



## SMALL STATES NETWORK FOR ECONOMIC DEVELOPMENT

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1<sup>st</sup> August 2009

# DEVELOPMENT OF E-GOVERNMENT IN ST LUCIA

## Summary Report

Project Name: **Development of e-Government in St Lucia**  
Project Ref No: **TP SLU 01**  
Beneficiary State: **St Lucia**  
Beneficiary Institution: **Ministry of the Public Service**  
Service Provider: **Malta Information and Technology Agency**

### 1. PROJECT OBJECTIVES

The main objective of the twinning project was to conduct an e-readiness assessment, in terms of strategy, human resources and backbone and hardware infrastructure in St Lucia and to train two St Lucia government officials in the use of Information and Communications Technologies (ICTs).

Other objectives included enhancing the ability of various government departments to efficiently interface among themselves, their employees, the public, and business with the latest ICT; promoting the use of Information and communications technologies (ICTs) among the public and business in St Lucia and Promoting the involvement of the citizens in the delivery of public service, and in the process enhancing transparency in government services.

### 2. PROJECT DELIVERABLES

- Between 11<sup>th</sup> and 30<sup>th</sup> January 2009, a Twinning Adviser engaged by the Malta Information Technology and Training Services Ltd (MITTS), namely Mr Alex Attard, visited St Lucia for 1 week to assess St Lucia in the area of e-government, with regard to backbone and hardware (servers, data centre) infrastructure as well as institutional aspects and suggesting a way forward on these matters.
- On 11 March 2009, Mr Alex Attard submitted a technical report on his findings, in consultation with the St Lucia Ministry of the Public Service, and after having considered the review of the report by Mr Joseph Tabone, Director of the Commonwealth Network of Information Technology for Development (Comnet-IT).
- Between 18<sup>th</sup> and 22<sup>nd</sup> May 2009, Mr Daune Louisy and Mr Marlon Narcisse - high ranking public officials from the St Lucia Government, as well as the Honourable Peter Lenard Montoute, Minister for Social Transformation and Human Services of St Lucia visited Malta to have a first hand experience as to how e-government is organised and delivered in Malta. They also followed a training programme organised by MITA
- The project was publicised in the National Press of Malta and St Lucia. On 28<sup>th</sup> May 2009 an advert was placed in the National Press of St Lucia, briefly describing the project. On 25<sup>th</sup> February 2009 an advert was placed in the National Press of Malta, briefly describing the project.
- The project was completed on 22<sup>nd</sup> June 2009 when the Technical Report was officially presented to Honourable Peter Lenard Montoute, Minister for Social Transformation, Public Service, Human Resource Development, Youth and Sports by Ms Juanita Thorington Powlett on behalf of the SSNED.
- The Final Administrative Report of the Project was submitted to the Network on 20 July 2009.

### EXPRESSION OF GRATITUDE BY THE GOVERNMENT OF ST LUCIA

In a letter dated May 22<sup>nd</sup> 2009, Honourable Peter Lenard Montoute, Minister for Social Transformation, Public Service, Human Resource Development, Youth and Sports, on behalf of the government of St Lucia, thanked the

SSNED for providing the necessary funding for the twinning project to take place. He commented that the technical report was relevant as it addresses the key areas with respect to e-Government services and Government's desire in improving the quality of service delivery.

Honourable Montoute further commented that he had no doubt that the trainees will immensely benefit from this programme and the multiplier effect gained as the knowledge attained during this training programme could be shared with other public officials in St Lucia.

Honourable Montoute stated that he was very satisfied with the outcome of the twinning project and hoped that it will lead to further collaboration between St Lucia and the SSNED in the future.

## **OFFICERS INVOLVED IN THE PROJECT**

### **Beneficiary State**

Ministry Focal Point:

**Mr. Philip Dalsou**

Permanent Secretary, Ministry of the Public Service, Human Resource Development, Castries, St Lucia

*Project Leader:*

Mr. Daune Louisy (appointed by the Beneficiary Institution)

Deputy Permanent Secretary, Ministry of the Public Service, Human Resource Development, Castries, St Lucia.

*Responsibilities:* to monitor the progress of the Project on behalf of St Lucia; to form part of the Project Monitoring Committee.

*Project Manager:*

Mr. Marlon Narcisse, (appointed by the Beneficiary Institution)

Director e-Government, c/o Ministry of the Public Service, Human Resource Development, Castries, St Lucia.

*Responsibilities:* To manage the Project on behalf of the Beneficiary Institution; to act as counterpart to the Technical Advisor; to draw up a programme for the 5 day visit by the TA and issue an invitation for the expert to visit St Lucia; to ensure that office space and related facilities for the visiting expert are as required for the task; to form part of the Project Monitoring Committee.

### **The Service Provider**

Malta Information Technology and Training Services Ltd (MITTS), Malta

*Project Leader (SP-PL):*

Mr Emanuel Darmanin

Malta Information Technology and Training Services Ltd, Gattard House, National Road Blata-1-Bajda HMR 9010, Malta;

*Responsibilities:* To monitor the services offered by MITA, including the services of the TA; to liaise with the Project Leader in St Lucia; to draw up a programme for the 5 day training visit by St Lucian public officials to be trained and is to issue an invitation in this regard; to ensure that accommodation and logistics for the visit of the trainees are as required; to liaise with the BS-PL and BS-PM in this regard.

*The Technical Advisor (TA):*

Mr Alex Attard

Malta Information Technology and Training Services Ltd, Gattard House, National Road Blata-1-Bajda HMR 9010, Malta

*Responsibilities:* To visit St Lucia for 1 week to assess St Lucia in the area of e-government, with regard to backbone and hardware (servers, data centre).infrastructure as well as institutional aspects and suggest a way forward on these matters; to write a technical report on his findings, in consultation with the Beneficiary Institution.