



# CARIBBEAN **ICT** Roadshow

## Case Study: Government of Barbados - Supporting e-Government with VoIP

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ICT Innovation for  
Caribbean **DEVELOPMENT**

# Presentation

- About Barbados
- Overview of the Ministry of Foreign Affairs and Foreign Trade
- About the Public Sector
- The Business Challenge
- The Solution - IP Services
- Challenges
- Lessons Learned
- Summary
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## About Barbados



- Most easterly island in the Caribbean Sea
- centre for tourism, international business and financial services
- Facing increasing global competition without the benefit of special preferences
- Relatively large public sector



# Overview of the Ministry of Foreign Affairs and Foreign Trade

The Ministry is a complex network of local, regional and international actors. Communications a critical function in the execution of its work.

- Foreign Affairs Division is responsible for formulating Barbados' foreign policy. It comprises
  - Headquarters - Barbados
  - Overseas Missions
  - Consulates, Honorary Consulates



# Overview of the Ministry of Foreign Affairs and Foreign Trade

- Foreign Trade Division is responsible for:
  - Developing Barbados' international trade
  - Maximising trade benefits from new liberalised global trade
  - Directing the country's bilateral and multilateral trade negotiations



# The Public Service's Business Challenge

- Excessive levels of Staff
- Failed attempts at reform – PSR
- Resistance to change
- General perception of inefficiency
  - UK - 2007 opinion poll on how people perceived the Public Service - 6% of respondents thought public servants gave value for money, 59 % found the Service to be poor
- Lack of concern for operating costs
- Lack of accountability



## The Ministry's Business Challenge

- Ineffective means of communication for officers
- High communications bill despite e-mail systems
- No access to voicemail while travelling
- Increasing costs for opening new overseas offices
- Inefficient allocation of Telecomm lines and broadband



## The Solution

- Implementation of an integrated global IP communications network
- Voice and video over the IP network facilitating
  - dialing across the global network via extensions
  - integration of the email and voice mail systems
  - mobile access on 'smart' phones
  - Telecommuting
  - Teleconferencing and videoconferencing



# Implementation Challenges

- Cross border logistical issues
- Finding reliable and cost effective connection for small offices
- Dealing with telecommunications companies in different locations
- Change
  - the way people work
  - travel
  - Interface



## Benefits - II

- Additional services can be enabled seamlessly
  - Remote technical support through VPN
  - Documents management
  - Intranet
  - Training
- Investment to be recovered in about 2 years
  - Reduction in operating costs – travel and communications - (\$250K USD 1<sup>st</sup> 8 months)
  - Est. \$350 K USD in 1<sup>st</sup> year – conservative
  - Only 1 Government Ministry



## Benefits - II

- Rationalization of the telecommunications and data infrastructure
  - 70% reduction on line rentals
  - 50% reduction on long distance charges



## Lessons Learned

- Detailed preparation contributed to successful implementation
- Support at the highest levels of Government, including the Prime Minister is mandatory
- Cultivating good working relationship between the Vendor and the Ministry is essential
- Constant monitoring and evaluation ensures the desired outcome
- Successful implementation has provided a model for other government agencies in absence of national policy



## Summary

- Improved opportunities for collaboration meant more efficient decision-making processes and procedures and, by extension, a more efficient and effective Government office
- “An efficient and supportive public bureaucracy is essential to economic growth and macro-economic stability”

-Strategic Project Plan for the Restructuring  
of the Public Sector 2009 – Jamaica



# Thank you

## Q&A

