



GREETINGS

BY

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MINISTER OF STATE

MINISTRY OF INDUSTRY, INVESTMENT &  
COMMERCE

PUBLIC SECTOR MODERNIZATION & E-  
GOVERNMENT SEMINAR

REGIONAL HEADQUARTERS' COUNCIL ROOM, UWI

THURSDAY, MARCH 26, 2015 @ 9:00AM

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## **Salutations:**

- **Professor Hopeton Dunn, Director, Mona ICT Policy Centre**
- **Professor Evan Duggan, Chairman, eGov Jamaica Limited**
- **Mr. Carlton Samuels, Chairman, National ICT Advisory Council, MSTEM**
- **Ms. Julie Forrest, Senior Trade Commissioner, Canadian High Commission**
- **Ms. Hillary Alexander, Permanent Secretary, Ministry of Science, Technology, Energy and Mining**
- **Mrs. Dolsie Allen, CEO, Consumer Affairs Commission**
- **Mr. Michael Frank, Chief Operations Officer, Imex Systems Inc.**
- **Students**
- **Members of the Media**
- **Specially invited guests... good morning**

I would like to begin by thanking you for the invitation to speak at this seminar. I am truly pleased to see that today's event has brought out a varied group of individuals from Government, the private sector and academia. Your presence illustrates a keen interest in efforts towards the achievement of public sector modernization and e-Government initiatives associated with Jamaica's Vision 2030. Indeed, this is an opportunity for us to discuss international best practices and learn about Canada's experience of modernization.

Ladies and gentlemen, the role of the public sector is to carry out the strategic day to day functions of Government. High performance and productivity levels within this sector are critical to improve the business environment, facilitate investment and becoming globally competitive. The cost of inefficiency is too high, both in Government and in business.

It is for this reason that changes in the way the public sector manages and delivers services must periodically be reviewed to create a public service which is open, inclusive, responsive and innovative. Indeed, it must provide an environment for Jamaican citizens to effectively make input into matters that affect their lives.

I am, therefore, pleased to state that the Ministry of Industry, Investment and Commerce is currently undergoing its modernization process. This is in keeping with the key strategic priorities of the programme, which are as follows:

- Strong customer service
- Increased use of technology to simplify Government processes
- Human Resource Development to facilitate increased efficiency levels
- Improved organizational structures to ensure greater focus on higher level service-delivery and performance management

- The adoption of up-to-date financial management systems in an integrated planning framework and,
- The utilization of cross-government co-ordination machinery and mechanisms

It is noteworthy that modernization within the 'business' ministry expands beyond the upgrade of systems and processes but includes adherence to international and industry standards. The modernization process is, therefore, being done concurrently as we strive to implement ISO 9001:2008 QMS Standard within agencies of the Ministry.

The Ministry of Industry, Investment and Commerce is aware that it must lead by example if we are championing the creation of a quality infrastructure for the business community. Our actions assume even greater significance as we seek to build a logistics-centered economy that will

enable our businesses to become integrated into global value and supply chains.

In closing, I want to highlight the importance of the modernization process as an element of raising quality standards. This is critical to lifting the profile of the public sector and giving Government the legitimacy to demand that the private sector follow suit, in order to transform businesses and improve their competitiveness.

I thank you.