Governmental Interconnection

Critical Components of an Effective and Efficient Governmental Intranet

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Agenda

• Trinidad and Tobago
• Strategies for Transformation
• Trinidad & Tobago E-Government agenda
• Government connectivity
• Intranet applications
• Trinidad & Tobago e-government Portal
• Interoperability & Interconnection Standards
• TT Serve common counter service
Trinidad and Tobago is a twin-island State situated at the southern most point of the Caribbean archipelago, north of South America

- **Official Name**: The Republic of Trinidad and Tobago
- **Independence**: From Great Britain (UK) August 31, 1962
- **Population**: 1.3 million (approx.)
  - **Trinidad**: 1,250,000
  - **Tobago**: 50,000
- **Capital**: Port-of-Spain; **Population**: 300,000
- **Area**: 5,128 sq km (1,980 sq miles)
  - **Trinidad**: area: 4828 sq km (1864 sq miles); length 80 km (50 miles); width 59 km (37 miles)
  - **Tobago**: area: 300 sq km (116 sq miles); length 41km (25.5 miles); width 12 km (7.5 miles)
- **Official language**: English; First official foreign language: Spanish
Strategies for Transformation

**Vision 2020** – National Strategic Plan for Development

- **The Prioritization of ICT**
  
  Government has recognized the importance of transforming the economy away from its dependence on oil and gas revenue. Accordingly, ICTs have been selected –
  
  - to be a new engine of growth and economic prosperity
  - to set the foundation for the transformation of Trinidad and Tobago into a knowledge-based society

**fastforward** – National ICT Strategy ([www.fastforward.tt](http://www.fastforward.tt))

- **National ICT Vision**
  
  “Trinidad and Tobago is in a prominent position in the global information society through real and lasting improvements in social, economic and cultural development caused by the deployment and usage of information and communications technology

  - A roadmap for a connected, informed, innovative and competitive nation
  - Complements and builds upon **Vision 2020**
Trinidad & Tobago E-Government agenda

- **E-Government FOCUS**
  - Deploy a high performance, reliable, scalable and secure National Communication Backbone connecting all the offices and departments of the public service
  - Install a world-class e-Government Portal to provide “One Stop, Non Stop” access to client-centric information and services
  - Implement enterprise intranet and back-office solutions that provide reliability and consistency
  - Use Electronic Service Delivery as a catalyst for broad public sector reform and a move towards horizontal government
  - Develop supporting policies and standards
1. **Government Backbone** (and shared apps)

2. **e-Government Portal**

   www.gov.tt

   Citizens and users have 24/7 single window access to Government services

3. **Enabling legislative & regulatory environment**
Government connectivity

GORTT Communications Backbone

- Redundant fiber pairs – fully meshed routing

10 GIG ETHERNET

17.5Mb AGGREGATE INTERNET ACCESS

Redundant connections

TSTT FRAME RELAY

MAIN MINISTRY

MAIN MINISTRY

LARGE SUB

SUB

SUB

ADSL/CDMA

TSTT ADSL BACKHAUL

TSTT FRAME RELAY

MAIN Frame Relay links

BACKUP Frame Relay links to Main Ministry
Government connectivity

- Network Solution
  - Core Network Redundant 10GB Ethernet Capacity
  - GNMC Network Redundant 10GB Ethernet Capacity
  - GNMC Internet Connection 17.5MB Capacity
  - Main Ministry Network Redundant 1GB Ethernet Capacity (scalable to Redundant 10GB)
  - Network Site (Type 3.5/3.6) Redundant 100Mbit/1GB Ethernet Capacity (scalable to Redundant 10GB)
  - Network Site (Type 8) ADSL / CDMA
Government connectivity

- **Infrastructure Application Components**
  - Security: Checkpoint
    - Security Management software version upgrade (Provider NGX)
    - Perimeter Security software version upgrade (VPN-1 NGX)
  - Messaging: Microsoft Exchange
    - Instant Messaging software (Live Communication Server 2005)
    - Active Directory software (Windows 2003)
    - Messaging Software (Exchange 2003 Server 3.5)
  - Anti-Virus: McAfee
    - Anti-Virus software (Virus Scan 8, Group Shield 6, E-Policy Orchestrator ver 3.5)
  - Help Desk: ServicePlus
Intranet applications

**Integrated Human Resource Information System**

- A project initiated in 2001 to automate the HRM function and the implementation of an integrated Payroll system for the Public service
- HR Processes
  » Training Administration
  » Competency Management
  » Career and Succession Planning
  » Performance Management
  » Labour Relations
  » Health and Safety
- Workflow
- Employee Self Service
Intranet applications

• **EDMS** Electronic Data Management System
  - Enterprise Content Management Software that combines integrated Document Management, Business Process Management and Records Management in a single application. Enabling Ministries to import, route, manage and archive the content that drives all of their processes.
  - To date approximately 290,000 Cabinet Minutes and Notes and approximately 48,000 other document types have been captured, converted and included in the system.
  - Current implementation of the ‘Physical Records Management’ module
Productivity applications

- **Ministry of Health** – RHA Financial Application, RHA HR & Payroll Application, Oncology Application, AIDS Monitoring Application, E-Health Application, Telemedicine Application
- **Ministry of Works & Transport** – Licensing Application
- **Elections & Boundaries Commission** – Electronic Registration
- **Service Commission** – IHRIS Application, Financial Application, IGP
- **Ministry of Finance** – Integrated Tax Application
- **Ministry of Local Government** – GIS Application
- **Ministry of National Security (Immigration)** – Passport Application
- **Ministry of Education** – School Information Mgt, Curriculum Application, Distance Education
- **Elections & Boundaries** – Electronic Voting
Trinidad & Tobago e-Government Portal

**Design**
Client-centric

**3 Gateways**
Information on line first

**Development Process**
Build portal prototype

Deploy interim portal & build content with Ministries

Procure & implement robust portal, Governance, Policy and Standards
Government of the Republic of Trinidad and Tobago

Home | Services | About T & T | News

Tuesday, November 7, 2006.

Top eServices
- Apply for government housing
- Download tax forms
- Birth Certificate Application
- Statistical Information on T&T
- Business Registration Forms

How Do I?
- Obtain a birth certificate?
- Register my business?
- Apply for my old age pension?
- Renew my national ID card?
- Apply for government housing?

Citizen Services
Your Government,
At Your Service.

Get access quickly to information and services in the areas of:
- Money & Taxes
- Education & Training
- Travel & Transportation
- Health
- Family & Relationships
and more...

Business Services
Trinidad & Tobago,
Open for Business.

Find out about:
- Doing Business With Government
- Financial Assistance
- Imports/Exports
- Industry Data & Statistics
- Labour & Employment
and more...

Service for Non-Nationals
Visiting T & T?
How May We Help?

Your information source to:
- Migrating to T&T
- Investing in T&T
- Working in T&T
- Culture & Activities
and more...

Gov Directory
- Government Personnel
- Ministries and Agencies

News
Soca Warriors Outclass St. Vincent
It was supposed to be a challenge

Events
- Christmas Day
- Boxing Day
- New Year's Day

Featured Links
finance.gov.tt
Budget
In line with the e-government agenda, to better manage the widespread development/transformation of the public service, and its ability to provide services, GORTT has undertaken a number of initiatives to standardize processes and technologies to create an e-Government Interoperability framework.

Major Initiatives:
- TT e-GIF project: to identify common international technical standards, as well as information and network security.
- Data Commissioner - to define the data protection standards within GORTT
- Cryptology Policy - to define appropriate standards of encryption for use in various levels of GoRTT operations
Interoperability & Interconnection Standards

• TECHNICAL SECURITY -
• INTEROPERABILITY AND INTERCONNECTION STANDARDS
  - Network Internet Protocols
  - Name Service Standards
  - Mail Transfer Standards
  - Hypertext Transfer
  - File Transfer Standard
  - Primary Character Set Standards
• DATA INTEGRATION STANDARDS
  - Data Description Standards
  - Data Transformation Standards
  - Data Modelling Standards
  - Web Document Language Standards
  - Schema Definition Language Standards
• APPLICATION INTEGRATION (WEB SERVICES) STANDARDS
  - Access Standards
  - Description Standards
  - Discovery Standards
  - Security Standards
• WEB CONTENT
• PORTLET STANDARDS
TT Serve - common counter service

• Vision 2020 “Effective Government” mandate
  – “our public institutions need to be coordinated, efficient and effective in their service delivery. They must operate at international standards and efficiently manage the country’s resources”.

• Public Demand (Opinion Leaders Panel (OLP) Baseline Report, 2004)
  – Government services characterized as slow, inefficient and delivering poor customer service.
  – Most popular access option for government services was face to face, in a one-stop-shop (45%)
  – Most recent 2005 OPL Report shows the perception of Government services continues to be bad.
TT Serve - common counter service

• **Project Mission**
  - To provide improved access for citizens to government information and a range of selected government services at selected locations by December 2006

• **Expected Outcomes**
  - Providing more convenient access to Government information and selected services
  - Improving service delivery and customer satisfaction
  - Keeping citizens better informed
  - Creating a model for future cross Ministry collaboration
  - Reducing lines at traditional Ministry counters
  - Reducing traffic and parking congestion in urban centres
  - Improving the image of the Public Service and
  - Bringing Government closer to communities.
Summary & Next steps

• GORTT Communications Backbone completion
• E-Government Portal completion
  - Outward & inward facing
• Adopt Government Interoperability Framework
• Implement common services Intranet
• Move forward with TT Serve initiative
Thank you!

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