



Stretem Rod Blong Jastis Vanuatu Law and Justice Partnership (VLJP) Terms of Reference

CASE & DATA MANAGEMENT ADVISER to the MINISTRY OF JUSTICE & COMMUNITY SERVICES

1	Consultant Job title	Case and Data Management Adviser
2	ARF Group/Level	D4
3	Location	Based in Port Vila, Vanuatu with provincial travel as required
4	Start date	Spring 2013
5	Length of assignment	90 work days
6	Purpose	To support the Ministry of Justice and Community Services (MJSC) in collaboration with the Office of the Government Chief Information Officer (OGCIO) to assess the quality of current case and data management capacity across the government agencies of the sector and to develop a business plan and high level, staged strategic IT plan for the incremental progress towards a computerized, cross-agency, stream-lined and web-enabled law and justice case management platform

BACKGROUND

Vanuatu is a developing country located in the south-west Pacific and is composed of 82 islands with 250,000 residents. The Government of Vanuatu (GoV) understands the importance of telecoms and ICT improvements for overall economic development and competitiveness, and is seeking ways to increase the quality, speed and bandwidth available to the population, and has embarked on a major effort to bring e-government to the country. In 2011 the GoV Council of Ministers created the Office of the Government Chief Information Officer (OGCIO), which has initiated the iGov ("Integrated Government") Initiative, which seeks to bring a customer-oriented, efficient and cross-agency approach to government in all sectors. In the justice sector, the iGov Initiative anticipates a "VanGov Justice Sector Case Management Platform" which provides "integrated case management and reporting across all key agencies in the sector, based on a process view, not an agency view." It is not yet clear which agency would be best for leading and administering the platform; identifying this and other roles is a part of the anticipated study effort.

The OGCIO has conducted a high level survey of a number of agencies under the auspices of the Ministry of Justice and Community Services or within the sector more broadly; this survey indicates that there is a desire by a number of the offices for an integrated system.

Currently there are a variety of different systems being used across the justice sector ranging from manual systems to databases hosted externally to a system hosted and supported by the OGCIO which provides information and produces court documents. There is a need for a consistent system which allows for coordination between agencies, capturing the same information across the justice sector continuum and providing greater efficiency for all of the offices whilst maintaining their independence, control and security of sensitive and privileged information. It is also important to note that some agencies whilst falling within the law and justice sector fall under other Ministries (e.g. Prime Minister's

Office, Ministry of Internal Affairs). Progress across the sector therefore requires careful coordination and cooperation with those Ministries as well as with constitutionally independent agencies and separate arms of government (Judiciary).

In addition, it is a priority of the MJCS to enhance service delivery of the sector to communities outside Port Vila with gradual expansion to all provincial centres which will need to be a consideration in any plan for the enhancement of the IT systems of the sector.

Currently none of the justice agencies, except the Law Commission, maintains a website that is up-to-date or informative, or is used for public relations or public outreach. It is a goal of the iGov Initiative to encourage and install such customer-oriented websites in all sectors. In the justice sector there are considerable reservations about this new technology, an incremental and sensitive approach will be required.

The AusAID funded Stretem Rod Blong Jastis Partnership/Vanuatu Law and Justice Partnership (VLJP) is providing support the sectoral priorities of the MJCS and has agreed to recruit a Case and Data Management Adviser (Adviser) to work with the MJCS and with the law and justice sector agencies to undertake a diagnostic and feasibility study for the sector for moving incrementally towards an appropriate and effective integrated IT system that is hosted by the GoV OGCI0.

The Adviser will have the following duties and responsibilities:

1. Establish and maintain productive, consultative and transparent working relationships with the Director-General, MJCS and the heads of agencies and departments within the Ministry as well as the relevant agencies (State Law Office) and officers within the Prime Minister's Office (PMO) (including the Sector Analyst and Monitoring & Evaluation Officer), the Ministry of Internal Affairs (MIA) (with respect to the Vanuatu Police Force IT systems) and the OGCI0. Consult with other GoV and external stakeholders as appropriate.
2. Review all background documents supplied by the MJCS, MIA, PMO, law and justice agencies, OGCI0 and others.
3. Identify the driving core vision and values that will shape the project. Derive metrics of success from the vision and values.
4. Develop an appropriate methodology (with the approval of the Director-General and relevant agency heads) for making a diagnostic assessment of the current capabilities of the case and data management systems used by the MJCS and government agencies and departments within the sector taking into account that those systems may be at different levels of development.
5. Provide a diagnostic assessment of the data and case management systems taking into consideration the strengths and weaknesses of the systems within the context of Vanuatu as well as the capacity for the consistent tracking of information and cases through the sector, whilst maintaining necessary confidentiality of information and independence of constitutional institutions as well as sustainability.
6. Provide recommendations for the minimum standards of case and data management that should be adhered to in the immediate to short term across the sector and which can be built on over time. This must be appropriate taking into consideration the resources available, the capacity of the institutions and the context of Vanuatu.
7. Collaborate with the PMO during the assessment to ascertain what information is required by that office to fulfil its planning and monitoring & evaluation functions with respect to the oversight of the sector.
8. Collaborate with the Director-General, MJCS, Monitoring & Evaluation Specialist, Monitoring Officer and Executive Officer of MJCS during the assessment to ascertain what information is required by the MJCS to fulfil its planning and monitoring & evaluation functions with respect to the sector

9. Provide recommendations for an appropriate process for moving the sector incrementally over time towards an integrated case and data management system that allows for coordination between agencies, capturing the same information consistently across the justice sector continuum and providing greater efficiency for all of the offices whilst maintaining their independence, control and security of sensitive and privileged information. The process should build on what is currently in existence and the system should reflect the computerized, cross-agency, stream-lined law and justice case management platform identified as a desired priority in the OGCIO Application Review Study.
10. Determine from a review of international experience and best practice the different types of platforms used (and services offered) elsewhere in creating an integrated case management system for the law and justice sector, and identify the various strengths and weaknesses of each. Apply this international experience to the Vanuatu situation.
11. Collaborate with the OGCIO in the development of the recommendations for the computerized, cross-agency, stream-lined law and justice case management platform to ensure that it is compatible, consistent and appropriate. Identify key common data definitions that will need to be made consistent across agencies in order to allow a flow of useful information. Develop a high level strategic ICT plan for the sector that addresses the application needs of the sector, and draws on the whole-of-government Enterprise Architecture analyses that have already been undertaken. This plan should identify which agency would host the justice platform and what the roles of other agencies would be. Identify a realistic, staged strategic approach to web-enabling the justice sector, keeping in mind that case security and privacy is paramount. Prepare a business case, suitable for delivery to donor(s), showing the quantifiable and non-quantifiable benefits of proceeding with the proposed project, and giving an estimate of the costs. Prepare a terms of reference for a detailed follow-up study, to be done by a specialized consulting firm, of the system and applications requirements, business process re-engineering, and training needs of the new justice platform.
12. Develop terms of reference for the project, planning/scoping effort and draft procurement documentation required to fulfill the recommendations proposed for the incremental progress towards a computerised, cross-agency, stream-lined law and justice case management platform if the recommendations are accepted both by the MJCS and the OGCIO.
13. Identify and to the extent possible quantify the anticipated benefits of the most attractive structures and offerings.
14. Identify the next steps required to move the project forward, if feasible, and identify the recommended actions and roles of each potential actor.

DELIVERABLES AND TIMING

Key deliverables and submission times for the assignment are:

1. Develop an inception report after mobilization in-country. (Within 10 work-days of commencement and arrival in-country. Develop a written work-plan for approval of MJCS, VLJP and OGCIO. (Within 20 work-days of commencement.)
2. Provide a written diagnostic assessment of the data and case management systems within the law and justice sector. Provide a report and presentation on international best practices and trends of case management and ICT usage within the justice sector in developing and developed countries. (Within 30 work-days of commencement.)
3. Provide written recommendations for the minimum standards of case and data management that should be adhered to in the immediate to short term across the sector given the needs of the sector and MJCS. Provide a high level strategic ICT plan for the sector which takes into account the whole of government Enterprise

Architecture analysis already done, and which identifies issues with common data definitions, and the needs for business process engineering in case management and reporting. Include staged web-enabling of the sector and its agencies in the strategic plan. Identify the host agency for the Justice Platform and the roles of other agencies. (Within 60 work-days of commencement.)

4. Provide recommendations for an appropriate process for moving the sector incrementally over time towards an integrated case and data management system based on a computerised, cross-agency, stream lined law and justice case management platform by way of a high level business case (suitable for submission to donors) which includes an outline budget. (Within 80 work-days of commencement.)
5. Develop a terms of reference for a follow-on detailed requirements analysis project to be undertaken by a specialized firm; and planning/scoping effort and procurement documentation required to fulfil the recommendations proposed for the process towards a computerised, cross-agency, stream lined law and justice case management platform, if the recommendations are accepted both by the MJCS and the OGCI. (Within 80 work-days of commencement.)
6. Identify and to the extent possible quantify the anticipated benefits of the most attractive structures and offerings. Include these benefits in the business case. (Within 80 work-days of commencement.)
7. Identify the next steps required to move the project forward, if feasible, and identify the recommended actions and roles of each potential actor. (Within 85 work-days of commencement.)
8. Support the heads of agencies and departments to embed the plans into the management current approach of the institutions to ensure that they are owned, understood and used by staff of the organisations at all levels as well as the process for system enhancement. Hold a workshop part way through the effort, providing information on international best practices in this area. Hold a workshop/presentation near the end of the effort (within 85 work-days of commencement), providing a detailed briefing on the draft final report and its conclusions and recommendations.
9. Provide a final report reflecting comments received. (Within 90 work-days of commencement.)

All reports will be produced in draft and the MJCS will provide comments within three weeks, allowing for finalisation within four weeks of initial submission.

All materials are to be produced and presented in English.

MJCS and VLJP will be the joint-client and will sign off on reports, deliverables and invoices. OGCI will review all reports and provide comments to MJCS and the consultant in a timely manner.

QUALIFICATIONS FOR THE CONSULTANT

- Minimum of 10 years professional experience in international telecommunications, computerisation, web-enabling, common data definitions, business process re-engineering, strategic IT planning, enterprise architecture and IT government networks.
- Higher level degree in business or public sector administration or similar
- Extensive experience in developing ICT systems and high level strategic planning for the law and justice sector
- Extensive experience in justice sector case and data management systems, with appropriate qualifications and training
- Extensive training and a university degree in information technology, economics, engineering, finance, justice, law or related field. Master's preferred.
- Demonstrated experience in developing IT business cases and undertaking financial plans.
- Demonstrated ability to work collaboratively and respectfully in a cross cultural setting, ensuring counterpart ownership.

- Prior experience in order of preference in: Vanuatu, Pacific island economies, and developing countries, developed countries.
- Excellent presentation, analytic and writing skills in English. French and/or Bislama (the Vanuatu national language) would be a plus.
- Excellent inter-personal skills.

There is no restriction on the nationality, citizenship or current residence of the candidate.

The consultant will be contracted and paid by the VLJP