BERMUDA GOVERNMENT

THE CABINET OFFICE

PATI Information Statement

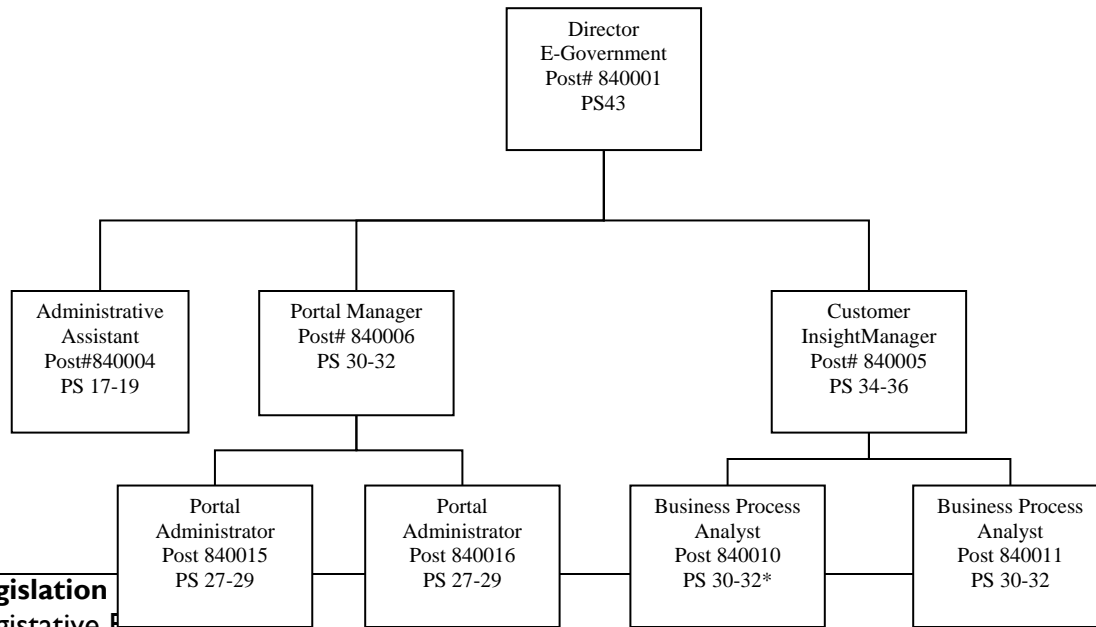| Name of Public Authority: Department of E-Government |
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Introduction:

The purpose of this document is to provide information to the public on the Department of E-Government in accordance with the requirements of the Public Access to Information Act 2010. The Department of E-Government has developed this document in order to communicate to the public information on the Department's services and operations.

The Department of E-Government hopes that this information statement will create a greater awareness of the programs and services provided by the Department of E-Government and will assist in identifying the records held in the Department that are available for public access. The Statement contains information relating to programs, specific services provided by E-Government, the Departments organizational and reporting structure, budget and the records which are available for public access as well as the standards and manuals which the Department uses in decision making.

Information that is available is listed in the Information Statement. Information which is not available are records of a confidential nature, such as personnel records as well as details of vendor proposals as these are generally provided confidentially to the Department by way of a tender document and where divulging them may compromise a vendor's competitive advantage.

Section A: Structure, Organization and Legislation [s5(1)a]

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                              │    Director     │
                              │  E-Government   │
                              │  Post# 840001   │
                              │      PS43       │
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                ┌──────────────────────┼───────────────────────┐
    ┌──────────────────┐   ┌──────────────────┐     ┌──────────────────┐
    │  Administrative  │   │  Portal Manager  │     │    Customer      │
    │    Assistant     │   │  Post# 840006    │     │  InsightManager  │
    │   Post#840004    │   │    PS 30-32      │     │  Post# 840005    │
    │    PS 17-19      │   └──────────────────┘     │    PS 34-36      │
    └──────────────────┘                            └──────────────────┘
              ┌────────────────┴─────────────┐    ┌───────────────┴──────────────┐
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    │      Portal      │   │      Portal      │  │ Business Process │  │ Business Process │
    │  Administrator   │   │  Administrator   │  │     Analyst      │  │     Analyst      │
    │   Post 840015    │   │   Post 840016    │  │   Post 840010    │  │   Post 840011    │
    │    PS 27-29      │   │    PS 27-29      │  │   PS 30-32*      │  │    PS 30-32      │
    └──────────────────┘   └──────────────────┘  └──────────────────┘  └──────────────────┘
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Legislation

Legistative Functions

There are no legislative functions for the Department of E-Government

Section B: 1) Functions, powers, duties of the Authority [s5(1)b]

The mission of the E-Government Department is:

"Gathering Customer Insight and working with departments and others on identifying opportunities for the creation and deployment of online content, transactions, systems and services and improving business processes to better meet the needs of government, citizens, businesses and the voluntary sector"

Reporting Structure
The Department reports to the Permanent Secretary of the Cabinet Office through the Department's Director.

Section B: 2) Obligations under PATI Act [s5(1)b]

To provide an **information statement** for the public and promulgate it [s5],
  - To provide **other information** to the public so that the public needs only to have minimum

resort to the use of the Act to obtain information [s6]. This includes:
- ■ General information, e.g. activities of the Authority
- ■ Log of all information requests and their outcome
- ■ Quarterly expenditure (upon request) [s6(5)]
- ■ Contracts valued at $50,000 or more.

- To **respond to information requests** in a timely manner [s12-16]
- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60], including:
    - ■ **Fees** for Requests for information
    - ■ Management and maintenance of **records**
    - ■ **Procedures** for administering the Act
- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

Section C: Services and Programmes [s5(1)c]

Services Provided:

Administration & Policy
- Advises Minister on E-Government related issues
- In Conjunction with the Information Technology Office, provides coordination of IT Governance and the IT Secretariat
- Facilitates coordination of the Government GIS program
- Provides advice to Government departments on IT governance issues, e.g. tendering

Government Portal
- Oversight and operational management of the Government Portal systems & software
- Manage portal content,(the process of editing and organizing information and applications for use on the portal)
- Development of Government web sites and web services
- Publishing website content such as announcements, press releases etc.
- Providing project management services for outsourced Government website projects
- Training Content Managers on the portal publishing process

Insight and Innovation
- Develops insight on customer usage and satisfaction with Government services
- Develop and present customer insight reports to Government departments
- Works with departments to improve their business processes

- Work with departments to architect solutions to ensure greater efficiency, reduced costs and provide more effective customer service

For actual expenditure of this department in the prior financial year and the current year's budget and output measures, please refer to the BUDGET BOOK, available at www.gov.bm

Programs:

Administration & Policy

Provides for the administrative salaries and operating expenses of the Department of E-Government (DEG) it is through this program that the overall coordination of e-Government is accomplished and oversight provided of the three key programs for the department. This program facilitates the management of policy and forward development of E-Government as well as facilitating the coordination of IT Governance, the IT Secretariat and the Government Geographic Information Systems program.

Government Portal

Provides oversight and operational management of the Government portal systems and software and manages portal content, the process of editing and organizing information and applications for use on the portal, this is achieved using both internal staff and external vendor resources. The program also facilitates portal improvements.

Insight and Innovation

Through the DEG's "Measure to Improve" program the department develops insight on customer usage and satisfaction with Government services in order to identify and fix public service problems at the fundamental level before resorting to a pure technology solution. The department also works with departments to improve their business processes and assists departments in architecting solutions to ensure greater efficiency, reduced costs and provide more effective services.

Projects of Public Interest

Portal Replacement Project
The Ministry of Government Estates and Information Services will be replacing the existing government portal, www.gov.bm with a more modern software platform. The new portal will provide for improved content management and will help to facilitate the implementation of the Public Access to Information legislation. The proposed solution will also increase the use of and the access to Government online information and services by utilizing developments in mobile and social media technology. The portal will be implemented on a standardized infrastructure which will create a consistent approach to content and knowledge management across government.

Measure To Improve Initiative
Improving Service was highlighted in the 2011 Throne Speech as a priority and the "Measure to Improve" pilot initiative was implemented in April 2011 in order to: measure customer

satisfaction, improve customer services, and increase efficiency and staff morale. A random survey of the public is a core component of the "Measure to Improve" initiative and asks two simple questions, The first asks for a rating of their perception of this department from Very Positive to Very Negative. The second is an open question asking them to explain their score and suggest any ways in which it could be improved, The insight gathered is then used to identify the biggest current problem areas and the department is encouraged to empower staff to help find remedies and put steps into place to either fix, improve or at least explain this problem to the public. This helps the departments become more customer oriented, enables them to refine their priorities and results in happier customers, more motivated staff and better overall service. Over thirty departments and/or sections of large departments (e.g. Health & W&E) have participated in the program thus far with many departments experiencing increased customer satisfaction scores. The Department of E-Government during the next financial year will expand the participation in this program to a wider range of government departments.

Section D: Records and documents held [s5(1)d]

General

- Staff Information – All Information pertaining to staff.
- Vacation leave – Vacation, Time off in lieu, Doctor Certificates
- Job Descriptions – E-Government job descriptions
- Recruitment – documentation relating to recruiting of E-Government employees
- Training – documentation of all Staff training

Operational and Project Related

- Contracts with external Vendors (including contract values)
- Software License Agreements
- Customer Insight statistics on www.gov.bm usage and satisfaction
- Information on decision rationale for tendered projects
- Budget Submissions and budget performance information
- Strategic planning documents
- Business Process Diagrams & Procedure Documents
- Departmental output measures, internal & external Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- Listing of all E-Government projects
- Annual Business Plan
- Minutes of Government's GIS committee
- Portal Error Logs

Section E: Administration (all public access) manuals   [s5(1)e]

1. Department Business Plan

2. Financial Instructions

3. Civil Service Dignity at Work Policy and Complaints Procedure

4. Government of Bermuda Conditions of Employment and Code of Conduct

5. Government of Bermuda and BPSU Collective Agreement

6. IT related policies

Section F: Decision-making documents [s5(1)f]

Standard guidelines related to Systems development lifecycle including
Problem Statements
Business Cases
Risk Registers
Project Concept documents
Requirements and tender documents
Tender selection guidelines and criteria
Contracts
Statements of Work

Section G: The Information officer [s5(1)g]

Mr. Martin Walsh
Department of E-Government
3rd Floor, Government Administration Building
13 Parliament Street
Hamilton, HM 13
Telephone: 441-295-5151 ext.: 2122
Email: mjwalsh@gov.bm
Website: www.EGov.gov.bm

Section H: Any Other Information [s5(1)h]

The department's website may be located on www.gov.bm under the Cabinet Office. The budget book produced by the Ministry of Finance provides detailed information about the departments planned and actual operating and capital expenditure

Section I: Any Other Information To be Provided? [s5(1)i]

Not applicable

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

Date Information Statement was updated: *March 30th 2015*

Locations of Information Statement:

- Your principal office: (Government Admin Building 3rd Floor)   Y
- The Bermuda National Library;   Y
- The Bermuda Archives;   Y
- Available electronically,   Y
- Website for public authority (www.EGov.gov.bm).   Y
- Have you published a notice in the Gazette indicating the places where the information statement is available for the public?   Y
- With the Information Commissioner.   Y

Sign and Date: