

ADDRESS BY THE HONOURABLE CONRAD ENILL
MINISTER IN THE MINISTRY OF FINANCE

ON THE REVIEW OF THE INTEGRATED HUMAN
RESOURCE INFORMATION SYSTEM (IhRIS/Payroll)
OF THE GOVERNMENT OF TRINIDAD AND
TOBAGO

HILTON HOTEL

AUGUST 4TH. 2006

Madame Chairperson, Ms Gillian Macintyre, Deputy
Permanent Secretary in the Ministry of Public
Administration and Information

Cabinet Colleagues

Permanent Secretaries

Deputy Permanent Secretaries

Senior Government Officials

Distinguished Ladies and Gentlemen

Members of the Media

I am delighted to be here today, to participate in the demonstration of the results of some very excellent work by a team of dedicated public officers. From my vantage position I have been able to critically examine the systems, the methods and the way that work is organized in the public service and for those charged with the responsibility to manage, the tools of the management trade are not easily available.

Today however we are moving one step closer to our goal of a reformed modern public service. We are doing this through The Integrated Human Resource Information System which is called IhRIS and of course the payroll module is the one that can most easily demonstrate how this can be achieved. The payroll project is what we are showcasing today and in my capacity as project sponsor for this project, I commend to you for your consideration.

Ladies and Gentlemen, in implementing the Vision 2020 Strategic plan to achieve developed country status; two of the five major pillars of transformation are Sound Infrastructure and the Environment and Effective Government.

The national ICT plan, *fastforward*, now being implemented under the supervision of the Ministry of Public Administration and Information contributes to both of these goals. This Plan focuses on the establishment of electronic government, as a major strategy for public service transformation, in Trinidad and Tobago. I am pleased to report that a Government Communications

Backbone connecting 230 sites, including the head offices of twenty (20) Ministries has been established. Our next step is to connect the five remaining Ministries and extend connectivity to 1,200 sites. Additionally; the e-Government portal is under construction, with the target of all relevant government information being online by the end of 2006, and online government services by 2008. Project teams are presently working with the first wave of Ministries to be brought onto the portal, while simultaneously work is proceeding to establish the necessary legal and regulatory framework to support this new development.

The objective of IHRIS which began in August 2001 after the contract signing is to provide automated human resource support to the Service Commissions Department and all government ministries and departments. This contract is for five years and it has delivered to date the following:

- A wireless Wide Area Network connecting a centralized system at the Service Commissions Department to:
 - Other central Human Resource Departments, i.e. the Personnel Department and the Public Management Consulting Division(PMCD); and
 - The Human Resource Units in thirty five (35) Ministries and Departments.
- A Human Resource Information Management System that has automated some human resource activities.

Eleven modules have been installed and these include:

- Workforce Administration;
- Position Management;
- Labour Relations;
- Recruitment ;
- Competency Management;
- Performance Management;
- Training Administration;
- Career and Succession Planning;

- Salary Administration;
- Base Benefits; and
- Health and Safety.

At this time however, only the first three modules are actively used. This System now contains:

Approximately forty thousand employee files;

- The organizational structure for the public service; and
- Job and Position data.

During this exercise ,there were some challenges in our payroll system and as a result the Global Payroll module was installed. To date, that is at the end of July of this year, 74,940 employees pay was processed through this system. This includes all Ministries and departments, all monthly paid employees and it is our intention to bring on board the remaining fortnightly payrolls. We have established an issue log system for problem reporting and solutions are dependent on the nature of the problem.

One of the immediate benefits of this system is the ability for employees to now be able for the first time to access their records online to determine its accuracy.

A major challenge of large organizations is to manage data in such a way that you always get it right. This system allows you the employee to view your data and to make sure that it is correct. This new innovation would now allow you to be able to on an ongoing basis verify independently your employment history and record. This module is called Employee Self Service and is being rolled out to agencies on a phased basis. This we believe will set the stage for continued discussions with the trade unions on the collection of employees' bank account numbers to facilitate payment of salaries via Electronic Funds Transfer. Ladies and Gentlemen in this regard the public service is lagging by about twenty years.

As we look to the future this system can be used to:

- advertise jobs internally in the public service
- capture applications, schedule interviews and issue offer letters
- record and track performance appraisals
- do career planning and facilitate succession planning by selecting eligible candidates on the basis of job competencies

- maintain salary and benefit plans
- do scenario planning for salary increases and
- track accidents and health incidents

Our Consultants have indicated that to achieve these objectives customization is needed, but process change is also required. This is the area in which the leadership team of the ministry or the agencies must spend some time reengineering their processes to support this new agenda. This is a change agenda and it will be the most challenging area of our responsibility if we are to succeed. The first order of business will involve new relationships between Our human resource management function, the Service Commissions Department, Personnel Department, the Ministry of Public Administration and Information and the Ministry of Finance and any other stakeholder that we may identify. The test of our Leadership ability and skill will be evident from the results. This is a major challenge of change.

Ladies and Gentlemen, all major projects require ongoing review and evaluation and this project is very similar.

As a consequence the Government approached the University of Trinidad and Tobago (UTT) for their assistance in undertaking this review which is in-keeping with the research mandate of the University. UTT then assembled the team of Tata Consultancy Services (TCS), a globally recognized consulting firm from India and their local partners Esprit Consultants Limited to conduct the review.

The Review focused on seven agencies:

- Service Commissions Department
- Education
- National Security
- Legal Affairs
- Health
- Public Administration and Information and
- Tobago House of Assembly

These findings will be presented to you shortly I am advised.

Ladies and Gentlemen, for those who are of the view that Vision 2020 is something out there, let me indicate to you that this exercise is about managing our people more effectively. The only reason for doing this is to ensure that we deliver a better quality of service to those whom we have been entrusted to lead. If we do the work we will get the rewards, I support this project and I ask that you take some time from your crowded scheduled to lead this transition. It is our only hope for success. Join us in this journey as we take the steps towards the development of our people and our country. I thank you.