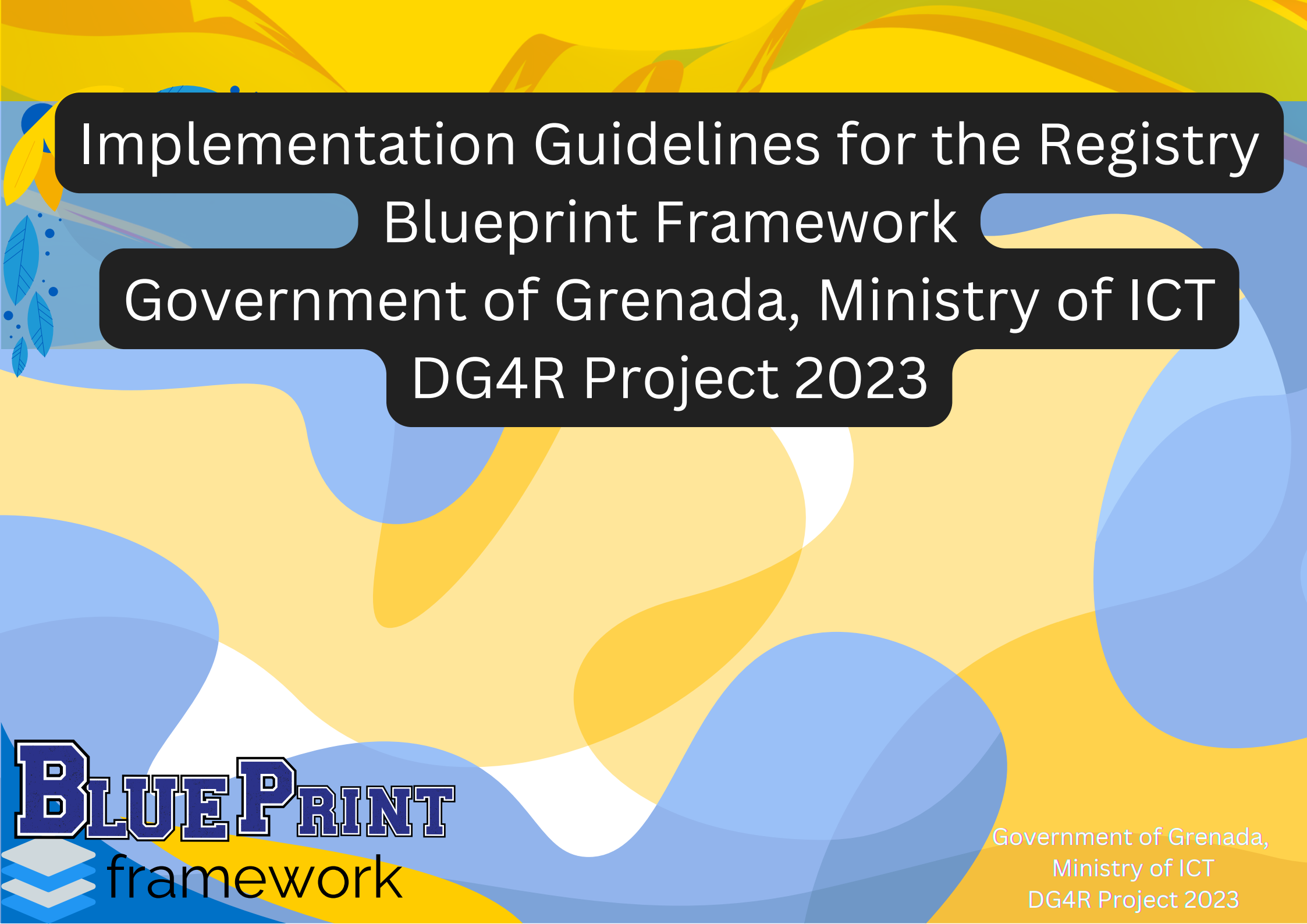




Implementation Guidelines for the Registry Blueprint Framework Government of Grenada, Ministry of ICT DG4R Project 2023



Introduction

In an era where digital transformation is pivotal to enhancing governmental efficiency and transparency, the Government of Grenada, through the Ministry of ICT, has embarked on a significant initiative to streamline records management across its various departments. The Implementation Guidelines for the Registry Blueprint Framework provides a comprehensive roadmap to modernize and standardize the management of records, ensuring compliance with international standards and local regulations.

This document outlines the fundamental requirements, strategies, and best practices necessary for the effective implementation of a digital records management system. It is designed to assist governmental bodies in navigating the complexities of digitization, from initial planning and policy development to system integration and user training. By leveraging this framework, stakeholders can achieve greater operational efficiency, secure data handling, and improved access to information.

Our aim is to foster a unified approach to records management, enabling seamless integration with existing governmental structures while providing flexibility for future adaptations. This guideline serves as a strategic tool for all involved in the project, ensuring that every phase—from design to deployment—is executed with precision and clarity.

As we advance into a digital-first era, this initiative not only represents a critical step towards operational excellence but also underscores our commitment to transparency, accountability, and public service enhancement. The Ministry of ICT, in collaboration with various stakeholders, is dedicated to ensuring the successful implementation of this framework, thereby setting a benchmark for digital governance in the region.

The following sections detail the comprehensive steps, roles, and responsibilities required to achieve these objectives. We encourage all departments to engage actively with this guide, leveraging it to facilitate a smooth transition to a fully digital records management system.

Grasping the Essential Project Needs





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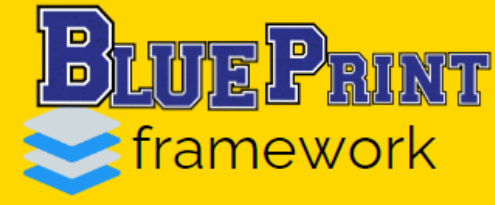


Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Framework Establishment	Establish a comprehensive framework for records management that integrates with existing governmental structures.	Standardized framework that aligns with existing systems and policies.	Flexibility to adapt to changes in government structure.	Customization options for specific departmental needs.	Project Manager, Policy Team
Records Life-Cycle Management	Define processes from record creation to disposition, including archiving.	Clearly defined stages for the life cycle of records, including creation, use, maintenance, and disposition.	Automated workflows for life-cycle stages.	Integration with archival systems for long-term preservation.	Records Manager, IT Team
Centralized vs. Decentralized	Determine centralized control with decentralized execution.	Centralized policy and oversight with decentralized execution capabilities.	Mechanisms for local customization and flexibility.	Periodic review to adjust the balance between centralization and decentralization.	Executive Leadership, Department Heads

Planning Requirements



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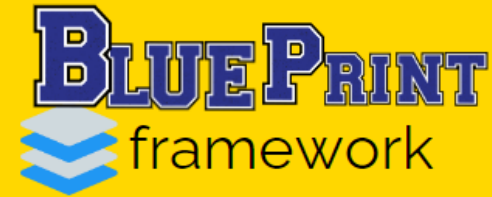


Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Record Capture	Methods for capturing records in both digital and physical formats.	Standardized procedures for digital and physical record capture, including scanning and digital conversion.	High-resolution scanning and OCR capabilities.	Integration with external systems for automated record capture.	IT Team, Records Management Team
Classification & Indexing	Standardized classification schemes and indexing methods.	Uniform classification and indexing standards across all records.	Customizable indexing fields for specific needs.	Use of AI for automated classification and indexing.	Records Manager, Metadata Specialists
Search & Retrieval	Efficient search and retrieval functionalities.	Fast and accurate search capabilities with advanced filtering options.	Natural language processing (NLP) for intuitive searches.	Advanced analytics for predictive search suggestions.	IT Team, User Experience (UX) Team
Access Control	Role-based access control to ensure secure record access.	Implementation of RBAC with detailed permissions settings.	Context-based access control (e.g., time, location).	Adaptive access control based on user behavior.	IT Security Team, Compliance Officers

Planning Requirements



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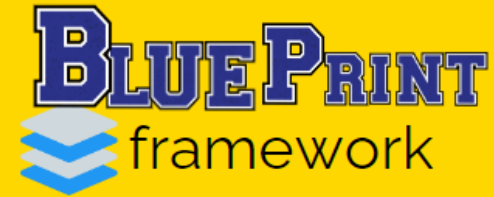


Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Audit Trail	Maintain audit logs for all record access and modifications.	Comprehensive logging of all access and modifications to records.	Real-time alerts for unauthorized access attempts.	Detailed reports and analytics on access patterns.	IT Security Team, Compliance Officers
Disaster Recovery	Plans and systems for disaster recovery and business continuity.	Regularly tested disaster recovery plans and backup systems.	Redundant systems for minimal downtime.	Use of advanced technologies like blockchain for data integrity.	IT Team, Disaster Recovery Team
Performance	Ensure system scalability and performance to handle increasing data volumes.	Infrastructure capable of scaling horizontally and vertically.	Automated scaling based on real-time usage analytics.	Predictive analytics for capacity planning.	IT Infrastructure Team, Performance Analysts
Security	Data encryption, secure access protocols, and compliance with cybersecurity standards.	Data encryption (AES-256), secure access protocols (MFA, RBAC), and compliance with standards (ISO/IEC 27001, GDPR).	Regular security audits and penetration testing.	Use of advanced security technologies like AI for threat detection.	IT Security Team, Compliance Officers

Planning Requirements



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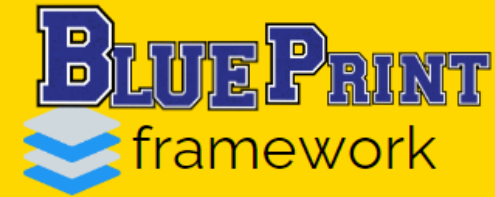


Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Usability	User-friendly interface for easy adoption by government employees.	Intuitive and accessible interface design.	Customizable user interfaces based on role and preferences.	Interactive help and tutorials for user guidance.	UX/UI Designers, Training Team
Reliability	High system uptime and data integrity.	Uptime guarantee of 99.9% or higher, with regular data integrity checks.	Failover systems and data redundancy.	Continuous data integrity monitoring and automated correction.	IT Operations Team, Quality Assurance (QA) Team
Stakeholder Engagement	Involvement of key stakeholders in system design and implementation.	Regular consultations with stakeholders during the design and implementation phases.	Ongoing feedback mechanisms and stakeholder involvement in decision-making.	Dedicated liaison officers for stakeholder communication.	Project Manager, Stakeholder Relations Team
Cost Management	Budgeting for system implementation, maintenance, and upgrades.	Comprehensive budgeting plans with clear allocations for all project phases.	Cost-benefit analysis for additional features.	Flexible budgeting to accommodate future enhancements.	Finance Team, Project Management Office (PMO)

Planning Requirements



Supplemental



Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Vendor Management	Selection and management of third-party vendors for software and hardware solutions.	Rigorous vendor selection process with clear criteria and performance metrics.	Regular performance reviews and audits.	Long-term partnerships with vendors for innovation and support.	Procurement Team, Vendor Management Team
Legal Compliance	Adherence to national and international laws, including ISO 15489-1:2016, Data Protection Act.	Full compliance with relevant legal standards and regulations.	Regular reviews of compliance policies.	Proactive legal consultations for emerging regulatory trends.	Legal Team, Compliance Officers
Policy Development	Development of policies for records management across government entities.	Comprehensive policy documentation with clear guidelines and procedures.	Periodic updates and reviews of policies.	Cross-departmental policy harmonization initiatives.	Policy Development Team, Records Management Team
Retention Schedules	Development of retention schedules for different types of records.	Detailed retention schedules based on legal, regulatory, and operational requirements.	Automated notifications for approaching retention deadlines.	Integration with legal systems for automatic compliance tracking.	Records Manager, Legal Team

Planning Requirements



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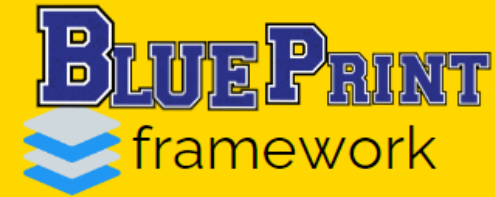


Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Data Privacy	Ensuring compliance with data privacy laws and regulations.	Strict adherence to data privacy laws, including secure handling and storage of personal data.	Regular privacy impact assessments.	Advanced data anonymization techniques.	Compliance Officers, Data Protection Officer
System Integration	Integration with existing IT systems and infrastructure.	Seamless integration with current systems to ensure continuity and efficiency.	APIs and middleware for interoperability with external systems.	Advanced integration capabilities for future technologies.	IT Integration Team, Systems Architects
Cloud and On-premises Options	Evaluation of cloud-based versus on-premises storage solutions.	Thorough analysis of cloud and on-premises options, considering security, cost, and scalability.	Hybrid solutions to leverage the benefits of both approaches.	Multi-cloud strategies for enhanced resilience and flexibility.	IT Infrastructure Team, Cloud Services Team
Backup & Recovery	Regular backups and recovery plans for digital records.	Frequent backups with secure storage and tested recovery plans.	Automated backup processes with version control.	Use of cloud services for additional backup security and scalability.	IT Team, Disaster Recovery Team

Planning Requirements



Supplemental



Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
Electronic Records Management Systems (ERMS)	Implementation of ERMS for digital records management.	Deployment of a robust ERMS with essential functionalities like creation, storage, and retrieval.	Customizable features and workflows for specific needs.	Advanced analytics and reporting tools within the ERMS.	Records Management Team, IT Development Team
Metadata Management	Standards for metadata management, such as ISO 23081.	Consistent application of metadata standards for accurate record description and retrieval.	Advanced metadata tagging options for improved searchability.	Use of AI for automatic metadata generation and management.	Metadata Specialists, IT Team
Document Management	Tools for managing document versions and workflows.	Implementation of document management tools with version control and workflow capabilities.	Customizable workflows and approval processes.	Integration with collaboration tools for real-time document editing and sharing.	IT Team, Document Control Team
Training & Capacity Building	Ongoing training programs for staff on records	Comprehensive training programs covering all aspects	Regular refresher courses and updates on new	Certification programs for specialized skills in	Training Team, HR Department

Planning Requirements



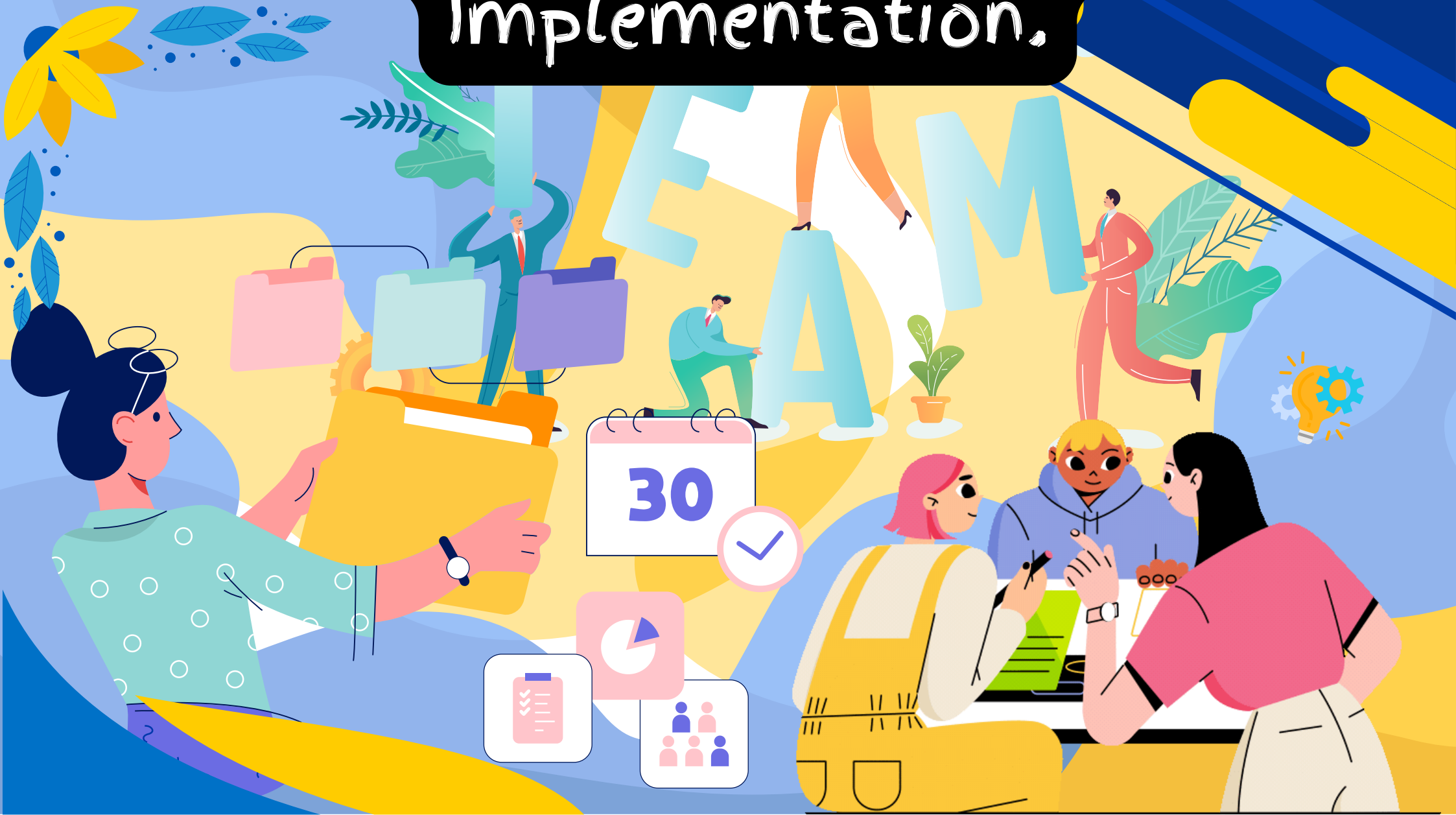
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Requirement	Details	Must Have	Should Have	Could Have	Responsibilities
	management best practices.	of records management.	technologies and practices.	records management.	
Change Management	Strategies for managing organizational change during the transition to digital systems.	Structured change management plans including communication strategies and training.	Continuous support and resources during the transition period.	Gamification techniques to encourage engagement and adoption.	Change Management Team, Communications Team
Role Definitions	Clear definitions of roles and responsibilities in records management.	Explicit role descriptions and responsibilities within the records management framework.	Periodic role reviews and updates.	Development of cross-functional roles to enhance flexibility and coverage.	HR Department, Records Management Team

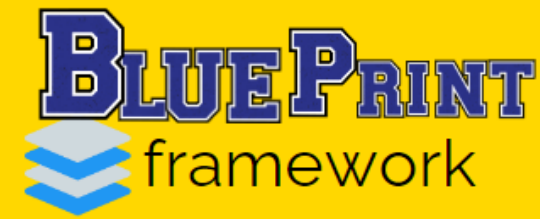
Planning Requirements

Critical Resource Framework for Project Implementation.





People



People (Project Resources): The timeline and Full-Time Equivalence (FTE) matrix for each responsible role across the key project phases:

To ensure the successful implementation and sustainability of the digital registries project, we have developed a comprehensive resource allocation plan across all phases of the project. The allocation of resources is meticulously planned to align with the specific requirements and critical activities within each phase, ensuring that all aspects of the project are adequately supported.

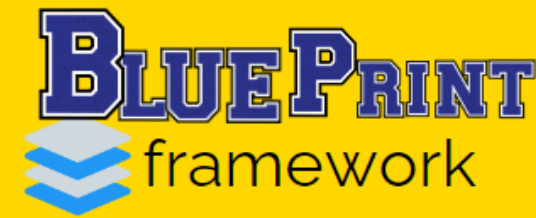
Resource Allocation Overview:

- **Project Manager:** Engaged at 100% throughout all phases to provide continuous oversight and coordination.
- **Policy Team:** Heavily involved during the Planning phase (60%) to develop necessary policies, with continued engagement during Implementation (30%) and Maintenance (20%) for policy adjustments and adherence.
- **Records Manager:** Key during Planning (80%), Implementation (70%), and Testing (50%), with a continued presence in Maintenance (40%) to oversee records management processes.
- **IT Team:** Fully allocated during Implementation (100%), with substantial involvement in Planning (70%) and Testing (80%), and consistent support in Maintenance (50%).
- **Metadata Specialists:** Focused on Implementation (50%) and Testing (30%) phases to ensure proper metadata management.
- **User Experience (UX) Team:** Active in Planning (40%), Implementation (60%), and Testing (40%) phases to optimize user interface design and usability.
- **IT Security Team:** Engaged from Planning (50%) through to Maintenance (40%) to safeguard system security.

Planning Requirements



People



- **Compliance Officers:** Ensuring regulatory compliance during Planning (40%), Implementation (30%), and Maintenance (20%).
- **Disaster Recovery Team:** Focused on Implementation (20%), Testing (40%), and Maintenance (30%) to ensure system resilience and data recovery capabilities.
- **Performance Analysts:** Involved during Testing (30%) and Maintenance (20%) to monitor and enhance system performance.
- **Executive Leadership:** Provides strategic oversight, with minimal but critical involvement during Initiation (10%), Planning (10%), and key decision points.
- **Department Heads:** Participating primarily in Planning (30%), Implementation (20%), and Training & Deployment (10%) phases to ensure departmental alignment.
- **Stakeholder Relations Team:** Actively managing stakeholder engagement across Initiation (30%), Planning (40%), and Implementation (30%) phases.
- **Finance Team:** Essential in Planning (40%) and Implementation (20%) phases to manage budgeting and financial oversight.
- **Procurement Team:** Key during Planning (30%) and Implementation (20%) for vendor selection and procurement.
- **Vendor Management Team:** Overseeing vendor relations during Implementation (20%) and Maintenance (10%).
- **Legal Team:** Involved in Planning (30%), Implementation (20%), and Maintenance (10%) to address legal compliance and contracts.
- **HR Department:** Responsible for workforce planning during Planning (30%), and Training & Deployment (40%), with continued support in Maintenance (20%).

Planning Requirements

People

- **Change Management Team:** Engaged in Planning (40%), Implementation (60%), and Training & Deployment (50%) phases to facilitate smooth transitions.
- **Communications Team:** Vital during Planning (30%), Implementation (50%), and Training & Deployment (40%) phases for effective communication strategies.

Role	Initiation	Planning	Implementation	Testing	Training & Deployment	Maintenance
Project Manager	100%	100%	100%	100%	100%	100%
Policy Team	–	60%	30%	–	–	20%
Records Manager	–	80%	70%	50%	–	40%
IT Team	–	70%	100%	80%	–	50%
Metadata Specialists	–	–	50%	30%	–	–
User Experience (UX) Team	–	40%	60%	40%	–	–
IT Security Team	–	50%	70%	60%	–	40%
Compliance Officers	–	40%	30%	–	–	20%
Disaster Recovery Team	–	–	20%	40%	–	30%
Performance Analysts	–	–	–	30%	–	20%

Planning Requirements

People

Role	Initiation	Planning	Implementation	Testing	Training & Deployment	Maintenance
Executive Leadership	10%	10%	–	–	5%	–
Department Heads	–	30%	20%	–	10%	–
Stakeholder Relations Team	30%	40%	30%	–	–	–
Finance Team	–	40%	20%	–	–	–
Procurement Team	–	30%	20%	–	–	–
Vendor Management Team	–	–	20%	–	–	10%
Legal Team	–	30%	20%	–	–	10%
HR Department	–	30%	–	–	40%	20%
Change Management Team	–	40%	60%	–	50%	–
Communications Team	–	30%	50%	–	40%	–

Planning Requirements

Crafting the Organizational Setup for Project Execution





Organization:

Projects are massive undertakings, and digitization projects are particularly challenging due to the intricate nature of the processes involved, many of which are not easily visible. Project organization must be meticulously thought through and planned to ensure the seamless ebb and flow of the creation cycles.

1. Project Governance Model

Model for Organizing a Digital Registries Project

1.1. Project Steering Committee

Role: Provide strategic oversight and decision-making authority.

Composition: Senior executives, key stakeholders, and project sponsors.

Responsibilities:

- Define project vision and objectives.
- Approve budgets and resources.
- Monitor project progress and resolve escalated issues.
- Ensure alignment with organizational goals.

1.2. Project Management Office (PMO)

Role: Centralize and standardize project management practices.

Responsibilities:

- Develop and maintain project management frameworks.
- Provide administrative support for project execution.
- Monitor project performance and compliance with standards.

2. Project Execution Team		
2.1. Project Manager <i>Role:</i> Oversee the entire project lifecycle. <i>Responsibilities:</i> • Develop detailed project plans and schedules. • Coordinate with all project teams and stakeholders. • Manage project risks and issues. • Ensure project milestones and deliverables are met.		
2.2. Business Analysts <i>Role:</i> Gather and document business requirements. <i>Responsibilities:</i> • Conduct needs assessments with stakeholders. • Define functional and non-functional requirements. • Develop use cases and business process models. • Validate solutions against business requirements.	2.3. Solution Architect <i>Role:</i> Design the technical architecture of the digital registries system. <i>Responsibilities:</i> • Define system architecture and integration points. • Ensure scalability, security, and performance of the system. • Select appropriate technologies and platforms. • Oversee technical implementation.	2.4. Development Team <i>Role:</i> Build and configure the digital registries system. <i>Responsibilities:</i> • Develop software components and integrations. • Customize and configure off-the-shelf solutions. • Conduct unit and integration testing. • Collaborate with QA to resolve defects.

Organization



2.5. Quality Assurance (QA) Team <i>Role:</i> Ensure the quality and functionality of the system. <i>Responsibilities:</i> • Develop test plans and test cases. • Perform functional, performance, and security testing. • Report and track defects. • Validate fixes and ensure quality standards are met.	2.6. IT Security Team <i>Role:</i> Safeguard the system's security and data integrity. <i>Responsibilities:</i> • Implement security measures (e.g., encryption, MFA). • Conduct security audits and penetration tests. • Monitor for security threats and vulnerabilities. • Ensure compliance with cybersecurity standards.	2.7. Data Migration Specialists <i>Role:</i> Handle the transfer of existing records into the new system. <i>Responsibilities:</i> • Develop data migration strategies and plans. • Cleanse and prepare data for migration. • Execute data migration and verify data integrity. • Address data migration issues and discrepancies.
2.8. Training and Change Management Team <i>Role:</i> Prepare staff for the new system and manage organizational change. <i>Responsibilities:</i> • Develop training materials and conduct training sessions. • Implement change management strategies. • Communicate changes and benefits to stakeholders. • Support staff during the transition period.	2.9. User Support and Maintenance Team <i>Role:</i> Provide ongoing support and maintenance for the system. <i>Responsibilities:</i> • Manage user support and helpdesk services. • Perform regular system maintenance and updates. • Monitor system performance and resolve issues. • Collect and analyze user feedback for improvements.	

Planning Requirements

Project Management Tactics and Techniques





Organization



Implementation Approach

Initiation Phase

- Establish the Project Steering Committee and PMO.
- Define project scope, objectives, and deliverables.
- Assign roles and responsibilities.

Planning Phase

- Conduct stakeholder analysis and gather requirements.
- Develop project plans, including timelines and budgets.
- Design the technical architecture and select tools.

Implementation Phase

- Develop and configure the system.
- Conduct data migration and ensure data integrity.
- Implement security measures and conduct preliminary testing.

Testing Phase

- Perform comprehensive testing (functional, performance, security).
- Address and resolve any identified issues.
- Obtain stakeholder approval for deployment.

Training & Deployment Phase

Planning Requirements

- Train staff on the new system and processes.
- Execute change management strategies to ensure smooth transition.
- Deploy the system and provide initial support.

Maintenance Phase

- Provide ongoing support and maintenance.
- Monitor system performance and security.
- Collect feedback and implement continuous improvements.

Critical Roles and Their Functions in Project Execution



TOR and Job Description with Resource Allocation Matrix

The project encompasses the establishment and implementation of a comprehensive records management system. Key roles and their responsibilities, timeline involvement, and Full-Time Equivalence (FTE) requirements are outlined below. This structure ensures each phase of the project is adequately supported by necessary expertise.

1. Project Manager

- **Role Description:** Oversees the project lifecycle, ensuring alignment with scope, time, cost, and quality constraints. Coordinates all project activities and manages risks.
- **Responsibilities:**
 - Develop project plans and schedules.
 - Coordinate with stakeholders and project teams.
 - Monitor progress and adjust plans.
 - Manage project risks and issues.
 - Report project status to leadership.
- **Timeline & FTE:**
 - **Initiation:** 100%
 - **Planning:** 100%
 - **Implementation:** 100%
 - **Testing:** 100%
 - **Training & Deployment:** 100%
 - **Maintenance:** 100%
- **Additional Details:** The Project Manager is the central point of contact for the project, ensuring smooth communication and coordination among all teams.

2. Policy Team

- **Role Description:** Develops and maintains records management policies, ensuring compliance with laws and standards.
- **Responsibilities:**
 - Draft and review policies.
 - Ensure legal and regulatory compliance.
 - Provide policy implementation guidance.
 - Conduct policy training.
 - Monitor policy compliance.
- **Timeline & FTE:**
 - **Planning:** 60%
 - **Implementation:** 30%
 - **Maintenance:** 20%
- **Additional Details:** The Policy Team plays a crucial role during the planning phase, setting the foundation for all subsequent project activities.

Organization



3. Records Manager

- **Role Description:** Oversees lifecycle management of records, ensuring proper processes are followed from creation to disposition.
- **Responsibilities:**
 - Implement records management procedures.
 - Oversee classification and indexing.
 - Ensure compliance with retention schedules.
 - Coordinate recordkeeping across departments.
- **Timeline & FTE:**
 - **Planning:** 80%
 - **Implementation:** 70%
 - **Testing:** 50%
 - **Maintenance:** 40%
- **Additional Details:** Critical during planning and implementation phases, ensuring that processes are well-established and adhered to.

4. IT Team

- **Role Description:** Responsible for technical implementation and maintenance of the records management system.
- **Responsibilities:**
 - Implement ERMS and related technologies.
 - Ensure system scalability and reliability.
 - Provide technical support and troubleshooting.
 - Implement security measures and backup systems.
- **Timeline & FTE:**
 - **Planning:** 70%
 - **Implementation:** 100%
 - **Testing:** 80%
 - **Maintenance:** 50%
- **Additional Details:** Key role in the technical aspects, critical during the implementation and testing phases.

5. Metadata Specialists

- **Role Description:** Manage metadata standards to ensure records are accurately described and retrievable.
- **Responsibilities:**
 - Develop metadata standards.
 - Implement metadata tagging.
 - Train staff on metadata use.
- **Timeline & FTE:**
 - **Implementation:** 50%
 - **Testing:** 30%

6. User Experience (UX) Team

- **Role Description:** Designs user-friendly interfaces for the records management system.
- **Responsibilities:**
 - Design and test interfaces.
 - Gather and incorporate user feedback.
 - Ensure usability and accessibility standards.
- **Timeline & FTE:**
 - **Planning:** 40%
 - **Implementation:** 60%
 - **Testing:** 40%

Planning Requirements

• Additional Details: Involved in setting up metadata frameworks and ensuring their proper application during the implementation phase.	• Additional Details: Focus on making the system user-friendly, essential for adoption and daily use.
7. IT Security Team • Role Description: Ensures the security and integrity of the system. • Responsibilities: • Implement security protocols (MFA, encryption). • Conduct security audits. • Monitor for and respond to threats. • Timeline & FTE: • Planning: 50% • Implementation: 70% • Testing: 60% • Maintenance: 40% • Additional Details: Continuous involvement is critical for maintaining the security posture of the system.	8. Compliance Officers • Role Description: Ensures legal compliance across all project activities. • Responsibilities: • Monitor compliance with data protection laws. • Conduct compliance audits. • Provide legal guidance and oversight. • Timeline & FTE: • Planning: 40% • Implementation: 30% • Maintenance: 20% • Additional Details: Ongoing role in ensuring that all activities meet regulatory requirements.
9. Disaster Recovery Team • Role Description: Develops and tests disaster recovery plans. • Responsibilities: • Create and update disaster recovery plans. • Test backup and recovery systems. • Coordinate recovery efforts during emergencies. • Timeline & FTE: • Implementation: 20% • Testing: 40%	10. Performance Analysts • Role Description: Monitors and evaluates system performance. • Responsibilities: • Track system performance metrics. • Identify and resolve performance issues. • Provide performance reports and recommendations. • Timeline & FTE: • Testing: 30%

• Maintenance: 30% • Additional Details: Focused on ensuring system resilience and data recovery capabilities.	• Maintenance: 20% • Additional Details: Key role during testing to ensure the system meets performance standards.
11. Executive Leadership • Role Description: Provides strategic oversight and decision-making. • Responsibilities: • Approve project scope and budget. • Set strategic priorities. • Oversee stakeholder engagement. • Timeline & FTE: • Initiation: 10% • Planning: 10% • Training & Deployment: 5% • Additional Details: Provides high-level guidance and decision-making authority.	12. Department Heads • Role Description: Ensure departmental alignment with project goals. • Responsibilities: • Facilitate policy implementation. • Oversee departmental compliance. • Provide feedback and support. • Timeline & FTE: • Planning: 30% • Implementation: 20% • Training & Deployment: 10% • Additional Details: Crucial for aligning departmental activities with project objectives.
13. Stakeholder Relations Team • Role Description: Manages communication with stakeholders. • Responsibilities: • Develop communication strategies. • Facilitate stakeholder consultations. • Manage expectations and concerns. • Timeline & FTE: • Initiation: 30% • Planning: 40% • Implementation: 30%	14. Finance Team • Role Description: Manages project finances. • Responsibilities: • Develop and monitor budgets. • Conduct financial analysis and reporting. • Ensure financial compliance. • Timeline & FTE: • Planning: 40% • Implementation: 20% • Additional Details: Critical for ensuring that the project stays within financial constraints.

• Additional Details: Ensures that stakeholders are informed and engaged throughout the project.	
15. Procurement Team • Role Description: Handles procurement of necessary goods and services. • Responsibilities: • Select vendors and negotiate contracts. • Manage procurement processes. • Monitor vendor performance. • Timeline & FTE: • Planning: 30% • Implementation: 20% • Additional Details: Ensures timely acquisition of resources and compliance with procurement policies.	16. Vendor Management Team • Role Description: Manages vendor relationships. • Responsibilities: • Monitor vendor compliance with contracts. • Evaluate vendor performance. • Facilitate communication and problem resolution. • Timeline & FTE: • Implementation: 20% • Maintenance: 10% • Additional Details: Ensures that vendors deliver quality services and products.
17. Legal Team • Role Description: Provides legal oversight and support. • Responsibilities: • Review legal aspects of policies. • Ensure legal compliance. • Address legal issues related to records management. • Timeline & FTE: • Planning: 30% • Implementation: 20% • Maintenance: 10%	18. HR Department • Role Description: Manages human resources and training. • Responsibilities: • Develop training programs. • Manage staffing and role definitions. • Support change management initiatives. • Timeline & FTE: • Planning: 30% • Training & Deployment: 40%

• Additional Details: Ensures the project adheres to all legal requirements.	• Maintenance: 20% • Additional Details: Key for training staff and managing personnel changes.
19. Change Management Team • Role Description: Manages the transition to new systems and practices. • Responsibilities: • Develop and implement change management plans. • Communicate changes to stakeholders. • Provide support during the transition. • Timeline & FTE: • Planning: 40%	Additional Considerations • Risk Management: Regularly assess and mitigate risks throughout the project lifecycle. • Communication Plan: Develop a communication strategy to keep all stakeholders informed. • Quality Management: Establish quality metrics and ensure compliance throughout the project. • Budget and Cost Control: Monitor expenses and ensure the project stays within budget.



Government of Grenada, Ministry of ICT
DG4R Project 2023

BLUEPRINT

The logo for the blueprint framework, consisting of three stacked blue chevrons pointing to the right.

framework

