

Empowering Government Digital Transformation

with Microsoft applications

Patrick Rousseau

Microsoft Practice Lead





Are we ready for the future our citizens expect?

After 50 years of independence, Papua New Guinea stands at a digital crossroads.

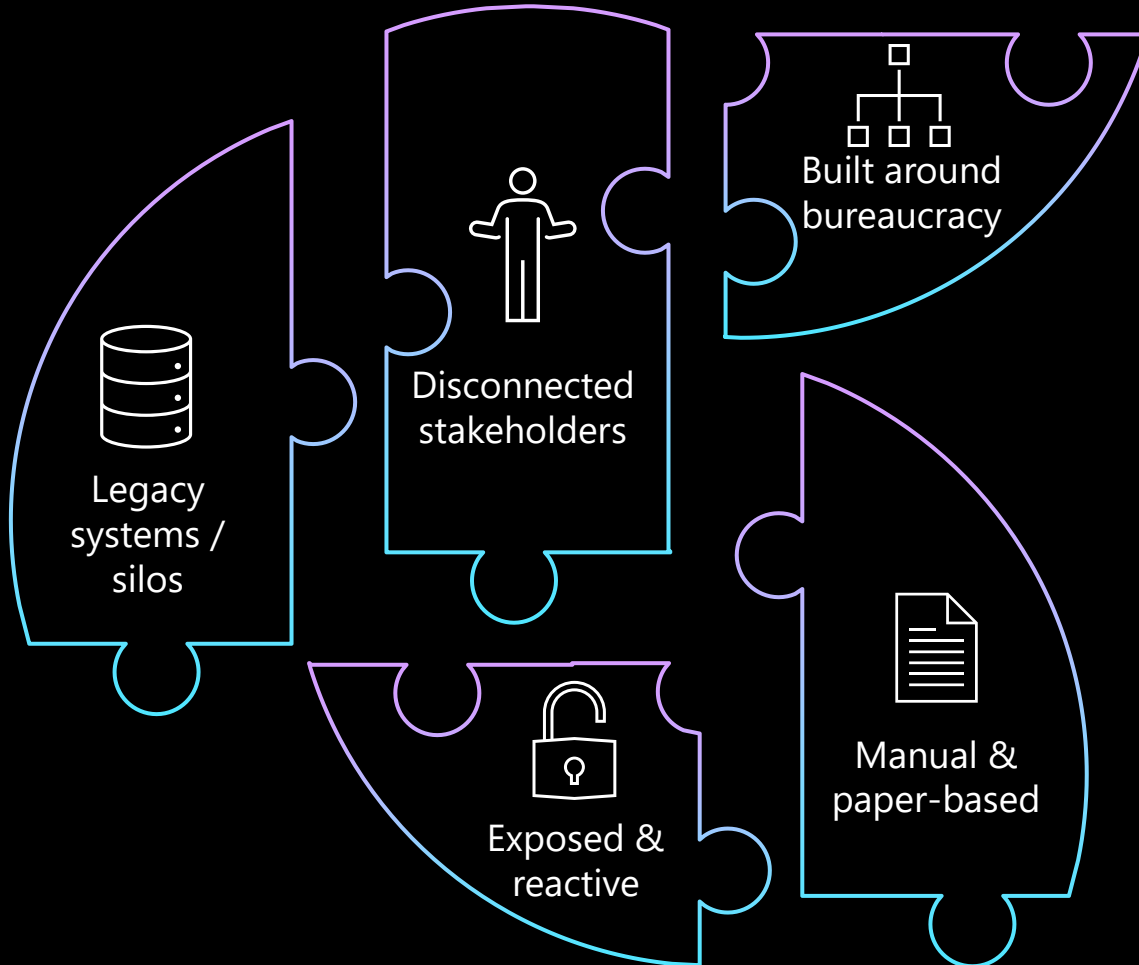
Citizens want more **inclusive**, **transparent**, and **reliable** public services—from identity services to health access.

But digital transformation isn't just about tech. It's about **trust**. It's about making government work better—for **everyone**.





What does digital transformation really mean?



Putting **citizens** at the centre of services

Building **trust** through secure digital identity and data

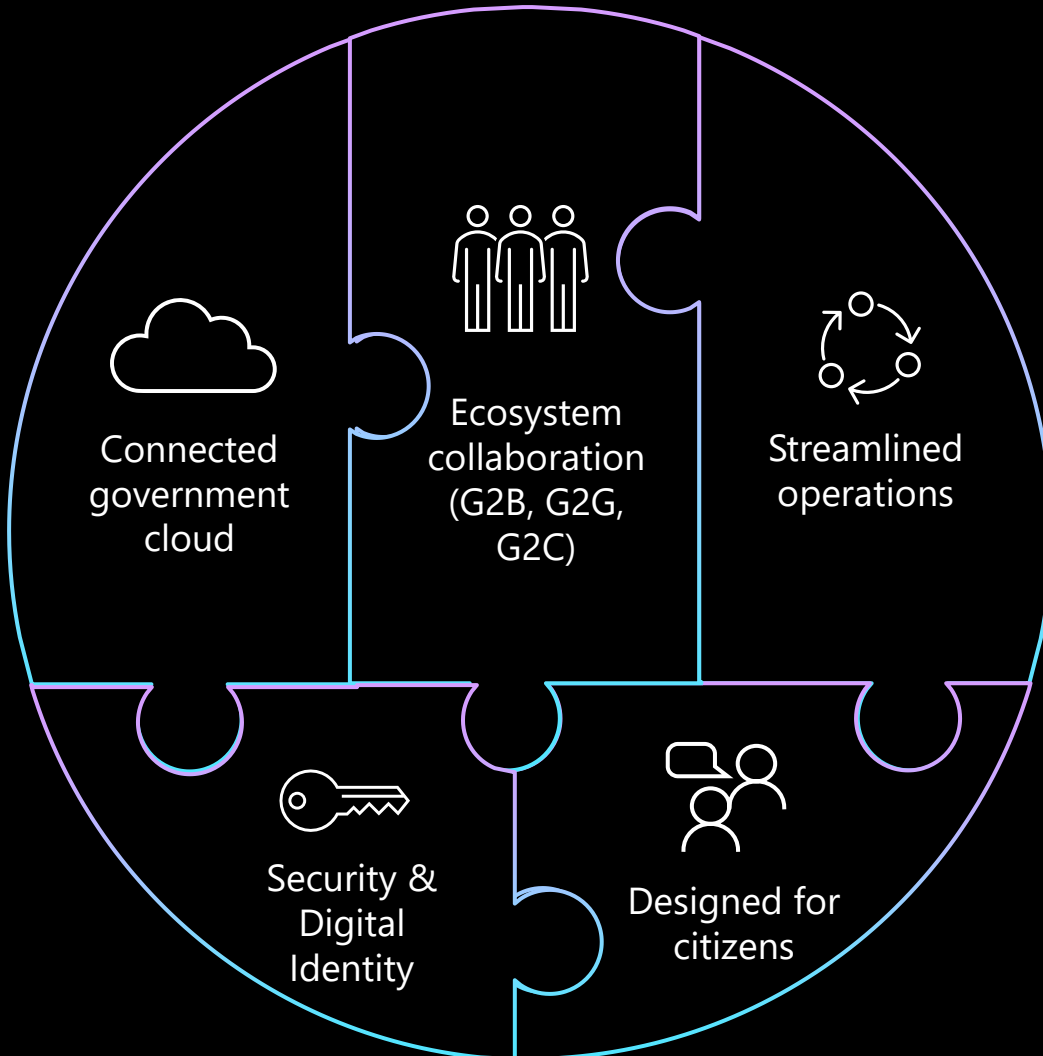
Making access **equitable**, even in remote areas

Building systems that can **evolve**—not collapse under pressure

Streamlining **back-office systems** to reduce waste



What makes digital transformation successful?



Governance

Clear leadership, aligned priorities, shared accountability

Transparency

Open systems, open data, open trust

Efficiency

Do more, faster — with less waste

Resilience

Services that adapt, survive, and recover fast

Security

Trust by design, protection by default



Case Study 1: Te Ara Manaaki, Dept of Internal Affairs

Transforming identity and life-event services in Aotearoa New Zealand

Context

- Program to transform **identity and life-event** services.
- Focused on **manaakitanga** (care/respect) and **whakapapa** (connectedness), grounding tech in cultural values.

Highlights

- Built on a **citizen-centric architecture**, with co-design workshops including Māori and Pasifika communities.
- Simplified access to life-event services through **integrated digital journeys**.
- Pioneered identity as a platform, building toward **digital ID** ecosystem.

Relevance to PNG

- Strong example of **culturally anchored** digital design.
- Focus on inclusion of **remote and underserved communities**.
- Model for modernising **civil registration** and identity systems.



Dynamics 365
Customer Service



Power
Pages



Teams



Case Study 2: TASMU Smart Qatar Platform

Processes, technology and innovation for the benefit of people, economy and environment

Context

- Government initiative, aimed at transforming Qatar into a smart, sustainable nation through digital innovation.

Highlights

- Built on **Azure Cloud**, enabling scalable, secure infrastructure.
- Uses **IoT**, **AI**, and **data analytics** to power real-time smart services in transport, health, environment, and logistics.
- One **central platform** ingests and manages data across sectors.
- Citizens engage via **unified digital channels**.

Relevance to PNG

- Demonstrates how a central platform can unify **fragmented data**.
- Importance of **cloud-native architecture** with local control.
- Model for integrating **private sector** into public service delivery.



Azure



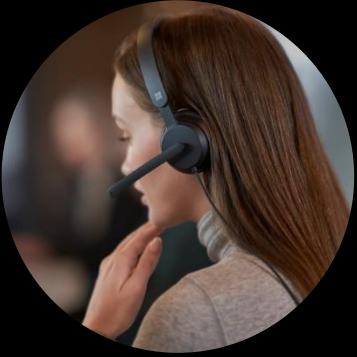
Cloud
Transformation



Power
Apps



Lessons we learned



Start small but start smart

- Don't build a mega-platform from day one — begin with one citizen-facing service.



Low code wins

- Empower local developers using Power Platform to reduce reliance on vendors.
- Low data footprint fosters resiliency.



Integrate identity early

- Digital ID is the backbone of digital services.
- Invest in top notch security.



Design with people

- Adoption depends on trust and usability.
- Train the trainers locally.



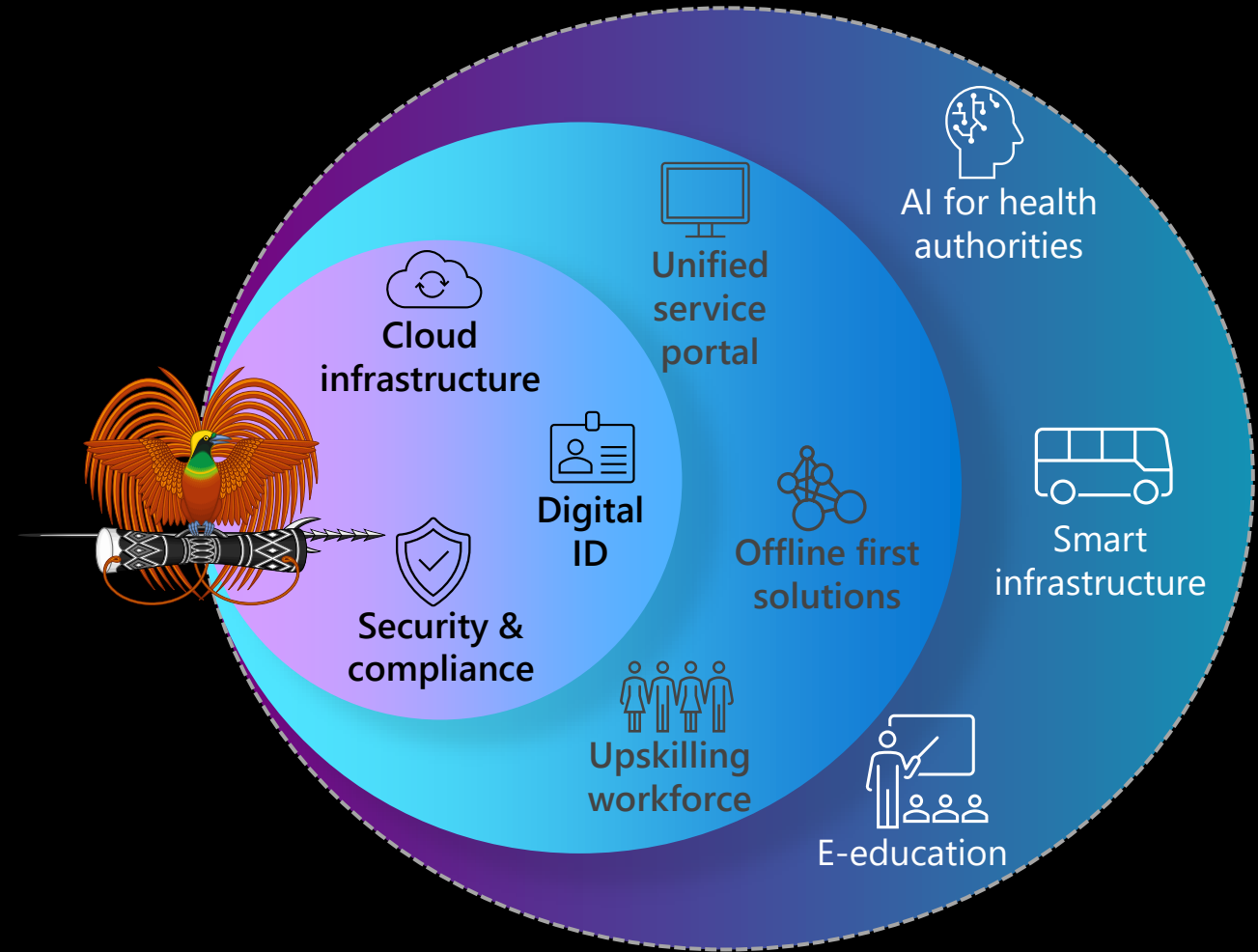
Data governance matters

- Clear policies enable AI and automation without risking privacy.



Opportunities for PNG

- PNG can draw on the **tools** that are already here and the **lessons** already learned.
- We have an opportunity to include **all** Papua New Guineans, regardless of where they live:
 1. **Offline-first apps** — work in the village, sync in town.
 2. **Mobile outreach teams** — using low-cost tablets for data collection (e.g. birth data).
 3. **SMS-based interactions** — for basic services on feature phones.
 4. **Community-led digital upskilling** — where local champions are trained to support others.
 5. **Tok Pisin** and **Tok Ples** interface — so systems are culturally and linguistically inclusive.





Call to action



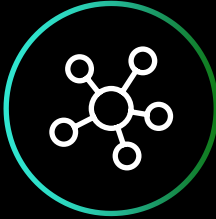
Think beyond tech



Transformation is about better services, not software.



Build local capacity



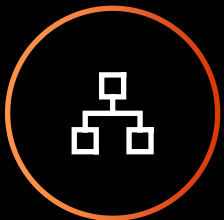
Empower public servants, with help from an experienced partner.



Start with a pilot project



Quick win, citizen-centred and co-designed.



Design for inclusion



True transformation includes everyone — or it fails.





Thank you

