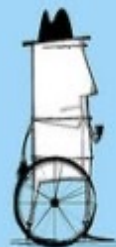


CARICAD'S SCHEMA FOR PUBLIC SECTOR TRANSFORMATION





ERRR...



CAN'T STOP.
TOO BUSY!!

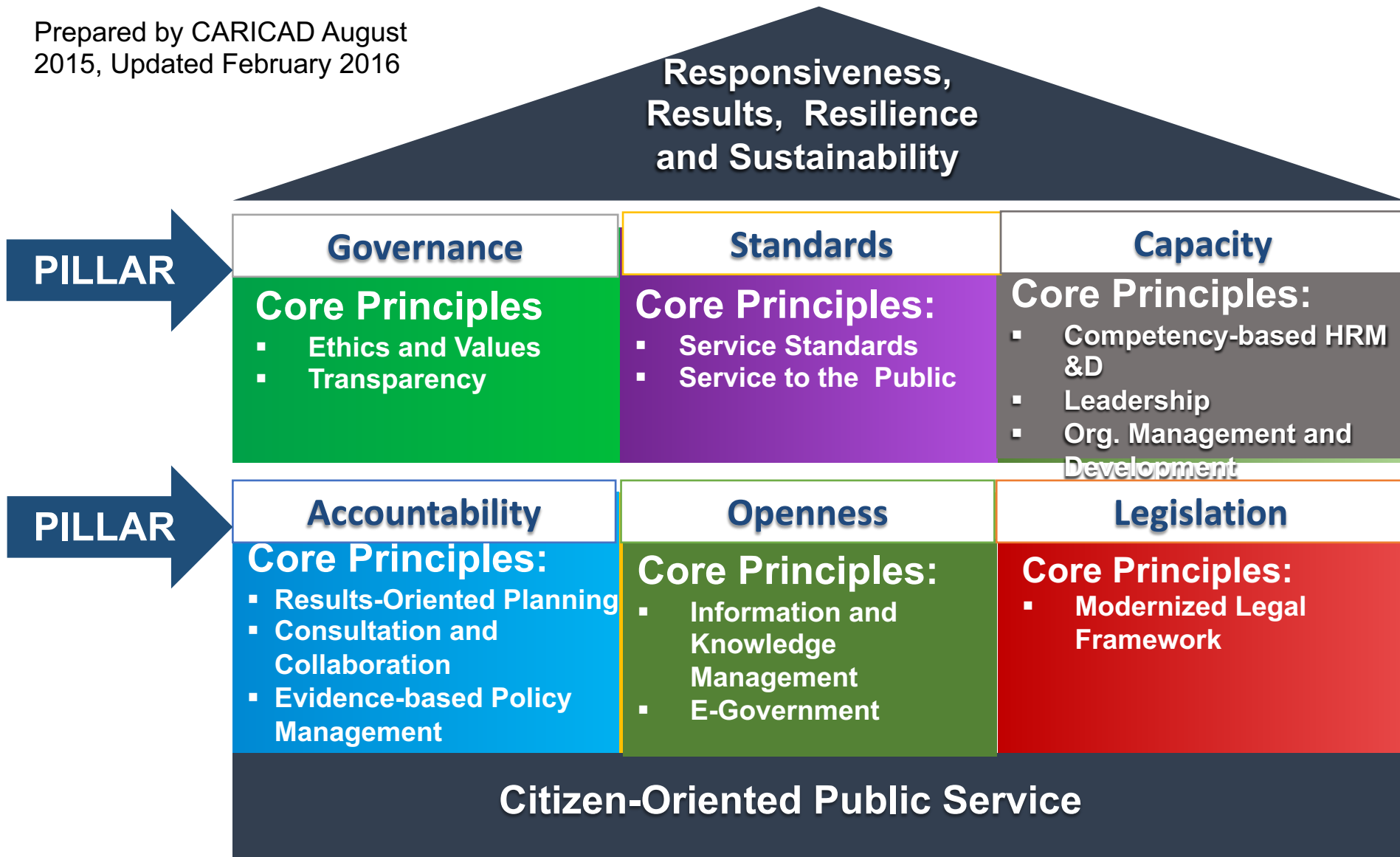


CARICAD'S SCHEMA FOR PUBLIC SECTOR TRANSFORMATION



Caribbean Public Service Charter Conceptual Framework

Prepared by CARICAD August
2015, Updated February 2016



GOVERNANCE

- ❖ **Ethics and Values**
 - ✓ Code of Conduct
- ❖ **Transparency**
 - ✓ Public Procurement
 - ✓ Access to information

STANDARDS

- ❖ **Service Standards**
 - ✓ International Standards (ISO)
 - ✓ Doing Business Indices
 - ✓ Business Process Re-engineering
 - ✓ Innovation
 - ✓ Recognition of Service Excellence
 - ✓ Service Quality
- ❖ **Service to the Public**
 - ✓ Accessibility
 - ✓ Customer Service Standards
 - ✓ Continuous Improvement

LEGISLATION

- ❖ **Legal Framework**
 - ✓ Public Service Act
 - ✓ General Orders/Staff Orders
 - ✓ Regulations (Public Service Commissions)
 - ✓ Harmonised Approaches

ACCOUNTABILITY

- ❖ **Results –Oriented Planning**
 - ✓ Policy Implementation
 - ✓ Monitoring and Evaluation
 - ✓ Integrated Budgeting and Work Planning –strategic/corporate plans
 - ✓ Risk Management
 - ✓ Business Continuity Planning
 - ✓ Contingency Planning
- ❖ **Consultation and Collaboration**
 - ✓ Public-Private-People Partnerships (PPPP)
 - ✓ Cross-Ministry coordination
 - ✓ Structured cross-sectoral Consultations
- ❖ **Evidence-based Policy Management**
 - ✓ Public Policy Analysis (analysis for policy and analysis of policy)
 - ✓ Decision-making and Implementation



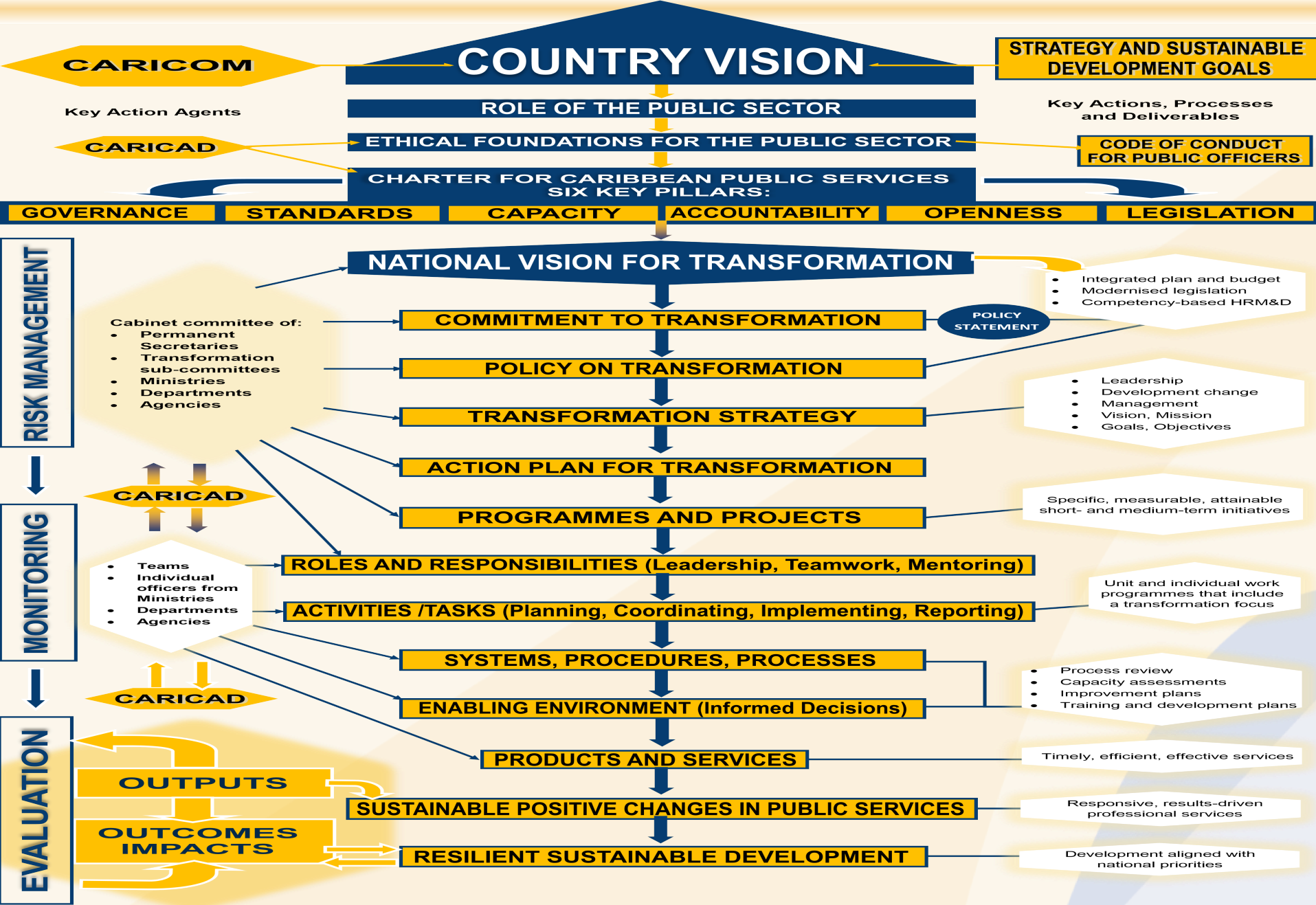
OPENNESS

- ❖ **Information and Knowledge Management**
 - ✓ Open Data
 - ✓ Information and Records Management
- ❖ **E-Government**
 - ✓ ICT
 - ✓ Connected Government
 - ✓ Mobile Government
 - ✓ Business Process Re-engineering and Management

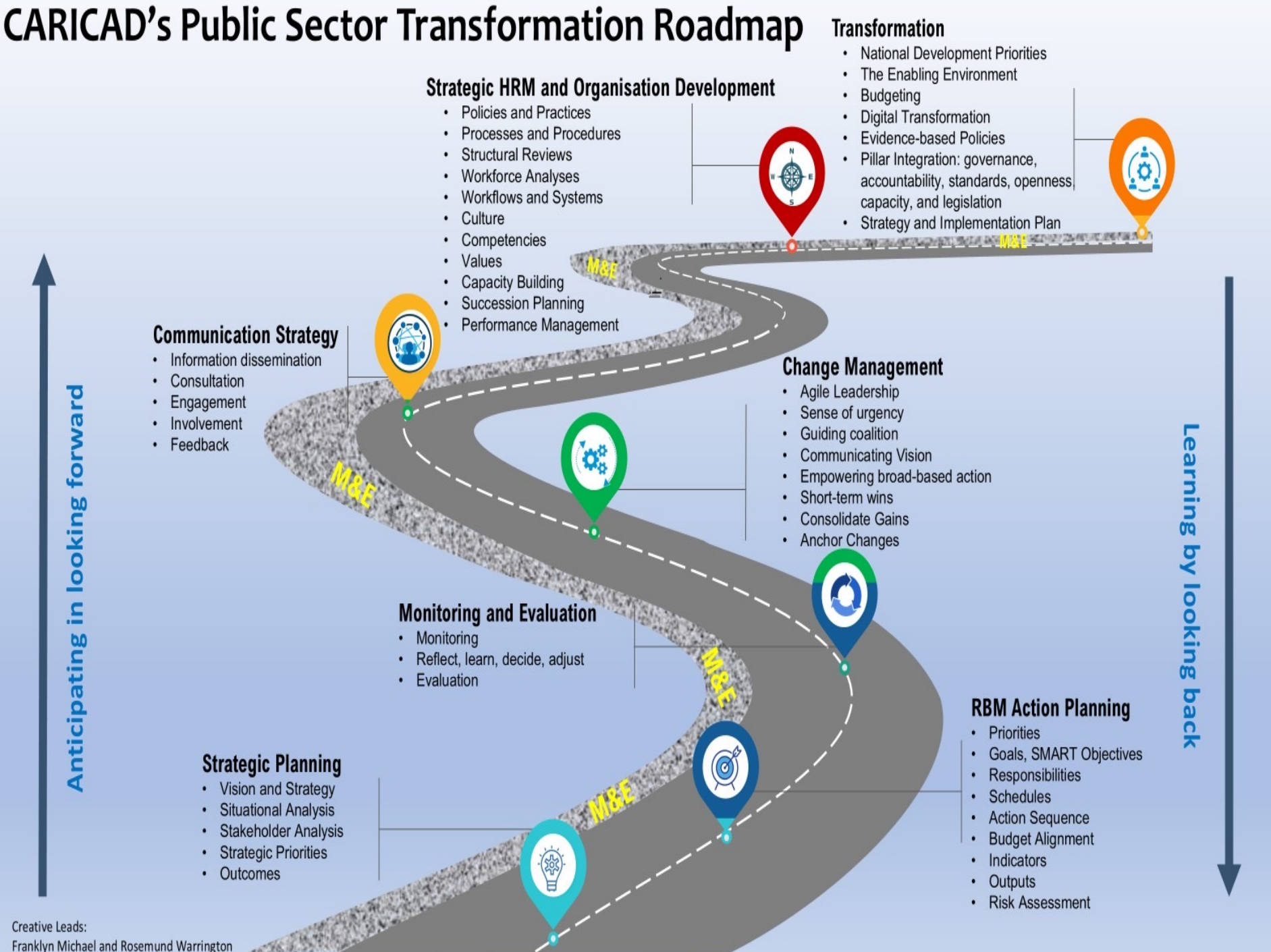
CAPACITY

- ❖ **Competency-based HR Management & Development**
 - ✓ Competency Frameworks
 - ✓ Role of Service Commissions
 - ✓ Recruitment/Selection
 - ✓ Appointments, Promotion and Separation
 - ✓ Performance Management
 - ✓ Succession Planning
 - ✓ Workforce Planning
 - ✓ Capacity Development
 - ✓ Diversity Management
 - ✓ Public Officer Definition
 - ✓ Gender Equality and Equity
- ❖ **Leadership**
 - ✓ Transformational Leadership
 - ✓ Teamwork
 - ✓ Empowerment
 - ✓ Coaching and Mentoring
- ❖ **Organisational Management & Development**
 - ✓ Organisational effectiveness
 - ✓ Structural efficiency

SCHEMA FOR IMPLEMENTATION OF PUBLIC SECTOR TRANSFORMATION



CARICAD's Public Sector Transformation Roadmap



CRITICAL LEADERSHIP SUCCESS FACTORS

- Role of Committee of Permanent Secretaries
- Role and Presence of Coordinating Function
- Role of Collaboration

