

ST. VINCENT GRAMMAR SCHOOL

Public Service (Permanent Secretary) Smart Project – (PS)²SP™

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This project aims to solve the problem of bureaucracy, lack of knowledge and general difficulties that pertains to the use of the public service systems by all concerned.

The public often do not know which department to access help for problems or needs that may arise on a daily basis. The wastage of time and money that ensues, in addition to the emotional distress and trauma can be minimized.

Let us encapsulate the concept of the (PS)² SP™: The project provides “ **POSITIVE SOLUTIONS for the PUBLIC SERVICE, find it @ (PS)²SP™.**

The innovation allows anything you desire and everything that you need to be found a double click away; it matters not which public service department you enter, double click and be rapidly directed to source.

This innovative concept is ‘smart’ , because it could have application across the public service / central government ministries, state agencies, such as Kingstown Town Board and statutory bodies such as National Telecommunication Regulatory Commission.

We have all been to public service departments and defaulted on the process /es to be conducted because we did not have all the required documents, and at other times were unaware of the location of the executing department; and direct interdepartmental assistance is not immediately forthcoming.

There exists the Government of St. Vincent & the Grenadines website, with all the ministries, etc., but much of the information is given as listings. Lists do not allow creative access to the data that they contain. However, an access database would allow a young mother visiting the Registry to identify all the elements required to obtain a new birth certificate.

How would this operate:

The government website in this case is very clear about the requirements that must be met. The difficulty arises when persons must connect between two departments in order to completely execute a matter, for example, the connection between the passport office / immigration, and the Civil registry. All persons applying for a passport must- if they do not have an acceptable birth certificate- apply for one; others also have to obtain a marriage licence. It is this detailed know how that must be accessible to anyone seeking its service. Further interdepartmental connections occur between Ministries of Tourism, the customs department and the immigration office whenever a cruise ship or yacht comes to our shores.

Thus every department within a ministry, state agency or statutory body, should clearly define and itemize their location, function, responsible personnel (by position, and not necessarily name), necessary prerequisites that the public must have to complete the transactions, cost associated with its process and any other departments connected to the process in order to successfully complete the negotiation or business.

By building an Access Database, departments can specifically layout to the public the next step in any business being conducted. At a double click, queries, reports and or flowcharts can be generated with step by step guidelines through a particular process.

Hence, we are recommending the building of a database of great magnitude, with several relational tables, therefore the following would be required:

1. Apple iMac, with 4TH generation intel core processor (US 1799 –starting cost)
2. 1 Computer software developer
3. 1 Research officer
4. 1 data entry clerk
5. 1 Help desk clerk (PS)2 SPTTM
6. POSITIVE SOLUTIONS Help Desk
7. Transient staff, to be identified from each department to assist in recording all information.
8. Funding source such as the ‘Universal Service Fund’

Government departments and agencies will therefore avoid the clutter of the misplaced John Public, and could direct inquiries appropriately, at just a double click. Access to the database is expected to be located in every department through the Permanent Secretary’s desk or one so delegated by him or her. The initial launch of the programme would require the setting up of the POSITIVE SOLUTIONS Help Desk, to assist both the public and in training..

This idea can be developed into an application that would eventually allow the public to do its own research. Major limitations include the regularity with which changes in location, costs, etc., can occur within the government system, especially with yearly budgets. Any such change must be immediately logged to maintain integrity in the system, and this can be built as an auditing tool into software, providing roll-back functionality while maintaining history.

This relational interdepartmental depth at a double click does not presently exist and its development would allow ALL to benefit – Ministers of Govt., the permanent secretary, other state agencies, and the public.

This would represent another thrust towards the development of the National Economic and Social Development Plan 2013 – 2025.