



CUSTOMER CHARTER

Central Informatics Bureau

Ministry of Technology,
Communication and
Innovation

INTRODUCTION

The Central Informatics Bureau (CIB), created in 1989, is a department of the Ministry of Technology, Communication and Innovation whose main functions are to plan and coordinate computerisation within the Civil Service. The CIB team comprises technical staff supported by administrative personnel.

OBJECTIVES

- Assist Ministries and Departments to improve effectiveness and efficiency of Government services through the innovative use of Information and Communication Technologies.
- Use ICT as an enabler for reviewing processes and streamlining procedures within the Civil Service.
- Promote harmonization of ICT Solutions as well as sharing of information between Government agencies through Government ICT infrastructure.
- Empower officers with skills to enable them adopt ICT for supporting their day-to day work.
- Propagate the ICT culture within the Civil Service.

VISION

To make government services available round-the-clock to better serve the citizens in this digital age.

MISSION

To enable Government harness Information and Communication Technologies (ICT) to enhance staff productivity and provide customer-centric services.



OUR SERVICES

CONSULTANCY SERVICES

Assist Ministries and Departments in identifying opportunities for improving their respective services through ICT

PROJECT MANAGEMENT

Manage ICT Projects with the collaboration of end-users

- Project Initiation
- Project Planning
 - Scoping & Phasing of Projects
 - e-Government Plan
- Project Execution
 - System Procurement
 - Software Development Activities
 - Other Project Related Activities
 - Disbursement of Payment
 - Site Preparation
 - Data Preparation/capture/migration
 - Training
 - Parallel-run
 - Information security & system control
- Project Monitoring and Tracking
 - Project Steering Committee
 - Project Monitoring Committee
- Project Closure

VALUES

INTEGRITY – Highest standards of professional ethics and trustworthiness

INNOVATION – Change through technological advances

TIMELINESS – Timely completion of project milestones

COLLABORATION - Communication between all stakeholders including users, public bodies and vendors to ensure effective project implementation