

**ACCELERATING e-GOVERNMENT:
RAPIDLY TRANSITIONING
GOVERNMENT SERVICES ONLINE**

BENNETTE THOMAS

**DIRECTOR OF TELECOMMUNICATIONS AND
TECHNOLOGY**

GOVERNMENT OF DOMINICA

[E-MAIL:thomasb@dominica.gov.dm](mailto:thomasb@dominica.gov.dm)

Accelerating e-Government – Rapidly Transitioning Government Services Online – Trials, Successes and Lessons

Dominica's e-Government Journey

- Began in 2007 as an EDU-funded Project to create greater efficiency in the delivery of Government Services to the Public using ICT tools and services
- A specific Unit was formed, the ICT Unit within the Establishment Personnel and Training Department to coordinate the deployment.
- An e-Government Portal was developed for citizens to interact with Government. However, to facilitate greater citizen inclusion, the relevant telecommunications infrastructure was required and hence a Government contract was awarded to a

local Service Provider to facilitate access to ALL Government Institutions including Schools, Hospitals, health clinics, Police Stations, Customs (ASYCUDA), etc.

- Infrastructure is a multi-layered system comprising UG and OH Fibre, Air-Fibre (microwave-type technology), 2 Data Centers, 21 VSATs and Cloud Services.

E-Government under the Digital Economy Transformation Project – World Bank

- Digital Government Infrastructure, Platforms and Services - **This component will support public sector modernization, resilience, and delivery of digital public services to individuals and businesses.**
- It will aim to ensure that the core infrastructure, platforms, institutions, and human capacity needed to efficiently and effectively manage internal government operations, and to build on these core enablers to make public services widely accessible online from anywhere within the country, region, or across the globe.

- It will also prepare the region's governments for deeper interconnectivity and interoperability of data and information systems across borders to smooth administration of regional trade, immigration, and other services between countries.
- Finally, it will aim to ensure continuity of government operations and services, enable real-time data-driven decision making, and facilitate remote working for civil servants and the ability to rapidly target and deliver payments and social services to citizens and businesses in the event of natural disasters and external shocks

A FEW EXAMPLES OF APPLICATIONS IN USE

Innovation in Government of Dominica

Drivers and Automobile Information System

Accessed to a database where
drivers and vehicles insurance
information are stored

Financial Information Unit E-Filing

eliminated the need for paper filings of
Suspicious Transaction Report

Mobile Salary App

On the Go Access to Salary Information

GOVNET

provides a single point of reference
for all staff information including
forms, announcements, scholarship
and job notices.

Innovation in Government of Dominica

TAX E-FILING SYSTEM

Human Resource Management Information System

Educational Management Information System

CIVIL REGISTRY SYSTEM

The new Civil Registry System has three
basic functionalities:
Registration of events;
Management of civil registry data;
Issuance of secure certificates.

Innovation in Government of Dominica

EMPLOYEE PORTAL

provides a single point of reference to review salary statements, Employee Assessment and Development Review (EADRs) and leave information for government employees.

ONLINE BUSINESS REGISTRY

One Stop Shop for business registration including social security registration, commercial registries, operating licenses and tax

FISHERIES APPLICATION

Statistical databases were created to provide the marine environment with statistics for monitoring and evaluation to assist with the safety and empowerment of the fishing community.

	Name	Description	
	Connect2Government Application	An application to improve the efficiency of calls to the Customer Service Representatives. It makes available to the Customer Service Representatives answers to Frequently Asked Questions of the Government of Dominica in an online database.	
	Post Office Box Rental System	A system for managing the rental of Post Boxes and renewals.	
	DomiNode	A customized implementation of GeoNode (a web-based application and platform for developing geospatial information systems (GIS) and for deploying spatial data infrastructures (SDI)). Contains Geospatial data on Dominica.	
	Conversion Tool	A conversion tool for use by Dominica Bureau of Standards, Environmental Health, Fisheries, Plant Quarantine, Veterinary Services and Customs Division.	

	Online Business Registry	A customized implementation of Web Assembler. The system is responsible for the registration of Businesses and Companies at the Companies and Intellectual Property Office. The system is a single window registry whereby corporate entities are registered at Companies and Intellectual Properties Office (CIPO), Inland Revenue Division (IRD) and Dominica Social Security (DSS).	
	Government of Dominica Internal Telephone Directory Mobile Application	Mobile app version of the government's internal directory	
	Mail Registration Application	Application to track incoming and outgoing mail	
	Govedu	Two part system where assistance is applied for online and tracked by the Ministry of Education and Human Resource Development	
	Financial Intelligence Unit - eFiling	Two part system where compliance officers submit a Suspicious Transactions Report (STR) Report. Administrator of the system then logs into the desktop version of the application to export it.	
	Prison Inmate Management Application	A Complete inmate management system	
	Commerce Assistance Application	Application used by small business to track and store data on applicants and businesses	
	Drivers and Automobile Information System	This system provides Officers on the road with information on vehicle registration, insurance and driver licenses.	No sharing. This is only applicable to the Traffic Division
	Suspicious Transaction Reporting System	An application that allows registered users to securely submit information on Suspicious Transactions to the Financial Intelligence Unit	
		The system is a generic tax system that is utilized with the <i>Standard Integrated Government Tax Administration System</i> (SIGTAS). It combines electronic user registration, electronic filing,	

	Electronic Tax Filing System	electronic payment, and electronic registration of tax payers. The system allows taxpayers to go online and submit their tax returns for Corporate Income Tax, Excise Tax for distillers and tobacco manufacturers and the Value Added Tax. Apart from filing returns, taxpayers are able to make payments online using credit or debit cards and through account to transfers, as well as view assessment notices and account balances.	
	Multi-Purpose Identification (MPID) System AN ENHANCED DIGITAL ID SYSTEM IS BEING UNDERTAKEN UNDER THE DIGITAL TRANSFORMATION PROJECT FUNDED BY THE WORLD BANK	The Multi-Purpose Identification (MPID) System (National Identification Card) is an identification system	
	Questys-Document Management System (TO BE REPLACED NEWGEN OR ALFRESCO SERVICES)	Offering everything in one-to-use program, the solution delivers an advanced out-of-the-box feature set that include all the tools a business needs to digitally manage their documents including: <ul style="list-style-type: none"> • Data Capture • Storage • Indexing • Search and Retrieval • Access Management • Output and Distribution 	
	Civil Registry System (CRS)	The CRS is a centralised electronic system located at the Civil Registry at The Registry Department. The System is equipped with all the software components required to manage Vital Civil Registry events and will in addition be capable of inter alia, printing various Certificates. Hardware and software components have also already been installed at the Princess Margaret Hospital for recording and reporting on such events. The new Civil Registry System has three basic functionalities:	

		<ol style="list-style-type: none"> 1. Registration of events; 2. Management of civil registry data; 3. Issuance of secure certificates. <p>The registration and management functionalities include the ability to register and modify event information, validate data, link data elements and generate a variety of system and vital statistic reports.</p>	
--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Development of the Internal Directory Mobile Application

With the expanding growth of mobile technology, eGovernment now delivers far more than just Web-based solutions. The mobile application forms part of a thriving industry which utilizes computer program designed to run on mobile devices such as smart phones and tablet computer. The Government of Dominica through the Information and Communication Technology Unit (ICTU) is beginning to leverage mobile applications to further engage citizens to understand and have access to important information and initiatives.

The new directory is a listing of all government offices as well as other relevant information including office addresses, main telephone numbers, email and website addresses.

An online version of the directory is available on GOVNET and the Government of Dominica Web Portal.

The **Mobile App** is free and is available for download on the Government website, the Google Play Store and OneMarket and is optimized to work with Android and Windows devices.

FIU website and the Suspicious Transaction Reports (STRs) application known as “Dominica-FIU e-Filing System (DEFS)”

The ICTU saw the completion of the FIU website and the Suspicious Transaction Reports (STRs) application known as “*Dominica-FIU e-Filing System (DEFS).*”

The website can be accessed by typing the following link in your web browser: www.fiu.gov.dm.

By clicking the appropriate link provided on the website, authorized users can access the STR application. All communication between the user and the website is encrypted and protected by a SSL Certificate.

Prior to the creation of this application, Compliance Officers would enter the information about suspect-transactions in a word document which is then printed and delivered to the FIU. An Officer at the FIU would then manually enter the information into a

database. STRs filed electronically are now automatically uploaded into the FIU's database utilizing import specification definitions within the FIU's database.

The online application eliminates the need for paper filings as well as provides a greater level security and privacy for an individual filing a STR.

Application for the Ministry of Education and Human Resource Development

The Information and Communication Technology Unit developed an integrated ePortal for the automation, streamlining and effective management of processes related to the application receipt, processing and disbursement of various scholarships and financial assistance to students under the Ministry of Education and Human Resource Development.

It is a one stop solution for end to end financial and scholarship process right from submission of student online application, verification, and disbursement to end beneficiary for all the financial and scholarships provided by the Government of the Commonwealth of Dominica.

The ePortal is aimed at facilitating faster and efficient disposal of scholarship and financial assistance as well as provide data and information when needed in a timely manner.

The ePortal reduces the use of paper within the Ministry of Education and Human Resource Development in that it is no longer necessary to print hard copy application forms or paper reports.

Implementation of the Employee Portal for all Employees

The ICTU and the Information Systems Support Unit (ISSU) in the Ministry of Finance have successfully collaborated to create the GoCD Employee ePortal System. The ePortal is a web-based solution that provides a single point of reference to review salary statements, Employee Assessment and Development Review (EADRs) and leave information for government employees.

Monthly salary statements, EADRs and leave balances for government employees are now available online. These salary statements can be viewed, emailed or printed by the employees. This new facility will allow government employees to access their monthly salary statement at a click of a button and will save them the hassle of pursuing Votes Clerks and making personal visits to the Treasury Department. The ePortal adds a new layer of efficiency to the payroll processes, while empowering employees to get the information they need immediately upon demand.

In keeping with cost-reduction objectives, the Ministry of Finance agreed that payslips would not be printed monthly for all employees across the Public Service.

Government of the Commonwealth of Dominica Helpdesk

Welcome to the GoCD Help Desk!

In order to streamline support requests and better serve the public service, the Information and Communication Technology Unit (ICTU) utilizes a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For ease reference, the ICTU provides complete archives and history of all support requests. A valid government account is required to submit a ticket.

Each Technical Officer is provided with a tablet where faults can be accessed on the go. Prior to the online helpdesk, the ICTU utilized paper request forms. The online system has totally eliminate the paper form thus reducing cost and creating efficiency in the provision of technical support from the ICTU to the public service.

Mail Registration System

The Electronic Mail Registration is an incoming and outgoing mail tracking system that follows mail (incoming and outgoing) from the dispatch point until it is delivered and signed for by the intended recipient thus eliminating lost mail and wasted time searching for delivery receipt. It also reduces the use of paper within the public service.

The Electronic Mail Registration System provides

- accountability – know exactly when the mail arrived, who received and signed for it.
- accuracy- reduces human errors, misplacement, and loss of mail.

Other benefits include

- Mail receipt
- Mail delivery
- Designed for use with barcode scanners and signature pads
- Barcode label printing for packages with no barcodes
- Search functionality
- Electronic signature capture Point of Delivery (date and time for receipt and delivery)
- Backup/restore of data
- Remote synchronization