Electronic Document and Records Management System (EDRMS) Project

Background

The Government of Saint Vincent and the Grenadines (SVG), announced its National Information and Communication Technology Strategy and Action Plan (2010 to 2015) in 2010. The Plan includes a strategy to develop a digital government, aiming to improve the efficiency of government administration, achieve information transparency and improve the quality of decision-making. An emphasis was placed on reliability and information security in the operations of the digital government. Therefore, a plan to establish a Public Key Infrastructure (PKI), was proposed, to ensure that documents exchanged between offices are secured with information integrity, identity verification and undeniable authentication.

In an effort to progress with e-Government as one of the primary development strategies, the Government of Saint Vincent and the Grenadines has selected an Electronic Document and Records Management System (EDRMS), and Public Key Infrastructure (PKI), as the next steps towards increased government efficiency, reduced costs, and minimized paper consumption.

Introduction

- **Project Period:** 2016 - 2018

- **Executing Unit:** Ministry of Economic Planning Sustainable Development, Industry, Information and Labour, Government of Saint Vincent and the Grenadines, and the Republic of China (Taiwan).

- **Agreement Date:** 7th June 2016

- **Budget:** USD1,845,997

- **Pilot Agencies:**
  - Ministry of Foreign Affairs, Trade and Commerce
  - Service Commissions Department
  - Information Technology Services Division
  - Ministry of Finance
    - Customs & Excise Department
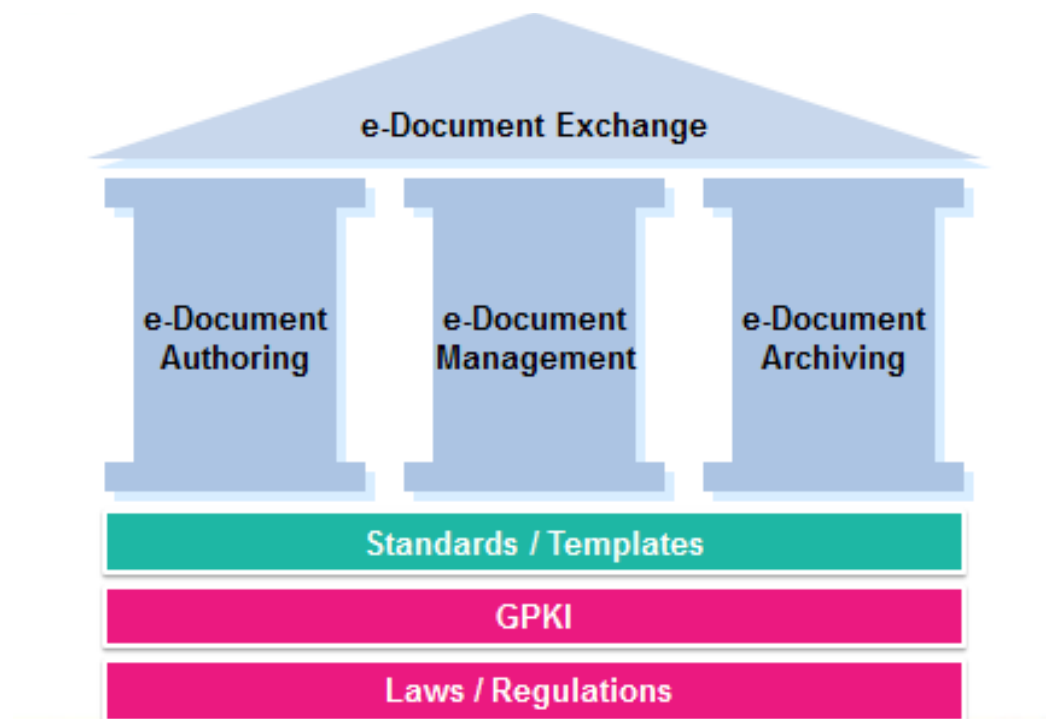   - Inland Revenue Department
    - Treasury Department
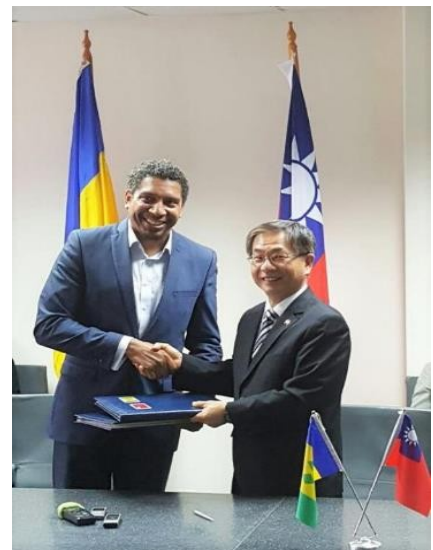
Project Goal

- Build a digitized document interchange and management system among governmental agencies at different levels.

- Increase government efficiency, strengthen traceability and security, reduce government

operation costs and reduce redundancy on governmental document processing and transmission.

○ Establish in the EDRMS other government applications, a Public Key Infrastructure (PKI) which will provide security mechanisms to protect the information's
  o Integrity - the confirmation to an entity that data has not been altered
  o Authenticity - the assurance to one entity that another entity is who he/she/it claims to be
  o Non-repudiation - refers to the ability to ensure that a party to a contract or a communication cannot deny the authenticity of their signature on a document or the sending of a message that they originated
  o Confidentiality - the assurance to an entity that no one can read a particular piece of data except the receiver(s) explicitly intended

Scope of the Project

Benefits of EDRMS

Cost Savings Documents sent electronically instead of paper, reducing handling costs. Under EDRMS, an average of $5 EC postage/ document * ~5,000 documents/day, for 250 days a year, the annual savings is at least $6,250,000 EC in postage alone.	**Standardized Documents** Standard electronic documents confirm all required information is passed to allow faster review and document tracking, and time spent in the workflow, enabling a transparent document tracking system.
Improved Efficiency Documents are sent in minutes rather than days, for faster internal approval and dispatching or interchanging between agencies. Documents are accessible with network connections.	**Refining of Internal Process** By keeping an electronic track/record of documents, internal processes can be refined and improved by identifying the bottlenecks in workflow processes.
Ease of Management EDRMS provides a unified interface for document authoring, management for handling and approval, exchange and archiving.	**Document Tracking** All documents are transferred electronically, preventing deleted files or lost documents. A history of status, time and location of all documents are recorded, simplifying tracking.
Security By employing digital signatures and encryption, using PKI, users and organisations can certify authenticity and integrity of their documents.	**Environmentally Friendly** For a simple one-page document, up to 10 hardcopies can be made within the process. With EDRMS, documents no longer need to be printed as all document handling and management activities are conducted online.
Government Accountability Digital signatures are based on PKI to guarantee non-repudiation of all documents. Documents are tracked at every stage so process administrators know the exact location of the documents and the holding period for any document at any time.	**Integration with E-archiving** The document metadata stored in e-Archiving is available within EDRMS, so all stored documents can be searched from one single location.