

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

2010-2011 ANNUAL REPORT

TRANSFORMING GOVERNMENT THROUGH TECHNOLOGY



iGovTT
i**n**telligent • i**n**tegrative • i**n**novative

www.igovtt.tt

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Minister's Foreword



The growth and integration of Information and Communications Technology (ICT) in Trinidad and Tobago continues to be one of the central components of our country's overall development. This stems from the fact that ICTs have the potential to positively affect every facet of our lives. This position is reflected by the change ICT has effected in the areas of Tourism, through the use of the internet for promotional purposes; Education, through distance learning programmes facilitated by ICT; and Finance, through e-business products such as online banking, among others.

As developed countries have integrated the use of ICT into their daily activities more completely, they continue to reap the benefits that robust digital economies generate. We in the developing world cannot afford to be left behind in this regard. Here in Trinidad and Tobago, Government has decided upon a proactive path to realizing the gains that ICT, particularly the internet, brings. This Administration therefore, is committed to the active management of the country's ICT development and, furthermore, leading this ICT thrust within the wider Caribbean.

The Ministry of Science, Technology and Tertiary Education, through iGovTT, continues to spearhead the nation's ICT development thrust with its most notable contribution to this endeavour being the development of the National Information and Communication Technology Plan. This plan will serve as a roadmap and guide to how ICTs are to be developed and integrated into Trinidad and Tobago, facilitating this country's transition from an economy driven by the energy sector to a knowledge-based society.

A key issue that the National ICT Plan seeks to address is that of the Digital Divide, the gap between those that have access to ICT and the benefits derived from it and those that do not. In addressing this issue, the Ministry of Science, Technology and Tertiary Education has also managed, through its agency, iGovTT, the acquisition and maintenance of laptop computers provided free of charge to students entering secondary schools. This will aid in fostering equity in access to the Internet and educational resources to all students. Additionally, the Ministry has overseen initiatives such as ttconnect's Service Centres and the ttconnect Express, both of which seek to bring Government's services to those without ready physical or virtual, to the services.

The Ministry of Science, Technology and Tertiary Education is also proud to have opened the Technology Centre in Canaan Bon Accord, Tobago, thereby ensuring that the sister isle is as equally equipped. In the same vein, we have launched the Youth Training and Employment Partnership Programme (YTEPP) Mobile Computer Training Unit in Tobago so that young persons can learn basic computer skills. Finally, a campus of the College of Science, Technology and Applied Arts of Trinidad and Tobago (COSTAATT) has been opened in Sangre Grande, providing yet another opportunity for students of any age to access higher education, including IT-related programmes, if they are so inclined.

While we have made leaps in providing access to foreign online content, there is much to be done in the development of our very own. Government holds that the future of ICT in this country must include us becoming innovators and creators of technology and content, rather than simply passive consumers. ICT discussions in the past year therefore have included the issue of the digitisation of local content. In this way, we intend to not only increase ICT's contribution to national GDP, but to preserve and market our national heritage and culture.

These issues and others such as e-Business, e-Governance, ICT infrastructure and ICT's role in the development of human capital, will inform the National ICT Strategy, the finalisation of which will be guided by several consultations executed by iGovTT with the public and special interest groups. Against this backdrop, we expect to follow on the progress made in this and previous years to build a coordinated, integrative and citizen-centric approach to ICT-based projects launched over the next three-year period. In this regard, the National Information and Communications Technology Company Ltd. Continues to forge a path towards the integration of ICT in Trinidad and Tobago to levels on par with those of the developed world.

Fazal Karim

FAZAL KARIM

Honourable Minister,

Ministry of Science, Technology and Tertiary Education

Chairman's Message

On January 11, 2011, a new Board of Directors of the National ICT Company Limited, iGovTT, was installed. The year 2011 was one which saw a myriad of strategic changes made to iGovTT's operational landscape as the Board undertook a comprehensive review of the Company's Units and performance. It is important to recall that iGovTT began operations as a State Enterprise at the start of the fiscal year 2009-2010. It was therefore incumbent upon the new Board to carefully review processes to ensure that mechanisms were generating the most effective results.



Changes were made to the Company's human resource complement; policies and procedures received an overhaul and projects and contracts were reviewed and revamped to ensure the most value for money for citizens.

At the same time, iGovTT focused on two key pillars in the government's Medium Term Policy for Sustainable Development:

- **Pillar 4: Information and Communication Technologies - "Connecting T&T and Building the New Economy" and**
- **Pillar 5: A More Diversified, Knowledge Intensive Economy - "Building on the Native Genius of Our People"**

The current economic environment is causing many Governments and organizations to do more with less. There are many technological tools being sold as solutions to improve organizations' ability to communicate. The question is - are they providing real solutions to government operations, thereby improving effectiveness of government? The connected government is at the very base of a Government's ability to provide and receive relevant information effectively. Connected governance provides better organized, aligned and often integrated information flows, new transactional capacities, as well as new mechanisms for feedback, consultation, collaboration and community-based creation.

BENEFITS OF THE CONNECTED GOVERNMENT

The connected government benefits from economies of scale as well as access to the data stored across disciplines and locations within the enterprise. This goes beyond basic connections at the technology level, to collaboration fostered by integration of ministry resources, processes and knowledge. This then facilitates transformation and public sector reform resulting from the enablement of knowledge sharing and process re-organisation. Such a paradigm enhances both the Government's ability to operate and govern effectively.

VISION

At iGovTT, we are working toward a vision in which Government is a model user and leader in fostering ICT innovation to devise more creative ways in which to realize internal efficiencies and synergies as well as to provide avenues for citizens and stakeholders to better access government services. There is a clear understanding and acceptance of the "one government" approach and all projects, programs and priorities among ministries are aligned to the use of ICTs. There is the adoption of a citizen-centric approach that leverages centrally coordinated governance mechanisms to facilitate, advise, monitor, audit and "incentivize" ministries for improved service delivery.

Ministries, departments and other government stakeholders acknowledge the benefits of change and have a work ethic hinged on continuous improvements driven by the application of appropriate technology. ICT benchmarks, standards and performance criteria are clearly set to guide the assessment of improved service delivery and are frequently communicated to and evaluated by the wider citizenry.

The expanded Government e-Services agenda will mean that citizens will be granted access to the tools and content needed to integrate ICTs into their way of life. Additionally, citizens will be able to access government services in their homes, at community centers and through kiosks in groceries and malls. Communicating and trading electronically (with other individuals, businesses and with the Government) will become more and more the norm among the rank and file of the population as Government partners with the private sector and citizen groups to revolutionize service delivery. In this way – through the embrace of ICT by the Government as well as the private sector - all citizens will be able to participate in the burgeoning Knowledge Based-Society and Economy.

This skilled and technologically comfortable citizenry will form the primary sourcing ground for public sector institutions. As this virtuous circle accelerates predicated on a platform of sound ICT infrastructure (both physical telecom and the legislative enabling infrastructure) the foundation for a self-sustaining demand and supply cycle will be generated.

The successful implementation of this strategy will provide a kick-start to the local e-Economy. New skills, ideas and access to new sources of information and global markets will be generated leading to new opportunities which will require entrepreneurship, innovation and institutional capacity building. This need will create further opportunities for employment and demand for upgrading until the Trinidad and Tobago central e-Government agency will eventually become an exporter of ICT-enabled services, ICT skills-training, Cloud based e-Government services, and strategic ICT consulting services.

Investor confidence will continue to grow in the ICT sector, anchored by strong government demand for technology and R&D inputs. New employment and entrepreneurial opportunities will be created in a wide variety of disciplines – not only in technology but also in all sectors along the value chain.

There is a clear understanding and acceptance of the vision and priorities among all ministries with respect to the use of ICTs. All projects and programs are consistent with the vision and are citizen-centric in approach especially as, at this juncture, the Government, private sector and civil society will function as equal partners in the design and delivery of ICT related national initiatives. Opportunities for involvement in these initiatives will continue to enhance and deepen the public/private sector relationship.



ATIBA PHILLIPS
Chairman, iGovTT

iGovTT Board of Directors



ATIBA PHILLIPS
Chairman



ALVIN RAMSARAN
Deputy Chairman



ANNESSA ALI BOCAS



GREGORY FERNANDEZ



HEIDI JOHN



RACHEL MAIKHO



RAYARD MANSANO



NIGEL RAMLAGAN



WARREN SOOKDAR



JACQUELINE SYMS

iGovTT Management Team



KENDALL TULL
CEO (Ag)



KAREL DOUGLAS
Team Lead, Legal



EDSON EASTMOND
Head, Itconnect (Ag)



GARY KALLOO
Team Lead, Telecommunications
Policy & Competition Development



ROOPNARINE MARAJ
Head, Internal Audit



WENDY McDONALD
Team Lead, Corporate Communications



STACI-ANN PATRICK
Head, Human Resources



JUNIOR PEDRO
Head, Finance & Administration (Ag)



DENYSE WHITE
Head, Consulting

Foundation & Philosophy



Vision, Mission & Values

The National Information and Communication Technology Company Limited, branded iGovTT, was incorporated in July 2009.

It is the State Enterprise responsible for the provision of ICT consulting and support services to Government Ministries, Divisions and Agencies in order to ensure effective alignment, co-ordination, security, interoperability and cost effectiveness across Government for ICT related projects and initiatives.

VISION

To be the preferred choice for the delivery of innovative and integrative Public Sector ICT solutions and services

MISSION

To champion and advance the development of ICT and its use by key stakeholders for the socio-economic transition and development of the Republic of Trinidad and Tobago and the Caribbean region

Vision, Mission & Values cont'd

VALUES

- **Accountability:** We aim to create an environment that encourages continuous open and honest communication, insight in activities and implicitness in decision making, all driven by the need to keep commitments through professional actions. iGovTT intends to take full responsibility for all of its actions and expects nothing less in return.
- **Performance:** Superior performance and quality are at the heart of what we do. We are committed to maintaining a high standard of performance. We are result-oriented as we focus always on creating value in every activity we undertake.
- **Integrity:** We embrace the highest standards of ethical behaviour in every aspect of our business, to yield a company that is trusted by its clients and stakeholders. The transparency of our actions is consistently exemplified both internally and externally in the work we produce. We also proudly foster the values of honesty and sincerity.
- **Integrative Thinking:** Our success and delivery of quality programmes and services are largely dependent on the partnerships that we create with our internal and external stakeholders. At iGovTT we understand that working collectively with our public and private sector stakeholders will ensure that our outputs are directly focused on satisfying the needs of all involved. We ascribe to the belief that the "whole is greater than the sum of its parts", and we promote this spirit of partnership in all that we do.
- **Excellence:** Our commitment to professional excellence ensures that our clients receive the highest quality service. We aspire to provide flawless execution and delivery of our products and services and employ the best talent to ensure that we meet our commitments.
- **Teamwork:** Our culture of teamwork allows us to combine the quality and expertise of our professional staff to deliver optimum solutions to our clients. We respect each other and communicate openly in an environment that fosters collaboration while still maintaining individual accountability.
- **Innovation:** We thrive on creativity and ingenuity. In today's fast-paced technological climate, innovative ideas, concepts, and processes are essential to the continued success and growth of a company. At iGovTT, we strive to create value, deliver results, and continuously improve all elements of our business. We aim to be intelligent, integrative and innovative while creating efficiency in order to provide the best solutions for clients.

Vision, Mission & Values

VALUES CONT'D

- **Leadership:** The spirit of leadership is instilled in every employee. iGovTT aims to be at the forefront of the ICT revolution in Trinidad and Tobago to effect positive social, economic and environmental change. As the leading local authority on ICTs, we are committed to the development and execution of sound strategies and initiatives that amount to an effective display of thought leadership that will in turn solidify this country's position on the global stage.
- **Communication:** We ensure that we communicate openly, accurately and in a timely manner with our stakeholders: clients, employees, partners and vendors/suppliers. This is done through information-sharing and engaging in the practice of clearly explaining the expected outcomes of undertakings to all staff.

Key Business Functions

The business functions of iGovTT are to:

- Lead the Government's ICT agenda by supporting government agencies in their efforts to increase their utilisation of technology and enhance internal operations, and improve the delivery of services to citizens;
- Facilitate data and systems integration across government agencies;
- Manage the technological investments of all government agencies to ensure information sharing, transparency and value for money;
- Launch and manage common/enterprise-wide initiatives, primarily in shared services and e-Government outsourcing;
- Provide intermediary support between government stakeholders and ICT companies;
- Validate ICT suppliers and solutions involved in government ICT projects;
- Provide consultancy and governance support to government agencies in their use of ICT, from initial exploratory stages through to implementation;
- Cultivate unmet ICT related needs into defined opportunities within the public sector;
- Develop consensus on a common set of minimum quality and interoperability standards that all government IT departments grow to comply with in time;
- Conduct benchmarking exercises in an attempt to derive statistics and cases for the formation of best practices for Trinidad and Tobago;
- Encourage the development and adoption of best practices for the Republic of Trinidad and Tobago and the region.

Business Principles

Key principles which will be used in the attainment of the Company's objectives are: ***Collaboration, Oversight, Communication and Implementation:***

■ **COLLABORATION**

- Revolutionizing the way the public sector makes use of technology through integrative arrangements where implementable solutions are found through inclusive and synergistic processes.
- Promoting and seeking opportunities for the development of the domestic ICT sector as a pillar of economic diversification.

■ **OVERSIGHT**

- Maintaining systems of accountability, measurement, feedback and evaluation.

■ **COMMUNICATION**

- Fostering openness and transparency of business processes and project and service progress with all key stakeholders and the wider citizenry.
- Focusing the education, training and awareness of clients on the benefits of the uptake of ICTs in everyday and business operations within the public service.

■ **IMPLEMENTATION**

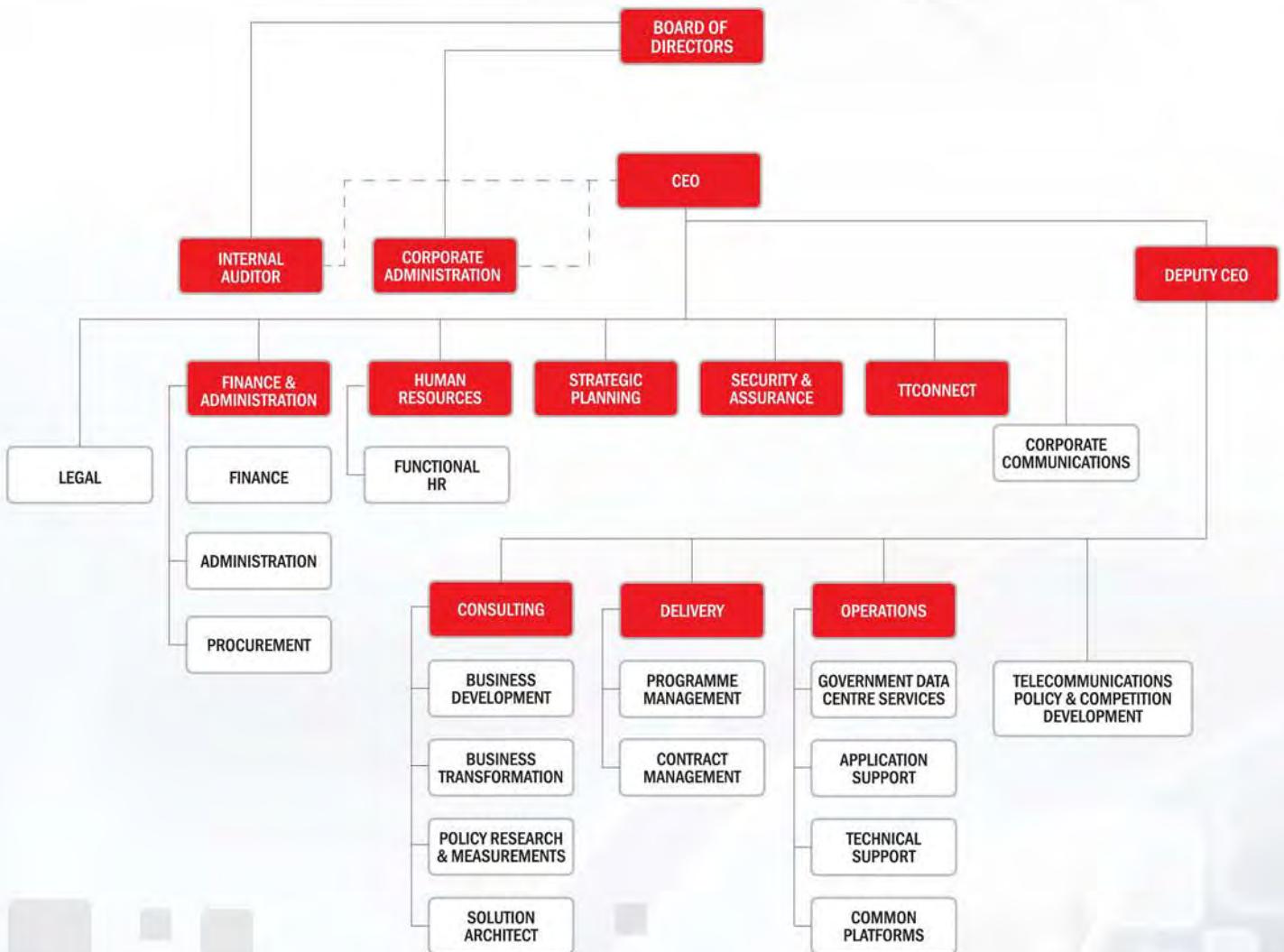
- Delivering on the promise of ICT as a tangible reality and benefit to clients.

Corporate Governance



Corporate Governance

ORGANISATIONAL CHART



Core Units

CONSULTING

The Consulting Unit engages client Ministries and Agencies to ensure alignment with enterprise-wide ICT initiatives and to provide strategic and advisory support for ICT programmes and projects. Specific areas for consulting include ICT strategic planning, business process reengineering, change management, human capital development, ICT policy development and monitoring and evaluation. The Unit comprises sub-units which include Policy Research and Measurement, Solutions Architect, Business Development, and Business Transformation.

DELIVERY

The Delivery Unit focuses on the successful implementation of ICT projects through the provision of Project Management and Contract Management Services. The Programme Management Office (PMO) manages and drives the execution of projects following a world class and proven Project Management Methodology. The Contract Management Office manages and executes all relevant contractual arrangements and offers support in the procurement process.

OPERATIONS

The Operations Unit which comprises the sub-units; Government Data Centre Services, Application Support, Technical Support and Common Platforms, has responsibility for the efficient operation of the Government wide area communications network (GovNeTT), data centre services (including e-mail, anti-virus, anti-spam, hosting etc.), the ttconnect Government Portal and a version of the Portal that caters for mobile devices known as ttconnect Mobile. They also provide technical support for Government hardware and software and co-ordinate ongoing development and actual operations of government-wide business application platforms.

SECURITY AND ASSURANCE

The Security and Assurance Unit ensures that data is that is created, acquired or maintained by Government and its authorized users is used in accordance with its intended purpose, and that Government complies with prevailing regulatory requirements for information access, security and privacy. In addition, the Unit advises through close collaboration with public and private sector stakeholders, on the most appropriate procedures and solutions to protect the confidentiality, integrity and availability of the information that is transported, stored and processed by Government.

Core Units cont'd

TELECOMMUNICATIONS POLICY AND COMPETITION DEVELOPMENT

This Telecommunication Policy and Competition Development Unit provides expert technical and regulatory advice on ICT initiatives that advance the National ICT Agenda. They also advise on emerging technological trends and advancement in regulatory governance models in support of the work undertaken by various Functional Units of the Company and the ICT Secretariat (Ministry of Science Technology and Tertiary Education) specifically as it relates to telecommunications and broadcasting.

TTCONNECT

The ttconnect Unit operates several service-delivery channels in support of the Government's move toward more efficient delivery of services. These channels include the common counters (ttconnect Service Centres); automated kiosks (ttconnect Self-Serve) and buses outfitted as mobile service centres (ttconnect Express). The unit focuses on operationalising the interfaces between Government and the wider public by delivering customer-facing services to citizens, businesses and non-residents on behalf of the Government of the Republic of Trinidad and Tobago.

Support Services

CORPORATE COMMUNICATIONS

The Corporate Communications Unit is responsible for developing and implementing internal and external communication strategies and initiatives to support the Company's overall business objectives and goals. It also acts as the Company's primary agent in promoting the company's vision, mission and values through several traditional and contemporary avenues while working with the Company's leadership to develop key messages for communication to its audiences.

CORPORATE ADMINISTRATION

The Corporate Secretary is responsible for regulatory compliance and is accountable to the Board of Directors of iGovTT through the Chairman on all matters relating to Company secretarial duties.

LEGAL

The Legal Unit is responsible for providing general counsel services through legal supervision, legal counseling, litigation management and minimization of the Company's exposure to legal risk. This is done through providing legal strategic and advisory support to the various Business and Functional Units of the Company.

FINANCE AND ADMINISTRATION

This Finance and Administration Unit is comprised of Finance, Procurement, Internal IT and Administration. The Finance Team are the gatekeepers of fiscal prudence and has a key role in ensuring high levels of corporate governance in the organization. The Procurement Team is responsible for both iGovTT internal purchasing as well as all project related procurement via tender while Internal IT is charged with responsibility for the maintenance of iGovTT technological equipment and software. Finally, the General Administration team is responsible for the development and implementation of office management policies and processes for all Company units inclusive of general office administrative support to all Company units and facilities management.

HUMAN RESOURCES

The Human Resource Unit is accountable to the CEO for HR Leadership and People Risk Management. The key responsibilities in this regard include HR Policies, Processes, Procedures and Programmes for Recruitment, Staffing, Compensation, Staff and Organisational Development.

Support Services

INTERNAL AUDIT

The Internal Audit Unit is responsible for the independent audit of all the Company's operational functions to ensure compliance with approved and published company policies and processes as well as the State Enterprise Monitoring Manual and Statutory Laws and Regulations.

Key Client Profiles



Key Clients

While iGovTT is equipped to provide services to all government Ministries, Divisions and Agencies, there are several Ministries and Agencies with whom we have enjoyed a closer working relationship over the last financial year. Their profiles are listed below.

MINISTRY OF EDUCATION

The Ministry of Education is concerned with the education and development of intelligent, versatile, productive and well-rounded children in the country. iGovTT has worked very closely with this Ministry in managing the procurement of laptops for the e-Connect and Learn (eCAL) initiative. The Ministry is also taking advantage of iGovTT's procurement services for the full deployment of a Digital Portal and Learning Management system, also a component of the eCAL initiative. We continue to provide technical and business consultancy to this Ministry on an ongoing basis to help them effectively realise their internal and external goals.

MINISTRY OF TRADE AND INDUSTRY

The Ministry's core responsibility is the promotion and development of trade activities, with an emphasis on generating sustainable export-led growth and development, by securing enhanced access to foreign markets for local companies. The Ministry also spearheads activities to fulfill Government's strategic objective of diversifying the Trinidad & Tobago economy. iGovTT has facilitated this Ministry's GovNeTT Connectivity entailing the migration of their email services to the GovNeTT platform and introduction and testing of an IT help desk and asset management software. This Ministry has also extensively engaged iGovTT for providing contact management, project management and data centre services for the operationalization of TTBizLink. iGovTT continues to provide registration services via ttconnect channels and technical support for companies seeking access to TTBizLink services.

MINISTRY OF PUBLIC ADMINISTRATION

The Ministry of Public Administration is a facilitating partner to Government Ministries, Departments and Agencies dedicated to supporting and developing a stronger and more versatile Public Service. This Ministry also manages the application and award of several valuable scholarship programmes. The Integrated Human Resources Information System (IHRIS) managed by the Ministry for payroll purposes is hosted on the GovNeTT platform. They have also availed themselves of iGovTT-managed Data Centre services for the storage of their Scholarship and Advanced Training Information System (SATIS) servers. Finally, iGovTT currently facilitates scholarship applications through ttconnect Service Centres.

AUDITOR GENERAL

The Auditor General's office is concerned with the timely conduct and reporting of independent audits to Parliament and other stakeholders so as to contribute to transparency and accountability in the use of the State's resources. iGovTT's business involvement with this office covers the provision of computer software, resources for technical bid evaluation and general ICT advice. We have also assisted with the secure relocation of their ICT equipment as well as provided for their network connectivity to GovNeTT and email set-up.

Key Clients cont'd

MINISTRY OF LOCAL GOVERNMENT

The Ministry of Local Government has oversight over the Municipal Corporations located throughout Trinidad and Tobago ensuring the highest levels of accountability in the delivery of services to their constituents. iGovTT has provided mostly advisory services to this Ministry inclusive of expertise in the evaluation of technical bid proposals. We have also managed the colocation of their servers at the Government Data Centre.

TOBAGO HOUSE OF ASSEMBLY

The Tobago House of Assembly (THA) directly administers the affairs of Trinidad's sister isle, Tobago. iGovTT has facilitated THA's network connectivity to GovNetTT. Additionally, the THA has availed themselves numerous times of iGovTT's advisory services including the secure relocation of ICT equipment and other matters pertaining to deployment and use of ICTs for the advancement of their operational goals.

MINISTRY OF ARTS AND MULTICULTURALISM

The Ministry of Arts and Multiculturalism is responsible for the development of a national environment that makes room for creative expression and the comfortable existence of persons involved in the Arts and Culture in the practice of their craft. iGovTT's provision of services to this Ministry, among other work, has facilitated domain registration of their website which has effectively boosted the public visibility of the Ministry's services inclusive of the National Registry of Artists and Cultural Workers.

MINISTRY OF LEGAL AFFAIRS

The Ministry of Legal Affairs comprises four divisions; The Registrar's General Department which oversees civil, land and company records, Consumer Affairs Division which manages issues related to goods and services advertised and sold in the country, the Intellectual Property Office which seeks to ensure the protection of intellectual property rights, and the Law Revision Commission which manages a revised edition of the Laws of Trinidad and Tobago. iGovTT has secured this Ministry's connectivity to the GovNetTT as well provided consultative services such as evaluations of their network and requirements documentation needed for the development of a National Population Registry. Additionally, the use of our tconnect Service Centres for the division of services overseen by this Ministry has resulted in the extended reach of this Ministry's services to the public.

MINISTRY OF NATIONAL SECURITY

The Ministry of National Security is warded with the responsibility of securing the population and borders of Trinidad and Tobago. iGovTT has provided this Ministry's connectivity to the GovNetTT as we have also done much consultative work spanning, network assessments, technical bid evaluations, strategic plan reviews and business process redesign.

Key Clients cont'd

MINISTRY OF SCIENCE, TECHNOLOGY AND TERTIARY EDUCATION

This Ministry of Science, Technology and Tertiary Education is concerned with providing training and learning programmes and opportunities via a network of agencies that facilitate the higher education or skills building of the citizens of Trinidad and Tobago. iGovTT has connected this Ministry to the GovNeTT as well as provided consultative services related to the Ministry's OJT programme, GATE and their website.

MINISTRY OF TRANSPORT

The Ministry of Transport is a relatively new Ministry responsible for the Public Transport of the citizens of Trinidad and Tobago. They oversee agencies such as the Public Transportation Services Corporation (PTSC) and Licensing Division. Given the infancy of this Ministry, iGovTT has provided key services in the area of IT infrastructure consultation, IT procurement and connectivity to the GovNeTT.

MINISTRY OF FOOD PRODUCTION, LAND AND MARINE AFFAIRS

This Ministry is mandated to foster the sustainable use and conservation of agriculture and fisheries resources through appropriate science and technologies, knowledge management and economic integration that enables producers to realize profits and consumers to secure food and nutrition requirements. iGovTT is one of several collaborative partners in the development of a Land Information System being spear-headed by the Land Management Division in conjunction with the Estate Management Development Company.

Business Review



Business Review

SERVING THE PUBLIC THROUGH #tconnect

The #tconnect multichannel service delivery initiative was conceived from a vision to improve citizens' accessibility to government services and information, enhancing the speed of delivery of such information and services and improving customer service delivery within the public domain. Though owned by the Government of Trinidad and Tobago, #tconnect functions under the remit of iGovTT and consists of five (5) delivery channels which are; the Internet (#tconnect Government Portal), six (6) common counters (#tconnect Service Centres), three (3) buses outfitted as mobile Service Centres (#tconnect Express), Internet-Ready Mobile Devices (#tconnect Mobile) and five (5) automated Kiosks (#tconnect Self-Serve). The multifaceted nature of #tconnect underscores the merits of the decentralisation of government information and services and the utilization of ICTs as a medium for enhanced service delivery and people empowerment.

#tconnect SERVICE CENTRES

The #tconnect Service Centres constitute a chain of one-stop, common service-delivery counters at which citizens can access Government information and services. Currently, a total of six (6) Service Centres are in operation in Arima, Bon Accord (Tobago), Chaguanas, Princes Town, St. James, and Tunapuna. Of the services offered, the most popular is the application for the electronic birth certificate. 10,145 applications for services were processed at the #tconnect Service Centres. Additionally, a #tconnect Satellite Office was established in February 2011 at the Ministry of Trade and Industry (Nicholas Towers, Port of Spain) which facilitated 158 #tconnect ID enrollment applications and 130 TTBizLink registrations during the 2010-2011 financial year.

#tconnect EXPRESS

Effectively a Service Centre "on wheels", the #tconnect Express buses are a small fleet of technology-equipped buses capable of travelling to remote locations across Trinidad and Tobago for the purposes of providing Government information and services to residents in remote and underserved areas. Officially launched at the Trinidad and Tobago ICT Business and Innovation Symposium (November 14th – 16th 2010), the growing importance of the #tconnect Express buses is seen in the various requests for the use of the buses by various Government ministries and Non-Governmental Organisations for the delivery of services to previously un-served communities. The fleet now consists of three (3) buses: one (1) converted 45-seater and two (2) converted 25-seaters. During the period October 1st 2010 to September 30th 2011, the #tconnect Express bus fleet facilitated 196 trips to various communities, conducting over 4,000 transactions in 49 communities.

Business Review cont'd

#tconnect EXPRESS cont'd

Of these visits 16 were done at the request of Ministries or Agencies, some of which are included below:

1. **The Ministry of the People and Social Development**
2. **The Ministry of Housing**
3. **The Esperance Regional Complex**
4. **The HDC Serenity Heights Community Enhancement Organization**
5. **The Chaguanas Borough Corporation**
6. **The Corosal United Sports and Cultural Club**
7. **The Valencia Community Empowerment Committee**

COMMUNITIES VISITED BY THE TCONNECT EXPRESS DURING THE PERIOD OCTOBER 2010 TO SEPTEMBER 2011:

1. BALMAIN	2. BARRACKPORE	3. BICHE
4. BOIS JEAN JEAN	5. BRAZIL	6. CARATAL
7. CEDROS	8. CHAGUANAS	9. CHAGUARAMAS
10. CHICKLAND/CAPARO	11. CUNUPIA	12. EDINBURGH
13. FEBEAU	14. FREEPORT	15. FYZABAD
16. GRANVILLE	17. HARDBARGAIN	18. INDIAN TRAIL
19. LA BREA	20. LA HORQUETTA	21. LAS LOMAS
22. LONGDENVILLE	23. LOS BAJOS	24. MACAULAY
25. MALABAR	26. MAMORAL	27. MAYARO
28. MAYO	29. NEW GRANT	30. PALO SECO
31. PENAL	32. PLUM MITAN	33. POINT FORTIN
34. PREYSAL	35. PRINCES TOWN	36. RIO CLARO
37. ROUSSILAC	38. SANGRE GRANDE	39. SIPARIA
40. SOUTH OROPOUCHE	41. ST JOSEPH	42. TABAQUITE
43. THICK VILLAGE	44. TOCO	45. UQUIRE
46. VALENCIA	47. WATERLOO	

Customer Feedback on the tconnect Express

Camille Nicholas: The Electronic Birth Certificate is a good service that is being offered because I was about to go to Arima to apply for it when my mother told me about the advertisement in the newspaper that the tconnect Express bus was scheduled to visit the village of Mayaro.

Lawrence Gervais: I was happy that I was contacted to collect my Electronic Birth Certificate (in Siparia) which I applied for in Palo Seco. I think that the Express is especially convenient for the elderly.

Business Review cont'd

#tconnect SELF-SERVE

This service delivery channel is comprised of automated, self-serve kiosks which allow convenient access to information and services through a user experience similar to that of the Automated Teller Machine (ATM) found in commercial banks. At this time, there are three (3) active touch-screen kiosks at Piarco International Airport; ttconnect Service Centre, Chaguanas and Gulf City Mall, Tobago. A fourth kiosk is available for special promotional events. The kiosks are particularly useful for citizens who may not have access to a computer or the Internet. During the financial year, October 1st 2010 to September 30th 2011, well over 17,000 user sessions were recorded on the Kiosks with over 122,000 page views.

#tconnect ONLINE PORTAL

This is the National e-Government Portal (www.ttconnect.gov.tt) through which the public can access Government information and services via the Internet. With information on over four hundred (400) different Government services, it is the most comprehensive e-Government Portal in the English-speaking Caribbean. Currently, citizens can apply for national housing online, access the laws of Trinidad & Tobago online, and download several Government forms. For the period under review, the Portal recorded 2,765,567 visitors. In February 2011, the ttconnect Online Portal was upgraded to allow citizens to register for their unique ttconnect ID and provide personalization options to the user interface similar to online interfaces like My Yahoo! or iGoogle. Plans are also underway to increase the number of essential Government services that are available via ttconnect Online.

Customer Feedback on the use of the Portal

MAYA:

I am happy to say that I use this website from time to time to assist me in general knowledge of processes involved with being a Trinidadian citizen. I find it very helpful and I feel impressed that Trinidad has taken successful advantage of the Internet to provide the people with relevant information. I find as a young adult, the Internet is my main source when seeking information. I feel happy that gov.tt has provided a WORKING and UP TO DATE source to find answers to the questions I have. Good Job!! I thank you very much.

LEANNAH ALEXIS-JOHN:

The layout of the website is very user-friendly. I am very impressed with the quality and amount of information that is available to the public... Hats off to the government of T & T and the I.T. personnel.

#tconnect MOBILE

This channel was launched at the November 2010 Trinidad and Tobago ICT Business and Innovation Symposium. ttconnect Mobile leverages mobile technologies for making Government information and services available to the public. For internet-ready phones, a mobile version of ttconnect Online has been developed, and optimised for mobile devices. This channel is capable of supporting text messaging, for which there are several potential uses within the context of Government's service delivery. This further endorses ttconnect's consistency with current innovations in customer service. As at September 2011, ttconnect Mobile recorded a total of 20,321 visitors.

Business Review cont'd

CONNECTING GOVERNMENT

Connected Government has much to do with utilising a robust, secure and scalable common platform for integrating ministries/agencies across Government and establishing standards for inter-operability to ensure that information can be shared, as required, between different Ministries' applications and solutions. These form the basis for a modernised Public Service operating at higher levels of productivity and transparency.

GovNeTT

iGovTT is convinced that the key to providing high-quality and customer-focused services is Information and Communications Technology. Fueling this charge for improved service delivery is GovNeTT, the highly secure communications network offering Ministries and Agencies access to a comprehensive suite of ICT solutions and services. GovNeTT provides Ministries and Agencies with electronic networking and collaboration tools for upgrading and streamlining internal and cross-communications processes. It also supports the integration of ministry-specific IT systems for better coordination of citizen-service initiatives. Most important, GovNeTT sets the foundation for offering one-stop, seamless services to the public. The suite of GovNeTT services includes secure wide area network communications, Internet access, messaging services, blackberry enterprise services, VoIP and IT support services. Over the past year iGovTT connected additional government sites to GovNeTT including the Ministry of Works, Tourism Development Company, Ministry of Tourism, Auditor General Office and the Charloteville Health Centre in Tobago.

e-SERVICES

Electronic services or e-services constitute the use of ICTs to deliver services to a group(s) of persons. iGovTT is particularly concerned with the development and delivery of essential government services to the public. Already in practice in several developed countries, e-services promises to vastly improve the ease with which the public accesses services and the efficiency and expansiveness in which government services are distributed. To date Trinidad and Tobago can boast of being able to communicate large amounts of government information via the ttconnect Online Portal, ttconnect Self-Serve and ttconnect Mobile, indeed e-services in themselves.

ttconnect ID

Launched on February 1, 2011, the ttconnect ID allows citizens and businesses to register for an electronic ID to access government e-Services via the ttconnect Online Portal. The mechanism behind this feature is an authentication engine which verifies external traffic passed to ttconnect Online. By design, this initiative has added a wealth of convenience and simplicity to the oftentimes frustrating process of accessing government services. The first application of this feature was via the Ministry of Trade and Industry's TTBizLink System. To date, approximately 1,500 persons have registered for their ttconnect ID since its launch. Registering for a ttconnect ID is a relatively quick and simple exercise which prepares persons for accessing additional forthcoming government e-services.

Business Review cont'd

Tax Payment Online

iGovTT has been pursuing the development of an electronic tax payment system, that is, an interactive web based interface that allows citizens to pay their various taxes online. Such systems are already operational in more digitally advanced economies such as Canada, the United States of America and Australia. It is well agreed that this initiative will have the biggest positive impact on the taxpaying public of Trinidad and Tobago as it provides much more convenience to citizens who would then be able to forego in-person visits to the Board of Inland Revenue (BIR). Additionally, the move to an online tax payment system promises significant cost reductions; minimising money spent on paper and posting for example. Following a rigorous requirements gathering methodology, iGovTT completed the e-Services technical and business requirements for the project which has been approved by the Chairman of the BIR. iGovTT is now working towards the finalisation of an e-payments model and payment engines that will ensure infrastructural interoperability among the Central Bank, Commercial Banks and iGovTT. On testing of a payments engine, the e-tax payment system will be officially launched to the public.

Tender Notices Online

iGovTT has engineered an online Tender Notice system constituting a comprehensive and reliable central repository of the latest business opportunities available to potential suppliers of Government goods and services via the ttconnect Online Portal. This greatly benefits local and foreign suppliers who will now be afforded a single e-space to view and optionally download related Tender Notices at any time. This move to structured online advertising of tender notices is one of several ICT-based initiatives that contribute to the appearance of transparency in Government business ensuring, in this instance, mass audience reach and accessibility to current and past notices. iGovTT is pleased to report on the system's endorsement by the Central Tender's Board and completion of programming and testing of the online system. All indications point to a formal launch of the system within the next financial year 2011-2012.

PROJECT MANAGEMENT SERVICES

There are several ICT projects that have been initiated by Government Ministries for which iGovTT has provided management services. The latter includes the procurement of ICT goods and services such as hardware and networking equipment, system software and implementation services.

eConnect and Learn (eCAL)

eConnect and Learn (eCAL) is a project of the Government of Trinidad and Tobago being overseen by the Ministry of Education for the educational transformation of the Secondary Schools across the country. A major component of the eCAL programme is the provision of laptops to form one students entering secondary school as a result of Secondary Entrance Assessment (SEA) placement. The objectives of the programme include improving the quality of

Business Review cont'd

eConnect and Learn (eCAL) cont'd

instruction; supporting the infusion of ICT in teaching and learning; developing 21st Century Skills and reducing the inequity in access to computers and information among students. iGovTT, managed the 2011 laptop procurement effort for eCAL which ended in the final delivery of 17,300 laptops and peripheral equipment to all (152) secondary schools in 13 days. It is expected that iGovTT will continue to manage the supply and delivery of laptops to schools annually but will also oversee procurement aspects for the design, development and implementation of a Learning Management System inclusive of a Learning Content Management System and a Digital Portal for parents, students and educators in Trinidad and Tobago.

Single Electronic Window (SEW)

The Single Electronic Window (SEW), also now known as, TTBizLink is managed by the Ministry of Trade and Industry (MTI) on behalf of the Government of Trinidad and Tobago. It allows parties involved in various elements of trade and cross border transport to lodge and access standardized information and documentation at a single entry point. The SEW is intended to revolutionize the entire trade and business facilitation architecture in Trinidad and Tobago by helping to reduce the cost of doing business leading to an overall improvement in the country's "Global Competitiveness" and "Ease of Doing Business" rankings globally. The MTI engaged iGovTT to oversee the procurement and management of hardware, network and software to support the successful implementation of the SEW project. Persons can now register to TTBizLink in conjunction with their ttconnect ID to be able to access TTBizLink e-services when the system is officially launched by the MTI.

ICT Consultancy Services

ICT planning, project conceptualisation, business process design/ re-engineering are all capabilities inherent within iGovTT and provided to clients in varying degrees. ICT consultancy services usually work towards clients' internal work efficiencies by helping them use ICT more productively.

ICT Expert Advice

iGovTT often receives numerous requests from clients for expert advice on ICT related matters within their respective Agencies/Ministries. The following is a list of popular services requested:

- **Evaluation of proposals for development of websites**
- **Evaluation of proposals for the deployment of ICT equipment such as VoIP equipment**
- **Relocation of ICT equipment**
- **Design of IT Human Resources structure**
- **ICT Security Advice**
- **Creation of requirements gathering templates for the initiation of specific ICT projects**

Financial Operations



Financial Operations

OVERVIEW

At present, iGovTT is funded through the system of Parliamentary appropriations, where approved funds are identified under the various sub-heads and are disbursed through the Line Ministry.

The subvention allocation for the fiscal year 2011 was One Hundred and Thirty Million dollars (\$130,000,000.00) to facilitate both operational and capital expenditure for iGovTT, inclusive of ttconnect. This was a minimal increase from the 2010 subvention of One Hundred and Twenty-Nine Million dollars (\$129,000,000.00). In addition, iGovTT generated revenue in the amount of Six Million Seven Hundred and Thirty-Eight Thousand Seven Hundred and Forty-Three dollars (\$6,738,743.00) for the fiscal year ending 2011.

The total expenditure incurred for 2011 amounted to Two Hundred and Six Million Five Hundred and Fourteen Thousand and Fifty Dollars (\$206,514,050.00) which has exceeded the subvention allocation by 58 %. This excess amount was covered in part by a loan on the eConnect and Learn (eCAL) project and the remainder from subvention funds received in the prior fiscal year.

REVENUE

In iGovTT, one Division (ttconnect) provides services to general public. There is no charge attached to the provision of these services however; iGovTT does earn revenue from Project Management fees. Other sources of income for iGovTT are Interest Earned and Receipts from the purchase of Tender Packages.

Figure 1 shows a graphical representation of the revenue earned in 2011. It should be noted that Tender Receipts show a negative amount reflecting the amount refunded to proponents on cancellation of the tender for the Empanelment of Consultants.

Financial Operations cont'd

ACTUAL REVENUES FOR FISCAL YEAR '11

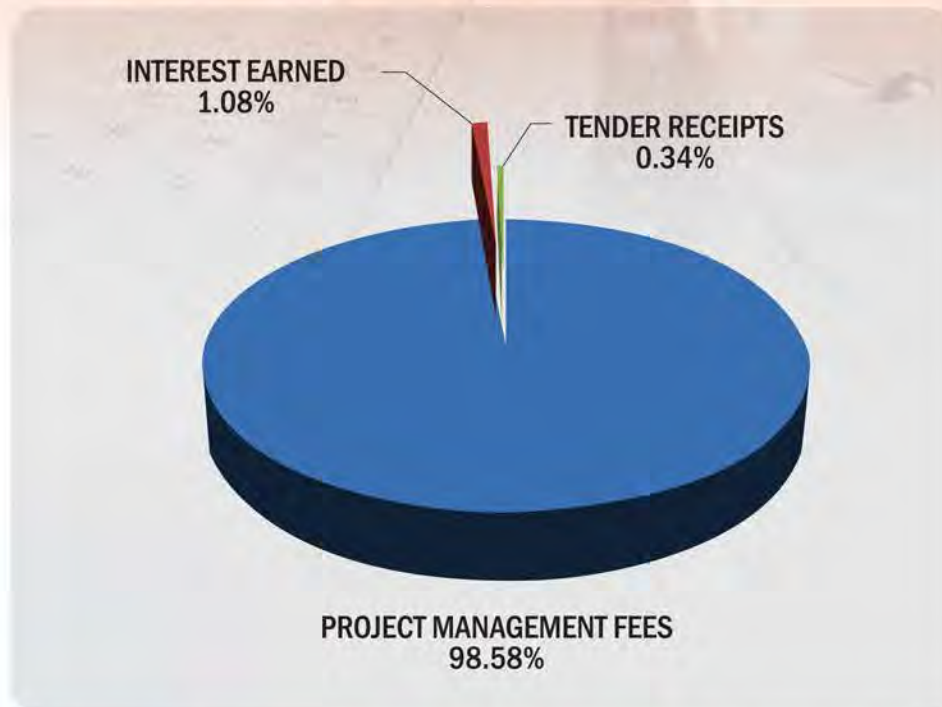


Figure 1 – Revenues Earned by iGovTT for the Fiscal Year 2011

For the period under review, iGovTT generated revenues in the amount of Six Million Seven Hundred and Thirty-Eight Thousand Seven Hundred and Forty-Three dollars (\$6,738,743), an increase of 607 % from the fiscal year 2010. The project management fees earned on the e-Connect and Learn (eCAL) initiative is the main contributor to the increase in revenues.

EXPENDITURE

The actual expenditure for the fiscal year 2011 amounted to Two Hundred and Six Million Five Hundred and Fourteen Thousand and Fifty Dollars (\$206,514,050.00). When compared to 2010 expenditure of One Hundred and Forty-Eight Million Forty-Nine Thousand Five Hundred and Fifty-Eight Dollars (\$148,049,558), this represents an increase of 40%. Total expenditure for the period exceeded the budgetary allocation for the period by 58%. The main line items contributing to this budget expenditure were contract services, project equipment and salaries and wages.

The following table summarises the top five items of expenditure and compares it against the budgetary allocation for the fiscal year 2011.

Financial Operations cont'd

EXPENDITURE CATEGORY	ALLOCATION	ACTUAL EXPENDITURE	VARIANCE
Project Equipment	1,084,996	60,981,027	(59,896,031)
Contract Services	72,057,510	99,018,440	(26,960,930)
Salaries & Wages	29,207,553	31,067,633	(1,860,079)
Rent	4,129,336	899,237	3,230,099
Workshops & Seminars	1,055,120	43,965	1,011,155
Other	22,033,685	13,822,632	8,211,053
Capital	431,800	681,117	(249,317)
GRAND TOTAL	130,000,000	206,514,050	(76,514,050)

Table 1 - Budgeted versus Actual Expenditure for Fiscal Year 2011

The following is an analysis of the major expenditure categories:

- Project Equipment:** This comprised of costs incurred on the eCAL 2011 project (Ministry of Education), Single Electronic Window project (Ministry of Trade) and GovNeTT project. The amounts expended under the eCAL 2011 and Single Electronic Window are being funded directly by their respective Ministries.
- Contract Services:** The significant amounts expended within this category relate to Service Level Agreement for provision of maintenance and support services for GovNeTT which is being managed by iGovTT on behalf of the Ministry of Public Administration.
- Salaries & Wages:** This is slightly above budget by 3% and is due to retroactive amounts paid to employees for the period March 2010 to August 2011. It should be noted that terms and conditions for iGovTT employees have been approved by the Chief Personnel Officer and adjustments to salary were made in the month of September 2011.
- Rent:** The rental cost for the fiscal period would have fallen significantly with the purchase of the building at Lord Harris Court in May 2010.

Financial Operations cont'd

CAPITAL EXPENDITURE

To support iGovTT growth and continued expansion, Capital Expenditure in the sum of Six Hundred and Eighty-One Thousand, One Hundred and Seventeen dollars (\$ 681,117) has been expended.

The following table provides a summary by category for the fiscal year 2011:

DESCRIPTION	ADMINISTRATIVE SERVICES	TTCOMNECT	SECURITY & SAFETY	TOTAL
Motor Vehicles	-	218,794	-	218,794
Furniture & Fixtures	24,584	-	-	24,584
Office Equipment	47,781	-	96,653	144,434
ICT Equipment	277,235	10,500	5,570	293,305
GRAND TOTAL	349,600	229,294	102,223	681,117

Table 2 - Analysis of Capital Expenditure for Fiscal year 2011

There are three main categories under which Capital Expenditure was incurred for fiscal year 2011:

ADMINISTRATIVE SERVICES: As iGovTT increased its services towards the execution and administration of Government's enterprise-wide ICT strategies and programmes, expenditure on general capital items was incurred in support of these activities. Expenditure in this category includes:

- **Computer Equipment**
- **Software**
- **Office Equipment**
- **Blackberry Mobile Phones**

Financial Operations cont'd

ttconnect: In December 2009, ttconnect was integrated into iGovTT. As this programme continued to expand, Capital Expenditure was required to support this programme's objective of bringing government information and services closer to citizens and making public services more convenient and accessible. The main item of Capital Expenditure for this category was the balance remaining for the acquisition and outfitting of three (3) buses to bring the programme's services to the rural communities across Trinidad and Tobago acquired in Fiscal Year 2010.

SECURITY AND SAFETY UPGRADE: Capital Expenditure was incurred at iGovTT's Lord Harris Court and Gaston Court location, in order to:

- ***Improve security and safety of personnel***
- ***Improve security of iGovTT's property***
- ***Improve compliance with OSHA Act***

Financial Statements



NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

YEAR ENDED SEPTEMBER 30, 2011

Financial Statements

Independent Auditors' Report to the Shareholders of National Information and Communication Technology Company Limited

Report on the Financial Statements

We have audited the accompanying financial statements of National Information and Communication Technology Company Limited (the Company), which comprise the statement of financial position as at September 30, 2011, and the statement of comprehensive income, statement of changes in shareholder's equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

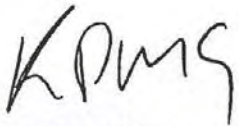
Financial Statements

Independent Auditors' Report to the Shareholders of National Information and Communication Technology Company Limited

Report on the Financial Statements (cont'd)

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Company as of September 30, 2011, and of its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards.



Chartered Accountants
Port of Spain
Trinidad and Tobago, W.I.
January 26, 2012

Financial Statements

National Information and Communication Technology Company Limited

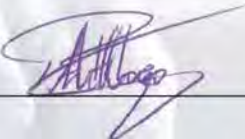
Statement of Financial Position

September 30, 2011

ASSETS	Notes	2011	2010
Non-current Assets			
Property, plant and equipment	1	\$ 2,989,172	3,024,939
Deferred tax	2	10,753,442	-
		<u>13,742,614</u>	<u>3,024,939</u>
Current Assets			
Receivables		7,192,617	4,489,857
Prepayments		1,954,822	55,566
Value added tax recoverable		14,461,286	2,802,728
Other current assets		326,496	454,949
Cash on hand and at bank	3	71,860,114	50,919,867
Total current assets		<u>95,795,335</u>	<u>58,722,967</u>
TOTAL ASSETS		\$ 109,537,949	61,747,906
Shareholder's Equity and Liabilities			
Shareholder's Equity			
Stated capital	4	\$ 5,000,000	5,000,000
(Accumulated deficit) retained earnings		<u>(32,125,971)</u>	<u>535,087</u>
		<u>(27,125,971)</u>	<u>5,535,087</u>
Non-current Liabilities			
Loan and borrowings	5	64,761,485	-
Deferred tax	2	-	85,080
		<u>64,761,485</u>	<u>85,080</u>
Current Liabilities			
Loans and borrowings	5	16,190,371	-
Deferred subvention	6	-	25,731,298
Taxation payable		230,413	332,628
Advance payments		20,752,452	17,499,043
Trade payables		24,606,034	9,225,513
Accrued liabilities		<u>10,123,165</u>	<u>3,339,257</u>
		<u>71,902,435</u>	<u>56,127,739</u>
Total Shareholders' Equity And Liabilities		\$ 109,537,949	61,747,906

The notes on pages 7 to 19 are an integral part of these financial statements.

On behalf of the Board



Director



Director

Financial Statements

National Information and Communication Technology Company Limited

Statement of Comprehensive Income

For the year ended September 30, 2011

	Notes	2011	2010
Revenue			
Amortisation of deferred subvention	6	\$ 155,731,298	144,262,917
Project management fees		6,688,033	719,518
		162,419,331	144,982,435
Operating Costs			
		(159,999,467)	(110,482,813)
Operating Surplus			
		2,419,864	34,499,622
Other (Expenses) Income			
Administrative expenses – (Schedule 1)		(45,002,874)	(33,335,638)
Gain (loss) on foreign exchange translation		442,393	(444,465)
Other (expenses) income		(22,750)	67,750
Interest expense		(1,272,985)	-
Interest income		73,460	165,525
Total Other (Expenses) Income			
		(45,782,756)	(33,546,828)
(Deficit) surplus of revenue over expenditure for the year/period before provision for taxation		(43,362,892)	952,794
Provision For Taxation	2	10,701,834	(417,707)
(Deficit) Surplus Of Revenue Over Expenditure For The Year/period			
		\$ (32,661,058)	535,087

The notes on pages 52 to 63 are an integral part of these financial statements.

Financial Statements

National Information and Communication Technology Company Limited

Statement of Changes in Shareholder's Equity

For the year ended September 30, 2011

	<u>Stated Capital</u>	<u>Retained Earnings</u>	<u>Shareholder's Equity</u>
Period ended September 30, 2010			
Issue of stated capital	\$ 5,000,000	-	5,000,000
Surplus of revenue over expenditure for the period	-	535,087	535,087
Balance at September 30, 2010	\$ 5,000,000	535,087	5,535,087
Year ended September 30, 2011			
Balance at October 1, 2010	\$ 5,000,000	535,087	5,535,087
Deficit of revenue over expenditure for the year	-	(32,661,058)	(32,661,058)
Balance at September 30, 2011	\$ 5,000,000	(32,125,971)	(27,125,971)

The notes on pages 52 to 63 are an integral part of these financial statements.

Financial Statements

National Information and Communication Technology Company Limited

Statement of Cash Flows

For the year ended September 30, 2011

	2011	2010
Cash Flows from Operating Activities		
(Deficit) surplus of revenue over expenditure for the year/period before provision for taxation	\$ (43,362,892)	952,794
Adjustments to reconcile (deficit) surplus of revenue over expenditure for the year/period before provision for taxation to net cash used in operating activities:		
Depreciation	716,886	343,992
Amortization of deferred subvention	(155,731,298)	(144,262,917)
Changes in accounts receivable	(2,702,760)	(4,489,857)
Changes in prepayments	(1,899,258)	(55,566)
Changes in vat recoverable	(11,658,558)	(2,802,728)
Changes in other current assets	128,455	(454,949)
Changes in advance payments	3,253,409	17,499,043
Changes in trade payables	15,380,521	9,225,513
Changes in accrued liabilities	6,783,907	3,339,258
Taxation paid	(238,902)	-
Net Cash Used In Operating Activities	<u>(189,330,490)</u>	<u>(120,705,417)</u>
Cash Flows from Investing Activities		
Purchase of property, plant and equipment	(681,119)	(3,368,931)
Net Cash Used In Investing Activities	<u>(681,119)</u>	<u>(3,368,931)</u>
Cash Flows from Financing Activities		
Government subventions received	130,000,000	169,994,215
Proceeds from loans and borrowings	80,951,856	-
Proceeds from issue of stated capital	-	5,000,000
Net Cash From Financing Activities	<u>210,951,856</u>	<u>174,994,215</u>
Increase in cash and cash equivalents for the year/period	20,940,247	50,919,867
Cash And Cash Equivalents at October 1	50,919,867	-
Cash And Cash Equivalents at September 30	\$ <u>71,860,114</u>	<u>50,919,867</u>
Analysis Of Cash And Cash Equivalents		
Cash on hand and at bank	\$ <u>71,860,114</u>	<u>50,919,867</u>

The notes on pages 52 to 63 are an integral part of these financial statements.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

LIMITATION OF LIABILITY AND PRINCIPAL ACTIVITY

The National Information and Communication Technology Company Limited (the Company) was incorporated in the Republic of Trinidad and Tobago on July 20th, 2009 and the Board of Directors was appointed on August 27, 2009. The Registered office of the Company is situated at #52 Pembroke Street, Port of Spain.

The principal activity of the organisation involves the provision of Information and Communication Technology services to the Government of the Republic of Trinidad and Tobago (GORTT).

These financial statements were approved for issue by the directors on January 26, 2012.

SIGNIFICANT ACCOUNTING POLICIES

(a) Statement Of Compliance

These financial statements have been prepared in accordance with the International Financial Reporting Standards (IFRS).

(b) Basis Of Preparation

These financial statements have been prepared on the historical cost basis.

(c) Functional And Reporting Currency

The financial statements are presented in Trinidad and Tobago dollars which is the Company's functional currency.

(d) Use Of Estimates And Judgements

The preparation of these financial statements in conformity with IFRS requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. Actual results could differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the year in which the estimates are revised and in any future years affected. Information about critical judgements in applying accounting policies that have the most significant effect on the amounts recognised in the financial statements is included in the following notes:

- Note (e) - Property, plant and equipment
- Note (g) - Accounts receivable

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

For the year ended September 30, 2011

2011

2010

Significant Accounting Policies

(e) Property, Plant And Equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalized borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalized as part of the equipment.

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separate items of property, plant and equipment.

The gain or loss on disposal of property, plant and equipment is determined by comparing the proceeds from disposal with the carrying amount of the property, plant and equipment, and is recognized net within other income/other expenses in profit or loss. When revalued assets are sold, any related amount included in the revaluation reserve is transferred to retained earnings.

The cost of replacing a component of an item of property, plant and equipment is recognized in the carrying amount of the item if it is probable that the future economic benefits embodied within the component will flow to the Company, and its cost can be measured reliably. The carrying amount of the replaced component is derecognized. The costs of the day-to-day servicing property, plant and equipment are recognized in profit or loss as incurred.

Depreciation is based on the cost of an asset less its residual value. Significant components of individual assets are assessed and if a component has a useful life that is different from the remainder of that asset, that component is depreciated separately.

Depreciation is calculated using the reducing balance basis over the estimated useful lives of each item of property, plant and equipment at the following rates:

ICT Equipment	25%
Furniture and fittings	12.5%
Office and computer equipment	12.5%
Motor vehicles	25%

Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

SIGNIFICANT ACCOUNTING POLICIES (Continued)

(f) Accounts Receivable

Accounts receivable is stated net of any specific provision established to recognise anticipated losses for bad and doubtful debts. Bad debts are written off during the year in which they are identified.

(g) Cash And Cash Equivalents

For the purposes of the statement of cash flows, cash and cash equivalents comprise cash at hand and in bank.

(h) Trade and other payables

Trade and other payables are stated at cost.

(i) Provisions

A provision is recognised if, as a result of a past event, the Company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability. The unwinding of finance cost is recognised as finance cost.

(j) Revenue Recognition

Unconditional grants related to the ongoing operations of the Company are recognised in the statement of revenue and expenditure as revenue when the grant becomes receivable.

Subventions that compensate the Company for expenses incurred are recognised as revenue in the statement of revenue and expenditure on a systematic basis in the same years in which the expenses are incurred.

Grants that compensate the Company for the cost of an asset are recognised in the statement of revenue and expenditure as revenue on a systematic basis over the life of the asset.

All other revenue is recorded on an accruals basis.

(k) Operating Leases

Payments under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives are recognised in the statement of comprehensive income as an integral part of the total lease expense.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

For the year ended September 30, 2011

SIGNIFICANT ACCOUNTING POLICIES (continued)

(l) Foreign Currency Transactions

Transactions in foreign currencies are translated to the respective functional currency of the Company at exchange rates at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies at the reporting date are retranslated to the functional currency at the exchange rate at that date. The foreign currency gain or loss on monetary items is the difference between amortised cost in the functional currency at the beginning of the year, adjusted for effective interest and payments during the year, and the amortised cost in foreign currency translated at the exchange rate at the end of the year. Non-monetary assets and liabilities denominated in foreign currencies that are measured at fair value are retranslated to the functional currency at the exchange rate at the date that the fair value was determined.

Foreign currency differences arising on retranslation are recognised in profit or loss, except for differences arising on the retranslation of available-for-sale equity instruments or a financial liability designated as a hedge of the net investment in a foreign operation.

(m) Impairment

The carrying amounts of the Company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If such an indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. Impairment losses are recognised in the statement of comprehensive income.

The recoverable amount of other assets is the greater of their net selling price and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

For the year ended September 30, 2011

SIGNIFICANT ACCOUNTING POLICIES (continued)

(n) Taxation

Income tax expense comprises current and deferred tax. Income tax expense is recognised in the statement of comprehensive income except to the extent that it relates to items recognised directly in equity, in which case it is recognised in equity or in other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted or subsequently enacted at the reporting date, and any adjustment to tax payable in respect of previous years. Current tax payable also includes any tax liability arising from the declaration of dividends.

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they reverse, based on the laws that have been enacted or subsequently enacted at the reporting date.

Deferred tax asset and liabilities are offset if there is a legally enforceable right to offset current tax liabilities and assets, and they relate to income taxes levied by the same authority on the same taxable entity, or on different tax entities, but they intend to settle current tax liabilities and assets on a net basis or their tax assets and liabilities will be realised simultaneously.

A deferred tax asset is recognised for unused tax losses, tax credits and deductible temporary differences, to the extent that it is probable that future taxable profits will be available against which the temporary difference can be utilised. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

1. PROPERTY, PLANT AND EQUIPMENT

	Computer Equipment	Furniture and fittings	Office Equipment	Motor Vehicles	TOTAL
Year ended September 30, 2011					
Cost					
Balance at October 1, 2010	\$ 552,034	37,970	1,320,290	1,458,637	3,368,931
Additions for the year	<u>293,305</u>	<u>24,584</u>	<u>144,434</u>	<u>218,796</u>	<u>681,119</u>
Balance at September 30, 2011	\$ <u>845,339</u>	<u>62,554</u>	<u>1,464,724</u>	<u>1,677,433</u>	<u>4,050,050</u>
Accumulated Depreciation					
Balance at October 1, 2010	\$ 57,545	3,174	100,943	182,330	343,992
Charge for the year	\$ <u>157,124</u>	<u>5,374</u>	<u>163,518</u>	<u>390,870</u>	<u>716,886</u>
Balance at September 30, 2011	\$ <u>214,669</u>	<u>8,548</u>	<u>264,461</u>	<u>573,200</u>	<u>1,060,878</u>
Net Book Value					
Balance at September 30, 2011	\$ <u>630,670</u>	<u>54,006</u>	<u>1,200,263</u>	<u>1,104,233</u>	<u>2,989,172</u>
Balance at October 1, 2010	\$ <u>494,489</u>	<u>34,796</u>	<u>1,219,347</u>	<u>1,276,307</u>	<u>3,024,939</u>
Period ended September 30, 2010					
Cost					
Additions for the period	\$ <u>552,034</u>	<u>37,970</u>	<u>1,320,290</u>	<u>1,458,637</u>	<u>3,368,931</u>
Balance at September 30, 2010	\$ <u>552,034</u>	<u>37,970</u>	<u>1,320,290</u>	<u>1,458,637</u>	<u>3,368,931</u>
Accumulated Depreciation					
Charge for the period	\$ <u>57,545</u>	<u>3,174</u>	<u>100,943</u>	<u>182,330</u>	<u>343,992</u>
Balance at September 30, 2010	\$ <u>57,545</u>	<u>3,174</u>	<u>100,943</u>	<u>182,330</u>	<u>343,992</u>
Net Book Value					
Balance at September 30, 2010	\$ <u>494,489</u>	<u>4,796</u>	<u>1,219,347</u>	<u>1,276,307</u>	<u>3,024,939</u>

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

	2011	2010
2. Provision For Taxation		
<i>Income Tax Recognized In Profit And Loss</i>		
Deferred tax (credit) charge	\$ (10,838,522)	85,080
Corporation tax	-	161,913
Green fund levy	136,688	170,714
	<u>\$ (10,701,834)</u>	<u>417,707</u>
<i>Reconciliation Of Effective Tax Rate</i>		
(Deficit) surplus of revenue over expenditure for the year/period	\$ (43,362,892)	952,794
Tax at the applicable tax rate – 25%	(10,840,723)	238,199
Tax effect of income/expenses that are not recognisable/deductible in determining taxable profit	2,201	8,794
Green fund levy	136,688	170,714
	<u>\$ (10,701,834)</u>	<u>417,707</u>
<i>movement In The Deferred Tax (Asset) Liability</i>		
Balance at the beginning of the year/period	\$ 85,080	-
Charge to the statement of comprehensive income	(10,838,522)	85,080
Balance at the end of the year/period	<u>\$ (10,753,442)</u>	<u>85,080</u>
<i>Composition Of Deferred Tax (Asset) Liability</i>		
Property, plant and equipment	\$ 77,764	85,080
Accumulated tax losses	(10,831,206)	-
	<u>\$ (10,753,442)</u>	<u>85,080</u>
3. Cash On Hand And At Bank		
Chequing accounts	\$ 71,854,114	50,913,867
Petty cash	6,000	6,000
Balance at September 30	<u>\$ 71,860,114</u>	<u>50,919,867</u>

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

	2011	2010
4. Stated Capital		
Authorised capital		
Unlimited number of common shares on no par value		
Issued and fully paid capital		
5,000,000 common shares of no par value	\$ 5,000,000	5,000,000
5. Loans and borrowings		
(i) Loan from Scotiabank and Merchant Bank Trinidad and Tobago Limited for \$80,951,856, to finance project related expenditure. Interest is charged at a fixed rate of 3.25% per annum and is payable in 10 equal, half-yearly instalments, commencing December 6, 2011. The loan is secured by a guarantee from the Government of the Republic of Trinidad and Tobago dated October 1, 2010.	80,951,856	-
Less current portion	(16,190,371)	-
Net long term debt	\$ 64,761,485	-
6. Deferred Subvention		
Balance at October 1	\$ 25,731,298	-
Grants received for the year/period	130,000,000	169,994,215
Amortization for the year/period	(155,731,298)	(144,262,917)
Balance at September 30	\$ -	25,731,298

Funding for the operations of the Company is provided via Government Subvention.

The Company received subventions for recurrent expenditure in the sum of \$130,000,000 (2010 : \$169,994,215) for the year ended September 30, 2011. No subventions were received during the year that was related to property, plant and equipment.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

7. Operating Leases

	<u>2011</u>	<u>2010</u>
<i>Leases As Lessee</i>		
Non cancellable operating lease rentals are payable as follows:		
Less than one year	\$ 792,976	3,783,618
Between one and five years	1,977,625	15,134,472
	\$ <u>2,770,601</u>	<u>18,918,090</u>

During the year, \$899,236 (2010 : \$2,466,343) was recognised as an expense in the statement of comprehensive income in respect of operating leases.

8. Related Parties

Key Management Personnel

Key management personnel receive compensation in the form of short-term, employee benefits and post-employment benefits.

Key management personnel received compensation of \$7,938,499 (2010 : \$3,383,585) for the year. Total remuneration is included in salaries and wages.

9. IFRS Not Yet Effective

A number of new standards, amendments to standards and interpretations are effective for annual periods beginning after January 1, 2011, and have not been applied in preparing these financial statements. None of these is expected to have a significant effect on the financial statements of the Company, except for IFRS 9, which becomes mandatory for the Company's 2013 financial statements and could change the classification and measurement of financial assets. The Company does not plan to adopt this standard early and the extent of the impact has not been determined.

10. Capital Management

The Company has no formal policy in regards to capital management, as the Company is currently financed through Government subventions.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

11. Financial instruments

A financial instrument is any contract that gives rise to both a financial asset and a financial liability or equity instrument of another enterprise. For the purpose of these financial statements, financial assets have been determined to include accounts receivable, prepayments and cash. Financial liabilities have been determined to include long-term debt, accounts payable and interest payable.

The Company has exposure to the following risks from its use of financial instruments:

- Credit risk
- Liquidity risk
- Market risk

Derivative financial instruments are not presently used to reduce exposure to fluctuations in these risks.

Credit Risk

Management monitors exposure to credit risk on an on-going basis. The maximum exposure to credit risk is represented by the carrying amount of the financial asset in the statement of financial position. The maximum exposure to credit risk at year end was:

		<u>2011</u>	<u>2010</u>
Accounts receivable	\$	7,192,617	4,489,857
Cash		71,854,114	50,913,967
	\$	<u>79,046,731</u>	<u>55,403,824</u>

Impairment losses:

The aging of trade receivables at year end was:

		<u>2011</u>	<u>2010</u>
Current	\$	6,984,422	3,738,541
31- 90 days		32,135	471,091
Over 91 days		176,060	280,225
	\$	<u>7,192,617</u>	<u>4,489,857</u>

No impairment losses were recorded with respect to trade receivables for the year.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

11. Financial instruments (continued)

Liquidity Risk

The Company manages its liquidity risk by maintaining cash to meet its cash obligations as they fall due. Further, the Company also maintains flexibility through established credit facilities with its Bankers.

The following are the contractual maturities of financial liabilities, including interest payments:

	Carrying Amount	Contractual cash flows	Less than one year	More than one year
<i>September 30, 2011</i>				
Loans and borrowings	\$ 80,951,856	80,951,856	16,190,371	64,761,485
Advance payments	20,752,452	20,752,452	20,752,452	-
Trade payables	24,606,034	24,606,034	24,606,034	-
Accrued liabilities	10,123,165	10,123,165	10,123,165	-
	<u>\$ 136,433,507</u>	<u>136,433,507</u>	<u>71,672,022</u>	<u>64,761,485</u>
<i>September 30, 2010</i>				
Advance payments	\$ 17,499,043	17,499,043	17,499,043	-
Trade payables	9,225,513	9,225,513	9,225,513	-
Accrued liabilities	3,339,259	3,339,259	3,339,259	-
	<u>\$ 30,063,815</u>	<u>30,063,815</u>	<u>30,063,815</u>	<u>-</u>

Market risk

Market risk arises in the normal course of business and encompasses the risk to earnings that arises from changes in foreign exchange rates, interest rates and equity prices.

(a) Foreign currency risk

The Company does not incur significant foreign currency risk on purchases that are denominated in a currency other than the Trinidad and Tobago dollar. The currency giving rise to any risk is primarily the United States dollar.

Financial Statements

National Information and Communication Technology Company Limited

Notes to Financial Statements

September 30, 2011

11. Financial Instruments (continued)

Market risk (continued)

(a) Foreign currency risk (continued)

The exchange rate of the United States dollar to the Trinidad and Tobago dollar at the year end was as follows:

At September 30, 2011: TT\$6.30

At September 30, 2010: TT\$6.30

Sensitivity Analysis:

A 1% strengthening of the Trinidad and Tobago dollar against the United States dollar at year end would have increased profit by \$42,880 (2010 : \$20,666). This analysis assumes that all other variables, in particular interest rates, remain constant.

(b) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates.

At year end, the interest rate profile of the Company's interest bearing instruments was:

		<u>2011</u>	<u>2010</u>
Fixed rate instruments			
Financial assets	\$	71,854,114	50,913,867
Financial liabilities		(80,951,856)	-
Net exposure	\$	<u>(9,097,742)</u>	<u>50,913,867</u>

Estimation Of Fair Values

Fair value amounts represent estimates of the arm's length consideration that would be currently agreed upon between knowledgeable and willing parties who are under no compulsion to act and is best evidenced by a quoted market price if one exists. The estimated fair value of the Company's financial instruments is based on the market prices and valuation methodologies.

Financial Statements

National Information and Communication Technology Company Limited

Schedule of Administrative Expenses

		For the year ended September 30, 2011		Schedule 1
	Notes	2011	2010	
Advertising and promotions		\$ 395,061	764,730	
Bank charges		11,553	4,773	
Building Maintenance		449,329	372,213	
Depreciation		716,886	343,992	
Director Expenses		732,608	618,750	
Donations		6,000	5,500	
Electricity		205,558	198,739	
Equipment Repairs & Maintenance		72,811	38,331	
Functions		144,594	409,572	
Insurance		68,081	18,522	
Janitorial		717,255	641,093	
Laundry Expense		19,852	25,612	
Legal Fees		316,670	62,714	
Meals and Entertainment		11,218	-	
Meeting expenses		130,686	134,836	
Membership and subscriptions		57,274	76,540	
Miscellaneous expenses		37,812	20,863	
Motor vehicles		112,964	18,355	
National insurance		1,104,631	626,791	
Operating lease	7	465,007	395,357	
Office expenses		403,448	253,233	
Penalties and interest		119,273	29,681	
Postage		833,810	767,859	
Printing and stationery		395,015	251,468	
Professional Fees		467,813	807,274	
Publications Expense		19,410	125,400	
Publicity & Promotion Expense		621,940	867,057	
Recruitment Expense		174,004	146,696	
Rent Expense	7	434,229	2,070,986	
Salaries and wages		31,067,632	17,253,202	
Security		1,776,342	1,358,889	
Specialised ICT Equipment		7,516	-	
Staff & Organization Development		136,550	136,093	
Stamp Duty on Loan		161,954	-	
Software		35,913	9,529	
Telecommunication Fees / Licenses		4,995	-	
Telephone		1,450,146	1,328,760	
Training		194,803	69,818	
Travel – foreign		601,383	585,896	
Travel – local		187,053	140,665	
Transportation & Storage Exp		51,752	161,202	
Utilities		38,078	34,136	
Workshops & Seminars Expense		43,965	2,160,511	
		\$ 45,002,874	33,335,638	

Advancing the ICT Agenda



Advancing the ICT Agenda

2ND TRINIDAD AND TOBAGO ICT BUSINESS AND INNOVATION SYMPOSIUM

14th – 16th November 2010

The ICT Business and Innovation Symposium is celebrated as the premiere ICT event in the region usually attended by Ministers, high-level executives, business innovators, academia and professionals in the field of ICT. The 2010 Symposium was themed "ICT Innovation – Staying Ahead" and delved into existing local and regional opportunities that aid in efforts to shape the future adoption and implementation of ICTs. The Symposium also featured two internationally renowned keynote speakers; Chris Anderson, Editor and Chief of Wired Magazine, and author of Bestselling books, *The Long Tail* and *Free* and Soumitra Dutta, Roland Berger Professor of Business and Technology and Academic Director, eLab INSEAD.0.



Former Minister of the Ministry of Public Administration Mrs. Rudrawantee Nan Gosine-Ramgoolam and other officials visit the iGovTT Booth.



The iGovTT booth at the Symposium.



Chairman of eBusiness Roundtable, Mr Larry Howai addressing the audience at the Symposium.



ITU Secretary General, Hamadoun Touré bringing greetings to Symposium attendees.

Advancing the ICT Agenda

CTU CARIBBEAN ICT ROADSHOW - YOUTH FORUM & EXHIBITION

7th - 11th February 2011

The Caribbean Telecommunications Union (CTU) in partnership with the Ministry of Public Administration through iGovTT hosted the Caribbean ICT Roadshow, an initiative designed to raise awareness of the innovative approaches required for effective application of ICTs in every sphere of endeavor. The Trinidad and Tobago edition of the Roadshow encompassed a series of fora including a two-day Youth Forum for forms four (4) and five (5) students addressing specific issues relating to ICT including Social Networking, ICT in Social and Cultural Development and Cyber Safety.



Question and answer session during the Youth Forum.



Students collecting ICT literature at the Youth Forum registration table.



Students listening attentively to CTU Secretary General, Ms Bernadette Lewis.

Advancing the ICT Agenda

CANTO'S 27TH ANNUAL CONFERENCE AND TRADE EXHIBITION

10th - 13th July 2011

CANTO's objective is to establish a forum through which Caribbean Telecommunication Organizations may exchange information and expertise pertaining to the telecommunications field; generate inputs for orderly growth of the sectors; formulate policy and consider matters of mutual interest to its members. The theme for CANTO's 2011 Conference was "Shaping the Future of Information and Communication". TTBizLink which was presented by iGovTT's Chairman on behalf of the Government of Trinidad and Tobago copped the 2nd place award for CANTO's Project of the Year Award. Added to this, iGovTT security and assurance professional, Khafra Murray, took 2nd place in the CANTO's "iCreate - Best Mobile Application" for his creation, Triniberry.



Chairman iGovTT, Atiba Phillips presenting at the CANTO Annual Conference and Exhibition.



From L-R: Representing Trinidad and Tobago at the iGovTT booth were Samantha Lezama, Gary Kalloo, Wendy McDonald and Atiba Phillips.



Ministers and representatives of Governments from all over the Caribbean at the Opening Ceremony for the 2011 CANTO Annual Conference and Exhibition.

Internal Highlights



Internal Highlights

ICT PEOPLE WHO CAN COOK - COOLER LIME

29th July 2011

This event facilitated an afternoon of welcomed recreation for the staff of iGovTT. All staff members were given the opportunity to showcase their amateur culinary and tent decorating skills while competing for prizes.



Best Theme Presentation winners pose for pictures after having won with their theme titled Seaside Beach.



Amateur chef Shirma Adolphus presenting her dish titled Seafood Melee to the judges - Wendy McDonald, Warren Sookdar and Celeste Mohammed



Best Chef winner, Donna Ramoutar and sous chef Ziva Hargreaves-Superville with their dish titled Merge in ICT.

Internal Highlights

STAFF CHRISTMAS LUNCHEON

Thursday 16th December 2010

This luncheon was a relaxing end of year event that brought closure to another year of evolution for iGovTT. Eats and entertainment were provided as staff enjoyed each other's company.



Staff from all offices of iGovTT mingle and pose for the photographers at the 2010 Christmas Luncheon.



iGovTT
intelligent • integrative • innovative

www.igovtt.tt



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Technology Company Limited**

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