

CHALLENGE

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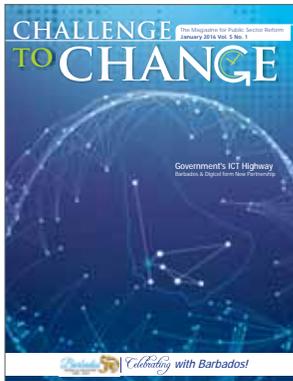
TO CHANGE



Government's ICT Highway
Barbados & Digicel form New Partnership

Barbados **50**
PRIDE & INDUSTRY
1966 - 2016

Celebrating with Barbados!



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Did you know that the **Office of Public Sector Reform** has publications to assist your agency with its reform efforts?

These publications can be downloaded from our website at www.reform.gov.bb



- White Paper on Public Sector Reform
- Guidelines for Orientation of Public Employees
- Guidelines for Administrative Officers
- Guidelines for Organisational Improvements in the Public Service
- Guidelines for planning and conducting workshops and seminars
- How to make the telephone work for you
- Improving Customer Service
- Guidelines on styles of address for public sector officers
- Guidelines in developing a Strategic Plan
- Guidelines for handling complaints
- Registry Procedures Manual





WAN

GOVERNMENT'S ICT HIGHWAY

Government and Digicel form new partnership

The Government of Barbados signed a historic contract on January 5, 2016 for the implementation of Government's Wide Area Network (WAN). The WAN was conceptualized to serve as a key infrastructural element and a catalyst for Government to aggressively implement its proposed e-Government programmes.

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"...the Wide Area Network will aid in knowledge distribution through formal and informal networks..."

The network is expected to provide the following benefits:

- High-speed inter-agency connections for greater communication and service delivery efficiencies;
- Internet gateway for Government which is secure and cost effective;
- Extensive utilisation of Internet Protocol (IP) telephony has resulted in cost savings of over 50% on Government's telecommunications bill in agencies already utilising the network which hosts the new Voice over Internet Protocol (VoIP) phone system and Dedicated Internet Access (DIA) provided by Digicel. This is expected to be replicated across the public service.
- Provision of new secure modes of communication between government and citizens;
- Reduced operational cost through standardisation and economies of scale;
- Easier sharing and dissemination of information between all stakeholders;
- Facilitated deployment of enterprise-wide applications and services which enable improved and re-engineered government operations such as budgeting, financial management, human resource management, payroll and procurement; and
- Meeting pent-up demand for connectivity across government and within ministries and agencies.

Alyson Forte, Permanent Secretary, in the Ministry of the Civil Service stated that the WAN "has the ability to transform the public service, opening up many services and opportunities for government and the private sector." Its introduction is expected to play a crucial role in the execution of the Human Resource Development (HRD) Strategy currently being undertaken, through grants from the European Union (EU).

In addition, the Wide Area Network will aid in knowledge distribution through formal and informal networks. Access to timely and reliable information is critical to decision making, policy formulation, and programme implementation, and is essential to business whether in public or private sectors. The timely arrival of the WAN will greatly facilitate these tasks.

The WAN has already been installed at thirty (30) of the thirty-two (32) sites identified for Phase 1. Currently twelve (12) WANs are utilised within the Barbados public sector. Having been developed independently, no connectivity currently exists between them. They will eventually be replaced or integrated into the new government WAN. This process has already started with the largest network, the Financial & Human Resource Network (SmartStream) migrating to the new high-speed WAN.

Martin Keogh, General Manager of Digicel Business indicated that the specifications of the network, "are of such a high standard, that it is regarded as Cisco's most advanced and powerful network deployed anywhere in the region."

Government is eager to have its agencies embrace the WAN and witness the emergence of innovative service delivery by developing e-services that will be facilitated by this state-of-the-art network. ■

Training Administration offers New Learning Activities

"...these offerings are to raise the awareness of first line supervisors about their role as supervisors, the regulations they need to be familiar with, and what it means to be a team leader..."



First line supervisors and entry level officers recently benefited from two new seminars offered by the Training Administration Division (TAD). These seminars were: First Level Supervisors and Clerical Officers Level seminars.

The purpose of these offerings is to raise the awareness of first line supervisors about their role as managers, the regulations they need to be familiar with, and what it means to be a team leader.

For the entry level officers, the focus was on outlining the expected standards, values and behaviours stated within the Public Service Act that they are required to

demonstrate. The seminars reminded the officers of their roles and informed them how to explore and chart a path towards career development in the public service.

During the First Level Supervisors' seminar, Mr. Alyson Forte, Permanent Secretary, Ministry of the Civil Service, delivered an impactful session on "What it means to be a public officer" and urged the officers to think about the values they are expected to uphold and the standards they are required to meet. There was robust discussion on the many concepts and everyone who attended should easily remember what it means to be apolitical.

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Congrats Ingrid

Mrs. Ingrid Miller receiving her award from Minister of Social Care, Rt. Hon. Steven Blackett



Congratulations to Mrs. Ingrid Miller who has made the National HIV/AIDS Commission (NHAC) a very proud department of the Ministry of Social Care, Constituency Empowerment and Community Development (MSCD). Mrs. Miller is the 2015 recipient of the Minister's Award for Excellence.

Mrs. Miller was nominated in all categories of the awards and won each category. She can be best described as one of the best kept secrets of the NHAC.

With a perfect attendance record, she is also focused, committed and willing to do whatever is required to ensure that the work of the NHAC is carried out efficiently and effectively. Officially the Steno/Typist in the department, Mrs. Miller wears many hats, serving as an HIV Voluntary Counselling and Testing provider, as well as event planner.

Meticulous in the execution of her duties, Mrs. Miller can be relied upon to ensure that the internal meetings for which she is responsible are organised and provided with the appropriate staff support. Perhaps her most distinguishable trait is her willingness to lend support when required, such as substituting for the Secretary

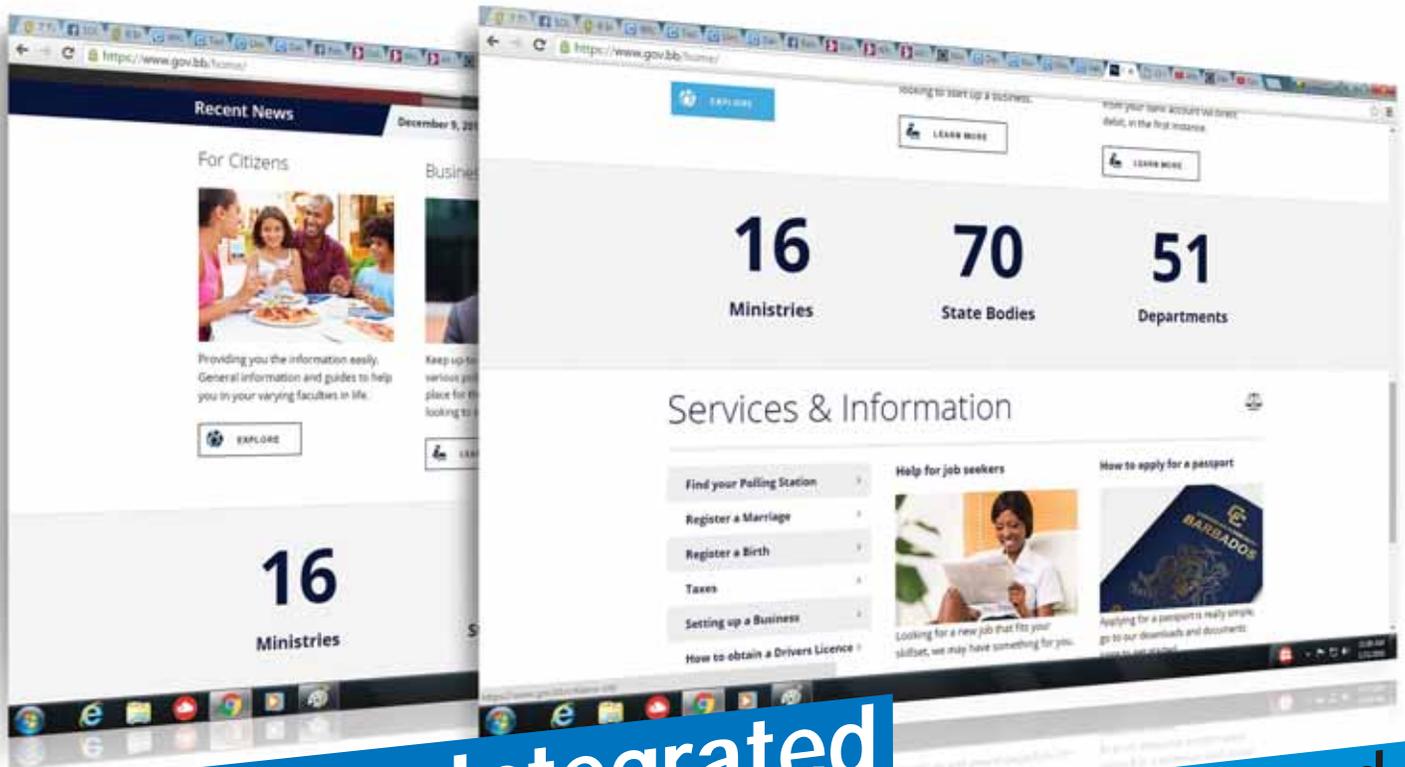
"...Perhaps her most distinguishable trait is her willingness to lend support when required..."

or Clerical Officer, resulting in her working two or three desks simultaneously and without complaint.

She represents the Commission at various public events where she enhances the image of the department and the National AIDS Programme in a number of ways including distributing literature, condoms and promotional items; and educating the public about HIV and effective condom use.

Mrs. Miller is indeed an HIV champion and a credit to the Commission as well as the Ministry.

*Fabian Todd
Public Relations Officer
National HIV/AIDS Commission*



Barbados Integrated Government Portal - New and Improved 4th Edition - Live

Today, there are increasing demands by citizens for easier access to government information and services; they expect to utilize Information Communication Technology (ICT) to make their lives easier. Thus, the provision of citizen-centric services was the main focus of the Data Processing Department (DPD) Integrated Government Portal. Its relaunch recently showcased the new 4th edition as a welcome addition to government's emerging e-government portfolio.

The Barbados Integrated Government (BIG) Portal is a single gateway to the Barbados Government's online content. It is not a static webpage, but has evolved and grown as an indigenous cyberspace striving to meet the demands of global users.

The DPD has updated basic information on government ministries, departments and state bodies for presentation on the portal. This basic information includes, vision and mission statements, contact information and a link to their websites, where these exist.

The 4th edition adopts a policy of reuse rather than recreate, ensuring consistency across government as an

"...A major objective of the redesign of the BIG Portal 4th Edition was to improve the user experience for the Government e-payment Service "eZpay," in use for over three years..."

enterprise. In this regard, the portal uses the Facebook and Twitter accounts of the Government Information Service but intends to facilitate others as the need arises.

A major objective of the redesign of the BIG Portal 4th Edition was to improve the user experience for the Government e-payment Service "eZpay," in use for over three years. DPD has encouraged feedback from its users and has responded by incorporating some of the suggestions for improvement into the redesign of the Portal.

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"...He also held the post of E-Government Development Officer and was instrumental in the development of the first E-government Strategy for Barbados..."

Mr. Charley Browne new Director of the Office of Public Sector Reform

Welcome to our new Director

The Challenge to Change introduces its readers to the Office of Public Sector Reform (OPSR) new acting Director, Mr. Charley Browne. Mr Browne assumed leadership of the agency on the retirement of former Director, Mr. Michael Archer.

Mr. Browne has been working in the Public Service for over twenty five (25) years. Prior to taking up his acting appointment as Director in October 2015 he was attached to the Ministry of Education, Science, Technology and Innovation as Deputy Permanent Secretary.

The acting Director also worked at the Ministry of the Civil Service as Senior Administrative Officer, and in the Office of Public Sector Reform and its predecessor organisation, the Organisational and Management Division in various capacities, from Management Analyst and Management Development Officer to acting Deputy Director. He also held the post of E-Government Development Officer and was instrumental in the development of the first E-government Strategy for Barbados.

Charley Browne holds a Masters in Management with a concentration in Information Technology from the University of South Florida, USA.

The new Director is eagerly looking forward to embarking on projects to improve public sector efficiency and service delivery.



ROAD MAP FOR DIGITAL GOVERNMENT

Citizens today demand greater online services, streamlined to meet their needs. Government is seeking to meet this challenge by engaging the services of Deloitte Barbados in conjunction with the e-government Unit, Ministry of the Civil Service to:-

1. Define the e-government mission and vision with an associated e-government future state model;
2. Develop recommendations on an appropriate e-governance model;
3. Create an implementation roadmap for the master plan; and
4. Achieve an estimate of the budgetary requirements for implementation.

The team held a series of workshops with Information Communication Technology (ICT) professionals, permanent secretaries and NGO's to inform on the creation of a road map for digital government.

The expected outcomes of the project will enable Government to foster greater online services for

business and citizens while reducing redundancies, eliminating waste and building greater efficiencies. In addition, it is anticipated that customers will have 24/7 access to government services. This is to be achieved through the development and prioritising of six pillars required for digital government. These include: -

- ICT and technology enablers;
- Process efficiency;
- Digitally focused work force and culture;
- Citizens and business centric digital solutions;
- Service innovation across channels; and
- Cyber security, data sharing and privacy, as well as protection legislation.

It is envisaged that this will result in greater information sharing across Ministries and Departments.

The final consultation will take place early this year and government will be one click closer to digital government.

Training Administration offers New Learning Activities

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The presentation to the supervisors was continued by Ms. Marie-Ann Wood, Senior Training Officer, TAD, who covered the role of a team leader and the core competencies they require. The facilitator introduced a case study to help strengthen and highlight numerous issues that a supervisor may encounter. “How he get a supervisor?” was the phrase resonating throughout the room as participants delved into this learning activity. By the end of a very reflective and stimulating day, participants presented their concept of a “Public Service Coat of Arms” to pictorially depict what it means to be a public officer, the importance of their roles, and the values and standards of the Service.

Mrs. Yolande Howard, Deputy Permanent Secretary, Ministry of Labour, Social Security and Human Resource Development, delivered an engaging and practical session on “*What it Means to be a Public Officer*” to the Clerical Officers and officers of related grades.

Mrs. Howard noted that though dealing with external customers could be a challenge, public officers need to do so with high ethical standards, courtesy and impartiality. Being impartial and the challenges that one may face while doing so was a major talking point in the session. Participants acknowledged that society is changing and highlighted real life situations they are faced with daily, that require them changing their outlook when dealing with the different beliefs and lifestyles of their customers. They were reminded not to be judgemental and treat everyone as they expected to be treated. At the end of the session, the officers showcased their talent through song, drama and words—much to the delight of everyone in attendance.

As the day progressed, public officers challenged the Deputy Principal Training Officer, Mrs. Fay-Marie Browne, whose session focussed on career management. Mrs. Browne remained firm in the belief that like her and Mrs. Yolande Howard, who both started in entry level positions, that everyone in the room could manage their careers through the service and go as far as they envisioned.

The text “What colour is your parachute: A practical manual for job-hunters and career changers” by Richard N. Bolles was used as a reference point and suggested as a guide. Mr. Terry Neblett, Clerical Officer, Division of Energy, remembered that early in his career, he asked how does one move up in the service, but until this seminar, was never really given an answer.

Useful tips were given in this vein before the participants showcased their talents through group work once again, by representing all that they had learnt in drawings entitled “The Public Service Tree of Growth and Development.” As they left the Lloyd Erskine Sandiford Centre, the promise of a better public service was felt. Officers seemed rejuvenated and serious about their commitment to serve the Crown.

Kudos and best wishes for a successful career to those ninety-five first level supervisors and one hundred entry level officers who attended these two one-day seminars.

TAD is looking forward to seeing and welcoming you, the other public officers, in the training room!

Sonia Hurley – Senior Training Officer & Sabrina Baird – Training officer

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Barbados Integrated Government Portal - New and Improved

4th Edition - Live

eZpay provides a secure convenient means for individuals and businesses to pay taxes and other monies owed to Government agencies. This service functions as a transactions portal and has payment facilities that allows clients the ability to electronically pay taxes, duties and fees to government agencies virtually anywhere, by using the internet.

It is anticipated that in time this service will include additional agencies thus making it more convenient and efficient for locals and prospective investors to do business with government.

Congratulations to Data Processing Department on the relaunch of the BIG Portal, we at the Challenge to Change encourage readers to visit and utilise the many services the Portal offers at www.gov.bb.



QUICK FACTS about the

BARBADOS STATISTICAL SERVICE (BSS)



National Statistical System

Look out for 'STATS 246' a new newsletter from the BSS which seeks to educate, inform and build awareness about developments within the organisation and the agency's outputs.

The BSS celebrated 59 years of operations in October 2015 at its new home in Baobab Towers, Warrens; the agency is clearly focused on being the leading provider of statistical data in Barbados.

The National Statistical System (NSS) was borne out of the 'Modernization of the Barbados Statistical Service Project' which started in October 2008 and was scheduled to conclude in December 2015.

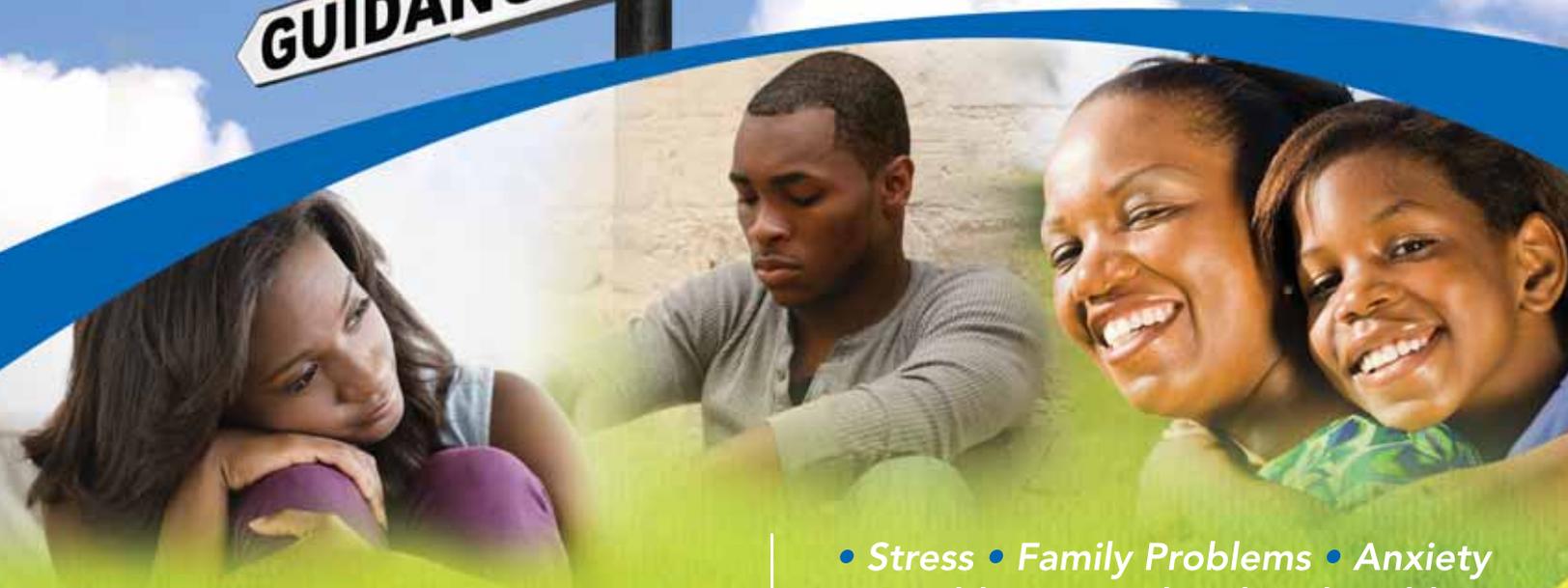
The objective of the modernisation project is to strengthen the ability of the BSS to provide relevant, timely and quality economic and social statistics, and to establish its leadership in the area within the public sector.

The project has been mandated to revise the Statistics Act so that the creation of the NSS and governance of its operations can be expedited.

The project will formalise the informal network of agencies that produce statistical data, which will initially include the Registration, Immigration and the National Insurance Departments, the Ministry of Health, Barbados Revenue Authority (BRA) and the Financial Services Commission.

The creation of a Memorandum of Understanding (MOU) was entered into with each of the mentioned agencies. The MOU specifies the arrangement for the sharing of data between data producing units and the BSS.

The formalization of the NSS will make statistical information on Barbados more readily available to the public.



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