Republic Of Trinidad and Tobago

The E-Government Unit
Historical Overview

- **June 2000** - NECPC produced a final report – Recommended the formation of E-Commerce Secretariat and the E-Government Unit. Also, Cabinet agreed to the appointment of an E-Government Director.
- **Dec 2000** - Ministry of Communications & Information Technology was established.
- **April 2001** – Cabinet established The E-Government Unit under the Ministry of Communications & Information Technology to manage the E-Government Programme.
- **Aug 2002** – Staff of the E-Government Unit assumed duties.
Team Members

- **Ms Jennifer Sampson (Champion)**
  Permanent Secretary
- **Mr. Ken Austin**
  Director, E-Government
- **Mr. Adam Montserin**
  Manager, Technology & Technical Services
- **Ms. Joy Lange**
  Manager, Strategic Info. Sys. Planning
- **Mr. Davidson Rodney**
  Manager, Network Application Support
- **Mr. Dexter Les Pierre –Luke**
  Manager, Content Management
E-Government Defined

- E-Government is the transformation of public sector internal and external relationships – through Internet-enabled operations, information and communication technology – to optimize government service delivery, constituency participation and governance.
The Current Situation

Statistics

- **Trinidad and Tobago’s E-Government Index 2001 (Minimal E-Government Capacity) is 1.34**
- **Average Global Index: 1.62 (192 Countries)**

Source:

*UNASPA Report 2002 Benchmarking E-Government: A New Perspective*
## 2001 E-Gov Index

<table>
<thead>
<tr>
<th>Country</th>
<th>Index</th>
<th>Country</th>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S.A</td>
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<tr>
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<td>South Africa</td>
<td>1.56</td>
</tr>
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</tr>
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<td>Jamaica</td>
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</tr>
<tr>
<td>Japan</td>
<td>2.12</td>
<td>Barbados</td>
<td>1.25</td>
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</table>
Vision

- Transforming the Public Service into an Electronic Government Organisation and providing online interactive and quality government services on a sustained “always on” basis, to all citizens of T&T and the wider community, regardless of time, distance and location.
Mission

• To champion the cause of electronic governance by leading and effecting meaningful change based on internationally accepted standards in the provision of government services for the benefit of all stakeholders.
Goals and Objectives

Goal

- To plan, co-ordinate, initiate, lead, advise, manage, implement and monitor the transformation of the operations of the Trinidad and Tobago Government into an Electronic Government Organisation.
Goals and Objectives

Objectives

- To facilitate, co-ordinate and encourage an increasing number of government services online as an alternative to traditional service delivery
- To use Web Technologies for “linking” all Ministries, Statutory Boards and Departments within the Public Service
- To act as a support centre to assist and guide Ministries in making increasingly better use of Information Systems and the Internet/World Wide Web.
Goals and Objectives

Objectives Continued . . .

• To provide the guiding framework for designing and implementing E-Government solutions
• To maximize the effectiveness of e-governance.
• To develop, adopt, ensure and encourage the use of best practices in e-government.
• To promote learning and facilitate the transfer of knowledge of Information and Communications Technologies (ICTs), which drive E-Government initiatives throughout the Public Service.
Public Sector Reform

• *It is important that sufficient attention be given to the e-government strategy; that it is not an ad-hoc effort or simply viewed as an IT project.* National Policy programs on E-Government therefore focus not only on simply automating traditional work processes in government, but to fundamentally rethink the way government could work. The e-government strategy thus flows from the public sector modernization strategy.
E-Gov Applications

• We can classify E-Government applications on three different levels:

  1. Government to Citizen (G2C) – applications that enable one-stop online access via call centers, tele-centers etc
  2. Government to Business (G2B) – applications that reduce the burden on businesses, to dramatically reduce redundant data collection e.g. government procurement applications/public sector tendering
  3. Government to Government (G2G) – applications that enable the sharing and integration of national and local government agencies and those that bring best practices in key government operations e.g. supply chain management, human resource management, financial management
The Way Forward . . .

Building E-Government Awareness

- Raise awareness among Ministers, Permanent Secretaries and other constituent groups including citizens, E-
- Initiate regular **communications** and encourage active **participation** via official meetings, workshops, seminars etc

Building E-Government Strategic Capacity

- Analyze and document existing technologies being used in the service
- Conduct an E-Readiness Assessment
- Develop and Communicate the E-Government Strategy
Building E-Government Implementation Capacity

- Establish a **Communications Backbone** for the Public Service namely the Infrastructure that would allow each ministry and department to communicate and share information via email (audio, video and text), messaging and internet access.
- Develop networking and other operational policies.
- Continuously measure **performance** and monitor the **achievement of goals** identified in the plan.
The Way Forward

Building E-Government Projects

- Design, Develop the E-Government Architecture Framework
- Design, Develop and Implement the public service-wide intranet (Portal) to include all Ministries with websites already published
- Design, Develop and Implement websites for other ministries accessible from the Portal created
- Co-ordinate and Manage Intranet Content
The Ten-Year Plan

TEN-YEAR PLAN FOR E-GOVERNMENT
Five-Stage Model

Stage 1 - Emerging
Stage 2 - Enhanced
Stage 3 - Interactive
Stage 4 - Transactional
Stage 5 - Seamless

E-Government Unit Action Plan
By 2005, 60% of all ministries and agencies will be at Enhanced stage.
The Director, E-Government has direct responsibility for the overseeing of the Cabinet approved project, which provide for the development, implementation and maintenance of a Telecommunications Backbone for the Government of Trinidad and Tobago, through the engagement of a Business Partner, to build, operationalise, implement and maintain the solutions. In addition, the Director has to identify and oversee the implementation of E-Government business solutions throughout the Public Service.
Manager, Technology & Technical Services

- The Manager, Technology and Technical Services has direct responsibility for planning, scheduling, controlling and directing of resources, people, funding and facilities for E-Government projects with reference to major modifications to existing systems or the implementation of discrete new IT facilities or systems, and preparing guidelines and evaluating IT systems against international standards and performance criteria.
The Manager, Strategic Information Systems Planning has direct responsibility for coordinating the formulation and development of the Macro E-Government Strategic Information Systems Plan (SISP) for the Public Service in accordance with the E-Government thrust. Additionally, the Manager is responsible for determining and disseminating the strategic focus of all E-Government initiatives to enable public service transformations into an E-Government Organisation, which gives positive meaning and effective public sector reform.
Manager, Network Application Support

- The Manager, Network Application Support has direct responsibility for determining the network needs of the Ministries/Agencies within the Public Service. Additionally, the Manager is responsible for providing coordination, answering, satisfying, resolving and solving networking needs, including design, evaluation, analysis and installation to provide for integration of multiple hardware and operating system platforms.
Manager, Content Management

- The Manager, Content Management has direct responsibility for coordinating the design, development and implementation of the Website development process for the Public Service, using the Portal concept. Additionally, the Manager is responsible for advising and recommending on the design, development and implementation of content-based project components using appropriate Web and Portal development technologies.