



Government of the Republic of Trinidad and Tobago

Ministry of Social Development and Family Services



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

Priority: HIGH

Ministries meet to expedite Digitalization of Social Services

Port-of-Spain As the Government of Trinidad and Tobago continues to improve the delivery of services to its citizens, the need for a re-engineering of government services to be agile and fully digitalized, cannot be overemphasized. For the Ministry of Social Development and Family Services (MSDFS), this reality requires it to fast track all of its efforts to streamline its grants system, while promoting a culture of people development, that will encourage independence, and resilience among the various vulnerable populations.

Meeting today to discuss these and other transformative approaches were Minister of Social Development and Family Services, Senator The Honourable Donna Cox, Minister Hassel Bacchus, Minister of Digital Transformation as well as Permanent Secretary of the MSDFS, Jacqueline Johnson and Technical Officers from both IGovTT, an agency under the MDT; as well as the Information and Communications Technology (ICT) staff of the MSDFS, in order to implement this initiative.

The discussions were centred primarily around the implementation of a robust ICT solution - Integrated Social Enterprise Management System, which aims to provide a single door approach for administering social services. ISEMS will also improve efficiency, through automation and integration of business processes; allowing data and information sharing across the Ministry with its various partner entities, namely Government Ministries and Agencies, Regional Corporations, the Elections and Boundaries Commission and the Immigration Division. Among other things, the new system will support business continuity and any challenges faced by the Ministry related to fraud and other risk management, auditing and financial management matters, all in an effort to leaving no one behind.

The Ministry of Social Development and Family Services looks forward to continuous discussions which will lead to an ICT infrastructure that is supported by necessary security environment which will allow for remote and easy access to real time, accurate information, as the Ministry forges ahead in “helping, empowering and transforming lives.”



Minister Donna Cox, Minister Hassel Bacchus of the Ministry of Digital Transformation and MSDFS Permanent Secretary, Jacqueline Johnson discuss transformative approaches



A cross section of attendees at the Digitalization meeting



Minister Donna Cox and Minister Hassel Bacchus of the Ministry of Digital Transformation discuss the importance of ICT solutions.

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For more information:

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