



Draft Charter Document - May 28, 2013

1. Proposed Organization name:

Jamaica Information Technology and Services Alliance (JITSA)

2. Purpose:

To promote the adoption and development of Information Technology in Jamaica and continue to enhance the capabilities and capacity of the local Information Technology providers. We will:

1. Drive the growth of the IT industry, as an increased percentage of GDP
2. Create competitive advantages for the local IT industry
3. Promote value creation and grow stakeholders' equity; employees, citizens, investors, shareholders and the public and private sectors
4. Increase the capabilities of our local talent, human assets and related resources

3. Objectives

The key objectives of JITSA are as follows:

1. Be the Voice of Advocacy for its members and the industry.
2. Act as a point of engagement with various stakeholders in the local, regional and international IT industry.
3. Promote integrity in the delivery of IT products and services.
4. Contribute to the development of public policy around IT, inclusive of legislation.
5. To encourage the development of alliances and partnerships within the industry.
6. Assist in the promotion of IT as a strategic industry contributing to local wealth creation.
7. Facilitate the sharing of knowledge and experience towards industry improvement.
8. Lead the definition of and compliance to standards of quality and best practices for:
 - a. IT product and service providers
 - b. IT advisory service providers
 - c. IT software developers
9. Proactively contribute to national e-readiness and the use of IT to enhance trade and investment.
10. Provide an IT forum for the exchange of ideas, trends and experiences that lead to:
 - a. continuous improvement
 - b. adoption of best practices and
 - c. improvement in the value delivered by IT in the local market
11. Provide a forum to identify and develop working solutions and engender collaboration around:



- a. Solution of common issues
 - b. Promotion of IT thought leadership
12. Function as an authority and provide guidance on the IT skills and capabilities to meet the current and future needs of the local IT industry(JCS)
13. Guide and encourage Jamaica’s integrated IT plans to:
- a. Support the productive and efficient use of IT.
 - b. Drive national / business competitiveness.
 - c. Accelerate the adoption of new consumption models (e.g. cloud/hosted solutions) for IT products and services.
 - d. Promote a model to measure the impact of the IT industry on the local economy (Recommendation to work collaboratively with JCS in this regard).
 - e. Provide feedback to the Government, data collection agencies and other stakeholders on the metrics required to assess and drive the IT industry.

4. Key Success Factors

JITSA has identified the following activities as critical to the organisation’s development and credibility as a viable entity:

Within the first six (6) months:

1. Register as a Not-For-Profit organisation with the Companies Office of Jamaica (COJ)
2. Identify a funding source (IDB or World Bank)
3. Formally engage with the Government to assist with the drafting of the National IT strategy.
4. To be seen as the voice of the local IT industry and recognised by key stakeholders in this capacity. The following have been identified:
 - a. Government (MSTEM, MIC, eGov, Min of Finance, OPM/Cabinet Office, PIOJ)
 - b. Corporate/Civic society bodies such as PSOJ, JCC, and JMA.
 - c. International Funding Agencies such as IDB, WB,IMF, USAID, CIDA
5. Establish and achieve agreed membership targets
6. Develop and maintain a membership database inclusive of key skills, competencies, qualifications and other pertinent information as the basic eligibility criteria for local IT providers
7. Create relevant marketing collateral that promotes our brand identity and drives awareness i.e. Logo, Website, Tag Line, Terms of Reference, Communication Templates (Emails, Letterhead, Elevator Message etc.)
8. Develop a PR plan to support the organisation’s image and educate on efforts
9. Official launch to formally legitimise the organisation’s presence to the relevant stakeholders

Within the first 12-18 months:



1. Drive dialogue with Government to provide Tax advantage for software and services exporters

5. Organization Structure

The following is the proposed organisation structure for JITSA:

5.1. Executive Committee

The establishment of an Executive Committee comprising seven (7) active members with role and responsibility assignment for a two (2) year tenure. Positions to be voted as follows:

- President
- 3 Vice Presidents (Each representing –one of our key target audience, IT product and service providers, IT advisory service providers and IT software developers)
- 3 Officers with lead/responsibility as Treasurer, Secretary and Communications

5.2. Focus Committees to be chaired by the respective Vice Presidents:

- IT product and service providers
- IT advisory service providers
- IT software developers

Our Focus Committees will enable us to provide focused effort and support for the development of strategic and emerging trends and issues in the IT industry.

6. How will JITSA Operate?

- 6.1. Follow standard democratic processes for decision making among the working group and election of its Executive Committee.
- 6.2. On a biennial basis, update and define its scope of activities to drive the adoption and promote the best practices within IT.
- 6.3. Create the necessary guidelines, standards and best practices, which will guide the eligibility criteria and review of members.
- 6.4. Seek to use proven and tried and tested methodologies of internationally recognised standard bodies to guide its recommendations, e.g. PMI, ITIL.
- 6.5. Be transparent in its partnerships, alliances and stakeholders

7. Funding



- 7.1. JITSA will be funded independent of the Government coffers to ensure strict non-partisan impartiality
- 7.2. JITSA will also actively seek additional funding sources through grants from International Funding Agencies both for the organisation and to develop the IT sector in Jamaica

8. Membership Relevance

JITSA will actively seek to establish and maintain relevance among its membership through the following activities:

- 8.1. Demonstrating strong leadership in the development of a meaningful alliance between the local IT industry and Government
- 8.2. Developing a clear plan of action to help grow the (available) size of the local IT solutions and services market, with emphasis on improved IT adoption and the expansion of value added services
- 8.3. Demonstrating strong leadership in area of improved IT Governance/Leadership in the both local private and public sectors
- 8.4. Effectively representing the local IT industry (and membership) on policies practices and related issues, which may serve to undermine or threaten the industry
- 8.5. Be a defender of quality standards in the IT industry

9. Industry Relevance

To ensure it establishes and develops its relevance in the local IT industry, JITSA will focus on the following activities:

- 9.1. Proactively engage and provide input and feedback during the drafting of local IT policies and regulatory framework.
- 9.2. Host regular forums for Public-Private sector Partnerships (PPPS), collaboration and engagement, for example:
 - Quarterly town hall type sessions on national issues, concerns, trends where IT can positively impact
 - Periodic Think Tank/Thought Leadership events with MSTEM/MIC/ eGov/FSL that are vendor agnostic and which speak to an Integrated Vision for the Government of Jamaica and its citizens
- 9.3. Support relevant partner/leverage organisations in the provision of IT relevant training e.g. JCS, Heart/NTA, Ministry of Education and Universities etc.
- 9.4. Establish and communicate standards, benchmarks and best practices for IT project implementation.
- 9.5. Advocate and support current efforts related to IT Governance and IT Strategy and Policies at the national level.



- 9.6. Showcase and drive awareness among key stakeholders of strategic and emerging technology areas leveraging industry partners and technical experts.
- 9.7. Establish linkage and active collaboration with Heart/NTA and training institutions regarding IT Skills development and certification.

The Jamaica Information Technology & Services Alliance (JITSA) is a recently formed working group representing local IT Service Providers, Software Developers and IT Consultancy and Advisory Services. JITSA's mission is to promote the adoption and development of Information Technology in Jamaica, by continuing to enhance the capabilities and capacity of the local Information Technology providers. Currently the working group consists of 30+ locally registered IT companies and also includes representation from existing industry organizations such as the Jamaica Computer Society (JCS) and the Jamaica Information and Technology Communications Association (JITCA. Its growing membership includes a vibrant cross section of regional IT joint venture companies, local entrepreneurs and global product and service providers. For further clarification or additional information please contact JITSA's representatives: Mervyn Eyre via email mervyn.eyre@caribbean.fujitsu.com or Cell # 1-876-383-6263, Chris Reckord via email at creckord@gmail.com or Cell # 1-876-997-2616) or Marcelle Smart via email at marcels@microsoft.com or Cell # 1-876-833-1081.