



**Remarks**  
**delivered at the**  
**MOU Signing Ceremony between**  
**iGovTT and the Ministry of the People and Social**  
**Development**  
**by Jacqueline Syms, Chairman iGovTT**  
**24 August, 2015**  
**Submitted by Corporate Communications**  
**Date: 24/08/2015**

- Senator the Honourable Christine Newallo-Hosein, Minister of the People and Social Development
- Board of Directors at iGovTT
- Trevor Libert, CEO of iGovTT
- Selvon Ramroop, Deputy CEO of iGovTT
- Other members of iGovTT's Executive Management team
- Staff at the Ministry of the People and Social Development
- Ladies and gentlemen

Good morning

This ceremony today is really intended to highlight and celebrate what we feel to be an important partnership between our two entities. The introduction of an Electronic-People's Access to Social Services system (E-Pass) for the modernization and effective delivery of social services to be implemented by the Ministry of the People and Social Development, is no small matter for iGovTT.

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This project is intended to develop, implement and maintain an electronic system that will re-engineer the Ministry's core business processes. This social services case management system will improve the modernisation of social services delivery, lead to a greater integration of services, reduce bureaucracy and make access to social services easier and more efficient.

I beg your indulgence for just a few minutes as I relate a bit on iGovTT. iGovTT is a state-enterprise that project manages, implements and maintains small-scale and enterprise-wide Information and Communication technology (ICT) solutions for the Government of Trinidad and Tobago. We are the optimal vehicle for ICT Revolution, tasked with facilitating the transformation of Trinidad and Tobago's socio-economic and competitive landscape, with the aim of improving quality of life for citizens and accelerating National Development through ICTs.

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The National ICT Plan 2014-2018, smarTT, prescribes over fifty programmes aimed at building a knowledge-based economy and increasing the contribution of the ICT sector to national GDP. The Plan is very much consistent with Government's thrust to increase ICT utilisation and uptake within the public and private sector, and amongst citizens.

In summary, we are taking a more citizen-centric approach to public service delivery. We are examining what citizens need and want, to make transacting with Government easier and we are then acting to meet them at their particular points of need. We are always happy when we can join with other organisations, such as the Ministry of the People and Social Development to make our vision an everyday reality.

With that said, I want to express my sincere gratitude to the Management and staff at the Ministry of People and Social Development for welcoming this partnership. Rest assured that you have our fullest support and please know that we are all very delighted to venture on this collaborative journey together.

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Thank you.