



The role of ICT as critical infrastructure

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Why Are ICT Network Important?

- ICT is a critical component of national infrastructure.
- Cross cutting networks interlinks other infrastructure such as power grid management, healthcare and emergency response.



How can we assess network health?

- Broadband penetration
- International bandwidth per user
- Delivered bandwidth
- Network quality of service
 - Jitter
 - Packet loss
 - Latency
- User Behavior



Emerging Trends in e-Government in Asia Pacific

Trends:

- Increasing connectivity, with variances in connection quality
- Extension of access to marginalized groups (Rural, poor, female)
- Shifting user patterns straining networks
- High growth rates necessary to keep pace



Emerging Trends: Access

- A key concern in Asia-Pacific is that it is the **most digitally divided** region in the world. Less than 6 per cent of the population living in its developing countries is connected to affordable, reliable and high-speed Internet.
- The **rural-urban divide** remains stark with all governments in the region, even those from high-income countries facing challenges in meeting the financing gap for the deployment of advanced infrastructure to rural areas.



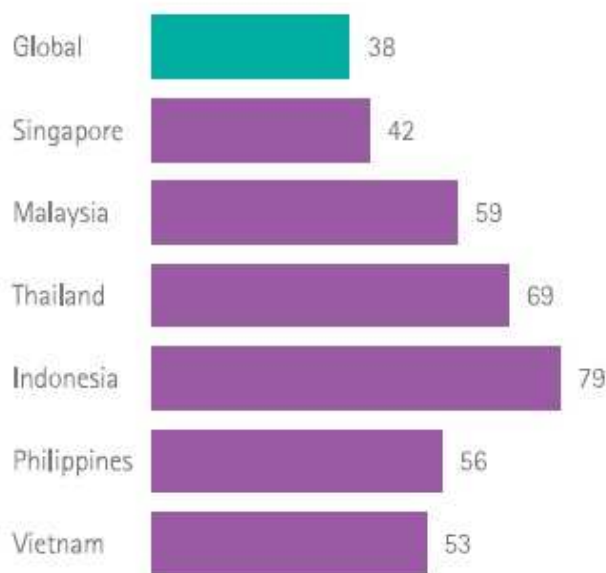
CONNECTION QUALITY



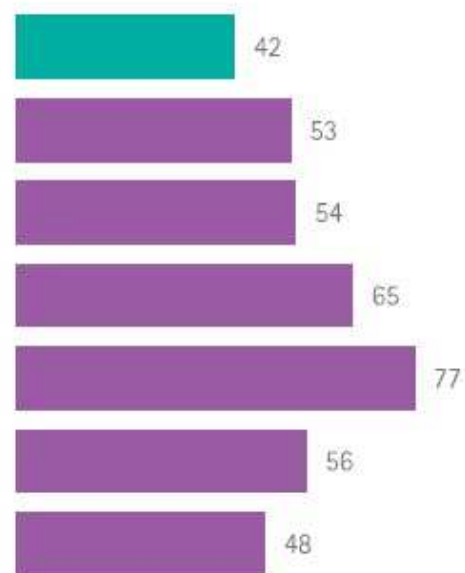
Connection Quality Influences Adoption

Many Southeast Asian consumers are all-too ready for digital adoption as soon as access costs fall and infrastructure improves.

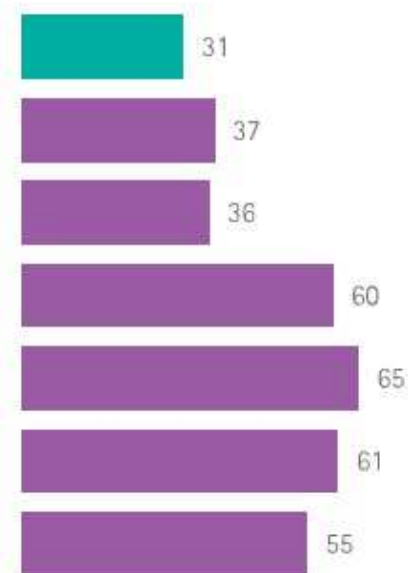
"...like to use the internet more, if it were not so expensive"



"...like to access the internet more on my mobile phone, if it were more convenient or had higher speed or connectivity"



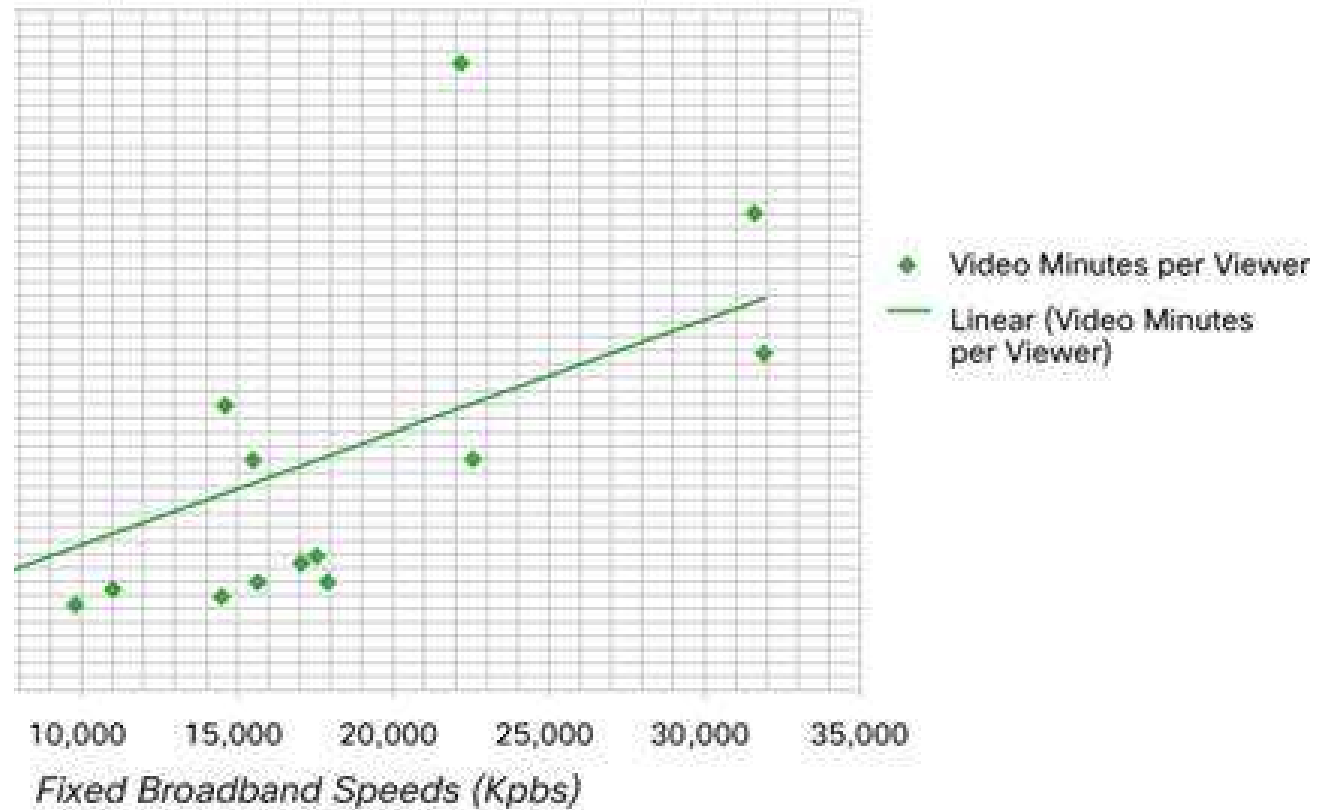
"...be happy doing all my internet surfing with my mobile phone"



Source: TNS Digital Life, 2011, as quoted in Surfing Southeast Asia's Powerful Digital Wave, Accenture, 2014

Connecting economies and empowering people

rise in Experienced Speeds (Kbps)
ises Internet Video Viewership (Minutes)



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