



Government of Bermuda

The Hon. Lovitta F. Foggo, JP, MP
Minister for the Cabinet Office with Responsibility for Government Reform



Letter to the Public Service | Government Reform Strategic Plan

Dear members of the Public Service,

I am pleased to affirm the launch of a strategic planning exercise that focuses on internal processes with a view to creating greater efficiency in the delivery of public services. This initiative will bring all of the stakeholders together to explore the Government's future as an organization that effectively serves the needs of Bermuda.

This new planning effort follows naturally from our work during the last several months. In September 2017 the Throne Speech highlighted some of the Government's reform aims and goals, and in February 2018 the National Budget 2018/19 signaled transformational change.

Soon after, PricewaterhouseCoopers Advisory Limited (PwC), in response to a request for proposal, was selected as the resource to assist us with completing a Government Reform Strategic Plan.

During this same period I have met with public officers, union partners, and my Cabinet colleagues and conducted extensive listening sessions with all of the Departments within my Ministry. All of these important conversations are being used to guide the work that we are beginning.

Today, we are positioned to chart the future of the "delivery" of government services. A future that focuses on the outcomes that society needs and wants while managing major economic, social and technological changes. A future that takes into account global trends directly impacting the delivery of public services. These trends require that we are transparent, agile, innovative, accountable, citizen-centric and of course, a digital leader.

The final plan, which is expected to be completed by the end of summer 2018 will become the blueprint for moving the Government's reform agenda forward. It will clarify the Government's long-term reform vision, strategies and goals and include an implementation plan that will provide multi-year direction and focus.

A strategic planning process is an important way for the Public Service to work together to address challenges and leverage the innovative thinking that already exists within the organization. Therefore, we intend for this exercise to be an inclusive participatory process.

Our vision is "**A future-forward Government for the people of Bermuda**" and I look forward to your active engagement as we chart the course for greater efficiency in the delivery of public services.

Sincerely,

The Hon. Lovitta F. Foggo, JP, MP
Minister for the Cabinet Office with Responsibility for Government Reform

