

## PILLAR

6

### STRONG GOVERNANCE & INSTITUTIONAL ARRANGEMENTS

#### DELIVERABLES

1. Ministries' mandates, governance and institutional arrangements support innovation and public sector business transformation
2. Structural reform is used to enable growth, development, innovation and business/digital transformation
3. The right oversight and guidance for good governance, compliance, ethics, integrity, transparency and accountability is in place
4. Enabling legal, operational and performance frameworks are in place
5. Focus and coordination are streamlined in non-structural ways so that decisions are made where they will be most effective
6. Streamline the overall legal environment for business facilitation

## PILLAR

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### PERFORMANCE

#### DELIVERABLES

1. Ministries' and Public Officers' performance is aligned to Government's priorities and agenda through greater coordination and clarity on objectives, goals, roles and responsibilities
2. All actions contribute towards more effective and efficient public institutions, well-managed public resources and result in productivity improvements
3. Multi-disciplinary teams work across boundaries and portfolios in a whole-of-government manner on initiatives of national importance
4. Ministries create clear demarcation between strategic management, supervisory duties and operations
5. Ministries provide the right tools, resources (including ICT), equipment and the physical environment to enhance efficiency, productivity and employee engagement and motivation
6. Capability reviews of programmes and services are conducted and exit strategies are developed for low-value activities

## PILLAR

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### CAPACITY BUILDING & CAPABILITY DEVELOPMENT

#### DELIVERABLES

1. Ministries create annual HR Plans that support their business objectives and align with Vision 2030 on both skills and capacity so that projects are implemented successfully
2. Ministries conduct HR Audits and Organisational Reviews to ensure the organisational model fits the transformation plan
3. Annual Training Needs Assessments are conducted and used to create an annual plan to develop capacity, capability and learning, with the Civil Service College Mauritius as a delivery partner
4. Public Officers are continuously adapting and developing new skills, capabilities and competencies and they apply these new learnings in the workplace
5. Digital skills and competencies are given high priority at all levels across Government
6. Mobility and movement of staff is encouraged so that skills and brilliant talent are used where they will have the highest impact

## PILLAR

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### IMPLEMENTATION

#### DELIVERABLES

1. Capacity to oversee and implement projects and programmes is increased and enhanced in each Ministry
2. Planning, design and implementation of projects, programmes and priorities is integrated so that the right people, funding, resources, logistics, infrastructure is in place and there is a shared ownership of outcomes
3. Appropriate project, fiscal and resource oversight tools, processes and mechanisms and controls are in place
4. "What gets measured gets done". Results are reported on in an open and transparent manner
5. Lessons learned are evaluated and used to improve results, impact future planning, enhance capacity and decision-making

## PILLAR

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### PUBLIC/CUSTOMER SATISFACTION: THE BOTTOM LINE

#### DELIVERABLES

1. The client experience is improved and public services are efficient, transparent, equitable and inclusive
2. Information on Government services is easily accessible to the public and clients
3. The public and clients are at the heart of policy development, programmes, services and actions
4. The public and clients are consulted and involved in the design and delivery of programmes
5. The public and clients are asked for their feedback, opinions and recommendations regarding their experience on services, customer care and feeling that their voice has been heard
6. Quality of life is improved and this contributes to national growth and development
7. Government decision-making becomes more transparent



Republic of Mauritius

### PUBLIC SECTOR BUSINESS TRANSFORMATION

## IMPLEMENTATION PILLARS

**10  
PILLARS**

PILLAR	PILLAR	PILLAR	PILLAR	PILLAR
<p data-bbox="841 145 960 262"><b>1</b></p> <p data-bbox="744 309 1058 388"><b>GROWTH AND DEVELOPMENT</b></p> <p data-bbox="671 447 913 482"><b>DELIVERABLES</b></p> <ol data-bbox="671 513 1141 1124" style="list-style-type: none"> <li>1. Ministries' mandates, objectives and actions work towards growth and development expectations</li> <li>2. Ministries' strategies and priorities contribute to the country's competitiveness</li> <li>3. Sustainable Development, international commitments and global connectedness are part of each Ministry's policy development, planning, priority setting and execution</li> <li>4. Programmes and services ensure inclusive social and economic growth, leaving no one behind, and keep pace with the way society is changing</li> </ol>	<p data-bbox="1448 145 1567 262"><b>2</b></p> <p data-bbox="1303 309 1701 388"><b>BUSINESS TRANSFORMATION</b></p> <p data-bbox="1267 447 1509 482"><b>DELIVERABLES</b></p> <ol data-bbox="1267 513 1737 1321" style="list-style-type: none"> <li>1. Modernising business services is a priority which contributes to growth and development</li> <li>2. Business transformation anticipates and responds to evolving client needs. Ministries listen to the diverse voices of the clients</li> <li>3. Resources are deployed to areas where they will have the biggest impact for transformation</li> <li>4. Business transformation investments make good economic sense</li> <li>5. Open and digital government initiatives are used as platforms for business transformation</li> <li>6. Ministries dedicate resources, time and effort in developing a new workplace, culture and ethos so that business transformation is successful</li> </ol>	<p data-bbox="2055 145 2174 262"><b>3</b></p> <p data-bbox="1936 309 2268 388"><b>INNOVATION &amp; ACCELERATION</b></p> <p data-bbox="1863 447 2105 482"><b>DELIVERABLES</b></p> <ol data-bbox="1863 513 2333 1503" style="list-style-type: none"> <li>1. Data, information and knowledge is used to generate ideas and make the best decisions</li> <li>2. Programmes, services and products are developed quicker</li> <li>3. Science, research, technology and innovation accelerates growth and development</li> <li>4. Flexibility, creativity and intelligent mistakes are used as learning and innovation tools</li> <li>5. Cross-functional working groups tackle big issues, share smart practices and improve networking between Ministries and Public Officers</li> <li>6. Local showcase examples, such as Public Service Excellence Award nominees, are used as bright lights and adapted across Government</li> <li>7. Ministries continuously evolve, celebrate successes and adapt knowledge and lessons learned to use local successes for global impact</li> </ol>	<p data-bbox="2654 145 2774 262"><b>4</b></p> <p data-bbox="2506 309 2904 388"><b>DIGITAL TRANSFORMATION</b></p> <p data-bbox="2470 447 2712 482"><b>DELIVERABLES</b></p> <ol data-bbox="2470 513 2940 1355" style="list-style-type: none"> <li>1. Technology is an accelerator for improved quality service, efficiency, productivity, performance and results</li> <li>2. E-platforms (such as e-procurement), tools, apps and technology are used to drive customer-centric digital transformation and e-participation by the public and clients</li> <li>3. Embrace digital curiosity</li> <li>4. Share more information between all Ministries in a whole-of-government to improve and shorten decision cycles</li> <li>5. Use centrally-pooled data to take decisions in a standardised and consistent manner</li> <li>6. Dedicate resources, time and effort in developing a new workplace, culture and ethos so that digital transformation is successful</li> </ol>	<p data-bbox="3254 145 3373 262"><b>5</b></p> <p data-bbox="3120 331 3489 366"><b>SMART PROCESS</b></p> <p data-bbox="3084 447 3326 482"><b>DELIVERABLES</b></p> <ol data-bbox="3084 513 3554 1260" style="list-style-type: none"> <li>1. Simplify and automate business processes to be forward-thinking, rapid, responsive and efficient</li> <li>2. Ensure that processes and systems add value and result in shorter decision cycles</li> <li>3. Remove unnecessary regulations and minimize red tape</li> <li>4. Objective-oriented systems and processes reflect emerging trends and needs of the public and clients</li> <li>5. Reduce overlap duplication by focusing on the highest and best use of resources</li> <li>6. Continuously review business processes to eliminate low value work so that scarce resources can be reallocated to high priority areas</li> </ol>