ASIA-PACIFIC TELECOMMUNITY

15th APT Policy and Regulatory Forum (PRF-15))
3-5 August 2015, Singapore

Document
PRF-15/INP-37

3 *August*2015

Mongolia

Social Impact of ICT In Mongolia

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Tel:
Email:

GOVERNMENT OF MONGOLIA

INFORMATION TECHNOLOGY, POST AND TELECOMMUNICATIONS AUTHORITY

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SOCIAL IMPACT OF ICT IN MONGOLIA

Two approaches to leverage ICT for social goods

TOP-DOWN

- BIG
- FORMAL
- CENTRALIZED
- "ONE SIZE FITS ALL"

BOTTOM-UP

- SMALL
- INFORMAL
- DECENTRALIZED
- "TAILORED"

1. INFRASTRUCTURE

“Top-Down Projects”

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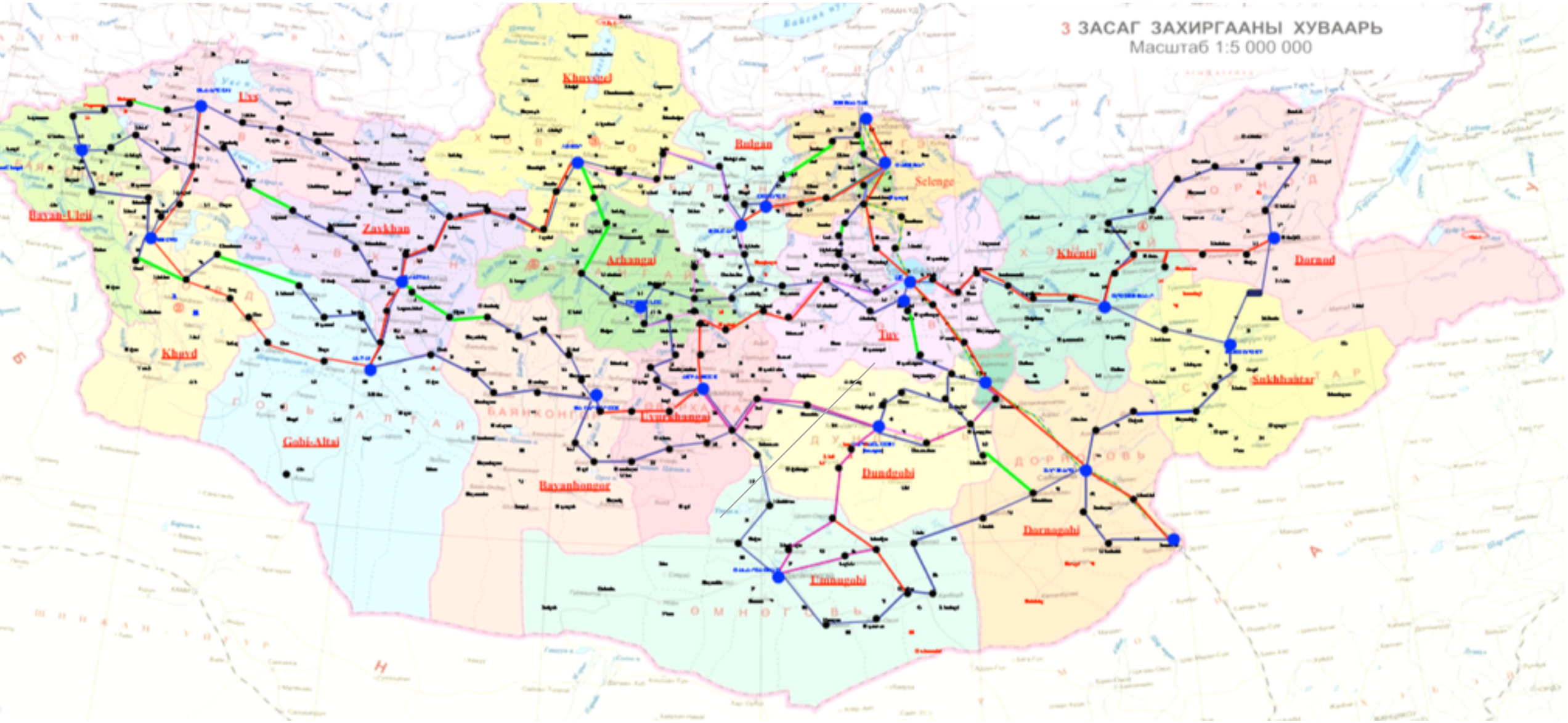
National Broadband Programme

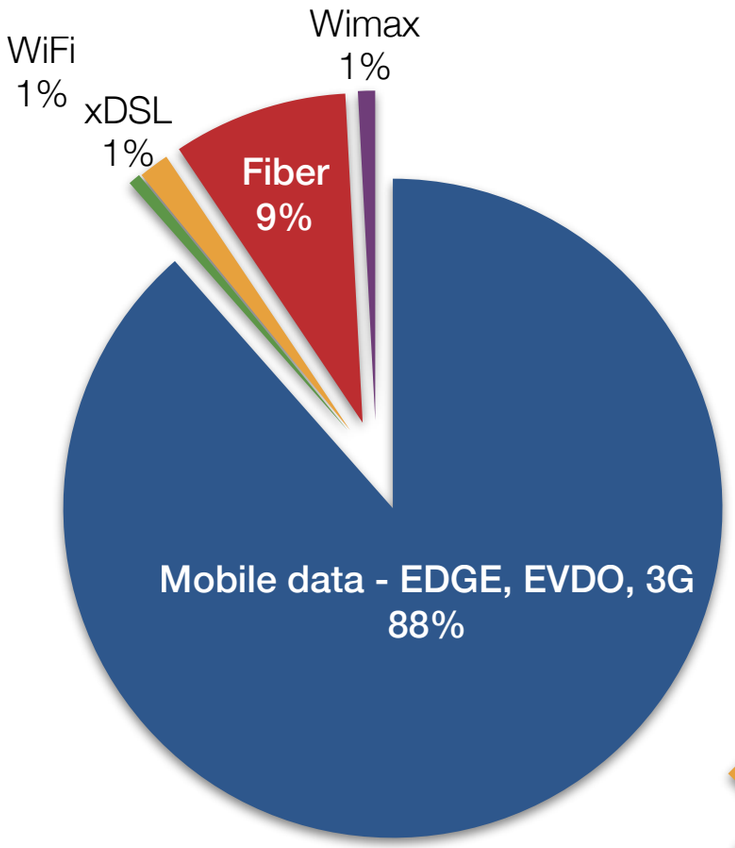


Connected 330 towns (33 left)

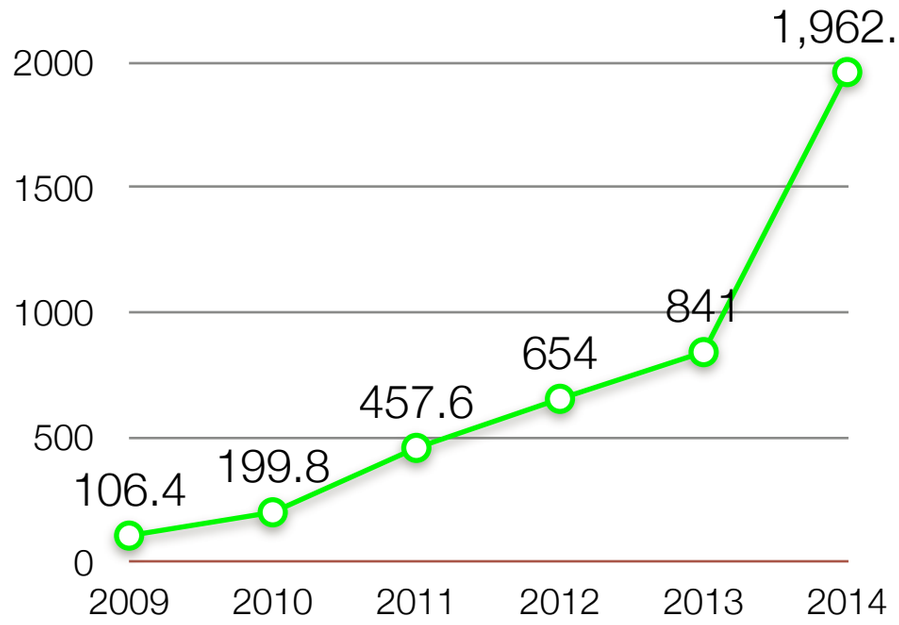
34’000 km long fiber optic network

6 years to complete

Internet Connection Type

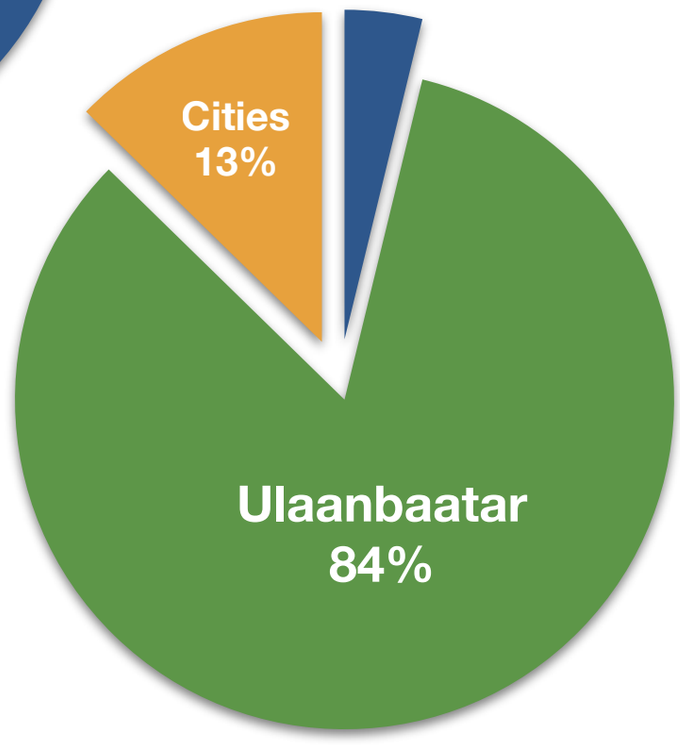


Internet Users



2/3 of the Mongolians use the internet

Internet Access Locations



2. CONTENT

“Top-Down Projects”

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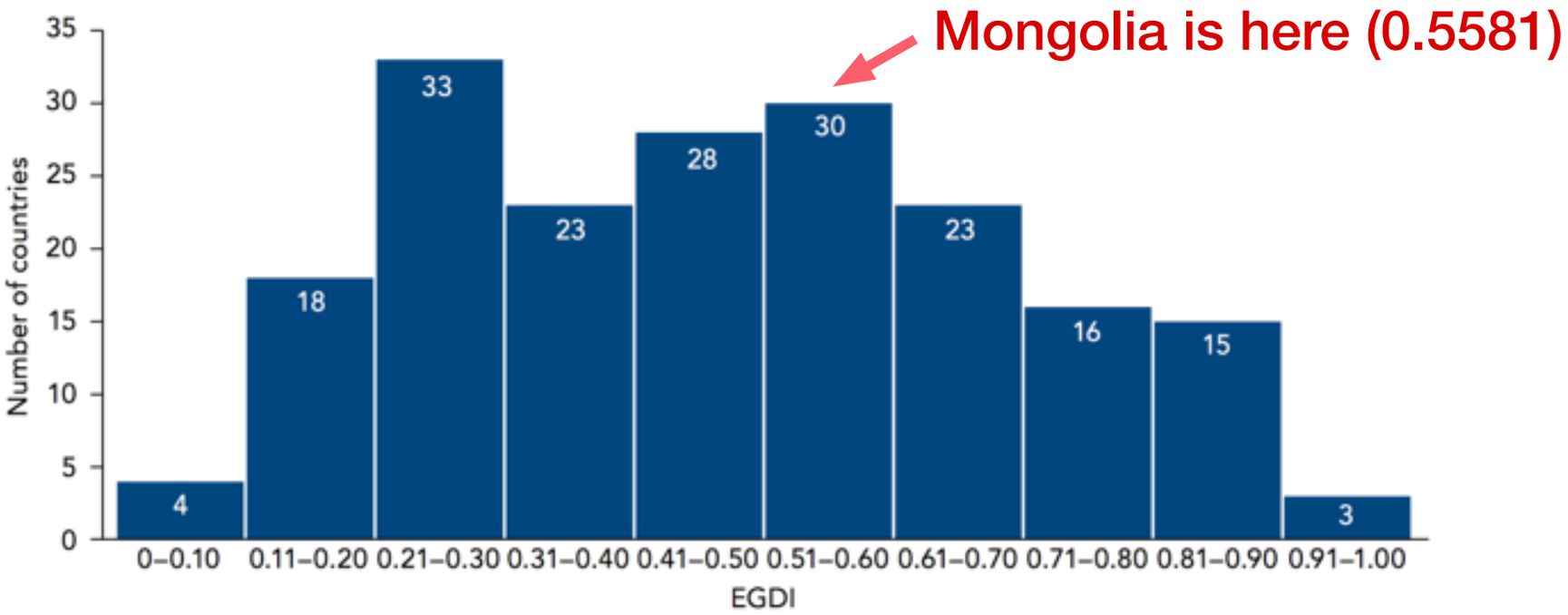
E-Government

Citizen-centric service

UN E-Government Development Index 2014

Figure 1.3. Distribution of countries by EGDI, 2014



17 digital services delivered by 117 kiosks

25 digital services by www.ezasag.mn

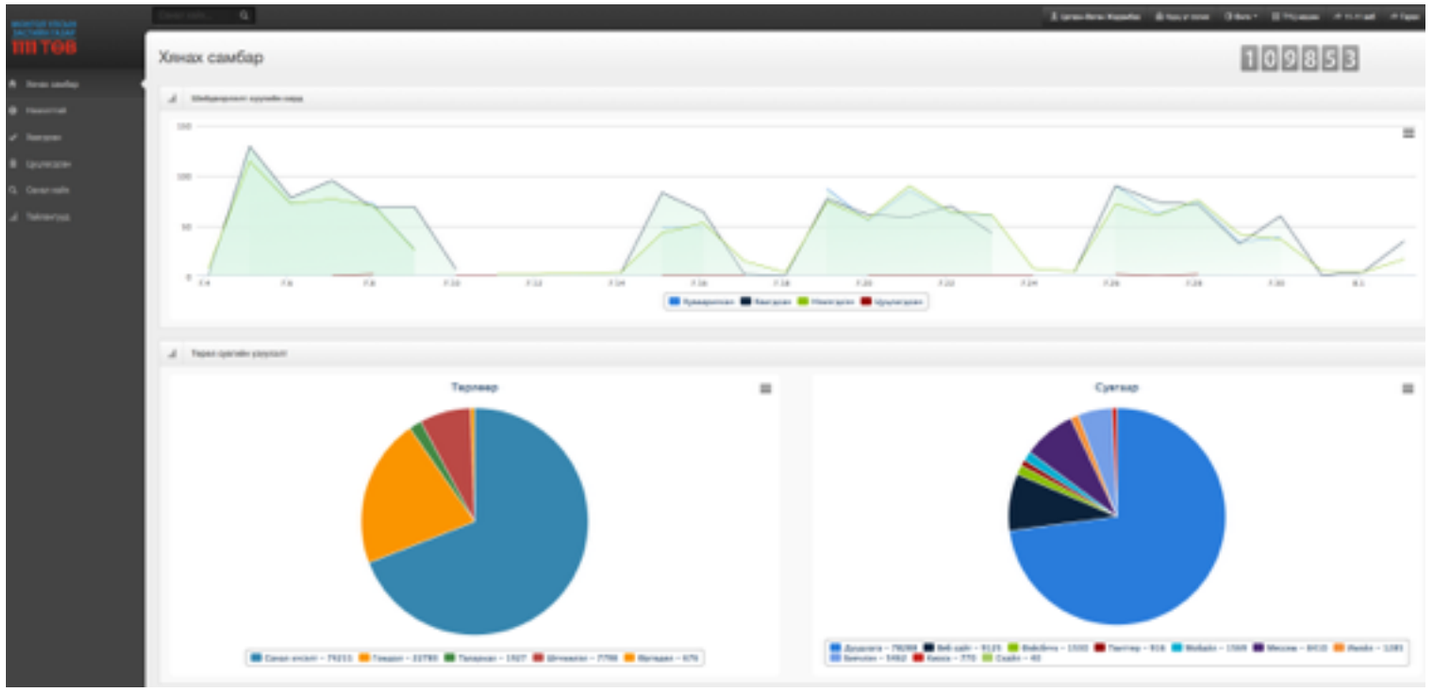
167 more services coming in 2016

Next phase “Smart Government”

E-Participation

Participating in Policy making

www.11-11.mn



72 government organisations involved

100k+ complaints & comments received monthly

10 Channels

- Phone
- Kiosk machines
- Facebook
- Twitter
- Skype
- Postal
- In person
- SMS
- E-mail
- Website portal

97.5% of Response rate

- 82% got response within a week
- 15% got response within a month
- only 2.5% of response failure

E-Education

“New Century Education”

- Connect all schools to internet
- Digital classroom
- E-Device for every teacher and student

ONE Foundation
open network for education
НЭЭЛТТЭЙ МЭДЛЭГ БОЛОВСРОЛЫН САН

- Distance learning platform
- Covering:
  - Secondary education
  - Higher education
  - Lifelong learning

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Компьютерийн хэрэглээ
Геометр
Үндэсний бичиг
Мэдээллийн технологи
Түүх
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www.one.mn

Нээлттэй сургалт

Онлайнаар багшлах боломж

Хан Академийн видео хичээлүүд

Мэдээ, мэдээлэл

НЭГ МОНГОЛ

ХАН АКАДЕМИ

ОЮУНЫ БҮТЭЭЛЧ ХАМТЫН ӨМЧ

НЭГ СУРГУУЛЬ

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E-Health

Health data standard

- Health data harmonisation
- Health data interchange
- Personal data protection

IT infrastructure

- Connection for hospitals
- Data centres
- Computers

“Health” Enterprise Architecture

- Streamlined business processes
- Integrated systems

2. “BOTTOM-UP” INITIATIVES

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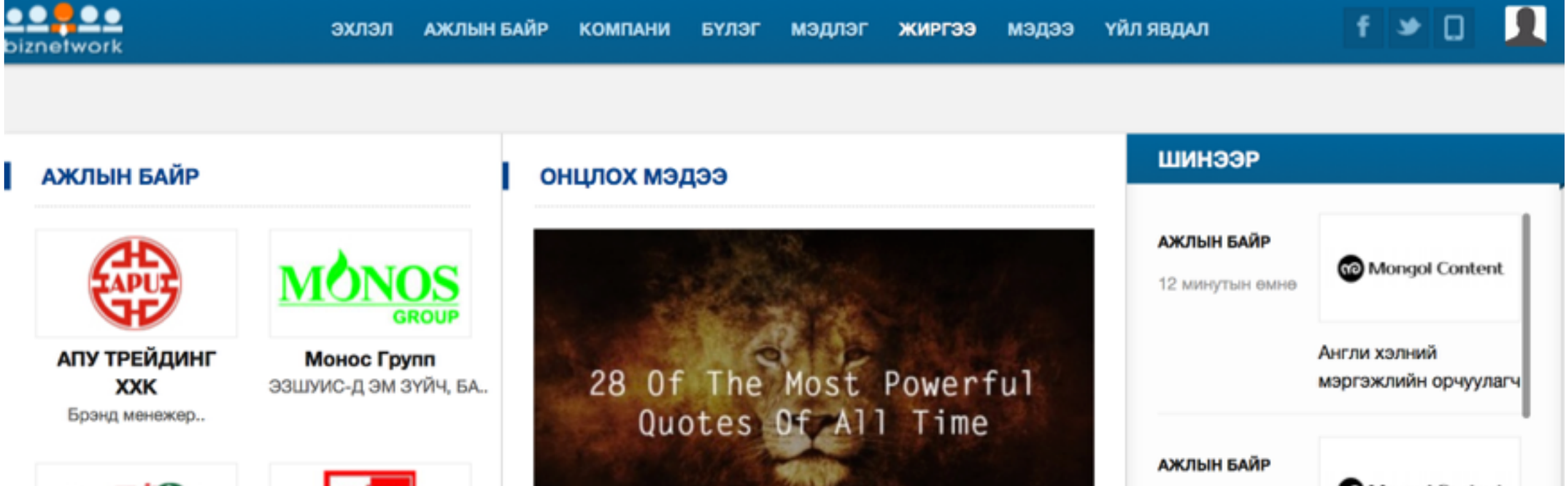

250k+ registered job seekers vs Government registered 33k

News From Elsewhere

Mongolian Facebookers lead mass 'three bag' clean-up

By News from Elsewhere...
...as found by BBC Monitoring

23 July 2015

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Latest Posts

Azerbaijan: March for short-wearing held in Baku
Young gather in Baku in support of people who wear shorts.
3 August 2015

Egypt: Gaffe sees Yemeni flags adorn Cairo streets
3 August 2015

Japan: City preserves tsunami 'dragon tree'
31 July 2015

Dominica: Endangered seabird returns after 153 years
31 July 2015

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Beds so comfortable you want to sleep. Cuisine so fine

“LANTUUN DOHIO” NGO

- Operates Through Facebook
- 3400 Members
- Does “Awareness” For:
  - Human Trafficking
  - Children’s Rights

MEASURING THE SOCIAL IMPACT

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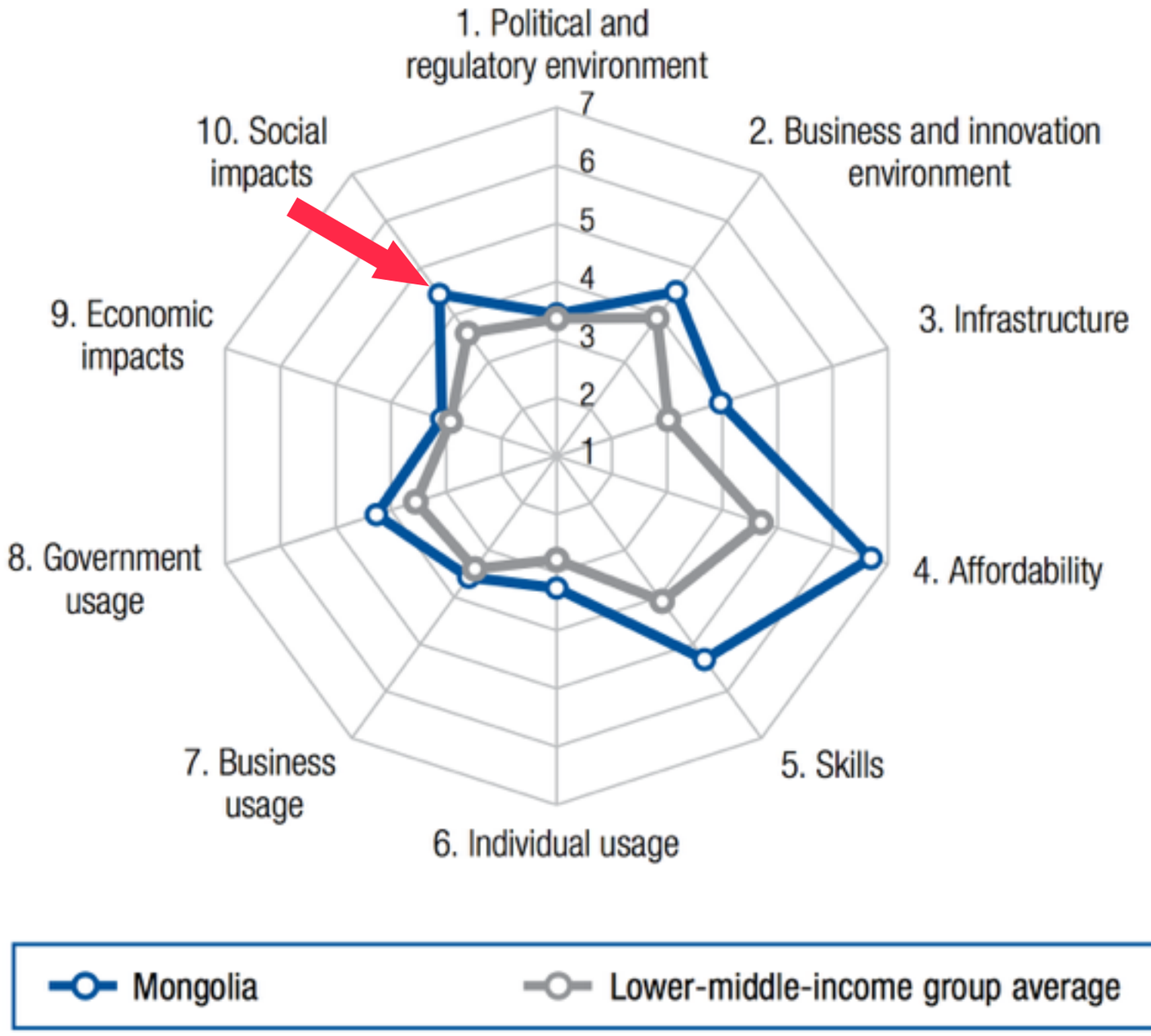
Any idea on how to measure?

Networked Readiness Index 2015



Networked Readiness Index

Social impact subindex → *Objectivity is questionable*

3/4 criteria are based on
Executive Opinion Survey

“Measuring the impacts of ICTs remains a complex task, and the development of rigorous, international comparable statistics is still in its infancy…”
WEF GITR 2015

KEY TAKEAWAYS

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Key notes for Mongolia (1/2)

- The Mobile broadband is the technology of “choice”
- Top-down initiatives that work:
    - E-Government
    - E-Participation
- Top-down initiatives that are yet to show their promises:
    - E-Education
    - E-Health
- Top-down initiatives that are planned but yet to start:
    - Smart government & Smart city
        - IoT
        - Big data
    - Open data

Key notes for Mongolia (2/2)

- Policy makers should help “bottom-up” initiatives by creating enabling environment
    - Available, affordable and open access to internet
- On measuring social impact of ICT, we need
    - Better method
    - More data

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Thank you