



### Select Public Sector Reform Initiatives within the Barbados Public Sector

No	Name	Purpose/Aim	Ministry/Department/ Agency	Start-up Date
1	<b>Service Assessment and Improvement Programme (SAIP)</b>	The aim of this programme is to improve the level of customer service in the public sector. It complements the NISE initiative which was recently implemented	Office of Public Sector Reform	2003
2	<b>Humanised Management/Personal Excellence Programme</b>	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	<b>Barbados Integrated Portal</b>	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	<b>Customer Service Assessment and Improvement Programme</b>	To improve public services in accordance with the needs of the Barbadian Citizens	Office of Public Sector Reform	2003
5	<b>Single Card Initiative</b>	It is envisaged that in the near future one card would serve as a national identification and drivers' licence	Data Processing Department, Licensing Authority, Electoral and Boundaries Commission	2003
6	<b>National Vocational Qualifications (NVQs)</b>	To establish a national vocational qualifications certification programme based on occupational standards of competence which meets the needs of the individuals and Employers.	TVET Council	2003

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7	<b>System to Transform, Re-Engineer, Integrate and Develop the Environment at NIS STRIDES@NIS</b>	The focus of the plan is on the application of the latest technologies to significantly reduce operating cost, improve customer service and channel critical information regarding registrants, contributions, benefits claimed etc. to the respective individuals and sections for processing	National Insurance Department	2004
8	<b>Postal Modernisation Programme</b>	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	<b>Employee Assistance Programme (EAP)</b>	To provide counselling and professional services and address issues of a behavioural or psychological nature for Gov't employees	Office of Public Sector Reform	1998
10	<b>Value-for-Money Auditing (Performance Auditing)</b>	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	<b>EEPSI Project (Enabling Environment for Private Sector Investment)</b>	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	<b>Programme &amp; Performance Based Budgeting</b>	PPBB aims to improve the budgetary and financial management systems of the B'dos Government	Ministry of Finance	1996
13	<b>Education Sector Enhancement Programme (Edutech)</b>	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	<b>University College of Barbados (UCB)</b>	The aim of this proposal is to amalgamate the three tertiary level institutions <sup>1</sup> to form the UCB	Ministry of Education, Youth Affairs and Sports	2002

<sup>1</sup> These tertiary level institutions are the Barbados Community College, Erdiston Teachers' Training College and Samuel Jackman Prescod Polytechnic.

15	<b>Community Technology Programme (CTP)</b>	The goal of the CTP is to provide effective access to technology and the Internet to community members.	Community Development Department	2000
16	<b>Update of the B'dos Standard Occupation Classification System (B.A.R.S.O.C)</b>	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
17	<b>Automated Systems for Customs Data (ASYCUDA ++)</b>	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
18	<b>IADB Justice Improvement Programme</b>	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
19	<b>Performance Review and Development System (PRDS)</b>	It assesses performance in the workplace in relation to agreed performance standards	Personnel Administration Division (PRDS Unit)	2001
20	<b>E-government</b>	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
21	<b>Pension Reform</b>	Reform is expected to result in maintaining sufficient reserve funds to pay for benefits in the future.	National Insurance Department	1998
22	<b>Development of a New Public Service Act</b>	To develop a new Public Service Act for a modern Public Service (Policy Framework completed)	Ministry of the Civil Service	1999

23	<b>Tax Administration &amp; Expenditure Management Project</b>	The project aims to strengthen the MOF and the three (3) main revenue collecting Departments <sup>2</sup> in fiscal administration and improve public expenditure management	Ministry of Finance	1993
24	<b>Inland Revenue's Direct Credit</b>	Income tax refunds can now be credited directly to taxpayer's bank/credit union account.	Inland Revenue Department	2004
25	<b>National Initiative for Service Excellence</b>	This is a national initiative by all the social partners to improve customer service throughout the country.	Private Sector, Government and Trade Unions	2004
26	<b>Accrual Accounting</b>	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
27	<b>Financial Management Information System (SmartStream)</b>	To improve the Financial Management throughout the Public Service	Ministry of Finance/ Ministry of the Civil Service	1998
28	<b>Human Resources Management Information System (SmartStream)</b>	To manage Government's Personnel and Payroll functions	Ministry of Finance/ Ministry of the Civil Service	1999
29	<b>Procurement System (SmartStream)</b>	To computerise the procurement process	Ministry of Finance/ Ministry of the Civil Service	1998
30	<b>Welfare to Work Programme</b>	This programme addresses the challenges faced by women in securing employment and seeks to assist them in breaking their dependence on public assistance	Welfare Department	2003
31	<b>Relief 2000 Programme</b>	This programme is an initiative taken to facilitate the training, education and the provision of financial assistance to persons in vulnerable situations	Ministry of Social Transformation	2000

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

32	<b>Computerisation of the Registration Department (EDMS)</b>	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
33	<b>Digital Passport Issuing System</b>	This system should result in the reduction of fraudulent documents leading to a more secure travel document	Immigration Department	2004
34	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
35	<b>Air Terminal Operations Management System (ATOM)</b>	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)	2004
36	<b>Common User Terminal Equipment (CUTE)</b>	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)	2004
37	<b>Integrated Justice Information System (IJIS)</b>	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
38	<b>Police's Wide Area Network (WAN)</b>	This WAN would link all the police stations using ATM frame relay.	Royal B'dos Police Force	2005

39	<b>Passport Scanning Initiative</b>	<p>This involves the installation of passport readers at the ports of entry so that these may be used with machine-readable passports.</p> <p>The introduction of readers will increase security with the use of digital images, as well as record accurate bio-data details of travellers.</p>	Immigration Department	2005
40	<b>Ministry of Health's WAN</b>	<p>This WAN is being piloted between the Ministry of Health and four (4) Polyclinics – Black Rock, Maurice Byer, Randal Phillips and Edgar Cochrane. The network is intended to facilitate the use of a patient registration and immunization tracking system.</p>	Ministry of Health	2004
41	<b>Motorola Project</b>	<p>This project is concerned with improving communication between mobile units and the Central Police Station through a secure, island-wide wireless voice and data communication network.</p>	Royal B'dos Police Force	2006
42	<b>Registration's Electronic Document Management System</b>	<p>This system captures the images of original vital statistics records and automates the functions associated with the registration of births, deaths, marriages, wills, probate applications and the processing of certificates.</p>	Attorney General's Office or Registration Department	2003
43	<b>Draft National Strategic Plan 2005-2025</b>	<p>This plan outlines several short-, medium- and long-term objectives</p>	Ministry of Finance & Economic Affairs	2005
44	<b>Introduction of the Flexibility Responsibility Allowance</b>	<p>This allowance is aimed at compensating police, prison and nursing officers for the extra hours they are required to work</p>	Ministry of the Civil Service	2001