



MINISTRY OF SCIENCE & TECHNOLOGY (MoST)

SECOND QUARTER (JULY 2018 – SEPTEMBER 2018) PERFORMANCE REVIEW REPORT



...fuelling growth

i. INTRODUCTION

This report covers the performance of the Ministry of Science and Technology (MoST) two (2) portfolio areas for the **SECOND** quarter, (July – September) of the 2018 – 2019 financial year. The performance report highlights and assesses performance based on the monitoring of plans, policies, programmes and projects identified from the Ministry’s Business and Operational Plans for the 2018 - 2019 financial year.

The plans reflect the mandate of the Ministry, along with the national priorities, policies and programmes that fall under this Ministry’s portfolio. These include some of the priorities, programmes and outcomes identified under the National Development Plan Vision 2030, and include the sector outcomes that Jamaica’s economy is prosperous, through energy security and efficiency, and that Jamaica is a technology enabled society, with internationally competitive industry structures.

The two (2) years Medium Term Socio-Economic Policy Framework 2015 – 2018 has specifically identified the priority outcomes, strategies and actions to be taken now to further advance the implementation of Vision 2030. It is based on these immediate priorities, activities and targets that the Ministry’s current performance and trajectory is being monitored and assessed.

ii. HIGHLIGHTS OF MAIN ACHIEVEMENTS / MILESTONES DURING FY 2018-2019

The main achievements/milestones during the year included:

SCIENCE SECTOR

National Council for Science and Technology (NCST)

Under the International Scientific and Technological Bilateral Cooperation between Jamaica & South Africa (SA) that seeks to secure funds for 2nd year of the joint research projects between Jamaica and South Africa; funding was secured to support coming 2nd year round of research for projects Scientific Research Council.

TECHNOLOGY SECTOR

Post and Telecommunication Department

Under the Increase Revenue initiative, the PSTD had a total of 7,578 transactions recorded for April to August 2018, which is 28% more than the 5,457 transactions recorded for the same period in 2017.

1.0 SCIENCE PORTFOLIO:

MAIN DRIVERS: Scientific Research Council (SRC), International Centre for Environmental and Nuclear Sciences (ICENS) and National Commission on Science and Technology (NCST)

1.1 INTRODUCTION

The science and technology interventions and projects pursued by the main drivers in this sector reflect the goals and objectives of the Government of Jamaica (GOJ) and are implemented within the framework of the National Policy on Science and Technology and also Vision 2030 under outcome #11: *A technology enabled society through the integration of Science and Technology into all areas of development*. The entities sought in carrying out their mandates to build awareness of the relevance and importance of science and technology in influencing Jamaica's growth and development.

1.2 NATIONAL COMMISSION ON SCIENCE AND TECHNOLOGY (NCST)

The agency has responsibility to promote the sustainable development and the utilization of local science and technology capabilities for competitive and profitable production through education of the populace, partnership of the government, private sector, academic institutions and such other bodies. These are to be promulgated through established priority programmes and key initiatives alike.

Development of new Science, Technology and Innovation Policy aligned to Vision 2030 National Development Plan (YEDAIP supported)

Target: Complete the revision of the document and submission of request from Cabinet for input and public consultations

- Draft Policy submitted to Cabinet for green paper status

Pilot Research and Development Indicator

- Data collected from 8 respondents

Partnering with key sectors for development of a national research agenda and resourcing R&D and innovation

- NCST has for the quarter, engineered the development and coordination of the research services agreement between the National Health Fund and the Jamaica Medical Marijuana Cooperative on behalf of the National Foundation for Development of Science and Technology

International Scientific and Technological Bilateral Cooperation between Jamaica & South Africa (SA)

Target: Secure funds for 2nd year of the joint research projects between Jamaica and South Africa

- Funding secured to support coming 2nd year round of research for projects
- Implement activities agreed on from the 2017 sitting of the joint Committee (JC)
- Youth Symposium and Oratory Competition in collaboration with the SA High Commission on the Scientific Research Council (Montego Bay)

Execution of the MOU with BioJam Industrial Research and Development-BIRD Planning and Execution to undertake Feasibility Study for the Establishment of Science and Technology Park

Target: Establish methodology for study, plan data collection and stakeholder engagement activities

- Feasibility study methodology developed
- Introductory meetings held with local stakeholders to be included in the study;

Establish the Framework for a Functional and Sustainable National Nutraceutical Industry (NNI)

Target: Provide the Technical Support through the NNI Steering Committee (SC) for the amendment of the Ministry of Health, Food and Drug Act and Regulations to incorporate Natural Health Products inclusive of Nutraceuticals

- Continued development of the guiding framework to govern aspects of the NNI:
- Prepared several rounds of responses and instructions to Chief Parliamentary Counsel on the draft bill
- Review Regulations and prepared the drafting instructions for the amendment to the FDA;

Implement key recommendation emerging from Audit of GOJ Labs: Promote improvement and infrastructure development

Target: Execute recommendations of the Hazardous Lab Waste Clean-up Ad-Hoc Committee (HALWAC) for disposal of stored chemicals and obsolete equipment waste

- Partnership with the Caribbean Cement Company Limited to facilitate a pilot disposal of certain classes of stored chemicals across 2 government labs (6000 organic solvents)
- Draft Cabinet submission pursuant to the implementation of HALWAC recommendations (formalize and implement MOU with CCCL and framework to guide management of chemicals)

Target: Facilitate a strategic review of Government Labs to outline a framework for the modernization and transformation of GOJ labs

- Sensitization and engagement of decision-makers and key stakeholders for input in the drafting of a TOR for consultant to conduct a strategic review

Promote Public Engagement in Science and Technology related issues

Target: Facilitate wide Dissemination of Scientific and Technical Information through various Media and Public Engagement activities

- Execution of call for National Innovation Competition and Nominations for the National Medal for S&T
- Planning of the 2018 National Medal and Innovation Awards

1.3 SCIENTIFIC RESEARCH COUNCIL (SRC)

The SRC was established by an Act of Parliament in 1960 and the Government through the Minister of Science, Energy and Technology (MSET), has mandated the Scientific Research Council (SRC) to contribute to economic growth through the application of Science, Technology and Innovation (STI). The SRC is guided by the Ministry's priorities which are aligned to the National Development Plan (Vision 2030).

BUILD, COMMISSION AND MONITOR WASTEWATER TREATMENT SYSTEMS IN THE REGION

Noel Homes/Lucea Hospital -	98% complete; **Variance** : Minor adjustments to be done to complete the system
Ulster Spring -	98% complete
Savanna la mar Hospital -	99% complete; corrective work commenced at Savana-la-mar Hospital Issues with contractors accepting liability with poor flow of system at the Savanna hospital **Variance** : Delay on the project is due to material logistics as well as weather
Hampton Court, St. Thomas -	98% complete; Site visited was conducted to assess the status of site. Poor responsiveness from the contractors engaged by the MOA and low occupancy of sites to allow for flow **Variance** : Poor responsiveness from the contractors engaged by the MOA and low occupancy of sites to allow for flow
Golden Grove, St. Thomas -	99% complete; Site visit was conducted to assess the status of site.
Spring Field Clarendon -	98% complete; The bed is flooded and the chlorination chamber remains blocked with soil. **Variance** : System cannot be commissioned until the issues have been addressed
Barham Phase II -	40% complete. Provided a design change to the BST to avoid possible leakages; Contract not yet finalized with the NHT **Variance** : Contract not yet finalized with NHT
Church of the Living God - Windward Road-	97% complete. Awaiting client instructions. Technical supervision offered **Variance** : The church is under construction and so there is no water in the bed
May Pen Tax Administration-	95% complete; BST was resealed and system connected, Construction delayed by May rains
Carron Hall High School-	99% complete. Phase II Project has been put on hold due to financial constraints.

Massemure Phase 2 Westmoreland - Stanmore, St. Ann	Still awaiting final contract from NHT
Guardsman Group Ltd. - Salvation Army - Wolmers' Boys - Berger, 256 Spanish Town Road - Caribbean Products Company Limited - Westmoreland Fire Station -	Still awaiting contractual agreement to conduct the performance monitoring analysis
	Commissioning of the system continues
	Sampling of the system continues
	System is still being monitored
	100% complete; Reeds are yet to be replanted
	The Up-Flow Anaerobic Sludge Blanket (UASB) is currently processing 80% of the plant effluent. Sample collected and is being analysed to check the quality of the final effluent leaving the Plant
	Still awaiting client's feedback regarding connection of the existing system to the newly constructed one in order to acquire a flow.

Provide Food Technology Services to MSMEs to support Market Access and Competitiveness

- Renovation work continues to upgrade the Food Pilot Plant for HACCP recertification
- Revision of Hazard Analysis, Process Flow Diagrams, product description sheet and labelling for smoked meat
- Implement chemical control log for recording of chemical use
- GAP audit ISO 22000 was conducted
- Precertification Audit of the Pilot Plant was conducted
- The annual registration of the Food Pilot Plant was conducted by BSJ and the Plant recommended
- Installation of food safety signs
- Twenty-five (25) clients utilized the Pilot Plant for production of products monthly (juices, water, sauce, seasoning, liqueurs, jams, jellies syrup, Solomon Grundy, drinks, fruit mix and purees etc.)
- 3507.78 kg of raw materials dried and milled for clients
- 246.8 kg of meat were processed for the period
- 926.6 Kg of material received for retorting
- 755.8 Kg of material received for grinding for client; SRC grinded 13.84kg of assorted fruits and vegetables for PRDD beverage at Denbigh agriculture show
- Scale up of nine (9) products with the Product Research & Development Division
- One (1) schedule process run conducted
- Two (2) vent schedules were conducted during the period
- One (1) request received for Process Schedule
- Six (6) retort inspections conducted; six (6) reports completed
- Packaging of products done for seven (7) clients
- Conducted training in GMP and HACCP for one (1) client

Support the growth and development of MSMEs through the provision of Analytical and Consultancy Services

Objective: Reduce outsourcing of tests to increase turn-around time and increase revenue stream

- No activity reported for the quarter

Objective: At least 1200 samples are analysed each quarter for microbiological and chemical parameters

- For the period 858 samples received; 764 of which involved microbial analyses

Objective: Turnaround time is improved. At least 80% of requests are satisfied within two weeks of receipt of requests

- Ion Chromatograph was installed. Awaiting commissioning and Training by the Technician
- Average in-house turnaround time for the period was 82%; overall 66%

****Variance**:** Turnaround time remained almost constant due to setback in oven and Atomic Absorption Spectroscopy (AAS)

Objective: Customer productivity is increased and the quality of goods and services is improved through the provision of S & T solutions

Develop 30 new personal care products to support MSME's

- 26 projects
- None completed during the reporting period; steady progress made with nine (9)
- Nine (9) of the projects are on hold
- One (1) Certificate of Analyses completed during the period
- Technical assistance provided to fourteen (14) clients
- Eleven (11) clarification meeting held; prepare three (3) letters of intent
- Soap making workshop demonstration done for science summer camp in July
- Soap making workshop conducted in August and September
- NPU team participated at 2018 Denbigh Agricultural show

****Variance**:** Delays in supply of ingredients by clients/ delayed feedback from clients and technical challenges in product formulation continue to hamper timely completion of some projects

Support the growth and development of Agriculture through provision of techniques leading to disease free plants and disease resistant ginger and sweet yam.

- Three thousand eight hundred and eighteen (3818) jars (3 plants per jar) of ginger obtained after sub culturing during the period
- Eight hundred and twenty two (822) (3 plants per jar) were obtained after subculture during the period
- Five hundred and fifty three (553) jars were obtained after subculture during the period
- Two Hundred and ninety four (294) jars obtained after subculture during the period; first batch of 55 micro tubers harvested
- Three (3) endemic Orchids maintained in shade house for generation of explants

- Four hundred and fifty eight (458) tubes of sweet potato obtained after subculture during the period
- Complete production 1 of D2O labelled beans
- Procurement of soil for production of D2O beans
- 114 red pea plants established and maintained by use of fertilizer and pesticide
- IAEA fellowship continued during the period with the determination of the optimal doses for bulk irradiation of multiplied ginger and yam in vitro samples.
- Import permit obtained for importation of irradiated ginger explants from Austria in September
- Two hundred and ninety one (291) plantlets obtained after subculture during the period
- Gene bank maintained
- Monthly reports completed for July – September 2018

Objective: Develop 30 new Food products valuing \$2 M to support MSMEs

- One (1) contracts signed
- Sixteen (16) sensory evaluations completed
- Fifteen (15) prototypes accepted
- Six (6) formulation documents completed
- Nutritional Facts Panel
- Database 56 ; Analyses 2

Objective: Continual sensitization on the importance and value of S&T to the nation, through the activities of the Science & Technology Education Unit (STEU)

Strategy: S & T Fair (2018) hosted with at least 30 entries and at least 1500 participants

- Project activities officially closed at March 31, 2018
- Final close-out report is being coordinated for submission to EU

Continual sensitization on the importance and value of S&T to the nation, region and internationally

Objective: Use S&T to support reform of incarcerated persons through the Department for Correctional Services St. Catherine

- The Inmate Skills Assessment (ISA) questionnaire was submitted and accepted by the DCS; DCS personnel indicated an interest in food production training for inmates
- MPs have agreed with SRC's proposal to assist one community
- Initiate discussions with Digicel Foundation, JN Foundation and Environmental Health Foundation on possible collaborations for community projects
- Conduct sensitization session with farming community in Clarendon.
- Hosted two events

- Webinar on Theft of Utilities
- Presentation by Sagicor on “Electronic Banking: Fraud detection and prevention with focus on debit card fraud”
- Disseminated Newsletter on two plants entitled “Quick Science Facts
- SRC Accessions List for Quarters 1 & 2 completed and circulated to staff.
- August 2018 ST & I Newsletter disseminated
- Fifty (50) (100%) requests were satisfied during the period

Streamline energy info services to support innovation and policy decision towards regional implementation of renewable and other energy systems

- Follow up continues with three prospective sponsors for CaribSec competition
- First phase of the Energy in Action component began on July 27, 2018 and completed on August 9, 2018;
- Sponsorship was secured from two (2) local companies.
- A two-week residential Summer Camp was hosted at the Jamaica College dormitories at 189 Old Hope Road. Amounts received were used to fully sponsor four students with accommodation, meals, transportation and entry fees.
- Activities included visits to UWI and UTECH for various lectures and tours of one of the energy facilities. Other tours included Wigton Wind Farm, JPS Hydro Electric facility and SRC Wastewater /bio digester facilities. Socio-cultural tours included trips to Blue Mountain, Port Royal, Lime Key and Bob Marley museum. Students also engaged in community work at the YMCA and Bethsalem Home for the Aged

Support the growth and development of entrepreneurs through the programmes of the Climate Change Innovation Centre (CCIC)

- Hosted boot camp in Trinidad;
- Conduct Investor Readiness training for over 400 entrepreneurs
- Initiated several partnership meetings during the period

1.4 THE INTERNATIONAL CENTRE FOR ENVIRONMENTAL AND NUCLEAR SCIENCES (ICENS)

A Healthy and Stable Population / World-Class Education and Training

***Objective:* Strengthen the linkages between health and the environment/Ensure that adequate and high quality tertiary education is provided/ Integrate science and technology into all areas of development**

Target: Official participation in RLA 7023 and PTXRFIAEA 14 / Commencing with analysis after microbalance is set up

- In-kind donation of a Microbalance to do analysis was delivered as expected.
- Awaiting delivery of air filters in the subsequent quarters

Hazard risk reduction

Target: Field equipment to be acquired from IAEA and delivered under the project

- During the review period a workshop was conducted at Caribbean Cement Company (CCC) in June for persons expected to participate in the disposal of liquid organic wastes at the CCC. Participants included laboratory personnel and drivers. A pilot disposal exercise was conducted in July wherein approximately 3500 L of waste organic solvents were incinerated at the CCC. The UWI Chemistry Department was integral in the successful execution of both activities.
- ***Eight (8) undergraduate student interns- five (5) from the University of the West Indies, Mona and three (3) from the University of Technology- were trained in June 2018 by ICENS. Their training included laboratory safety as well as the qualitative testing protocol. Student interns were each provided with a copy of the testing protocol, related stationery and some personal protective equipment (PPE). The interns were deployed in pairs to the laboratories with the most significant inventories of unknown chemicals. The laboratories which benefitted from the pilot qualitative testing exercise were:***
 - The Scientific Research Council (8 weeks)
 - Department of Government Chemist, Ministry of Health (8 weeks)
 - Agricultural Land Management Division, Ministry of Industry, Commerce, Agriculture and Fisheries (5 weeks)
 - Food Storage and Prevention of Infestation Division, Ministry of Industry, Commerce, Agriculture and Fisheries (3 weeks)
 - Jamaica Bauxite Institute (4 weeks)
 - Institute of Forensic Science and Legal Medicine, Ministry of National Security (4 weeks)

2.0 TECHNOLOGY PORTFOLIO:

Main Drivers: MSTEM, Spectrum Management Authority, Universal Service Fund, e-Learning Jamaica, Post and Telecommunications

2.1 INTRODUCTION

One of the main issues related to the development of the Information and Communications Technology Sector includes making the sector attractive by implementing the requisite regulations and legislations were absent. Some of the key priorities for this sector in this financial year are:

- Government of Jamaica ICT Transformation Programme;
- Strengthening of the cyber security systems and framework;
- Facilitating job creation in ICT through the Youth Employment in the Digital and Animation Industry Project; and
- Promulgation of the e-Learning projects to impact educational development.

2.2 ICT DIVISION

As the Ministry with responsibility for technology, the Division seeks to make the Ministry an exemplar user of ICTs to improve visibility of the Ministry's portfolio areas and to improve the level of service to internal and external stakeholders.

**Objective: Improve Legal and Regulatory Framework
Legal and Regulatory Framework for the ICT Sector**

- Targets not met

****Variance**:** Draft concept note for revised Policy prepared by the Policy Division. Still under review by the Division

Objective: Develop a Spectrum Management Policy

- Target not met
- Draft Concept Paper and related draft Cabinet Submission prepared

Objective: Develop a Postal Sector Policy

- Targets not met
- Requests for Proposals (RFP) evaluated. Examination of bids revealed that RFP's submitted were deemed to be inadequate.

Objective: Promulgate a new ICT Act

- Target not met

****Variance**:** Draft Concept Paper and related draft Cabinet Submission prepared.

Objective: Promulgate Data Protection Act

- Target not met

****Variance**:** Comments received from stakeholders still being reviewed by the Ministry; Attorney General's Chambers and the Legal Reform Division of the Ministry of Justice

Objective: Provide inputs to support the promulgation of Regulations for the management, reuse and disposal of electronic waste (e-Waste)

- Target met

Improve the Integration and Delivery of Public Services Using ICTs

Objective: Development of an Open Data Policy

- Target met.
- Final policy document along with Cabinet Submission circulated to the Policy Division for its final review

Increase Security of ICT Infrastructure and Electronic Communication

Objective: Implementation of the National Cyber Security Strategy which is aimed at pursuing activities to address technical, measures, legal and regulatory framework, human resource and capacity and public education and awareness, by:

- a) **Implementing Government wide Information Technology and Information Security standards**
 - Target not met.

Improve legal and regulatory framework for the ICT Sector

Strategy: Establish a single ICT Regulator

- Target not met

Establish Office of the Information/Data Commissioner

- Target exceeded.
- Consultant engaged.
- Preparatory meeting held with Consultants;
- Stakeholder consultations held with the Ministry of Finance; the Office of the Prime Minister, the Access to Information Unit, Regulators in the ICT sector and non-government organizations.

Establishment of the ICT Authority

- Draft new/updated job descriptions for positions in the ICT Authority submitted for review.
- Comments on new/updated job descriptions provided to Consultant
- Draft Standard Operating Manuals for the revised/new processes in the ICT Authority submitted for review
- Monthly Transition Progress Reports submitted

Ensure technical and policy input provided to MDAs regarding government ICT initiatives and the interest of Jamaica as appropriate advanced in ICT related regional and international fora.

Objective: Participate in consultation; provide comments on legislative, policy and other government initiatives

ICT Division

Telecommunications

- Prepared Affidavit in response to court challenge instituted by licensee against the Minister

Microsoft

- Completed the Software Asset Management (SAM) exercise

Open Data Portal

- Completed Draft Open Data Policy and draft Cabinet Submission

Human Resource – Performance Management and Appraisal System (PMAS)

- Finalized JDs for the Division's Staff
- Finalized Individual Work Plans and the Division's Unit Plan in preparation for PMAS

Accessible Americas V

- Participated in planning meetings held with the ITU for the Accessible Americas V Workshop to be held in Jamaica in November 2018.

Establishment of the ICT Authority (ENICTA)

- Completed high level organisation framework for the ICT Authority

Technology

- Organized forum for MIS Officers across the GOJ.

Office of the Chief Information Officer**(Amanda)**

- Completed technical specifications and commenced procurement of the servers for the Amanda System.

ICT Division**Telecommunications**

- Prepared Affidavit in response to court challenge instituted by licensee against the Minister

Microsoft

- Completed the Software Asset Management (SAM) exercise.

Open Data Portal

- Completed Draft Open Data Policy and draft Cabinet Submission

Human Resource – Performance Management and Appraisal System (PMAS)

- Finalized JDs for the Division's Staff
- Finalized Individual Work Plans and the Division's Unit Plan in preparation for PMAS

Accessible Americas V

- Participated in planning meetings held with the ITU for the Accessible Americas V Workshop to be held in Jamaica in November 2018.

Establishment of the ICT Authority (ENICTA)

- Completed high level organisation framework for the ICT Authority

Jamaica Cyber Incident Response Team

- Assisted in the completion of survey requested by the Organization of American States on cyber security awareness and readiness in Jamaica.

Public Appropriations and Audit Committee (PAAC) of the Houses of Parliament

- Coordinated responses to requests made by the PAAC in relation to operations at the SMA; USF; PostCorp; eGovJa and eLJAM.

Ministry of Education, Youth and Information

- Reviewed and provided comments on the draft Data Collection and Information Sharing Policy
- Participated in the review of the ICT in Education Policy Document
- Attended the ICT in Education Steering Committee Meetings
- Conducted review of the National ICT in Education Strategic Plan

PostCorp

- Participated in meeting regarding National Identification System
- Participated in Modernisation Committee meeting

eLJam

Office of Utilities Regulation

- Participated in Number Plan Area Relief Planning Committee

Ministry of Labour and Social Security

- Participated in Work Permit Committee Meetings

General Procurement Entity (GPE)

- Attended meeting of the GPE

Office of Disaster Preparedness and Emergency Management

- Participated in the consultations regarding the Continuity of Governance Plan for Government of Jamaica

2.3 E-GOV JAMAICA LIMITED The former Fiscal Services Limited's (now e-Gov Jamaica Limited) mandate was expanded from its current provision of fiscal services through ICT to include the implementation of Information and Communications Technology (ICT) projects into the operations of the GOJ. The roles and functions also include being the provider of IT as a shared service to the GOJ, as well as providing management oversight and master planning for GOJ/ ICT investments and assets.

Modernization of GOJ ICT Infrastructure

Objective: GIT1 to contribute to the modernization of the GOJ ICT Governance Framework

- MDA Guideline is approximately 20% completed;
- Reviews are in progress.

Strategy: GIT1.2 Develop IT Policy Governance Framework to contribute to the build out of the GOJ ICT Management Framework

- Monitoring & Evaluation (M&E) framework not started;
- M&E Services not yet offered

Objective: GIT 2. To Modernize the GOJ ICT Infrastructure to Allow for High Speed, High Quality and Low Cost Communication, with Widespread Use Across all MDAs over the Next Three (3) Years.

Strategy: GIT 2.2 Design and Implementation of the Government Wide Area Network (GovNet)

- No activity planned for the quarter

Strategy: GIT2.2 Achieve Tier 3 Data Centre Standard

- Terms of Reference (TOR) submitted to the Public Sector Transformation & Implementation Unit (PSTIU)

****Variance**:** Engagement of the Design Consultant has been delayed. Approval pending from IDB.

GIT 3: Support the development and implementation of Core and Common GOJ ICT

Strategy: GIT 3.2 Provide project management, application integration and infrastructure support services

- Procurement activities continued for the infrastructure and equipment items required to make eGovJa NIDS-ready, as per procurement plan.
- Thirteen (13) procurements are at varying stages.
- Development of the Government Data Exchange Platform (GDXP) is being done to facilitate NIDS

****Variance**:** Mostly off target; Pending IDB No Objection

GOJ Transformation Programme

Strategy: GIT 3.3 Provide project management support to the establishment of the new ICT Authority (ENICTA)

- High level Target Design was reviewed and approved.
- Communication Plan for Awareness Building was reviewed and approved; plan execution 80% completed.
- Current State Assessment Report was reviewed and approved.
- Legislative framework was submitted for review.

****Variance**:** Standard Operating Manuals for Revised Processes, New/Updated Job Descriptions and Implementation/ Transition Plan delayed. Revised timelines provided for Q2 deliverables and these are now to be submitted by end of Q3. "

Strategy: GIT 3.4 Development of an Enterprise Architecture (EA) capability within eGovJa

- TOGAF Level 2 training not yet started
- Architecture overview for Enterprise, Data and Application completed

****Variance**:** Overview for other domains (Technology & Business) are not done as no Architect is in place. "

Strategy: GIT 3.5 Fostering strategic partnerships to aid in the research and innovation process

- Nine (9) Whitepapers prepared to address eGovernment initiatives including an eParticipation Platform, Virtual Reality, and Blockchain, etc.

Strategy: GIT3.6 Development of solutions/prototypes to address problems identified

- Developed prototypes for GOJ Mobile App; Phase 1 is to provide a mobile App for motor vehicle registration for the TAJ.
- Developed prototype for an eParticipation Platform. "

Customer Experience Programme

Strategy: CSE 1.1 Improving our Service Delivery Culture

- The Annual Customer Satisfaction survey for 2017-18 closed out in July and the score is 69.4%.
- Survey Analysis was done in August and a report of findings completed in September.

****Variance**:** The same group of participants in the Annual Customer Service Satisfaction Survey are involved in the Delight Index Survey. This has contributed to a delay, hence, the survey was not conducted during this quarter. Survey is scheduled to be administered during the first week of October 2018.

Objective: OE1 Increase software delivery efficiency from 34% to 62% over the next three (3) years

OE1.1 Implement BizDevOps

- 96% Base Level attained;
- 10% Intermediate Level attained; and 32% Beginner Level attained
- BizDevOps activities are being done to support improvement of the Software Delivery efficiency. Measurement of the efficiency rate will be done in the next half of the year.

2.5 E-LEARNING JAMAICA COMPANY

The e-Learning Jamaica Company continued its implementation of e-learning projects in collaboration with the Ministry of Education as well as promoting technology in the education system. The main programmes were the e-Learning High School and Tablets in Schools Pilot Project. Approximately \$485M was allocated for the completion of the High School Project, with a view to handing it over to the Ministry of Education. The project's main components are ICT materials for teachers and students, as well as technology infrastructure for storage/ dissemination. This requires ICT equipment; software and a central repository for the educational materials to store reproduce and continuously update and distribute material, teacher training, remedial support and continuous assessment through standard examinations across all grades at high schools.

Monitoring of Internet and Wi-Fi Infrastructure provided by the USF

Objective: To ensure provision of adequate connectivity and/or supplementary content storage facility

-

**Objective: Content on Central Repository for Educational Materials (CREM) and social media sites available at all times to education system and updated with new content related to e-Learning projects implemented Diagnostic Tests Administered
CREM hosting services provided by EGOV through contract with MOEYI**

- 90% Complete

****Variance**:** Both legal teams reviewed, scope of work being increased before sign off

Content maintained and access to content managed

- On-going

Interface simplification and content organization carried out

- On-going

Client Relationship and Teacher Training

- 90% Complete
- 0% Complete. Not included in agreement
Variance: Both legal teams reviewed, scope of work being increased before sign off Training Activity halted

Public Education

Objective: All publics aware of content project interventions and how they can impact the education system positively

- No updates provided on this initiative

Client Support and Teacher Training of Phase 1& 2 institutions

Objective: Teachers and lecturers in the project institutions trained and certified in the skills, methodologies and techniques required in integrating the tablets and other technologies in instructional delivery

- 65% Complete
- Mind Set Change and Basic ICT training completed
- Integration
- Training started but cannot be completed until Teacher tablets arrive in late November 2018
- Regular visits to schools by field officers and cluster meetings held with principals and bursars achieved 70% of the quarterly target sat.
- Participated in the MOEYI Sensitisation meetings with Stakeholders including parents

Provision of Supporting Technology to Phase 1 Institutions

Target: Facilitate customs clearance of equipment

- No activity for the reporting period

****Variance****: NCC Approval took 7 months

Pilot Project using 1:1 Tablet Strategy

Target: Facilitate clearance of tablets and charging carts through customs/Train Technology Management teams

- **No updates provided on this programme**

2.6 UNIVERSAL SERVICE FUND (USF)

The USF is a statutory entity geared at facilitating the provision of universal access to the information superhighway by accelerating the deployment of broadband services island-wide. The USF also covers the collection of universal service obligation (USO) levy and funding for e-Learning Projects. The Mission of the USF is to facilitate the provision of universal access to Internet services by stimulating and accelerating the deployment of broadband and related services island-wide. This will be achieved through the effective collection and astute management of the universal service levy and disbursing such funds in a transparent and non-discriminatory manner to finance appropriate projects.

****The Agency did not provide a report with its achievements for the reporting period**

2.7 SPECTRUM MANAGEMENT AUTHORITY (SMA)

The SMA in its 2017 – 2021 Corporate Strategic Plan document indicated that its ultimate goal is to manage the spectrum effectively; through the use of modern technology, and employing international best practice to regulate efficiently. In light of this, and in keeping with the mandate and the stated objectives of the SMA, principal performance targets (Appendix 1) were established, to guide our efforts, in support of the Government of Jamaica's Information and Communications Technology (ICT) objectives. In addition to the principal performance targets, the SMA as is customary has in place quality performance standards, which compares with or are better than our counterparts globally.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

The SMA's Corporate Operational Plan forms the basis for evaluating the performance of the company for the 2018/19 fiscal year (FY). The plan identifies quantitative and qualitative KPIs that are measured against the SMA's performance in order to determine the level of success throughout the year. For the first half of the FY, the SMA's projected performance, in relation to its core operational activities, for the period ending 2018 September 30, bodes well for the fiscal year (FY). The SMA has exceeded each category of its core operating activities of licensing - new and renewal – interference management and financial management. The snapshot below gives a summary of the SMA's projected performance for the 6 months ending 2018 September 30

Capital Development Projects

RMDFS Project - During the 2017/18 FY, the SMA embarked on a project to enhance its monitoring capacity. The project comprised 2 phases: phase 1 related to the upgrade of both the St. Ann and St. James's Radio Monitoring and Direction Finding System (RMDFS) with additional features. Phase 2 of the project featured the installation of new sites in Portland and Manchester. Phase 1 was completed during 2017/18 FY, and phase 2 is being implemented in this 2018/19 FY. The status/achievements of the RMDFS sites as at the end of the first half of the fiscal year are as follows:

- The preparatory work to facilitate the installation of equipment was well on its way at the Manchester site, as upon a visit, it was observed that the new grounding pit was completed. The outdoor enclosure was also in place and was being refurbished.
- With respect to the Portland site, the SMA continue to face challenges as finalization of the lease arrangement was pending.

Licensing

Processing time for new applications

Summary of Performance

Particulars	HALF YEAR		
	Projected April – Sept	KPI April – Sept	Variance
% of new applications processed within service standards	98%	80%	18%

For the first half of the FY, the SMA having brought forward 31 applications, projects to receive an additional 131 applications, of which 127 is projected to be granted. Of this 127 licences, 125 or 98% are projected to be processed within their respective standard processing time.

Renewal Licences

Summary of Performance

Particulars	HALF YEAR		
	Projected April – Sept	KPI April – Sept	Variance
Number of Licences Renewed	280	260	20
No. of licences renewed within the service standards.	280	252	28

A total of 280 licences are projected to be renewed for the period ending 2018 September 30, representing a performance rate of approximately 92%. The target was 292 existing licences, however there were 3 cancellations, and 17 clients requested to be reinstated; which results in a plus 14 net effect on the target of 292 bringing it to 306. The performance rate projected is above the SMA’s KPI of 85% or 260 (85% of 306) licences for renewals. Note that licences are only renewed after receipt of payment. All 280 or 100% of the licences projected to be renewed, are projected to be processed within the established processing standard. The KPI for this activity is 90% or 252 (90% of 280).

Summary of Renewal Licensing Activities as at 2018 Sept 30

Particulars	April – Jun 2018	July – Sept. 2018	Oct – Dec 2018	Jan – Mar 2019	April – Jun 2018 (YTD)
Renewal Target	208	84			292
Additions	7	10			17
Cancelled*	2	1			3
Renewable Amount	213	93			306
Granted/Approved	166	114			280

Summary of Performance

Quarter: The renewal of 166 licences represents a performance rate of 78%. The target was 208 existing licences, of which there were 2 cancellations, and 7 additions; which resulted in a plus 5 net effect on the target of 208 bringing it to 213. This performance rate was below the SMA's **KPI of 85% or 181 (85% of 213) licences for renewals**. Note that licences are only renewed after receipt of payment. Of the 166 licences renewed, all or 100% was processed within the established processing standard. **The KPI for this activity is 90% or 149 (90% of 166).**

Summary of Renewal Licensing Activities as at 2018 September 30

Particulars	April – Jun 2018	July – Sept. 2018	Oct – Dec 2018	Jan – Mar 2019	April – Sept. 2018 (YTD)
Renewal Target	208	84			292
Additions	7	10			17
Cancelled	2	1			3
Renewable Amount	213	93			306
Granted/Approved	166	114			280

Interference Management

No. of Interference Cases: For the first half of the 2018/19 FY, the SMA is projected to investigate 9 cases of interference reports. Of the 9 cases, 8 are projected to be resolved at the half year mark. All or 100% of the 8 cases projected to be resolved, are projected to be completed within the slated resolution time. **The KPI for resolution within slated time is 90%.**

Financial

Income and Collections

For the 6 months ending 2018 September 30, the SMA targeted total income of approximately \$184.89M to be booked, and a KPI of \$166.40M. For the period under consideration, \$201.98M, or approximately 109% and 121% of budget and KPI respectively, is projected to be booked. See in table below, details of income categories and a comparative distribution of income for the period under review.

Revenue	Projected April – Sept	Amount Budgeted April – Sept	KPI April - Sept	KPI Variance	Amount Collected YTD
	\$'M	\$'M	\$'M	\$'M	\$'M
Processing Fees	5.60	5.03	4.53	1.07	5.60
Regulatory Fees	191.68	175.62	157.62	34.06	298.39

Interest Income	4.65	4.70	4.23	0.42	4.65
Other Income	0.04	0.02	0.02	0.03	0.04
	201.98	184.89	166.40	35.58	308.68

Total Income projected to be collected totaled \$308.68M. These amounts usually include amounts collected relating to the previous year, the current year, as well as pre-payments.

Regulatory Fees – Projected regulatory fees totaling approx. \$191.68M is well above the budgeted and KPI amounts of \$175.13M and \$157.62M respectively. This positive variance is due to applications received being above that which was anticipated. This was particularly so for microwave and marine licence applications, the former being as a result of operators seeking to enhance their network.

Processing Fees - Processing fees are primarily charged for new applications, in addition to type approval certification, and so an estimate is made each year of the possible revenue to be earned from this line item. For the 6 months in the FY, the SMA targeted \$5.03M. The projected amount of \$5.60M is above the anticipated budgeted target and the KPI of \$4.53M.

Interest Income – Interest income projected to be realized for the 6 months in the FY amounted to approximately \$4.65M; while the budgeted amount for the same period was \$4.70M and the KPI was \$4.23M. The marginal negative variance projected, when compared to budget, may be attributed to the lower than expected interest rates, and the levels of investments.

Other Income - A total of \$ 42,898 is projected for the period.

Spectrum Licence Fees

Spectrum licence Fees are collected on behalf of the GoJ and are remitted to the Tax Administration Jamaica. For the 6 months ending 2018 September 30, the SMA is projected to collect in total \$101.83M in spectrum licence fees, and remit \$149.47M, (including amount brought forward from the previous FY). Please note that spectrum licence fees are remitted in the month after they are collected, with the exception of fees collected on mobile access spectrum that are remitted in the month collected.

Expenditure

Recurrent Expenses – For the period under review, the SMA's projected total expenditure (including depreciation) is \$162.17M, in comparison to the budget target and KPI of \$196.97M. This variance is due primarily to Salary & Related Costs (\$16.99M: whereby 4 vacant positions as well as 4 new positions and additional 3% for salary increase did not materialized), and for Depreciation (\$13.53M).

Capital Expenditure – As at 2018 September 30, the SMA is projected to add a total of \$22.18M to fixed assets, compared with budgeted amount of \$95.93M. Approximately \$50.0M additional acquisition is pending requisite approval.

2.8 POST AND TELECOMS & POSTAL CORPORATION OF JAMAICA

The Post and Telecoms Department (PTD) constitutes a network of post offices and postal agencies across the country and is responsible for all mails in Jamaica and has been mandated to ensure access for all Jamaicans to affordable postal services. The Postal Corporation of Jamaica (Post Corp) is a limited liability company operating parallel to Post and Telecom, whose priorities include the enactment of the Postal Service Bill. This is to fully commercialize and modernize the PTD, adding value to the products and services being offered, identifying and introducing new revenue streams, increased application of ICT across all functional areas and increased competitiveness.

Increase Revenue

Objective: Identify and introduce new revenue streams and increase the competitiveness of the Department

- Procurement of hardware ongoing
- Preparation of Post Offices ongoing
- Pilot test commenced August and ongoing
- Total of 6,358 transactions for April to August. A total of 1,690 transactions were recorded for the period May to August in 2017

****Variance**:** The Department continues to benefit from the product's rebranding in May 2017 that involved price reduction and additional locations offering service

Strategy: Installation of Counter Automation System (Point of Sale Software)

- Activities have not yet commenced

****Variance**:** Project activities stalled due to recent requirement for PIMSEC approval.

Strategy: Zip Mail

- Total of 7,578 transactions recorder for April to August 2018, which is 28% more than the 5,457 transactions recorded for the same period in 2017

Strategy: Remittance

- Collaboration ongoing with Alliance Services to have service up in October

Objective: Miami Mailbox Service

Operational requirements completed:

- Miami Mailbox Service to go live in October

Objective: Increase application of ICT across all functional areas

- In the First Phase of Procurement Process - preparing specifications for procurement documents

****Variance**:** Experienced delays in 1st phase of procurement process due to fall through of assistance that was to be provided by eGov

Objective: Service Delivery – Postal Administration

- Processing standards maintained at Head Quarters.

****Variance**:** Challenges with Jamaica Customs staffing; influx of mail from China, Hong Kong and Singapore

Retirement of Several Officers through SERP

Initiative: Support for the implementation of the National Identification System (NIDS)

- Quantity Surveyor identified. Recruitment drive continues for NIDS Coordinator

****Variance**:** Quantity Surveyor was required to assist with developing Bills of Quantity needed to develop tender documents