



The Digitalization of Processes and Services by the Government of Curacao

A Policy Framework

Good morning ladies and gentlemen, my name is Ornelio Martina.

As the Minister of Governmental Affairs, Planning and Public Service, entrusted with the Digitalization process of the Government in particular and Society in general, it is with great pleasure and honour that I address this audience this morning.

Considering the impressive list of speakers that will address you today and the topics to be covered, I will present a brief overview of the Vision of the Government of Curacao of the path to successful **Digitalization of Processes and Services**.

Secure Data-Driven Society

The role of government has been changing for decades. **The government is no longer above society but is in the middle of it.** However important it may be, it is no more than **one of the social actors**. And unlike all other actors, the whole must be at the service of society. The government is not there for itself. The government must adapt.

The government must be transformed into **an organization geared to adapt quickly.**

Part of the changing context of the government organization is **Information Management**. **Computerization is expressly not an end in itself but is at the service of the whole.** It helps us get the correct information to the right places to achieve our goals. For example, citizens expect better services and transparency, and the proper use of Information Technology makes this possible.

For example, with an online permit application, it must be possible to send information (attachments) immediately, but it must also be possible to process it online as much as possible. Where we bought plenty of our servers a few years ago, **now all have to be in the cloud.** Developments are moving fast and dragging us along whether we like it.

To achieve this, the following objectives have been set:

- 1. *optimize services to citizens and businesses***
- 2. *better organize and facilitate cooperation between the various government organizations***
- 3. *Improve the functioning of the internal organization of the government***

This will give us the following result:

Ultimately, the information provision of Curaçao will provide a **(self-service) facility where citizens and companies can consult status information about their relationship with the government at any time.** Information about critical events (for example, regarding deadlines for submission) is also actively and timely communicated to those involved.



What is needed to achieve our goals?

To continue to achieve its goals, Curaçao must have **access to information that is in step with developments 'in the world'**. And that information provision must be set up and organized in such a way that it can continue to move along with those developments (**We need to be Agile**)

The **size** of Curaçao as well as the formulated **E-government ambitions**, benefit from a central positioning of ICT solutions, both organizationally and technically.

The ICT solutions of Curaçao must meet the standards in the field of **(information) security and privacy protection**.

The **ICT landscape** of Curaçao will be set up in such a way that **new promising technological possibilities** can find a place in it without much effort.

Some important points to take into consideration to have success:

- **No customization.** The possibilities of the standard solution determine the space for use.
- **Reuse and use together.** If a **functionality desired** or required by Curaçao is **already available** somewhere within the government, this is always chosen. When **new facilities** are purchased, this is always done from the perspective of **collective use by (all)** government organizational units.
- **Do it yourself or have it done yourself.** Curaçao chooses to let parties outside the government do the more 'hard' (IT) side and opts for a directing function and the firm supervision of changes.
- **Cloud-first/cloud-only.** Curaçao opts for Cloud solutions for new or replacement facilities.

Current status of activities executed by the Government:

The **first version of a roadmap** has been designed, and execution is in progress.

1. To optimize the services to citizens and businesses:
 - The **Functional System Curaçao (FSLC)**, requesting permits system, will be operational 1 qtr 2023
 - Introduction of **Digital Identification** is being prepared, which will result in better online use of FSLC
2. To facilitate and improve **collaboration**:
 - **Secure Data Exchange** (security and privacy)
 - **Single source of truth**, for example, data registered at "**Kranshi**" must be used for the identification of people
3. To further improve the **internal processes**:
 - The project plan for implementation **Microsoft 365** in all government departments will be implemented
 - Upgrade **Povo** to the latest version is in progress. **Integration with M365** will help a lot in the better electronic flow of documents

We will continue to execute our **Roadmap to Digitalization** according to the basic principles and objectives defined in the **Coalition agreement** of this Government and the so called **Landspakket Curacao**.

Thank you for your attention and I wish you a fruitful participation in this program, and hereby declare the Conference as officially opened. GO DIGITAL!!