



CARIBBEAN **ICT** Roadshow

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

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Caribbean
Telecommunications
Union

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
- Q&A

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 – OPSR - \$\$\$
- Resistance to change
- General perception of inefficiency
- 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 1st 8 months)
 - Est. \$350 K USD in 1st 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