



# 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

- Provide strategic directions to Ministries and Departments in their digital transformation
- Initiate, implement and monitor ICT projects in Ministries and Departments
- Work in partnership with Ministries and Departments to improve how they deliver digital services.
- Provide products and platforms that can be reused across Ministries and Departments.
- Involve in procurement and choice of ICT solutions
- Empower public officers by building digital skills capability across Government.
- Formulate methods to deliver and continuously improve services for users.
- Propagate the ICT culture within the Civil Service.

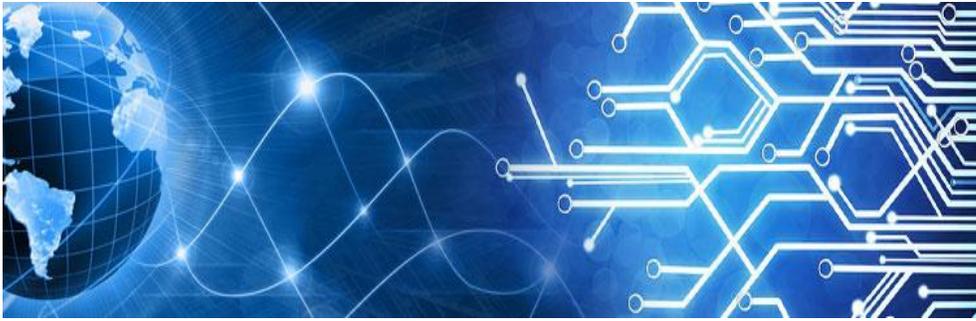
## VISION

'Digital-by-Default'

Government services to  
transform public service  
delivery.

## MISSION

To lead the digital  
transformation of Government  
services.



## OUR SERVICES

### CONSULTANCY SERVICES

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

### PROJECT MANAGEMENT

Manage ICT Projects as per Project Management Manual with the collaboration of end-users

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

## 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