

Regional Seminar on MRTDs, Biometrics and Identification Management
Sint Maarten, 9-11 July 2013



Name: Stephanie Benn

Title: Registrar General

Agency: Civil Registry and Passport Office

Country: Tortola, Virgin Islands

Developing a successful Civil Registry and Passport Office through Identity Management

Introduction

- * Please permit me to introduce myself. I am Stephanie Benn, a graduate of the University of the Virgin Islands with a BS in Accounting. I am also a graduate of the University of Manchester, UK with a MSc in Management. Presently, I am the Registrar General of the VI and I manage the Civil Registry and Passport Office where are located in two separate buildings.

Developing a successful Civil Registry and Passport Office through Identity Management

In my presentation, I will share some of my experiences on developing a successful Civil Registry and Passport Office through '**Identity Management**', as it relates to the Virgin Islands.

Developing a successful Civil Registry and Passport Office through Identity Management

To develop our Civil Registry and Passport Office, we looked at three critical areas:

- * A) Personnel
- * B) Politics
- * C) Public

Developing a successful Civil Registry and Passport Office through Identity Management

Personnel

When I assumed the position as Registrar General at the Civil Registry and Passport Office in October 2007, I quickly recognized that, in order for my department to move forward, we had to make some changes in the way we performed our duties. We had a manual system and an under-trained staff, and we operated from two locations. Therefore, it was extremely important that we put things in place.

Developing a successful Civil Registry and Passport Office through Identity Management

Politics

- * Everything we do in life has rules. For instance, I am an accountant and chartered manager by profession. I had to study and learn the rules and laws of accounting and management. Similarly, politics has rules and laws that we as public officers and citizens never learn.
- * Principles of Rotary.

Developing a successful Civil Registry and Passport Office through Identity Management

Politics contd...

- As Registrar General, I realized early that, once I decided what my plans were for my nine units, those plans meant nothing unless someone heard them.
- That brings us to what I call 'Center of Influence'. Why is this Center of Influence so important? Because its necessary for someone to take your idea to the right people to get what you want.
- You do this by creating the right perception, for is you are not selling your ideas to someone, somebody else is selling you.

Developing a successful Civil Registry and Passport Office through Identity Management

Here is an example of our accomplishments relating to CRIS.

- ***Caricad** did a base line assessment to determine how the Caribbean as a whole can improve their services to ensure that no child is left behind; meaning no child left unregistered.
- ***BVI** ranked in the top two as it relates to improving the registration for births and deaths, especially being the only Territory interfaced with its Health Authority.
- * **Our** new website is: www.crisvi.gov.vg.

Developing a successful Civil Registry and Passport Office through Identity Management

Public

With CRIS being the source for information sharing, customers are now able to obtain their breeder documents much faster.

In the last three to four years, we have been working on various projects that would take the Government away from shuffling paper into the age of technology.

- a) Phase 1 – e-Government/National ID Card
- b) Phase 2 - Merger

Developing a successful Civil Registry and Passport Office through Identity Management

2012 Achievements as it relates to Identity Management

- a) Launching of CRIS
- b) Launching of new electronic Belonger Card
- c) Transfer of Marriage Portfolio to Civil Registry
- d) Residency Requirements for Special Marriage Licences

Developing a successful Civil Registry and Passport Office through Identity Management

Today's Challenges for the Caribbean

- a) Lack a solution that embraces today's technologies
- b) Authenticating people where the 'identity' is not vetted
- c) Protecting against Cyber and Identity theft
- d) Providing privacy for Government Employees

Developing a successful Civil Registry and Passport Office through Identity Management

What is needed

- a) A system that will have all of us using the same thing.



THANK YOU

Contact Information

E-mail: sbenn@gov.vg

Tel.: (284) 468 3442