



**The Government of  
the Republic of  
Trinidad and Tobago**

# **III Inter – American Conference on Innovative Experiences for Effective Public Management**

***Presented by:***

***Hon. Carolyn Seepersad - Bachan  
Minister of Public Administration***

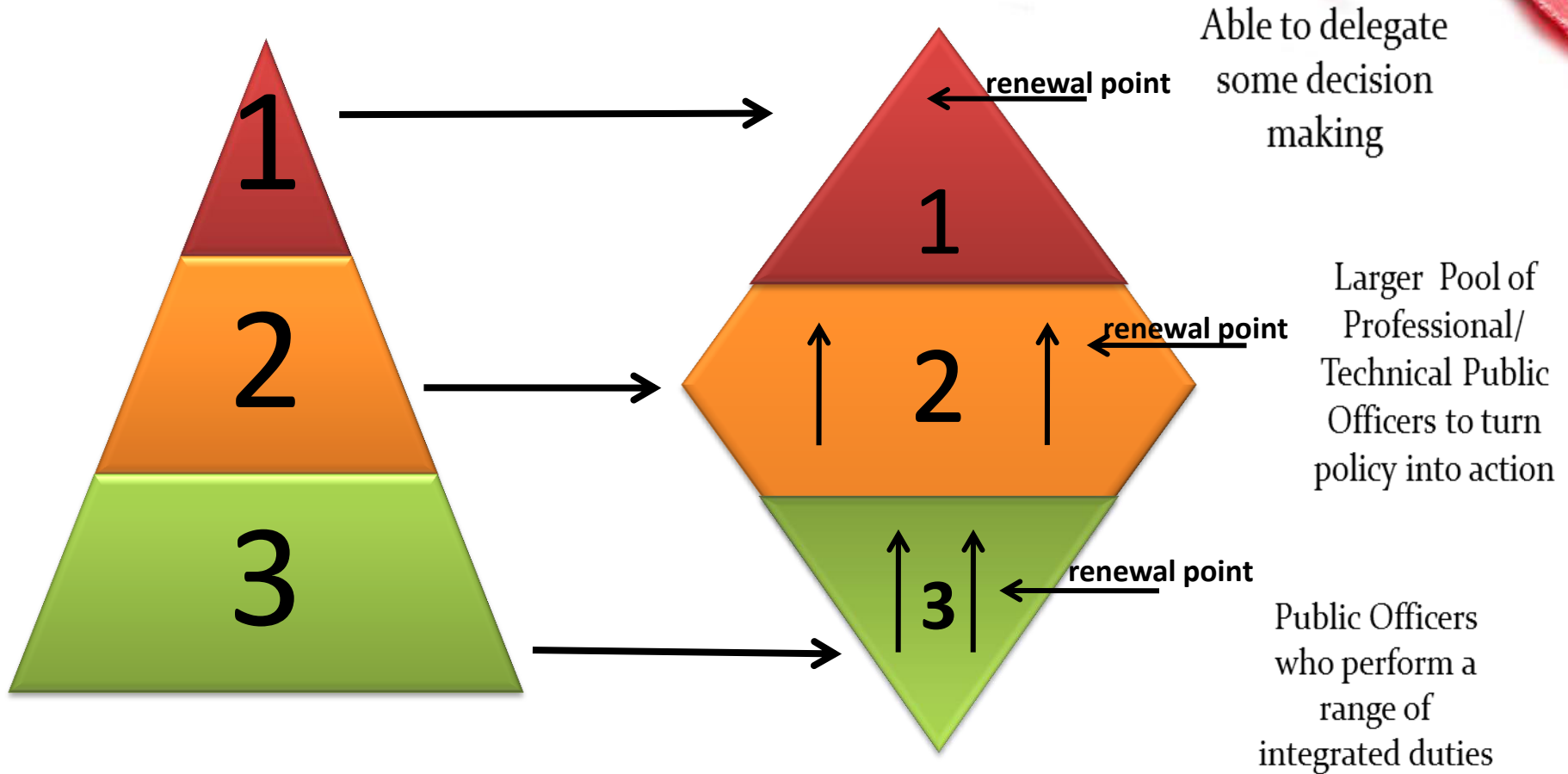
# THE DIAMOND OUTCOME



*Right People in the **Right** Job at the **Right** Time  
with the **Right** Skills, working on the **Right**  
Things, performing in the **Right** Way, delivering  
the **Right** Results and receiving the **Right**  
Reward*

*Simply the Best, Always.*

# MODERN ORGANIZATIONAL STRUCTURES



# WHAT DOES THE NEW PUBLIC OFFICER LOOK LIKE?

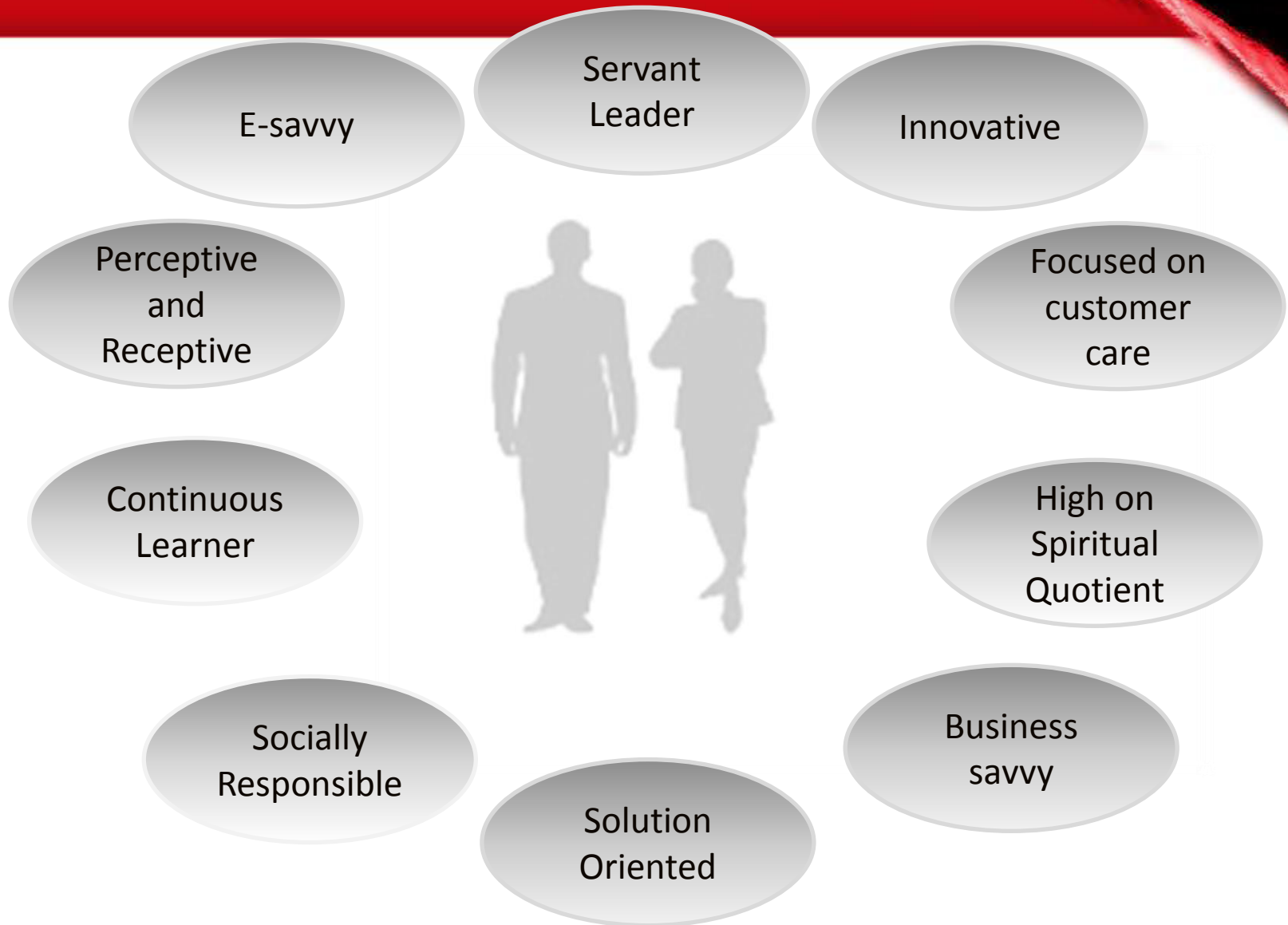


"Old" Public Officer



"New" Public Officer

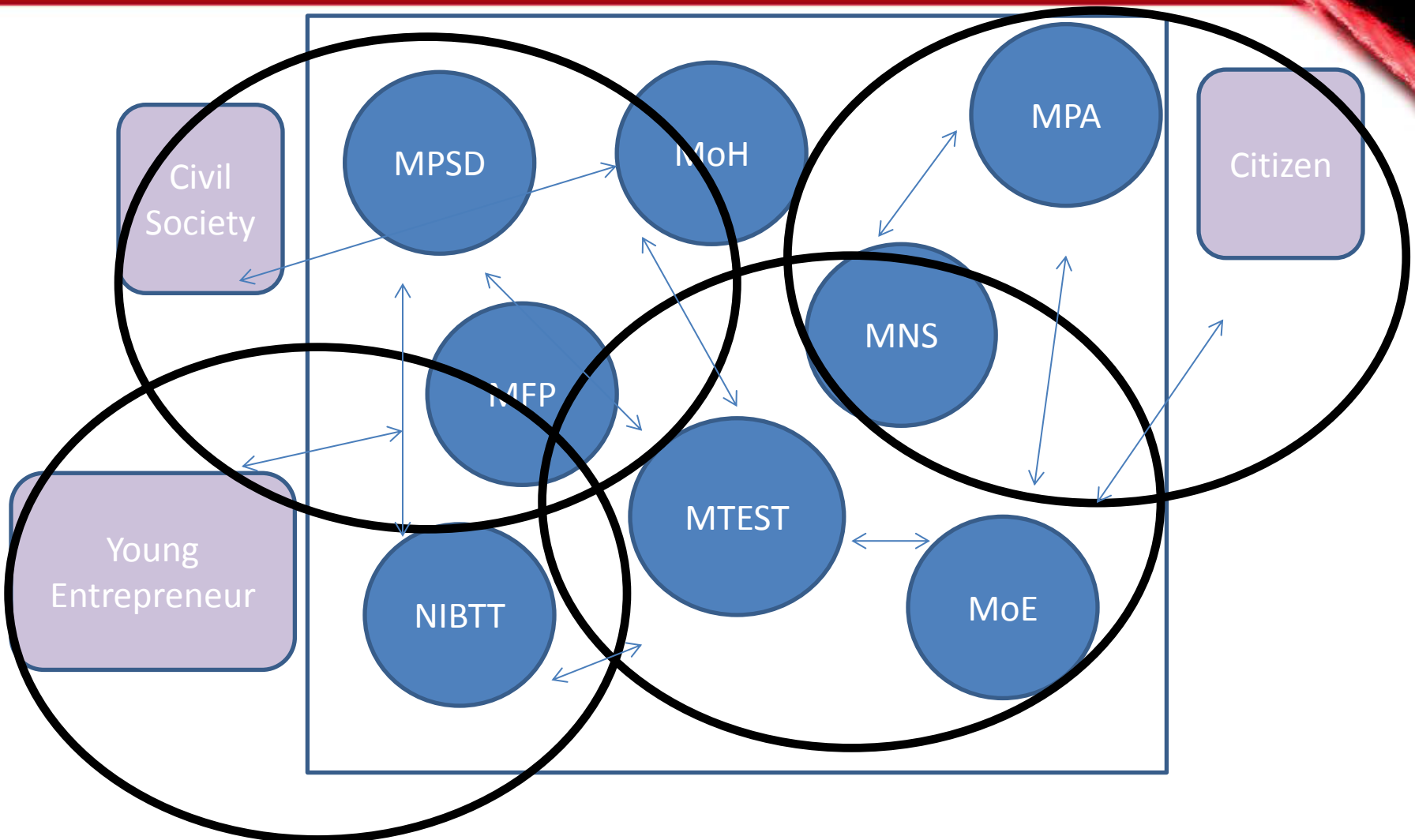
# WHO IS THE “NEW” PUBLIC OFFICER?



# WHAT DOES THE PUBLIC SERVICE LOOK LIKE TODAY?



# INTEGRATED PUBLIC SERVICE



# INTEGRATED PLATFORMS



ttconnect online



ttconnect service centres



ttconnect self-serve



ttconnect mobile



ttconnect express



ttconnect hotline

## Unified Portal Platform

### E-Services & Sectoral Transformation

e-Birth Certificate

Payment of taxes online

Vehicle/ Drivers' e-Licensing

e-Business Registration

Tender Notices Online

E-Connect and Learn

TTBizLink / SEW

Finance / e-Procurement

e-Health / HIMS

eGATE

Service Oriented Platform

Middleware

### Foundation Service Infrastructure

Authentication (single sign-on)

(Unique Identifier)

e-Payment / e-Forms / e-Transactions

Population Registry

Business Registry

Land Registry

GoRTT Communications Network (GovNeTT)

Data Centre



OUR JOURNEY STARTED:  
**THE DIAMOND STANDARD  
CERTIFICATION**

**ASSESSMENT CRITERIA**

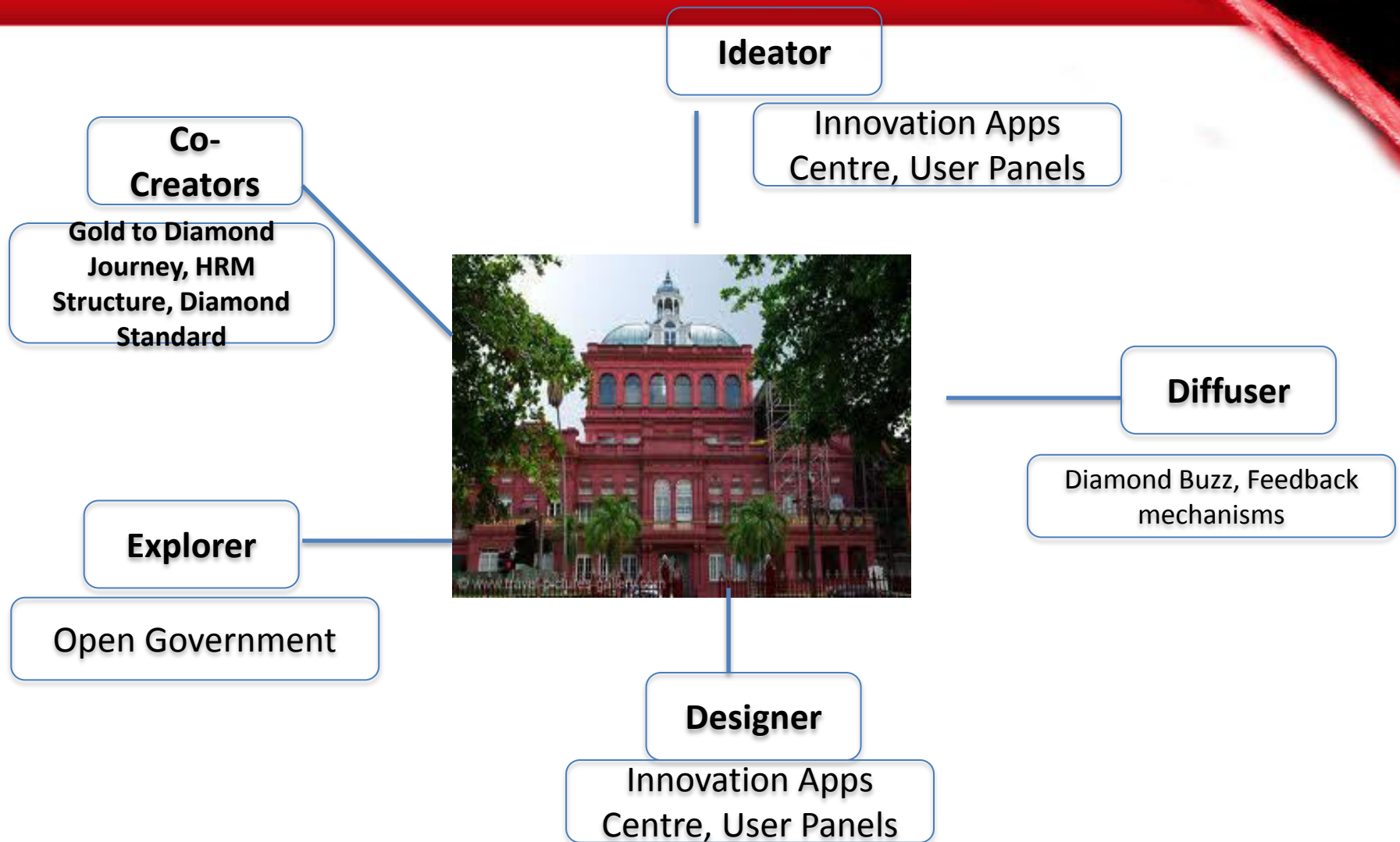
- 1. Customer Involvement and Understanding**
- 2. Communications**
- 3. Promoting a Customer Service Culture**
- 4. Responsiveness and Service Standards**
- 5. Service Environment**
- 6. Innovation and Creativity**
- 7. Technology**
- 8. Partnerships**



**AGENCIES**

- TTBiz Link**
- Naparima College**
- Home Improvement Grants**
- Eastern Regional Health Authority**
- St James Women's Health Clinic**
- Scholarships and Advanced Training Division**
- Tobago Information Technology Limited**

# ROLE OF CITIZENS IN 21<sup>ST</sup> CENTURY T&T



# T&T Open Government National Action Plan (NAP): Commitments

## Public Service Improvement

- Trinidad and Tobago Diamond Standard Certification Programme
- Easier Life for Citizens Index
- HR Management Capacity Development
- Interactive Media – How to access Government Services
- National Contact Centre (On site and Virtual) No wrong door

## Access to Information

- Establishment of Open Data Portal
- Data Standard and Classification Framework

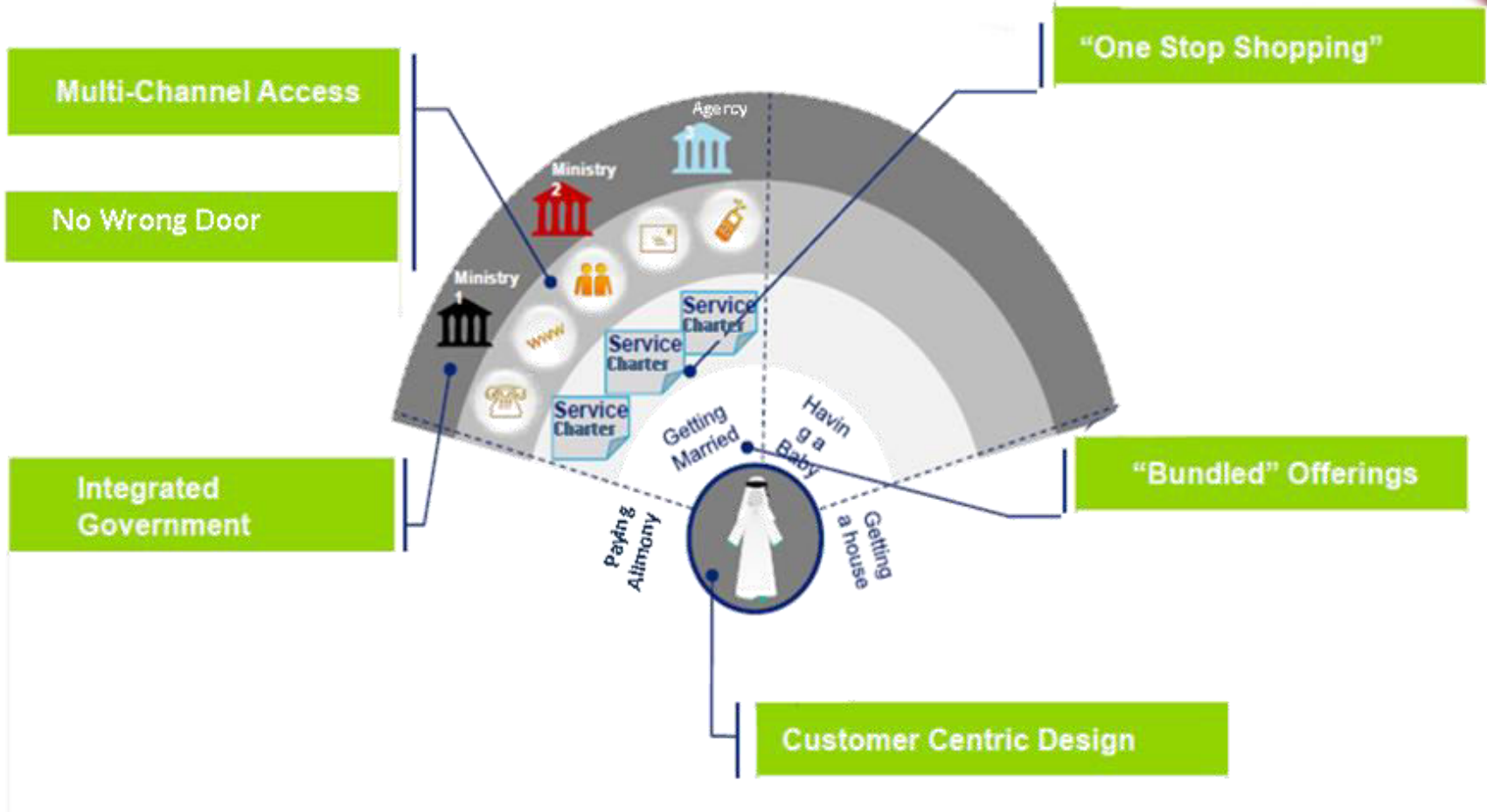
## Governance

- Establishment of Civil Society Board

## National Resources Governance

- Extractive Industries Transparency Initiative
  - Audits of revenues derived from Natural Resources
  - Availability of the Cadastre of Licenses and Contracts
  - Inclusion of the Mineral Sector

# OUR FUTURE STATE





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**THANK YOU!**

**QUESTIONS AND COMMENTS**

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