

PLAN OF APPROACH FOR A PROJECT

Executive summary Revamping the IT department	
Sint Maarten	
Theme B Costs and Effectiveness of the Public Sector	
B11 Digital government	
Background	The central IT department of the government of Sint Maarten is responsible for trouble shooting, maintenance and development of its digital systems. The set-up of the IT department is not sufficient to support the day-to-day activities, nor can it contribute actively to the reform projects. Ministries therefore try to support their own IT systems, which leads to the use of different software systems and a lack of coordination. Scarce means are therefore not being used in an efficient way.
Objective	The goal of the project is to revamp the IT department so that it is equipped to coordinate and run day-to-day IT activities, IT reforms and IT development of the government of Sint Maarten. In order to do so the following goals are foreseen: <ol style="list-style-type: none"> 1. Agreement on clear division of tasks between the central IT department and the respective Ministries; 2. A new set-up of the organisation; 3. The transition to the new set-up.
Task	Temporary support activities in: <ul style="list-style-type: none"> • setting up the new sections ‘helpdesk’, ‘beheer’ and ‘ontwikkeling’ within the IT-department, as well as the support function to the Chief Information Office; • shaping a sustainable solution by hiring and starting the process of continuously developing adequate local staff to the new sections of the department; • specific essential tasks that will support a successful transition of the IT-department.
Intended results	<ul style="list-style-type: none"> • Recruitment of local IT staff and development of a continuous development program for IT staff; • Temporary aid in IT operations; • Set up of the proposed new sections within IT-department; • Total Cost of Ownership (TCO) report¹; • Initializing demand – supply chain; • Reviewing and enforcing processes within the IT department; • Initializing compliance processes; • IT products and services handbook.
Chosen approach	Supporting the development of a RACI-matrix ² and initialising a demand-supply chain which consists of elements that focus on expectations, transparency and communication between the Central IT-department and the ministries. Project activities like supporting the development of own IT-staff will result in providing chances for an IT-career to local starters in IT.
Conditions, coherence and/or interdependencies	All Ministries will be involved in the project. In addition, there is a link with the Digital Government Transformation Project of the Wederopbouw.
Timetable	The project will start end of 2022 and continue till the end of 2023. Results will be delivered throughout the project.

¹ TCO is the purchase price of an asset plus the costs of operation.

² A RACI-matrix is an array used to represent the roles and responsibilities of the persons and/or departments involved.