

GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO
**PUBLIC STATEMENT OF NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED
 IN COMPLIANCE WITH SECTION 7, 8 AND 9 OF
 THE FREEDOM OF INFORMATION ACT (FOIA) 1999**

In accordance with Sections 7, 8 and 9 of the Freedom of Information Act, 1999 (“FOIA”), the **National Information and Communication Technology Company Limited** hereinafter referred to as **iGovTT**, is required by law to publish the following statements which list the documents and information generally available to the public.

THE ACT GIVES MEMBERS OF THE PUBLIC:

1. A legal right for each person to access certain information held by iGovTT;
2. A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading;
3. A legal right to obtain reasons for adverse decisions made regarding an applicant’s request for information under the FOIA;
4. A legal right to complain to the Ombudsman and to apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

SECTION 7 STATEMENTS:

Section 7 (1) (a) (i)
 Function and Structure of iGovTT

MISSION STATEMENT:

To create a platform through stakeholder collaboration and strategic partnerships that leverages economies of scale and delivers innovative Government ICT solutions to enhance national competitiveness and transformational development.

VISION:

The optimal vehicle for ICT revolution to facilitate the transformation of Trinidad and Tobago’s socioeconomic and competitive landscape, improve quality of life for citizens and accelerate national development.

SCOPE OF BUSINESS:

iGovTT is a wholly owned State Enterprise which was incorporated on July 20, 2009 in accordance with the Companies Act Chapter 81:01 of the Laws of the Republic of Trinidad and Tobago. The Company acts as the implementation arm of the Government of the Republic of Trinidad and Tobago (GoRTT) in the execution and administration of Government enterprise-wide information and communication technology (ICT) strategies and programmes. iGovTT designs, procures, project manages, implements and maintains enterprise-wide ICT solutions for GoRTT, as well as provides value-added ICT support services to Government Ministries, Divisions and Agencies. The Company was charged with the responsibility of maintaining the tconnect programme, which is a suite of six (6) alternative service delivery channels for Government to interface with Citizens. The objective of tconnect is to bring Government information closer to citizens and make public services significantly more convenient and accessible through the medium of ICT.

tconnect was since transferred to the Ministry of Rural Development and Local Government with effect from

September 11 2015 via Gazette No. 97 of 2015 dated September 23 2015.

ORGANISATIONAL STRUCTURE

The Company is headed by a Board of Directors (“the Board”) which is responsible for controlling the overall direction of the Company. The Board comprises ten (10) Directors. The Board Members are:

- Mrs. Jacqueline Syms (Chairman)
- Ms. Rachel Maikhoon (Deputy Chairman)
- Ms. Annessa Ali Bocas
- Mr. William Archie
- Mr. Vijay Persad
- Ms. Krishanna Badaloo
- Mr. Vishneu Koon Koon
- Mr Sylvannas Berkeley
- Mr. Stellan Ragbir
- Ms. Cindy Anne Hinds

As at the review date, the Company employed One Hundred and Sixty-five (165) staff members, including a Chief Executive Officer. The Organisational Structure, comprising eleven (11) functional Units as overseen by the CEO and the Deputy CEO is depicted below.

DETAILS OF RESPONSIBILITY CENTRES:

Office of the Chief Executive Officer (CEO)

The CEO ensures the sustainable growth and profitability of the Company. The CEO has the overall responsibility for the efficient operation of all line functions and is accountable for strategic management. The CEO ensures that Board approved strategies, plans, policies and systems are implemented and that the Company is in compliance with all laws and regulations governing its operation. The CEO reports to the Board of Directors and ensures widespread collaboration with key stakeholders.

Office of the Deputy Chief Executive Officer (DCEO)

The DCEO supports and advises the CEO on the affairs of the core units. The DCEO directly oversees the operations of the Company’s core lines of business, comprising Consulting, Delivery, Operations, and tconnect.

1. Internal Audit Unit

This Unit is responsible for independent audits on all of the Company’s operational functions to ensure compliance with approved and published company policies and processes and compliance with statutory requirements. The Internal Audit Unit reports functionally to the Audit Committee of the Board of Directors and administratively to the CEO of the Company.

2. Corporate Affairs & Governance /Legal Unit

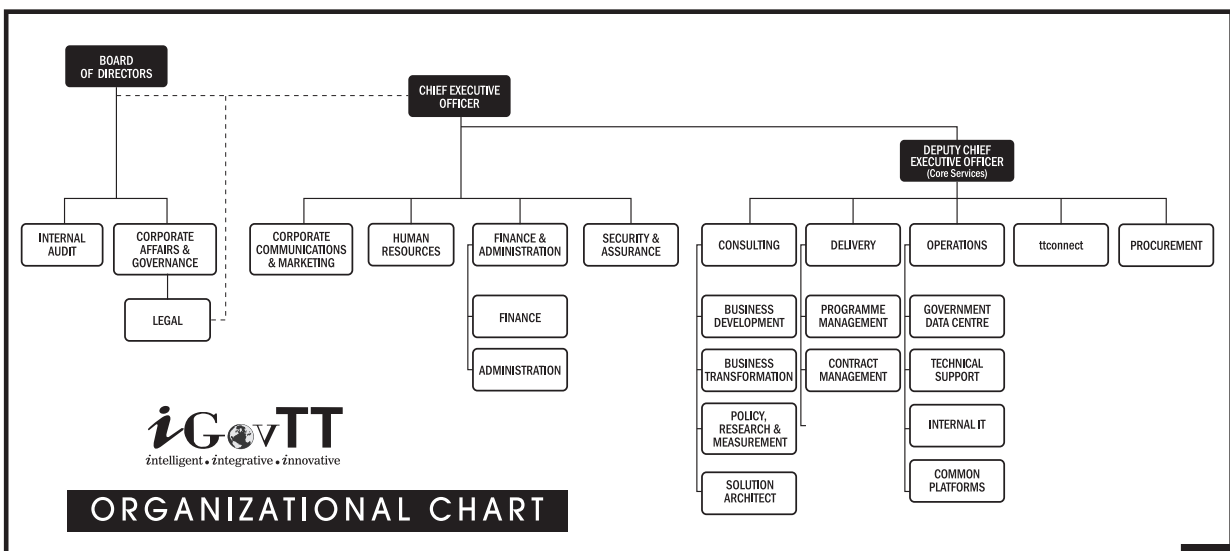
The Corporate Affairs & Governance/Legal Unit is accountable to the Board through the Chairman for all matters relating to Corporate Governance, the Company’s Corporate Secretarial duties and legal matters which concern the Board of Directors. In addition, the Legal function reports to the CEO for all Company related legal matters including the preparation and execution of contracts. The Corporate Affairs & Governance/Legal Unit serves as the secretariat for Board meetings and meetings of the sub-committees of the Board.

3. Corporate Communications & Marketing Unit

The Corporate Communications and Marketing Unit (CCM) is responsible for strategic communications and marketing initiatives, as well as internal and external communication with stakeholders.

The CCM is also responsible for:

- Managing iGovTT’s corporate identity and developing corporate collateral such as brochures, annual reports, speeches and press releases;
- Managing the content and design for all iGovTT web-based platforms;
- Organizing and executing internal and external stakeholder events;
- Coordinating market research;
- Developing and implementing marketing strategies for iGovTT’s products and services;
- Developing and implementing communication strategies and initiatives to support the Company’s overall business objectives and goals;
- Managing corporate brand and reputation.



4. Human Resources (HR) Unit

The HR Unit is responsible for:

- Working with iGovTT's leadership and lines of business to plan and perform HR recruitment and selection (including performing HR research on competitive rewards and recognition systems);
- Developing, implementing and maintaining HR policies, procedures and process flows;
- Planning and organizing staff development programmes and training;
- Planning, implementing and maintaining a performance appraisal system for iGovTT;
- Developing and implementing organisational development programmes;
- Managing the employee relations and industrial relations functions of the Company.

5. Finance & Administration Unit

The Finance & Administration Unit comprises two (2) sub-teams; namely, the Finance Team and the Administration Team.

Finance Team

This team is responsible for:

- Leading the Company's budgetary process;
- Developing and maintaining a financial management framework (Purchasing, Payables, Receivables, General Ledger, Payroll, and Financial Reporting);
- Financial reporting to the Board of Directors, Management, Corporation Sole and other Stakeholders.

Administration Team

This team is responsible for:

- Strategizing and operationalizing office management policies and procedures;
- Ensuring the development of facilities management policies, standards and procedures;
- Providing oversight on the development and implementation of preventive maintenance schedules, upgrades and remodels, relocations and new renovations and related projects;
- Managing the provision of security, janitorial, hospitality and other ancillary services;

6. Procurement Unit

The Procurement Unit is responsible for:

- Managing the overall direction, coordination and evaluation of procurement for iGovTT;
- Implementing procurement strategies to maintain the security of supply and optimum value for money;
- Performing all procurement and contracting activities (in conjunction with the Contract Management Office of the Delivery Unit) including pre-qualification and tender management;
- Setting policies and guidelines for delivering a transparent, commercial and cost-effective procuring process for iGovTT;
- Providing periodic reporting to the iGovTT Executive Management on procurement controls and processes.

7. Security & Assurance Unit

The Security & Assurance Unit monitors, measures and assesses risks and vulnerabilities associated with Government's information, ICT projects and ICT infrastructure assets. This Unit's main focus is to ensure that iGovTT and GoRTT's ICT assets are adequately protected from risk through policies, initiatives and programmes that seek to maintain the confidentiality, availability and integrity of information that is processed, stored and transported by GoRTT.

8. Consulting Unit

The Consulting Unit engages Ministries and Agencies to ensure alignment with enterprise-wide ICT initiatives and provides strategic and advisory support for their ICT programmes and projects. Specific areas of consulting include ICT strategic planning, business process reengineering, change management, human capital development, ICT policy development and monitoring and evaluation. The Consulting Unit works closely with the Ministry of Science and Technology to ensure consistency with the holistic ICT policy framework as articulated by GoRTT.

This Unit is divided into four (4) teams namely, the Business Development Team, Business Transformation Team, Policy, Research and Measurement Team and Solutions Architect Office.

Business Development Team (BD)

The BD team is responsible for the co-ordination of the usage of Government's ICT assets by GoRTT Ministries and Agencies while aligning to the overall iGovTT strategic objectives.

Business Transformation Team (BT)

The BT team brings a closer alignment of people, processes and technology initiatives of Government Ministries or Agencies with its business strategy and vision.

Policy, Research & Measurement Team (PRM)

The Policy, Research and Measurement Team is responsible for ensuring the provision of evidence-based ICT policy, advisory and research services to the GORTT. Additionally, the PRM Team is responsible for setting up measurement frameworks and developing metrics and key performance indicators (KPIs) related to ICT Usage at the National and Government levels.

Solution Architect Office Team (SAO)

The SAO sets the National ICT infrastructure, technology directions and standards. It drives programmes and projects for GoRTT in support of the goals of smartTT.

9. Delivery Unit

The Delivery Unit is comprised of two (2) Teams namely the Project Management Office and the Contract Management Office.

Programme Management Office (PMO)

The PMO is responsible for:

- The successful implementation of programmes/projects undertaken by iGovTT within an approved timeframe and budget;
- Providing regular consultation services, progress reports and programme dashboards to programme/project stakeholders;
- Ensuring compliance with iGovTT's Project Management Methodology & Standards, and Government-wide ICT policies;
- Performing programme/project risk management and issue management;
- Performing vendor management tasks including first line response to vendors as it relates to projects being executed.

Contract Management Office (CMO)

The CMO is responsible for:

- The management of the Government-wide contracts;
- Ensuring proper construction of ICT contracts;

10. Operations Unit

The Operations Unit comprises five (5) Teams namely the Government Data Centre, Technical Support Team, Application Support Team and Internal IT.

Government Data Centre (GDC)

The GDC team is responsible for:

- Collaborating with other units within the Company and organization wide relevant subject matter experts in the delivery of unit specific services;
- Ensuring the design, setup, operation and maintenance of the Data Centre facilities and other hosting services according to relevant internationally recognized governance and service standards;
- Establishing an International Standards-Compliant Operations Management Framework (e.g. ITIL) to facilitate day-to-day operations and activities such as system migration, backup & recovery, system monitoring and problem escalation.

Technical Support (TS)

The Technical Support team is responsible for:

- Collaborating with other units and organization wide relevant subject matter experts in the delivery of unit specific services;
- Ensuring the proper installation, setup and maintenance of the applications and other desktop services according to relevant internationally recognized governance and service standards;
- Engaging in and facilitating research on new technologies and applications and plan for capacity growth and technology refreshers for installed applications;

Application Support (AS)

The Application Support Team is responsible for:

- Ensuring the design, setup, operation and maintenance of the applications and other business related application services according to relevant internationally recognized governance and service standards;
- Engaging in and facilitating research on new technologies and applications, and planning for capacity growth and technology refresh for installed services and applications.

Internal IT

The Internal IT Team is responsible for:

- Internal ICT and information systems of iGovTT;
- Managing vendors and suppliers of IT goods and services to ensure quality and value of services;
- Managing the transition of IT services to minimize the impact to business processes;
- Developing and maintaining policies, procedures and guidelines governing the use of ICT tools and information systems within the Company;
- Ensuring compliance of iGovTT with the approved IT standards and legislation;
- Planning for and maintaining systems to mitigate against the loss of corporate information in the event of infrastructure failure or disaster;
- Providing operational support to Company stakeholders in their use of ICT;

EFFECTS OF SCOPE OF BUSINESS ON MEMBERS OF THE PUBLIC:

The Company's operating policies and procedures are developed in accordance with the rules and guidelines established by the State Enterprises Performance Monitoring Manual and relevant Laws and Regulations. As such, in the matter of operating policies and procedures, the Company has not held any public consultations to date.

Section 7 (1) (a) (ii)**Categories of Documents in the possession of iGovTT:**

- Files regarding administrative support and general administrative documents for the operations of the Company;
- Personnel files, which detail all staff appointments, job applications, job specifications, promotions, transfers, disciplinary letters, resignations, deaths, retirement, leave, vacation, etc.;
- Files pertaining to the accounting and financial management function of the Company;
- Financial records (cheques, vouchers, receipts, journals, and so on);
- Files relating to the procurement of supplies, services and equipment;
- Informational material;
- Policy and procedure documents;
- Internal and external correspondence files;
- Client files;
- Contract Administration files;
- Legislation and legal instruments;
- Legal opinions and related matters;
- Minutes/Agendas of meetings;
- Files pertaining to training – local and foreign and technical co-operation;
- Files pertaining to circular notes, memoranda, notices, bulletins and so on;
- Reports regarding consultants, technical cooperation, corporate, accidents etc.;
- Files pertaining to official functions, conferences and events hosted and attended by the Company;
- Inventories;
- Periodicals;
- Customers complaints/suggestion files;
- Registers/certificates.

Section 7 (1) (a) (iii)**Material prepared for publication or inspection.**

Education and Informational Material:

- iGovTT Company Brochure - 2013;
- Press Release on the tconnect Express;
- Mobile winning CANTO Project of the Year 2010 - August, 2010;
- tconnect Services Brochure.
- iGovTT – Providing Public Sector ICT Solutions;
- GovNetT – The Platform for Connected Government;
- iGovTT Annual Reports for the financial years ended 2011, 2012, 2013 and 2014;
- Customer Satisfaction Survey Report (2012 and 2013);
- ICT Business & Innovation Symposium documents 2012 and 2014;
- Microsoft Home Use Program-Software Download Instructions (for Government Employees);
- Microsoft Home Use Program Microsoft Office Professional Installation Guide (for Government Employees);
- Planning Your Career in ICT Flyer (for Returning Scholars);
- The National ICT Plan 2014 to 2018;

Section 7 (1) (a) (iv)**Literature available by subscription**

The Company does not publish material to which members of the public may subscribe. As such, this section is not applicable at this time.

Section 7 (1) (a) (v)

Procedure to be followed when accessing a document from iGovTT.

HOW TO REQUEST INFORMATION**General Procedure**

iGovTT's policy is to answer all written requests for information. In order to utilize the rights granted under the Freedom of Information Act (FOIA) (for example the right to challenge a decision if a request for information is refused) the request must be made in writing. The applicant must therefore, complete the appropriate form entitled Request for Access to Official Documents, for information that is not readily available to the public. These forms can be obtained from the receptionist at iGovTT's Head Office, Lord Harris Court, No. 52 Pembroke Street, Port of Spain or online at www.foia.gov.tt.

Section 7 (1) (a) (vi)**Officers in iGovTT responsible for:**

- (1) The initial receipt of and action upon notices under Section 10;
- (2) Requests for access to documents under Section 13;
- (3) Applications for correction of personal information under Section 36 of the FOIA.

The Designated Officer is:

Head, Corporate Affairs and Governance
Level 1, Lord Harris Court
No. 52 Pembroke Street
Port of Spain
Tel: (868) 627-5600 Ext. 3119
Fax: (868) 624-8001
E-mail: FOIAOfficer1@igovtt.tt

The Alternate Officer is:

Chief Executive Officer
Level 3, Lord Harris Court
No. 52 Pembroke Street
Port-of-Spain
Tel: (868) 627-5600 Ext. 3301
Fax: (868) 624-8001
E-mail: FOIAOfficer2@igovtt.tt

Section 7 (1)(a)(vii)**Advisory Boards, Councils, Committees, and other bodies (Where meetings/minutes are open to the public)**

This section is not applicable at this time

Section 7 (1) (a) (viii)**Library/Reading Room Facilities**

The Company provides a room and suitable space for the inspection of documents and persons will also be able to obtain copies of specific material which will be made available between the hours of 8 a.m. – 4 p.m. on normal working days at the National Information and Communication Technology Company Limited, Level 1, Lord Harris Court, 52 Pembroke Street, Port of Spain.

Policy of iGovTT for provision of copies of documents

A fee of twenty-five (25) cents per page will be incurred for photocopies. However, no fee will be incurred if applicants provide their own paper.

SECTION 8 STATEMENTS:**Section 8 (1) (a) (i)**

Documents containing interpretations or particulars of written laws of schemes administered by iGovTT, not being particulars contained in another written law.

This section is not applicable at this time.

Section 8 (1) (a) (ii)

Manuals, rules of procedures, statements of policy, records of decisions, letters of advice to persons outside the National Information and Communication Technology Company Limited, or similar documents containing rules, policies, guidelines, practices or precedents.

The Company produced the following documents for public access:

- Procurement Rules and Procedures - September, 2009
- tconnect Customer Service Charter
- iGovTT – 2010 – 2014 Annual Reports
- GovNetT – The Platform for Connected Government;
- iGovTT – Providing Public Sector ICT Solutions.
- Procurement Rules and Procedures - September, 2015

Section 8 (1) (b)

In enforcing written laws or schemes administered by the public authority where a member of the public might be directly affected by that enforcement, being documents containing information on the procedures to be employed or the objectives to be pursued in the enforcement of, the written laws or schemes.

This section is not applicable at this time.

• Addressing Requests

To facilitate prompt handling of your request, please address your correspondence to The Designated Officer of National Information and Communication Technology Company Limited.

(See Section 7 (1)(a)(vi) for further details)**• Details in the Request**

Applicants should provide details that will allow for ready identification and location of the records that are being requested. If insufficient information is provided, clarification will be sought from the applicant. If the applicant is unsure of how to write a request or what details should be included, communication should be initiated with the Designated Officer who will then provide guidance and direction.

Requests not handled under the FOIA

A request under the FOIA will not be processed if it asks for information which is readily available to the public, either from iGovTT or from another public authority, for example, brochures, pamphlets, reports, and so on.

Responding to your Request**• Retrieving Documents**

iGovTT is required to furnish copies of documents only when they are in the Company's possession or if they can be retrieved from storage. iGovTT will also access information stored in the National Archives or another storage center in order to process requests.

• Furnishing Documents

An applicant is entitled to copies of documents that iGovTT has in its possession or documents that are published under the Organisation's custody or power. iGovTT is required to furnish at least one copy of a document. If a legible copy cannot be located, iGovTT may not attempt to reconstruct the document. Instead, the best copy possible will be furnished and iGovTT will inform the applicant via official correspondence.

Please note that iGovTT is not compelled to do the following:

- (a) Create new documents.
- (b) Perform research on behalf of the applicant.

Time Limits

• General

The FOIA sets a time limit of thirty (30) days for determination of requests for access to documents. If an Organisation fails to meet this deadline, the FOIA grants the applicant the right to proceed as though the request has been denied. In this regard, iGovTT will be diligent in complying as closely as possible with the time limit. If processing of the request seems to be stretching beyond the statutory limit, iGovTT will advise the applicant of the delay. It is important to note that requests may sometimes be incorrectly addressed or misdirected. Consequently, applicants are welcome to call or write to iGovTT to confirm that the request was received and to ascertain its status.

• Time Allowed

iGovTT will determine whether requests for access to information will be granted within the statutory timeframe "as soon as practicable but no later than thirty (30) calendar days" as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, the applicant will be permitted to inspect the documents and/or be provided with copies.

SECTION 9 STATEMENTS:

Section 9 (1) (a)

A report or a statement containing the advice or recommendations, of a body or entity established within iGovTT.

This section is not applicable at this time.

Section 9 (1) (b)

A report, or a statement containing the advice or recommendations, (1) of a body or entity established outside iGovTT by or under a written law, (2) or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to the public authority or to the responsible Minister.

- State Enterprises Performance Monitoring Manual, July 2011
- A Guide to the 1999 Freedom of Information Act Chapter 22:02, 2011

Section 9 (1) (c)

A report, or a statement containing the advice or recommendations, of an inter-departmental committee whose membership includes an officer of iGovTT.

This section is not applicable at this time.

Section 9 (1) (d)

A report or a statement containing the advice or recommendations, of a committee established within iGovTT to submit a report, provide advice or make recommendations to the responsible Minister of iGovTT or to another officer of the Company who is not a member of the committee.

This section is not applicable at this time.

Section 9 (1) (e)

A report (including a report concerning the results of studies, surveys or tests) prepared for the public authority by a scientific or technical expert, whether employed within iGovTT or not, including a report expressing the opinion of such an expert on scientific or technical matters.

This section is not applicable at this time.

Section 9 (1) (f)

A report prepared, and paid for by iGovTT, by a Consultant who was paid for preparing the report.

- Procurement Reports;
- Requirements study report for e-birth certificate application - March, 2010;
- Requirements Study Report for Population Registry - March, 2010;
- Project plan for Fastforward Stock Take;
- iGovTT structure and design SWOT analysis report - December, 2009;
- Compensation Benchmark Report;
- Recruitment Reports;
- Report assessing the Business and Financial implications to support the National Broadband Implementation Plan for Trinidad and Tobago and analyzing the estimated Capital and Recurring Costs associated with the implementation of the initiatives under the National Broadband Implementation Plan;
- Job Evaluation Report;
- Perception and Needs Analysis Report
- Report on Itconnect Mystery Shopper Experience.

Section 9 (1) (g)

A report prepared within iGovTT and containing the results of studies, surveys or tests carried out for the purpose of assessing, or making recommendations on, the feasibility of establishing a new or proposed Government policy, programme or project.

No such documentation has been formulated by iGovTT for disclosure to members of the public.

Section 9 (1) (h)

A report on the performance or efficiency of iGovTT, or of an office, division or branch of iGovTT, whether the report is of a general nature or concerns a particular policy, programme or project administered by iGovTT.

This section is not applicable at this time.

Section 9 (1) (i)

A report containing *(1) final plans or proposals for the re-Organisation of the functions of iGovTT, *(2) the establishment of a new policy, programme or project to be administered by iGovTT, or *(3) the alteration of an existing policy programme or project administered by iGovTT, whether or not the plans or proposals are subject to approval by an officer of iGovTT, another public authority, the responsible Minister of iGovTT or Cabinet.

Reports and Policies approved by the Board of Directors:

- Anti-Fraud Policy
- Board and Executive Overseas Travel Policy
- Board and Executive Local Travel Policy
- Board Governance and Protocol Policy
- Code of Compliance
- Code of Conduct
- Corporate Social Responsibility Policy
- Contract Management Policy
- Consulting Policy
- Credit Card Policy
- Delegation of Authority
- Finance and Accounting Policy Manual
- Fixed Asset Management Policy
- Health & Safety Policy
- Human Resources Policy Manual
- Internal ICT Policy Manual
- Legal Policy
- Mobile Phone Policy
- Non-Executive Local Travel Policy
- Non-Executive Overseas Travel Policy
- Petty Cash Policy

- Procurement Policy
- Procurement Procedures
- Project Management Policy
- Whistle Blowing Policy
- Organisational structure
- Interview Reports for Executive Positions

Section 9 (1) (j)

A statement prepared within iGovTT and containing policy directions for the drafting of legislation.

This section is not applicable at this time.

Section 9 (1) (k)

A report of a test carried out within iGovTT on a product for the purpose of purchasing equipment.

This section is not applicable at this time.

Section 9 (1) (l)

An environmental impact statement prepared within the iGovTT.

This section is not applicable at this time.

Section 9 (1) (m)

A valuation report prepared for iGovTT by a valuator, whether or not the valuator is an officer of the Company.

This section is not applicable at this time.

Submitted at June 17th, 2016



**National Information and
 Communication Technology
 Company Limited**

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www.igovtt.tt