

ICT Projects and Programmes

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1.1. The Computerisation of Government's Financial and Human Resource Functions (SmartStream)

The main goal of this project is to modernise and streamline Government's financial and human resource management systems. The software utilised to achieve this modernisation is the Smartstream Product Suite. The SmartStream Product Suite includes: SmartStream Financials, (comprising the Ledger, Funds Control, Accounts Receivable and Budget modules); SmartStream Procurement (made up of the Payables and Purchasing modules); and SmartStream Human Resources (of which the Payroll and Personnel modules have been implemented). A Cash Receipting module has also been developed specifically for the Government of Barbados using the SmartStream infrastructure to allow for integration with the Financials system. The benefits of implementing Smartstream include: -

- Better management of Government's financial, procurement and payment processes;
- Greater control in the recruitment and personnel development functions; and
- Enhanced information reporting and access.

The Financial system is now fully rolled out and functioning in all Ministries and major departments with the exception of the Ministry of Social Transformation and the International Transport Division. There are also a few small departments which have insufficient staff to implement the system with proper internal controls. Roll-out of the Human Resources/Payroll has been ongoing and this system is now operable in all ministries and departments in which the financial system operates.

1.2. The Enabling Environment for Private Sector Investment (Eepsi)

One of the major computer projects being undertaken by Government is the Enabling Environment for Private Sector Investment (Eepsi). The Ministry of Economic Affairs and Development is responsible for the implementation of this project. This project aims to establish an information systems network within Government to facilitate the improved performance in promoting and facilitating private sector investment through collaborative working and shared access to common information. The successful implementation of the project will lead to improved efficiency through secured telecommunication infrastructure. This would reduce information redundancy, thereby resulting in improved customer service to current and prospective investors around the world. The project will provide a "One-Stop-Shop" solution for investors and agents, 24 hours a day, 7 days a week, internationally. Currently there are 15 government agencies linked to this network.

There are also plans to improve and expand the Eepsi infrastructure to create a Virtual Services Investment Facilitation Bureau. A four phase plan has been developed which would implement the necessary enhancements and expand the existing Eepsi infrastructure.

1.3. Automated Systems for Customs Data (ASYCUDA)

The Customs and Excise Department implemented the ASYCUDA version 2 in 1993. The ASYCUDA project led to the simplification of procedures where eleven different import and export declarations forms were replaced by the Single Administrative Document. The most recent upgrade of ASYCUDA has been to

ASYCUDA ++ version 3. This upgrade will enable the department to embark on full electronic document processing which will:

- Reduce the cost of doing business;
- Increase revenue collection;
- Reduce turnaround times;
- Improve trade data collection and retrieval; and
- Generally enhance departmental efficiency and effectiveness.

In May 2005, ASYCUDA++ was implemented to all commercial activity at the Bridgetown Port and in November 2005 it was rolled out at the Grantley Adams International Airport. The project is expected to be completed in early 2006.

1.4. The Education Sector Enhancement Programme (Edutech)

This is an ongoing comprehensive education reform programme for the primary and secondary schools in Barbados. The specific objectives of the program are to: -

- Repair and upgrade the existing school plant;
- Integrate all available information and communication technologies within the school system;
- Provide teacher training to enhance pedagogical skills;
- Achieve the desired balance between teacher-centred and child-centred approaches; and

- Strengthen the capacity of the Ministry of Education to effectively manage the education system.

The Edutech project should result in the future generation of Barbadians being technologically savvy and highly skilled. This will result in increased demands for E-Government services as well as provide a pool of highly skilled workers, which can be utilized to support the E-Government programme.

1.5. Community Technology Programme (CTP)

The Community Technology Programme (CTP) is an initiative of the Community Development Department and was included in the submission of the 1999/2000 estimates as part of the Community Resource Centre programmes. The initiative caught the attention of the Prime Minister who, in his October 2000 presentation of the Economic Report to Parliament, announced the allocation of an additional \$1 million to the Department “ *to help transform community centres into resource centres at which access to Internet facilities and training in information technology can be provided on a community basis*”. The Prime Minister further stated that the initiative was intended “*to ensure that children of families which cannot afford to provide such facilities at home, have access within their communities to such necessary tool kits for survival and success in the information age*”.

The goal of the CTP is to provide effective access to technology and the Internet to economically disadvantaged community members. The programme will significantly increase educational attainment, and socially and culturally enrich children, parents, families and disadvantaged community members residing in rural and urban communities. It will also provide opportunities for educational

advancement, access to services and communications, and enhance job, career and business opportunities for adults.

Currently fourteen (14) Community Resource Centres are in operation across Barbados, with Internet access being available to persons from 9:30 a.m. to 9:30 p.m. Monday to Saturday. The programme consists of the following modules, each lasting for a period of three (3) months:

- Introduction to Computers
- Introduction to Windows
- Introduction to keyboarding
- Fundamentals of Word Processing
- Introduction to the Internet
- Introduction to E-mail

To date, four thousand, six hundred and fifteen (4,615) persons have passed through the programme which represents 55% of those desirous of participating in the programme. Three thousand, five hundred and ninety-seven of these persons (3,597) or 78% have graduated (as at October 2004). It is anticipated that four thousand, four hundred and eighty-five (4,485) persons will benefit from the programme during this financial year. The programme will also be expanded to include four schools and this is addition to the 14 resource centres already in use.

1.6. The Immigration Passport Project

The Immigration Department is currently undertaking a passport project consisting of two elements, namely:

- A fully digital passport issuing system at the main office and in due course at the overseas missions; and
- Passport scanning at the ports of entry

The digital passport issuing system is being configured to capture personal data including digital images of applicants, based on the International Civil Aviation Organisation's (ICAO) current standards. The single most important element of this new system is the preparation of the main bio-data page and the technology used in its creation. This is done by printing the information in a special film using a high-resolution laser printer and using heat to transfer the data to the page in the book. In addition, photographs will no longer be glued in the book since digital images will be transferred to the book by the same process mentioned above. This system should result in the reduction of fraudulent documents leading to a more secure travel document. This aspect of the project was successfully completed on schedule in March 2004.

The passport scanning initiative involves the installation of passport readers at the ports of entry so that these may be used with machine-readable passports. Portable readers will be used mainly at the Bridgetown seaport as Immigration Officers usually carry out the processing of passengers on-board the ships. The introduction of readers at the ports of entry will increase security with the use of digital images, as well as record accurate bio-data details of travellers. The use of portable scanners at the seaport was implemented at the end of the financial year 2003-2004. These are being used primarily on cruise ships. Full-page readers were

installed at the new arrivals hall in June 2005. Additionally, there will be enhancements for the electronic receipt of flight manifests to reduce the processing time for passengers.

A fast entry module is also being implemented by the Immigration Department with the objective to improve data capture and record persons in the database at the points of entry, thus allowing real-time access to passenger arrivals. This has taken the form of an additional software module of the current Immigration software that will, either via passport readers or manual screen entry (for those persons not in possession of a machine-readable passport) capture of a passenger's residence status, ED card number, surname, first name, date of birth and passport number. This is beneficial for security as it allows authorized persons to have access to a named list of passenger arrivals in real time, i.e. as soon as a passenger clears Immigration this information is logged in the database. This eliminates the delay in having travel records entered into the database, thereby enhancing our boarder security.

1.7. The Development Planning System

The Town and Country Planning Department is in the process of deploying a new computerised information system. This system, the Development and Planning Management System, will facilitate a high-level of control and management of the department's application process, as well as increase the efficiency throughout the office thereby providing improved service to the public. This solution will provide an easy-to-use and secure system that:

- Enable greater control and management of the development application, complaint and enforcement processes;
- Allow for greater and more flexible querying and analysis of data captured in the system;
- Reduce the time taken to process development applications, enforcement matters and inquiries;
- Provide an accurate picture of what is happening with an application at any point in the workflow process, from approval through to the decision;
- Assist in the monitoring of development and enforcement of planning conditions, standards and regulations;
- Allow for quick and accurate reporting to the general public and stakeholders; and
- Provide a means of integrating with external business applications (EEPSI, Smartstream, Arc View, etc.)

This application was fully deployed in August 2005, where it was installed on all computers within the department. It is currently running in parallel with the old information system and it is expected that this part of project would be completed by March 2006.

1.8. STRIDES@NIS

The National Insurance Department (NID) has embarked on a programme to streamline and modernise its operations. The NID commenced the implementation of its Strategic Information Technology Plan (SITP) during fiscal year 2003. The plan labelled Systems to Transform, Re-Engineer, Integrate and Develop the Environment at NIS (STRIDES@NIS) consists of thirty-five projects. 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. The technologies to be used include the Internet, data warehousing, electronic data interchange, workflow management, document management, e-commerce and a cashless environment.

The first phase of the project has been implemented. This phase involves the replacement of all core business legacy software by SAP, an enterprise software package that was customised to the needs of NID. The second phase will see the implementation of the following areas: - investments, material management, time management and payroll and a business warehouse for improved statistical reporting. In addition, this phase will also see the implementation of a portal Interactive Voice Response system (IVR) and Customer Relationship Management System (CRM) to provide increased customer self-service as well as case management and better tracking of documentation particularly with respect to Benefits, Medical Tribunals and Severance Tribunals matters as well as improved management of legal cases against employers and other agencies. An Electronic Document Management System (EDMS) will also be implemented as part of the modernisation effort.

The modules in the second phase that have been fully implemented are investments and material management. The other modules in this phase are proceeding as expected and should be ready for production at different times within the first quarter of 2006. The PBX installation was completed in 2005 and a contact/call center was established. The PBX will be linked to CRM customer interaction centre to allow for improved customer service during 2006.

1.9. Laboratory Information Management System

The Forensic Sciences Centre has implemented a 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. The BEAST will help analysts and supervisors alike spend their time more efficiently while collecting and managing data more accurately and seamlessly. The BEAST also provides an easy to learn and understand environment to track and record case information, evidence flow, sample analysis and report generation. In addition the BEAST also manages information outside of case related activities, for example, training, research, presentations, supply ordering, billing, equipment maintenance and quality assurance.

1.10. Computerisation at the Grantly Adams International Airport (GAIA)

ATOM

GAIA has implemented an information system called ATOM (Air Terminal Operations Management System) for air traffic management. This system networks their Aeronautical Information System (AIS), Tower (TWR), Terminal (TMA) areas as well as the Accounts Department. In brief it passes flight information data around the network to these areas. This information consists of landing times, takeoff times, parking duration, flight plan data etc. The Accounts department utilises ATOM for the billing of airlines.

CUTE

GAIA has also implemented CUTE (common user terminal equipment) 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. The main purpose of developing this system was to allow for the easy movement of airlines around the terminal building. This was needed because of the refurbishment and expansion of the airport, which resulted in the relocation of some airlines. This system is the first completely wireless CUTE system installed anywhere in the world.

FIDS/BIDS

A Flight Information Display System (FIDS) and a Baggage Information Display System (BIDS) will be implemented at the end of the construction phase of the airport expansion project. FIDS is a standard airport facility which provides passengers and the general airport community with information on scheduled airline arrivals and departures. The system proposed for GAIA will be networked through the airport with each airline providing inputs directly from its office, with the intention of keeping information display current. It is planned to make this information available to hotels and the general public via the Internet. The BIDS is another standard airport feature, which displays the movement and location of arriving passenger's baggage in the arrival terminal.

In the planning stages is the development of a data warehouse to facilitate the sharing of data e.g. on arrivals and departures, with other agencies and for use by management of the airport. The data warehouse will summarise and correlate information from ATOM, CUTE and the other information systems and provide access to those that require this information. Agencies that might require data from the data warehouse include Immigration, Customs, Police, Statistical Department and the Barbados Hotel Association.

1.11. Integrated Justice Information System (IJIS)

The Attorney General's Office with the assistance of the International Development Bank (IDB) is undertaking a project to modernise the justice sector by improving court administration processes and enhancing access to justice in an effort to reduce the economic and social costs associated with crime. A central element of this project is the implementation of an Integrated Justice Information System across the sector to fill information gaps, facilitate information sharing and communication and improve access to justice through timely and efficient processing practices. It is aimed at transforming the criminal justice system into a modern, efficient, effective and integrated system bringing about the following benefits:

- Reduction in the costs to the criminal justice system;
- Provision of information on offenders and crime where and when it is needed;
- Identification of persons with histories of prior criminal activity quickly and reliably;
- Provision of mechanisms to identify repeat offenders and automate the system of notifying stakeholders in the criminal justice system when repeat offenders enter the criminal justice process;
- Base decisions on bail, community diversion, prosecution, sentencing and incarceration on accurate and timely information.

The IJIS will encompass the reengineering of the justice sector agencies in order to achieve swift and efficient processing of cases through the system and will involve establishing a modern information exchange and document flow system with research monitoring capabilities, which would interface with a computerised court management system. The application will be implemented within the following departments:

- Police Department
- Probation Department
- HM Prisons
- The Director of Public Prosecution
- All other relevant stakeholders in the Justice Sector
- Registration/ Judicial Departments
- Government Industrial Schools
- The National Task Force on Crime Prevention
- The National Council on Substance Abuse

1.12. Wireless Communication System

The Police Department is in the process of implementing a secure, island wide, voice and data wireless communications network. This system will be utilised not only by the Police Department but also by all emergency services agencies in Barbados like the Central Emergency Relief Organisation (CERO) and the Fire Department. The main goals of this project are:

- To enhance the protection and effectiveness of public safety officers by providing fast and dependable voice and data communication;

- To provide the citizens of Barbados with improved coordinated response services;
- To integrate different agencies into the system, maximizing the benefits of coordinated response services; and
- To ensure that the agencies will maintain complete control and privacy of their operations.

In addition to enhancing radio voice communications, one of the main objectives of this project is to implement a wide area mobile data system that will enable police officers to access all their agency's databases in a safe, fast and wireless way. This capability will also be extended to the other emergency services agencies.

1.13. Computerisation at the Ministry of Health

To improve the efficiency in the health sector, a five-phase project has been developed by the Project Design and Implementation Unit, Ministry of Health. The aim of the project is to have information systems designed for evidenced-based decision making, information sharing and research. The five phases are:

Phase I	Planning and preparatory work (completed);
Phase II	Installation of two core modules in a wide-area-network (WAN) in all health centres;
Phase III	Installation of other disease management modules in the primary health care system;
Phase IV	Establishment of a fully staffed Health Information Unit;
Phase V	Establishment of a Hospital Information System.

This project will have the impact of standardising and streamlining all data gathering and processing as well as information flows throughout the public health system.

Ladymeade Reference Unit Project.

This project, which is funded by the World Bank and executed by the AIDS Commission and the Ministry of Health, will result in the establishment of a WAN linking the Ladymeade Reference Unit, the Chief Medical Officer's Office, the AIDS Commission and the polyclinics. Its aim is the implementation of a clinical information system to support the HIV/AIDS case management for the diagnosis, treatment, cost and outcome assessment of the highly active anti-retroviral treatment and opportunistic infections as well as for the surveillance and monitoring of HIV/AIDS/STI (Sexually Transmitted Infections) for the Ministry of Health's care, treatment and support surveillance components of the Barbados National AIDS programme. The project phases are:

- Phase I** The establishment of the first LAN at the Ladymeade Reference Unit. The case management to be used is known as SHIP (Sexual Health Information Programme).

- Phase II** This phase will see the expansion of the LAN into a WAN in the areas before mentioned.

The Barbados Drug Service

The Barbados Drug Service currently utilises a number of LANs, which are not integrated. Three main custom-made software applications packages run on these networks. These are:

PHARMS	For dispensing and inventory control of drugs;
BSUS	The special benefits programme; and
BDS	The forecasting and tendering software

PHARMS was recently upgraded and the department is now looking at upgrading the other two, especially the BSUS. The upgraded PHARMS will now allow the Drug Service to acquire information in respect of:

- Dispensing – keeping track of patient history;
- Statistical Analysis - Keeping track of drugs dispensed and summarising drug use by drug name, therapeutic class and doctor;
- Produce monthly reports on all activity in the pharmacy; and
- Produce a suggested re-order quantity

In addition, it is proposed to link the department to all government pharmacies and all participating private pharmacies.

1.14. Computerisation at the Division of labour, the Labour Department and the National Employment Bureau

BLMIS Website

The Division of Labour in conjunction with the Labour Department and the National Employment Bureau (NEB) has developed and is now managing the

Barbados Labour Market Information Systems (BLMIS) website. It was developed to disseminate accurate and timely labour market information to the public. The website can be divided into two functional areas as follows:

- Job market facilitation, bringing together jobseekers, employers and career planners; and
- The dissemination of labour market information such as labour legislation, market trends and information on key agents in the labour market.

The BLMIS website provides many benefits including:

- Assisting jobseekers with finding jobs and planning their careers;
- Allowing registered employers the facility to post vacancies and search for suitable candidates for a job; and
- Informing the general public about various government programmes.

BARSOC

In addition to the BLMIS website, the Division of Labour in conjunction with the International Labour Organisation (ILO) is presently working on updating the Barbados Standard Occupation Classification (BARSOC), which was last published in July 1990. BARSOC is a list of occupations existing in the Barbados Labour Market, along with information on the possible duties/tasks, and the educational requirements of each occupation. The Division of labour is in the process of developing a database programme that will facilitate the easy and continuous updating of the BARSOC.

ESIS

Part of the mandate of the National Employment Bureau (NEB) is to help jobseekers find jobs. To facilitate this process the NEB collects relevant information

from both employers and jobseekers. At the moment the process is done manually. The information collected is stored on various cards at the NEB. Because of the way the information is stored, trying to match the correct jobseeker to an available vacancy or scheduling of other services is very time consuming and not very efficient. To this end, the Division of Labour along with the National Employment Bureau and the Data Processing Department, are in the process of developing a computerised system called the Employment Service Information System (ESIS).

The ESIS project would not only speed up the job matching process for both local and international placements, but would also assist members of staff at the NEB in the performance of other duties such as consultations. Furthermore, it would allow the Division of Labour's Manpower and Research Unit (MRSU) to get a better picture of what is happening in the Labour Market. This would be done by the combined statistical information gathered from both the ESIS programme and the BLMIS website on jobs available, job placements and number of job-seekers.

Resource Centre

A Resource Centre was setup at the National Employment Bureau with the assistance of the US Department of Labour (USDOL) in January 2001 to give the Barbadian public access to labour market information through the latest computer technology. Some of functions of this centre are:

On-line Registration

Employers register on-line and employees enter their resumes on-line through the website www.labour.gov.bb. After the Employer registers and is authenticated, the Resource Centre officer issues a username and password which allows for the posting of vacancies and access to thousands of on-line resumes.

Free Internet Access

Clients use the Internet to search websites for job opportunities, email employers or conduct research on work-related topics to become more knowledgeable and more marketable.

WinWay Resume Programme

Clients use the Resource Centre to enter their résumé on-line or develop their résumés through an application called the WinWay Résumé Programme. The WinWay Résumé Programme has a résumé template which is used to develop error-free, job-winning résumés and cover letters with over 13,000 examples of each. Over 100,000 job categories can be searched for job profiles, which can be automatically pasted into your résumé. The programme features fifteen layout themes, which assist in developing sharp and professional looking résumés. The video attached to the programme teaches clients how to answer difficult interview questions and how to conduct job searches. Clients can also print the application letter, the envelope and the résumé.

Work Importance Profiler

This programme helps clients to decide what is most important to them in an occupation and to identify occupations that they may find satisfying.

Interest Profiler

This programme helps clients to decide what their interests are and how they are related to the world of work. They can then look at what kinds of occupations and careers they may want to explore.

1.15. The Management Training System

An information system called “Management Training System” is currently being developed for the Training Administration Division to improve its operations. The development of this system arose out of the department’s Information System/Information Technology Plan, which has as its goals:

- Sharing information quickly, easily and appropriately –inside and outside the Training Administration Division;
- Securing and protecting information;
- Providing reliable, trusted and cost effective information technology services; and
- Using information technology to improve program effectiveness and performance.

The Management Training System comprises a number of modules, namely:

- Library Management
- Registry System
- Training Course Management
- Training Fund Management

A website has also been developed as part of the system where applicants would in the future be able to register for courses online.

1.16. On-line Learning Facility

The Samuel Jackman Prescod Polytechnic (SJPP) is utilising ICT to improve and enhance its operations in a number of areas including its Open and Flexible Learning (OFL) Programme, which provides students with greater access to courses/programmes. In this regard, the Polytechnic has launched an on-line learning facility in partnership with an American company eCollege and is currently offering a number of courses on-line. The courses currently accessible online include Automotive Engineering, Care of the Older Adult, Occupational Health Safety and Welfare, Child Care and Nursery Management, and Small Business Management.

1.17. The Barbados Integrated Portal Project

The Internet portal being developed by the Data Processing Department will be an electronic gateway to government's information and services. This facility will allow the Government of Barbados to present a single official face to the world and will eventually allow for dynamic business transactions and a variety of business opportunities. The portal will be divided into an extranet and intranet. The extranet will be for the general public – this group includes but is not limited to, citizens, non-nationals, businesses, and other non-governmental organizations. The intranet for in contrast will be for public officers. The following outlines the specific functionality which will be available:

General Public

Citizens/residents: provision of secure access to online forms processing such as renewal of driver's licenses and passports, payment of taxes, immigration

services and voter registration processes; the portal project will also seek to make recommendations concerning the provision of low-cost dial-up or broadband access for nationals.

Business/non-governmental organizations: the portal will provide access to specific processing functionality such as employee verification, national insurance services, value-added tax (VAT) processing, processing of bills of entry and license processing.

Others: the extranet will serve primarily as an information source for other groups of users.

Government Departments/Agencies/Employees

The intranet will provide access to services such as payroll information, tax services, recruitment and other processes specific to government employees. In addition, it will be an access point for inter-departmental processes.

1.18. Electronic Signature Project

An important project being developed by the Ministry of Commerce Consumer Affairs and Business Development is the Electronic Signature Project. The objective of this project is to facilitate secured and dependable communications within public service by electronic means. A study will be undertaken to design a system to enable Ministries and Government Departments to communicate with each

other in a secured and dependable manner. The system will be capable of enabling officials exchanging documents to affix electronic signatures to those documents and to have an approved certification authority confirm the sender of the document. It will be possible for Ministries and departments to securely communicate with the public electronically under the arrangement.

1.19. The Barbados Digital Mapping Project

The digital mapping project is aimed at providing a digital map of the island of Barbados which would allow the Lands and Survey Department:

- a. To be able to produce accurate up-to-date topographical maps on demand;
- b. To satisfy the mapping needs of other governmental and private sector agencies;
- c. To relieve the Lands and Survey Department of stockpiling out of date paper maps;
- d. To provide an accurate base map for GIS (Geographical Information Systems) applications; and
- e. To keep at the cutting edge of mapping technology.

The project is made up of two main components i.e. the retention of the services of a Project Manager/Consultant who would advise the government on how to proceed with the project and the production of the digital map which is to be completed in two phases:-

Phase 1. The capture of Aerial photography is made up of two main components. (a) Aerial photography and (b) Ground control survey.

Phase 2. The digital data capture from the said Aerial Photography.

A company has been identified to provide the aerial photography and digital data capture. Aerial photography was slated to begin on the 3rd January 2006 and the completion date for producing the digital map is 11th Oct 2006.

1.20. On-line Billing at the Land Registry

The Land Registry's chief focus over the last few years has been preparing the way for making the department e-business enabled as part of its strategy to increase its efficiency, reducing delays and at the same time positioning the department into the forefront of modern developments. The Land Registry is expected during this financial year to introduce on-line billing of local and international customers for services provided to them. The application, which is required to monitor and bill per second for web access and the amount of bandwidth used by the department's customers has been installed. By yearend the department will be testing this service among a group of conveyancing attorneys prior to full public access. All the facilities except legislation are now in place for persons to be charged on a time spent basis via prepaid and ultimately credit card accounts.