and Partnerships:

Formal partnerships with global innovation hubs will be established to enhance local startups' capabilities and competitiveness, while participation in international technology networks will accelerate technology transfer and innovation. These initiatives will drive cutting-edge R&D, foster knowledge-sharing, and fuel innovation across multiple sectors, positioning Fiji as a Pacific hub for technology innovation and R&D.

6. Targeted Funding and Incentives:

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. Enhancing technology adoption, improving operational efficiency and market competitiveness.

7. Strengthened Data Protection and Fraud Prevention:

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.

IV 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.

Expected Outputs:

1. Comprehensive Digital Infrastructure:

Expanding the Data Exchange Platform (DXP) with a comprehensive Data Management Framework that establishes standards and protocols for data exchange and system integration across all government agencies will be prioritised. The Government ITC Data Center will be upgraded to enhance service delivery and improve the reliability of digital government services. Additionally, a secure, scalable, and interoperable digital health platform will be developed to support Digital Health Records (DHRs), telemedicine, and mobile health applications.

2. Comprehensive review of Government ICT Services and launch of ChatBot:

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. Also, comprehensive mapping of all government services will be carried out, as well as development of a phased plan for digitalising key government services. AI driven ChatBot will be launched 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.

3. Shared Digital Resources and Platforms:

An integrated national ID framework will be implemented serving as the foundation for improved identity verification and streamlined service delivery. A unified government services portal which will provide a single-entry point for accessing government services, enhancing user satisfaction will be launched. Additionally, implementing a standardised government technical stack - digitalFIJI stack - will boost interoperability and reduce costs.

4. National AI Framework and National Cloud Policy:

The National AI Framework will ensure ethical AI adoption by addressing data privacy, accountability, and governance. It will promote responsible integration of AI in government and private sector services. A comprehensive National Cloud Policy will be developed and implemented to guide secure and efficient cloud adoption across both public and private sectors.

5. Enhanced Tourist Experience:

A comprehensive tourism digital platform will be developed to offer end-to-end services, consolidating various tourism-related services into a user-friendly mobile application, thereby improving the overall tourist experience and boosting tourism revenue.

6. Strengthened Civic Participation:

Inclusive digital platforms for community feedback will be established to facilitate public consultations and increase engagement. Accessibility features will be integrated to ensure usability for all community members, enhancing involvement in governance and policy-making processes. A comprehensive Integrated Beneficiary Management System (iBMS) will be developed to streamline data management, enhance service delivery, improve agency coordination, and ensure efficiency, transparency, and accessibility in beneficiary programs through reduced manual processes and data-driven decision-making.

V

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.

Expected Outputs:

1. Integration of Sectoral Digital Strategies with the UN SDGs:

Upgrading digital infrastructure with energy-efficient technologies will be prioritised to lower the environmental footprint of operations and contribute to SDG 13 (Climate Action). E-waste recycling programs will be established to promote responsible disposal and support SDG 12 (Responsible Consumption and Production). Training programs will be implemented to enhance understanding of sustainability goals among digital strategy teams, while stakeholder engagement will ensure a collaborative and inclusive approach to developing sustainable digital strategies.

2. Strengthened International Partnerships:

Strategic partnerships with global tech hubs will be built to facilitate knowledge and technology exchange, enhancing Fiji's digital capabilities. Participation in international digital coalitions will strengthen policy alignment and cybersecurity cooperation. Knowledge exchange programs will be implemented to allow professionals to share skills, while joint R&D projects will leverage international expertise in critical areas like AI, blockchain, and IoT. Increased hosting of International tech conferences in Fiji to elevate the country's digital profile and attract investment opportunities.

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 ROADMAP

2025

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

2026

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

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

2028

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

GOVERNANCE AND COORDINATION

The NDS 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. With the coordination of the government, private sector, and international partners, the Strategy will aim to deliver cohesive digital transformation outcomes.

The Governance and Coordination structure will include a National Digital Economy Committee which will provide high-level oversight and foster effective collaboration among government ministries, departments and agencies, and private sector entities during the implementation phase. A National Digital Sub-committee responsible for providing technical expertise and policy advice to support NDS implementation and an Implementation Unit to coordinate the delivery of measures, monitor progress and report to the Digital Sub-committee and Economy Committee.

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 inter-agency 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.

Monitoring and Evaluation Plan

The Monitoring and Evaluation 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 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 Plan

To proactively manage potential risks associated with the NDS, 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.

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.

ABBREVIATION

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

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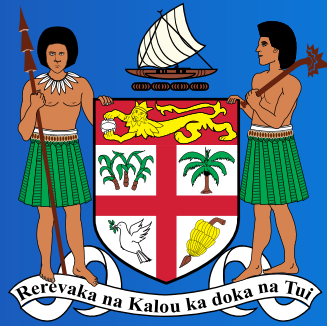
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