MINISTRY OF INNOVATION
SCIENCE & SMART TECHNOLOGY

Accelerating e-Government – Rapidly Transitioning Government Services Online – Trials, Successes and Lessons

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Caribbean Internet Governance Forum

MINISTRY OF INNOVATION SCIENCE AND SMART TECHNOLOGY (MIST)

- *To lead Barbados' digital transformation, driving public sector performance through intelligent* use of innovation, science and SMART technology.
- Mission Statement for the Transformation of the Public Sector: (EASE)
- *Make it easy, affordable, safe and efficient for people to do business with Government and in Government from anywhere at anytime.*
- The creation of this ministry was aimed at ensuring a cohesive institutional framework for ICT, by combining in one agency the functions of the National Council on Science and Technology, the Data Processing Department, the E-Government Development Unit, the Telecommunications Unit and the Office of Public Sector Reform.
- *Process of restructuring soon to be completed*

POLICY MANDATE - A STRONG ECONOMY - PILLAR II - BUILDING THE BEST BARBADOS TOGETHER

- **LAY NEW ECONOMIC PLANKS FOR GROWTH AND DEVELOPMENT**
  - **DIGITISE GOVERNMENT AND BARBADOS**
  - DOING BUSINESS WITH EASE - Facilitating online payments for a wide range of Government activities and services, …..
  - FINTECH -support and leverage new technologies, such as Blockchain, wherever such technologies have the proven ability to boost foreign reserves, democratise the economy, create economic empowerment for Barbadians and build wealth. Consider the capacity of this and other nascent technologies to mitigate the impact on economic activity of the termination of correspondent banking relationships between international banks and indigenous Caribbean banks.
  - ARTIFICIAL INTELLIGENCE & ROBOTICS - a study to determine the sectors, industries, jobs, manner and the likely time frames in which the Barbados job market and economy will be impacted and ways in which all Barbadians can benefit.
  - CYBER SECURITY - a robust cyber security environment to keep Barbadians and Barbadian institutions safe and to add value to our brand as a global domicile for international business

PUBLIC SECTOR MODERNIZATION PROGRAMME (PSMP)

- US$40 million IDB loan that will contribute to the digital transformation of public administration and improve quality of public and private services
- Execution over the next four years
- The programme has two main objectives: 1) government digital transformation and service quality improvement, and 2) enhancing HR management in the public sector
- Aims to achieve greater use of digital channels by individuals and companies to access public services; greater efficiency in public sector administration; and the strengthening of public sector skills to operate in a digital economy.

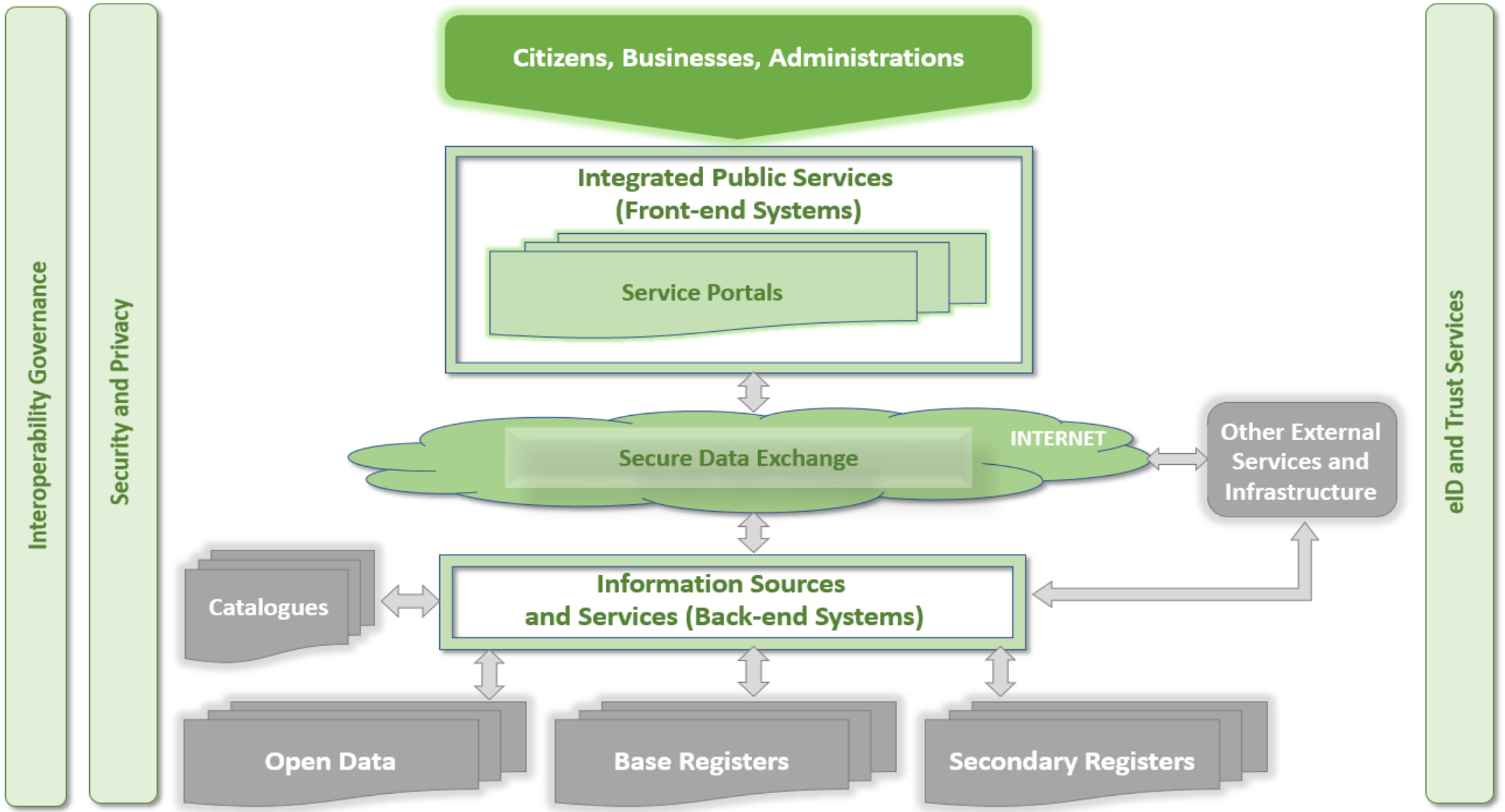
COMPONENT 1 - PSMP

- Design and implementation of an updated national digital strategy which will include: (i) support for the design and implementation of eGovernment strategy, including the development of standards and the implementation of digital identity; (ii) support and implementation of a cybersecurity strategy; (iii) strengthening of the MIST and the Ministry of Finance, Economic Affairs and Investment (MFEI) to lead digital transformation in government; (iv) training and capacity strengthening of public sector employees on eGovernment; and (v) creation of a digital team, including the design of the profiles for the team, training in open innovation, design thinking and process reengineering.
- Implementation of online services for businesses and citizens which will include: (i) one-stop-shop for online services; (ii) process reengineering and digitization of at least 5 services, including the development of standard operating procedures for digitization in government agencies; (iii) common services for digital transactions; (iv) communications and change management; and (vi) design and implementation of a digital education programme for individuals and businesses.
- Core digital infrastructure for online service provision which will include: (i) upgrading the government central data center (ii) hardware for government agencies; and (iii) service kiosks for digital services located in existing government offices.
- Implementation of a Digital Document and Records Management System which will include: (i) a Digital Document and Records Management System; and (ii) the digitization of paper-based records
- https://www.iadb.org/en/project/BA-L1046

INTEGRATED GOVERNMENT - DIGITAL DATABASES, INTEROPERABILITY, SECURE DATA EXCHANGE, SERVICE PORTAL

- The digitisation of public services means that ministries and government agencies capture and process data in a machine-readable form. Digital transformation requires digital databases and data exchange between those.
- Modern e-governance model is a component-based service model, allowing the establishment of public services by reusing, as much as possible, existing service components. Public administrations should agree on a common scheme to interconnect loosely coupled components and put in place the necessary infrastructure
- Digital Payments a key component

CONCEPTUAL MODEL OF INTEGRATED E-GOVERNMENT



Easy as 1, 2, 3.....Register, Login, Pay

Rodney Taylor

Your Dashboard

Dashboard

0 Item(s) : **BBD$ 0.00** Cart

Rodney Taylor

ACCOUNT:

Take A Tour

- Dashboard
- Invoices
- Cart
- Payment History

Government Services

Search for...

- Land Tax
- Professional Licence
- Official Gazette
- Telecom Licence
- NIS Contributions
- CAIPO
- International Business
- Civil Aviation
- Renewal of Driver's Licences
- Office of Insolvency

www.ezpay.gov.bb

Welcome to the forms portal of the Government of Barbados.

From this portal page, you can access a number of online application forms which are designed to ensure that the interactions between citizens and the government are more efficient, accessible and secured. These forms can be accessed and completed using a desktop computer, tablet or mobile device and submitted online. Therefore, Internet access is necessary.

Forms

Showing 3 Forms

Search Forms

Search for... Search

Application for Official Search - Individual

Ministry: **Ministry of Small Business, Entrepeneurship and Commerce** Department: **Office of Supervisor of Insolvency**

APPLY

Application for Official Bankruptcy Search - Company

Ministry: **Ministry of Small Business, Entrepeneurship and Commerce** Department: **Office of Supervisor of Insolvency**

APPLY

Application for Police Certificate of Character

Ministry: **Ministry of Small Business, Entrepeneurship and Commerce** Department: **Royal Barbados Police Force**

APPLY

https://forms.gov.bb/

Police Certificate of Character Office
"Inga Lodge",
Pinfold Street,
St. Michael
1 (246) 430-7677 or 1 (246) 228-0131
rbpf.coc@barbados.gov.bb
facebook
Instagram

Application for Police Certificate of Character

Payment Reminder

If you are paying online through the EZPAY+ payment platform, Direct Debit transactions will take three (3) days for the payment to be approved and hence may result in a longer processing time for the Certificate of Character. However, credit card and mMoney payment options will be approved instantly and therefore, if there are no issues with the application, you will receive your certificate within 24 to 48 hours.

Fields with * (asterisk) MUST be completed.

Choose Your Payment Method

○ EZpay+ ○ Post Office

APPLICANT'S DETAILS

* Title	* First Name	Middle Name(s)	* Last Name
Select			

12 MONTH BARBADOS WELCOME STAMP

WORK FROM PARADISE

Search...

Home | Details (About the visa) | FAQS (Want answers?) | Media (More Docs) | Contact (Get in touch)

APPLY NOW

https://www.barbadoswelcomestamp.bb/

All travelers are required to read the Barbados Travel Advisory prior to travel to Barbados, for information on entry requirements to the island.

BARBADOS

Welcome to Barbados Online Immigration / Customs Form

BARBADOS IMMIGRATION ARRIVAL FORM

- Complete fields **Last Name, Given Name(s)** and **Date of Birth exactly as written** in your travel document.
- **Embarkation** is where traveller departed from.
- A Traveller **without a Zip** or **Postal Code** should use '00000' as a default code.

PRIMARY TRAVELLER

How are you entering Barbados?

○ AIR ○ SEA

CANCEL

By clicking Save/Submit, you agree to the following: I hereby certify that the information given by me in this application is true and correct to the best of my knowledge. I understand and agree that any false information, misrepresentation, or

https://travelform.gov.bb/form

RECONCILIATION

Ministry: ALL

Department: ALL

Service: ALL

Date Range: JULY 29, 2020 - AUGUST 27, 2020

If you cannot find a transaction please ensure you have chosen the correct date range.

SUMMARY | DETAILS | PENDING | REFUNDED | FAILED CREDIT CARDS | FAILED DEBITS

SUMMARY

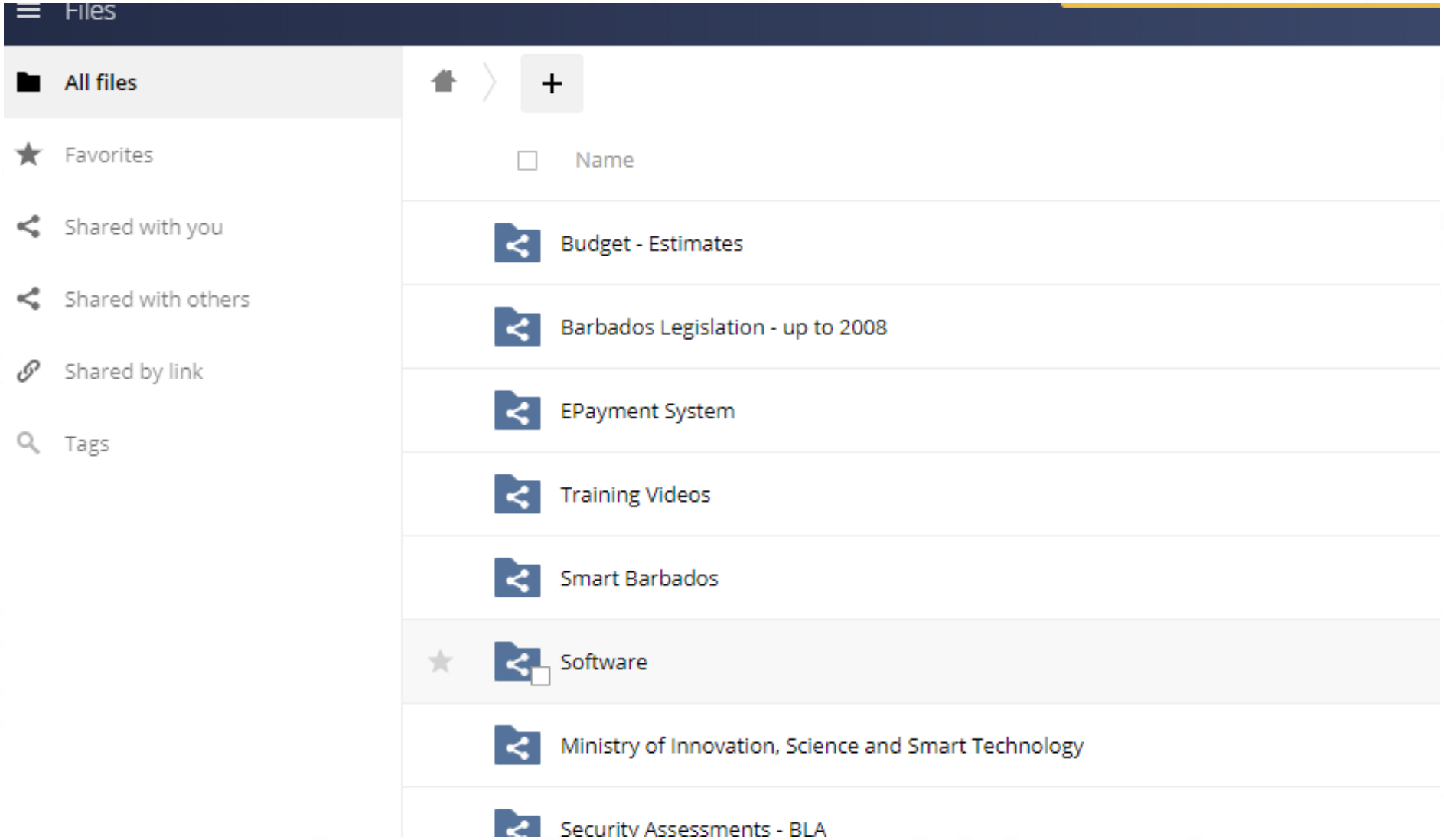
Ministry	Amount	Fees	Total
Ministry of Finance, Economic Affairs and Investment			
Ministry of Transport, Works and Maintenance			
OFFICE OF THE ATTORNEY GENERAL			
MINISTRY OF HOME AFFAIRS			
MINISTRY OF INTERNATIONAL BUSINESS AND INDUSTRY			
Ministry of the Public Service			
MINISTRY OF TOURISM & INTERNATIONAL TRANSPORT			
MINISTRY OF INFORMATION, BROADCASTING AND PUBLIC AFFAIRS			

Departments	Amount	Fees	Total
Barbados Revenue Authority			
Barbados Licencing Authority			
Post Office			
Police Department			
Immigration Department			
Corporate Affairs and Intellectual Property Office			
National Insurance Department			
Civil Aviation			
Government Printing Department			
Telecommunications Unit			

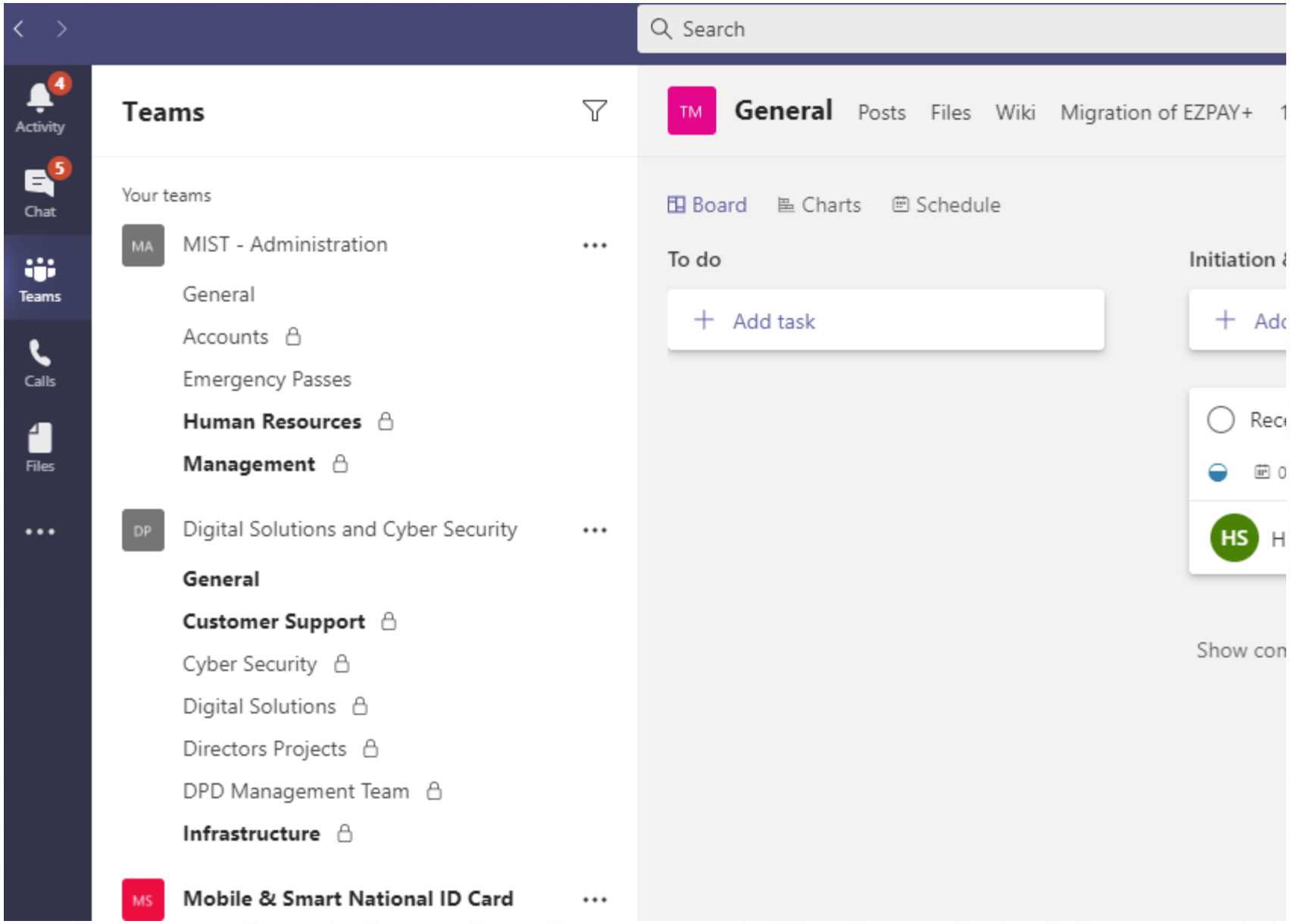
Service	Amount	Fees
Land Tax		
Drivers Licence		
Drivers Licence Delivery		
Police Certificate of Character		
Welcome Stamp		
CAIPO		
NIS Contributions		
Engineering and Pilot Licenses		
Official Gazette		
Telecom Licence		

Processor	Amount	Fees

Owncloud – File sharing hosted locally



Office 365 - Teams



LESSONS LEARNED

- Citizen-centric approach leads to greater service uptake
- Be agile - short term sprints – a year of planning will not deliver fast enough and requirements will change
- Be mindful of policy changes and political mandates – manifesto, throne speech rolled into programme budget
- Multi-stakeholder collaboration helps – CyberSecurity Workng Group, Telecoms Working Group, Digital Identity Committee
- Public education and awareness essential
- Upskill/re-skill public officers critical
- Re-engineer – digital requires a different mindset (de-construct/re-construct)
- Cyber-Security focus important – need for capacity building

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THANK YOU

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Smart BARBADOS