



Government of The Republic of Trinidad and Tobago

ICT Division, Ministry of Public Administration and Information

[www.fastforward.tt](http://www.fastforward.tt)



# Governmental Interconnection

Critical Components of an Effective and Efficient Governmental Intranet

Colombia

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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



# Country Profile – Trinidad & Tobago

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

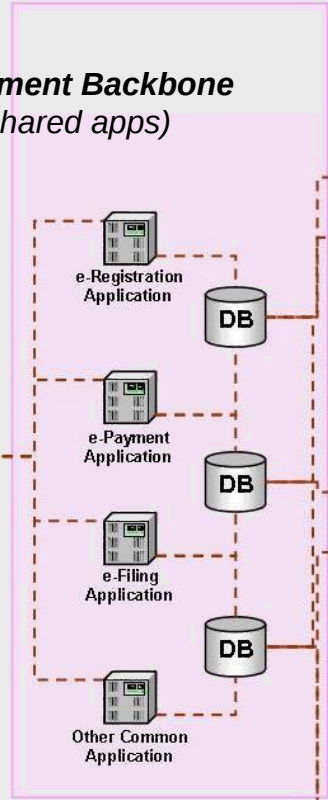
**1. Government Backbone  
(and shared apps)**

**2. e-Government Portal**

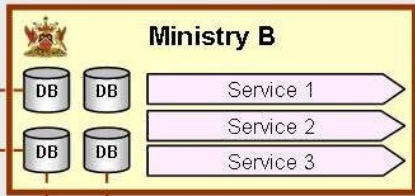
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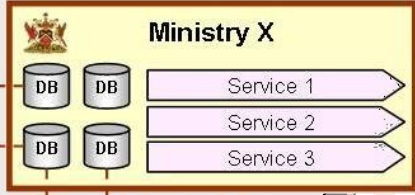
Citizens and users have 24/7 single window access to Government services



Ministry Programmes and Services



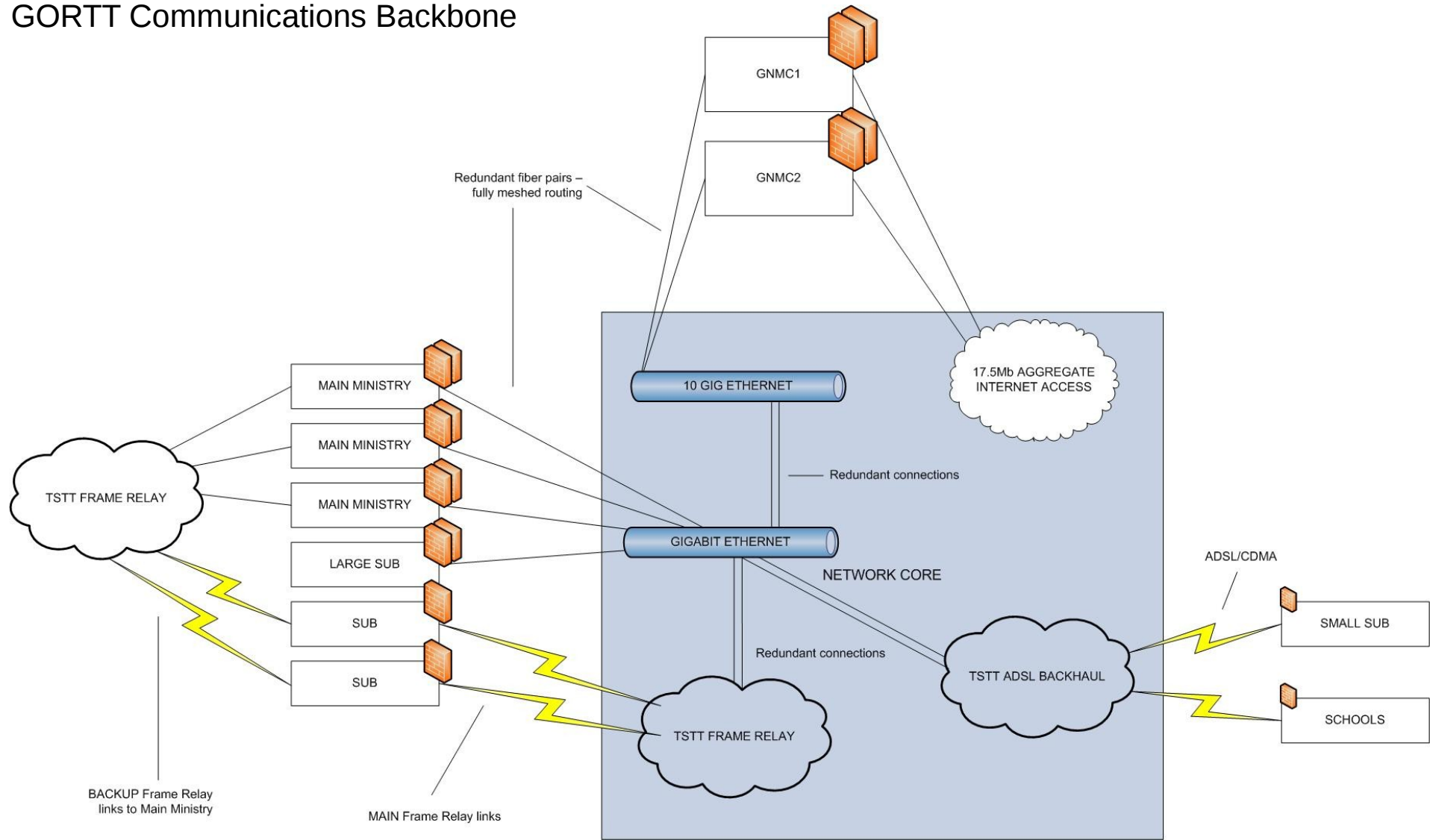
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**3. Enabling legislative & regulatory environment**

# Government connectivity

## GORTT Communications Backbone





# 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

## • **IRIS** 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

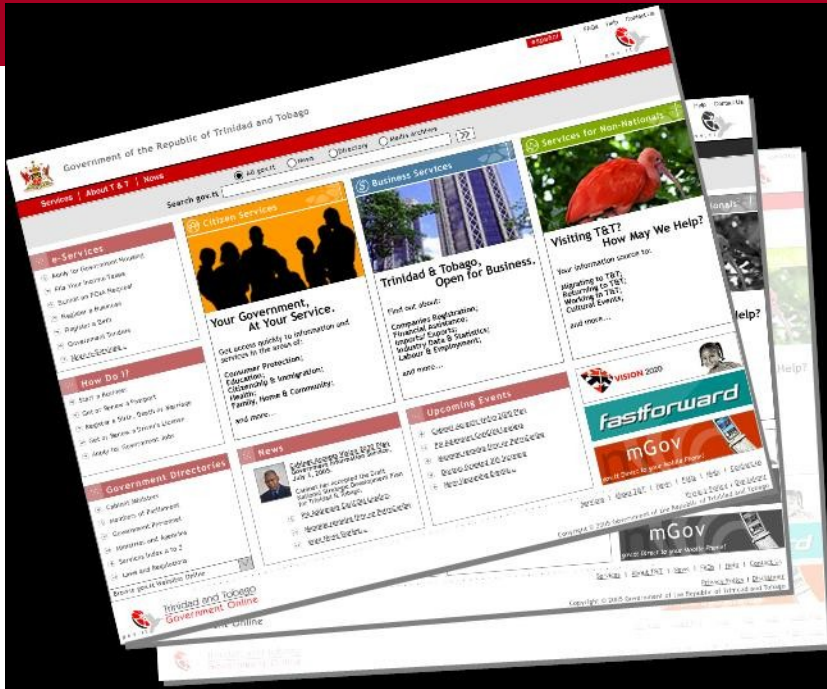
# Intranet applications

- **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  
complete transactions to follow

## 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



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Help

Tuesday, November 7, 2006.

Search gov.tt

### 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



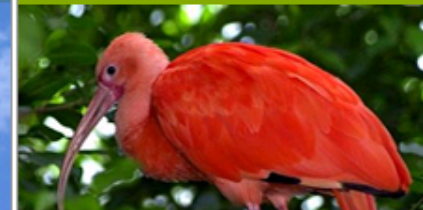
#### Trinidad & Tobago, Open for Business. >>

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**

# Interoperability & Interconnection Standards

- 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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