The World Bank
Tonga Digital Government Support Project (P154943)

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EAST ASIA AND PACIFIC | Tonga | Digital Development Global Practice |
IBRD/IDA | Investment Project Financing | FY 2019 | Seq No: 10 | ARCHIVED on 16-Nov-2023 | ISR58593 |

Implementing Agencies: Kingdom of Tonga, Prime Ministers Office

Key Dates

Key Project Dates

Bank Approval Date: 09-May-2019	Effectiveness Date: 12-Aug-2019
Planned Mid Term Review Date: 31-May-2023	Actual Mid-Term Review Date: 19-May-2023
Original Closing Date: 31-May-2024	Revised Closing Date: 31-May-2025

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The objective of the Project is to improve the Recipient's capacity for digital public service delivery.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

1. Enabling Environment and Continuous Improvement:(Cost $0.75 M)
2. Government Enterprise Architecture:(Cost $0.60 M)
3. Core Registries: Civil Registration and National ID Systems:(Cost $1.40 M)
4. Digital Government Infrastructure:(Cost $1.40 M)
5. Project Management:(Cost $0.50 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	☐Moderately Unsatisfactory	☐Moderately Satisfactory
Overall Implementation Progress (IP)	☐Moderately Unsatisfactory	☐Moderately Satisfactory
Overall Risk Rating	☐Substantial	☐Substantial

Implementation Status and Key Decisions

The Project's rating for progress towards achievement of the Project Development Objective is upgraded from "Moderately Unsatisfactory" to "Moderately Satisfactory," and the rating for implementation progress is upgraded from "Moderately Unsatisfactory" to "Moderately Satisfactory." Despite previous significant delays, there has been notable progress in both these areas after three years without implementation progress, including no procurement. These include completion of the Project Management Unit's procurement for two individual consultants to support e-service delivery, and the launch of procurement for two large investment activities to upgrade the government's national portal, and the whole-of-government integration platform. There is significant work expected to develop and finalize the technical specifications and procurement documents for the remaining project activities to be procured over the next three to six months; and bid evaluation processes, contract management, and quality assurance for the two large activities currently under procurement. During the Bank's October 2023 mission, the government teams agreed to strengthen the project coordination arrangements as project implementation intensifies in the coming 18 months before the project closes.

The Project will need to expedite implementation of Component 3 (Core Registries: Civil Registration and National ID System) to be able to complete it by the Project's closing date. The government and Bank teams are in extensive discussions to finalize the technical design of this component for procurement to be launched in the next three to six months.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	Substantial	Substantial	Substantial
Macroeconomic	Moderate	Substantial	Substantial
Sector Strategies and Policies	Moderate	Moderate	Moderate
Technical Design of Project or Program	Substantial	Substantial	Substantial
Institutional Capacity for Implementation and Sustainability	High	High	High
Fiduciary	Moderate	Substantial	Substantial
Environment and Social	Low	Low	Low
Stakeholders	Low	Moderate	Moderate
Other	Low	Low	Low
Overall	Substantial	Substantial	Substantial

Results

PDO Indicators by Objectives / Outcomes

Implement Digital Government

►Government Enterprise Architecture Developed and Operational (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	Yes	Yes	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:		This indicator will monitor whether the Government Enterprise Architecture has been developed and is operational and is supported under component 2 of the project.		

►Unique ID numbers issued at birth registration (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will track whether a system has been put in place to assign unique National ID numbers at birth registration, and will be supported under component 3 of the project.			

►Number of public and private sector service providers using the identity federation for digital identity authentication (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	3.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor the number of public and private sector service providers using National ID system for digital identify authentication			

►Number of National Portal Visits Per Year (Number (Thousand), Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	6,000.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will track the number of portal visits (cumulative per year) and will be supported under component 4 of the project.			

Intermediate Results Indicators by Components

1. Enabling Environment and Continuous Improvement

►Digital Government Strategic Framework Completed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	Yes	Yes	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the Digital Government Strategic Framework has been completed, and is supported under component 1 of the project.			

►Legislation for electronic transactions approved by cabinet (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025

Comments:	This indicator will be monitor whether one of the key legislations, the legislation for electronic transactions has been approved by cabinet, and will be supported under component 1 of the project.

►Legislation for privacy and data protection approved by cabinet (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will be monitor whether one of the key legislations, the legislation for privacy and data protection has been approved by cabinet, and will be supported under component 1 of the project.			

►Number of government officials trained under the cybersecurity program (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	75.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will be monitor the cumulative number of government officials that were trained under the cybersecurity program, and will be supported under component 1 of the project. This will be fulfilled once the Cybersecurity specialist is contracted.			

☐Government officials trained under the cybersecurity program (female) (Number, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	37.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025

2. Government Enterprise Architecture

►Government Enterprise Architecture Designed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	Yes	Yes	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the enterprise architecture has been designed and will be supported under component 2 of the project. The EA is planned for development upon contracting an EA specialist through the open position TOR.			

3. Core Registries: Civil Registration and National ID Systems

►CR upgrade completed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target

Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will track whether the CRVS upgrade has completed, and will be supported under component 3 of the project.			

►Identity federation orchestrator operational (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the national ID system upgrade has been completed, and will be supported under component 3 of the project.			

►CR and National ID Systems linkage in Place (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the CRVS and National ID systems linkage is in place, and will be supported under component 3 of the project.			

►Gender: The upgrade design of the CR system has been reviewed with a gender perspective and is gender-informed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the upgrade design of the CRVS system (e.g. datasets, data collection mechanism) has been reviewed with a gender perspective and is gender-informed, and includes appropriate linkages with the Health & ID Systems, and will be supported under component 3 of the project.			

4. Digital Government Infrastructure

►Government integration platform developed (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the cloud based solution has been designed, and will be supported under component 4 of the project. 　a.　Cybersecurity, Privacy, and Data Sovereignty policy required 　b.　Ownership and Operations Model not yet confirmed			

	c.	Cloud computing resources installed within national data center (container) have not yet (July 2020) begun provisioning to individual MDAs other than select backup storage for Disaster Recovery		
	d.	No formal Disaster Recovery or Continuity of Government IT Operations Plan available to determine backup data center resource and operations requirements		

►National government portal upgraded and promoted (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor whether the national government portal design has been completed and implemented and will be supported under component 4 of the project.			

►Feedback mechanism incorporated in national government portal (Yes/No, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	No	No	No	Yes
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	ToRs for the national portal are being drafted to be shared with the WB team by end June 2022. ToRs are to include specifications for a CE feedback mechanism to be incorporated in the national government portal design under component 4 of the project.			

►Number of e-services developed under the project (Number) (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	2.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor the number of e-services that were developed under the project and will be supported under component 4 of the project			

►Gender: Percentage of eServices users that are women (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	50.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	This indicator will monitor the percentage of users of e-services developed under the project that are women			

5. Project Management

►CE: Percentage of users report satisfaction with the reliability of digital services (disaggregated by gender) (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	70.00
Date	15-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025
Comments:	ToRs for the national portal are being drafted under Comp. 4 to be shared with the WB team by end June 2022. ToRs are to include specifications for a CE feedback mechanism to be incorporated in the national government portal design. A user survey either via the national portal or otherwise will be rolled out once digital services are available on the portal.			

   ▢Percentage of users report satisfaction with the reliability of digital services (female) (Percentage, Custom Breakdown)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	50.00
Date	14-Dec-2018	23-Jun-2023	31-Oct-2023	31-May-2025

Performance-Based Conditions
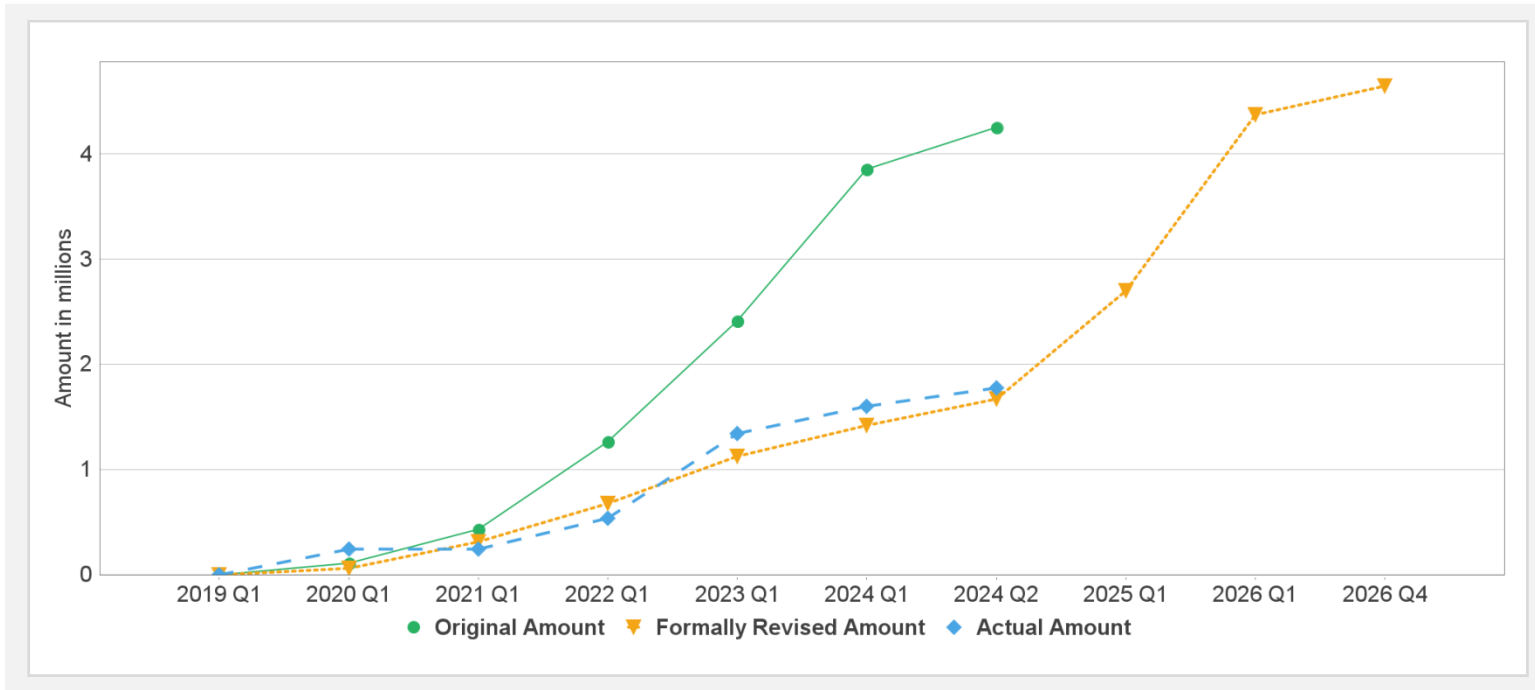
Data on Financial Performance

Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed		% Disbursed
P154943	IDA-D4490	Effective	USD	4.65	4.65	0.00	1.78	2.74		39%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P154943	IDA-D4490	Effective	09-May-2019	15-Jul-2019	12-Aug-2019	31-May-2024	31-May-2025

Cumulative Disbursements

Restructuring History

Level 2 Approved on 26-May-2023

Related Project(s)

There are no related projects.