



Select Public Sector Reform Initiatives within the Barbados Public Sector

No	Name	Purpose/Aim	Ministry/Department/ Agency	Start-up Date
1	Service Assessment and Improvement Programme (SAIP)	The aim of this programme is to improve the level of customer service in the public sector.	Office of Public Sector Reform	2003
2	Humanised Management/Personal Excellence Programme	The major thrust of this programme is to encourage development of work-friendly and customer friendly environments in all public sector agencies.	Office of Public Sector Reform	2004
3	Barbados Integrated Portal	This Internet portal will provide a continuous one-stop service for Gov't employees and the public to access information and services provided by Gov't.	Data Processing Department	2004
4	Customer Service Assessment and Improvement Programme	To improve public services in accordance with the needs of the Barbadian Citizens	Office of Public Sector Reform	2003
5	Single Card Initiative	It is envisaged that in the near future that one card would serve as a national identification and drivers' license	Data Processing Department, Licensing Authority, Electoral and Boundaries Commission	
6	National Vocational Qualifications (NVQs)	To establish a national vocational qualifications certifications programme based on occupational standards of competence which meets the needs of the individuals and employers.	TVET Council	2003

Updated March 2005

7	System to Transform, Re-Engineer, Integrate and Develop the Environment at NIS STRIDES@NIS	The focus of the plan is on the application of the latest technologies to significantly reduce operating cost, improve customer services and channel critical information regarding registrants, contributions, benefits claimed etc. to the respective individuals and sections for processing	National Insurance Department	2004
8	Postal Modernisation Programme	The aim of this programme is to transform the BPS into a dynamic, self-sustaining and business-focused organisation (Postal Coding, Internet Café, community boxes)	Barbados Postal Service	1996
9	Employee Assistance Programme (EAP)	To provide counseling and professional services and address issues of a behavioural or psychological nature for Gov't employees	Office of Public Sector Reform	1998
10	Value-for-Money Auditing (Performance Auditing)	VFM auditing aims to ensure that Gov't Departments/Agencies make the best possible use of public funds	Auditor General's Office	Legal Mandate 1998
11	EEPSI Project (Enabling Environment for Private Sector Investment)	This project provides a "One-Stop Shopping" solution for investors and agents, 24 hours a day, 7 days a week, internationally.	Ministry of Industry & International Business	2000
12	Programme & Performance Based Budgeting	PPBB aims to improve the budgetary and financial management systems of the B'dos Government	Ministry of Finance	1996
13	Education Sector Enhancement Programme (Edutech)	Computerisation of most of the island's public schools to increase the number of students who contribute to the sustainable social and economic development of Barbados	Ministry of Education, Youth Affairs & Sports	1998

14	Introduction of the Flexibility Responsibility Allowance	The allowance is aimed at compensating police, prison and nursing officers for the extra hours they are required to work	Ministry of the Civil Service	2001
15	University College of Barbados (UCB)	The aim of this proposal is to amalgamate the three tertiary level institutions ¹ to form the UCB	Ministry of Education, Youth Affairs and Sports	2002
16	Community Technology Programme (CTP)	The goal of the CTP is to provide effective access to technology and the Internet to economically disadvantaged community members.	Community Development Department	2000
17	Update of the B'dos Standard Occupation Classification System (B.A.R.S.O.C)	To strengthen the capacity of Caribbean Labour Ministries to deliver timely and accurate labour market information to the general public.	Manpower Research and Statistical Unit of the Ministry of Labour and Social Security	2003
18	Automated Systems for Customs Data (ASYCUDA ++)	This will allow electronic shipping releases, risk management, 24 hour interaction with the Customs Dept. and the electronic transfer of ship and aircraft manifest.	Customs and Excise Department	2004
19	IADB Justice Improvement Programme	To modernise the efficiency of the Justice Sector through the implementation of better information management; effective administrative procedures, increased use of alternatives to sentencing and rehabilitation of offenders in an effort to reduce recidivism and reduce the economic and social costs of imprisonment.	Office of the Attorney General	2002
20	Performance Review and Development System (PRDS)	It assesses performance in the workplace in relation to agreed performance standards	Personnel Administration Division (PRDS Unit)	2001
21	E-government	To facilitate the empowerment of the citizens by improving the convenience, speed, efficiency, quality and variety of services and information delivered by the government.	Ministry of the Civil Service	2002

¹ These tertiary level institutions are the Barbados Community College, Erdiston Teacher Training College and Samuel Jackman Prescod Polytechnic.

22	Pension Reform	Reform is expected to result in maintaining sufficient reserve funds to pay for benefits in the future.	National Insurance Department	1998
23	Development of a New Public Service Act	To develop a new Public Service Act for a modern Public Service (Policy Framework completed)	Ministry of the Civil Service	1999
24	Tax Administration & Expenditure Management Project	The project aims to strengthen the MOF and the three (3) main revenue collecting Departments ² in fiscal administration and improve public expenditure management	Ministry of Finance	1993
25	Inland Revenue's Direct Credit	Income tax refunds can now be credited directly to taxpayer's bank/credit union account.	Inland Revenue Department	2004
26	National Initiative for Service Excellence	This is a national initiative by all the social partners to improve customer service throughout the country.	Private Sector, Government and Trade Unions	2004
27	Accrual Accounting	Accrual Accounting recognises activities and transactions when they occur, even if payment has not been received from a customer or bills have not been paid by the business.	Ministry of Finance	2004
28	Financial Management Information System (SmartStream)	To improve the Financial Management throughout the Public Service	Ministry of Finance/ Ministry of the Civil Service	1998
29	Human Resources Management Information System (SmartStream)	To manage Government's Personnel and Payroll functions	Ministry of Finance/ Ministry of the Civil Service	1999
30	Procurement System (SmartStream)	To computerise the procurement process	Ministry of Finance/ Ministry of the Civil Service	1998

² These Departments are: the Inland Revenue Department, the Customs and Excise Department and the Land Tax Department.

31	Welfare to Work Programme	This programme address the challenges face by women in securing employment and seeks to assist them in breaking their dependence on public assistance	Welfare Department	2003
32	Relief 2000 Programme	This programme is an initiative taken to facilitate the training, education and the provision of financial assistance to persons in vulnerable situation	Ministry of Social Transformation	2000
33	Computerisation of the Registration Department (EDMS)	The benefits of the Electronic Document Management System (EDMS) include the elimination of errors that resulted from handwritten certificates, the ability to retrieve records more easily and the improvement in customer service	Registration Department	1998
34	Digital Passport Issuing System	This system should result in the reduction of fraudulent documents leading to a more secure travel document	Immigration Department	2004
35	Barcode Evidence Analysis Statistical Tracking (BEAST), Laboratory Information Management System (LIMS).	The BEAST LIMS is a comprehensive computer software solution for effective management of forensic crime laboratories. The BEAST incorporates state-of-the art technologies such as bar coding, instrument interfacing, signature capture, palm pilots, browser-based information distribution and many other features.	Forensic Sciences Centre	2004
36	ATOM	GAIA has implemented an information system called ATOM for air traffic management. This system networks their Aeronautical Information System (AIS), Tower (TWR), Terminal (TMA) areas as well as the Accounts Department.	Grantley Adams International Airport (GAIA)	
37	Common User Terminal Equipment (CUTE)	This a network of airline host systems connected to 100 odd terminals via a wireless network to allow any airline to check-in a passenger from any terminal. This system is the first completely wireless CUTE system installed anywhere in the world	Grantley Adams International Airport (GAIA)	

38	Integrated Justice Information System (IJIS)	This system aims to fill information gaps, facilitate information sharing and communication and improve access to justice through timely and efficient processing practices.	Attorney General's Office	2002
----	---	--	---------------------------	------