



**MINISTRY OF THE PRIME MINISTER AND CABINET**

**ANNUAL MANAGEMENT PLAN**  
**JULY 2018 – JUNE 2019**

**MINISTRY OF THE PRIME MINISTER AND CABINET  
ANNUAL MANAGEMENT PLAN 2018 – 2019**



**Ministry of the Prime Minister and Cabinet**

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## **FOREWORD FROM THE CHIEF EXECUTIVE OFFICER**

The Annual Management Plan 2018 - 2019 continues the Ministry's strive towards achieving its long term vision of **"Ensuring a well governed, safe and informed Samoa"** as set out in its Corporate Plan 2017 - 2021.

This plan builds on the success of the Ministry's Annual Management Plan 2017 - 2018 and lessons learnt from challenges encountered, as we persevere to accomplish the objectives, activities and performance indicators set out for the next twelve months that are linked to the five (5) Strategic Goals of the Ministry's Corporate Plan 2017 - 2021.

We continue to anticipate positive results in the next twelve months with God's guidance as well as the ongoing support and collegiality of our Management and staff.

Fa'afetai



Agafili Shem Leo  
**Chief Executive Officer**

3. <b>To improve customer service delivery through capacity building and development of Staff.</b>	(3.1) Develop & implement training programmes which target specific needs of staffs to ensure quality of work & service delivery is enhanced.	(3.1) Enhanced staff knowledge and capabilities.	(3.1) Training programmes developed and implemented on a quarterly basis.
4. <b>To improve customer service delivery through capacity building and development of Staff.</b>	(4.1) Conduct performance appraisals for all immigration staff.	(4.1) All Staff performance plans updated and appraisals completed on time.	(4.1) All staff performance appraisals and agreements completed by Jul of every year.

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	(1.5) Exchange intelligence information and border alerts with Pacific Immigration Directors Conference Member Countries (PIDC).	(1.5) Improved border security, and increase likelihood of threat detection, and precautionary actions to prevent any border security threats to Samoa.	(1.5) Better coordination and enhanced channels of communication and intelligence sharing as measure by the increase in number of documented country reports tabled in PIDC monthly intelligence bulletin.
	(1.6) Review Immigration Act 2004 and develop Regulation.	(1.6) Up to date and relevant legislation and Regulation.	(1.6) Immigration Act 2004 reviewed and Regulation developed by June 2019.
	(1.7) Review Passport Act 2008 and develop Regulation.	(1.7) Up to date and relevant legislation and Regulation.	(1.7) Passport Act 2008 reviewed and Regulation developed by June 2019.
<b>2. To provide effective and efficient residency and citizenship services.</b>	(2.1) Ensure all residency and citizenship applications are thoroughly checked against legislation requirements and policies.	(2.1) Improved residency and citizenship processes and compliance with legislation and policy requirements.	(2.1) Improved general processes as measured by the increased number of applications approved on time.
	(2.2) Maximize the capabilities of the integrated permit and citizenship system to strengthen monitoring and compliance.	(2.2) Residency and citizenship processes streamlined and transparent.	(2.2) Enhanced level of compliance as measured by number of applications completed and approved within the standard timeframes.
	(2.3) Citizenship Act 2004 reviewed and Regulation developed.	(2.3) Up to date and relevant legislation and regulation.	(2.3) Citizenship Act and Regulation approved by June 2019.

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**MANDATE**

**LEGISLATIONS**

Citizenship Act 2004  
 Constituencies Act 1963  
 Constitution of the Independent State of Samoa 1960  
 Head of State Act 1965  
 Honors and Awards Act 1999  
 Immigration Act 2004  
 Media Council Act 2015  
 Ministerial Departmental Arrangement Act 2003  
 Parliamentary Under Secretaries Act 1988  
 Passport Act 2008  
 Public Finance Management Act 2001  
 Public Seal and Crest of Samoa Act 1973  
 Public Service Act 2004  
 Samoa Antiquities Ordinance 1954  
 Samoa Status Act 1963

**POLICIES AND PLANS**

- ❖ Strategy for the Development of Samoa 2016/17 - 2019/20
- ❖ Public Administration Sector Plan 2013 - 2018
- ❖ Treasury Instructions
- ❖ Cabinet decisions (F.Ks)
- ❖ National Security Policy 2018
- ❖ Policy on the Issuance of Diplomatic and Official Passports 2018
- ❖ Samoan Deportees with Criminal Conviction/Returnees Policy 2017
- ❖ Human Remains Repatriation Policy 2016
- ❖ Samoa National Cyber Security Strategy 2016 - 2021
- ❖ Anti-Spam Policy 2008
- ❖ Internet and email policies 2016
- ❖ Corporate Plan 2017 – 2021
- ❖ Annual Management Plans
- ❖ Divisional Operations Procedural Guidelines

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**VISION**

Ensuring a well governed, secured and informed Samoa.

**MISSION**

To strengthen policy and program coordination throughout the whole of government, bolstering national security and responses, strengthening information dissemination throughout government and the community and effective support to the Executive Offices.

**VALUES:**

- ◆ Leading and promoting good governance in all operations.
- ◆ Commitment in providing professional, honest, effective, efficient and faithful service to the government and Samoa.
- ◆ Transparent, impartial and accountable decision making.
- ◆ Respect and courtesy towards everyone.
- ◆ Collaborative and durable working partnerships with all stakeholders.
- ◆ Integrity in all transactions, communications and information.
- ◆ Results driven and time management.

**STRATEGIC GOALS:**

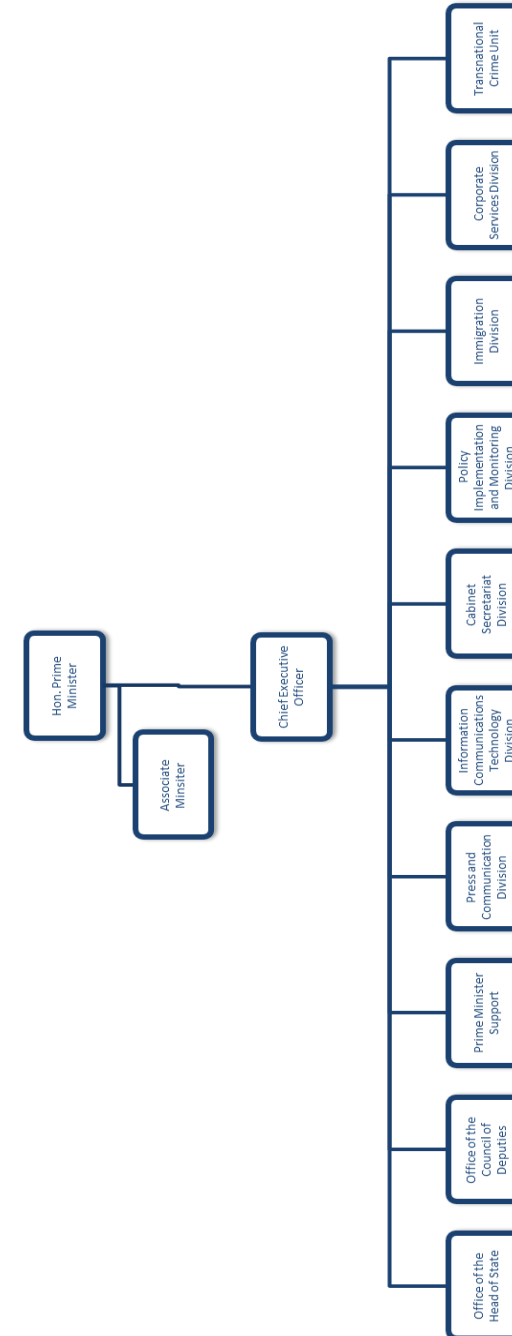
- GOAL 1: Strengthen whole of government policy and program coordination and monitoring.
- GOAL 2: Efficient and effective secretariat services and support.
- GOAL 3: Efficient and accurate communications.
- GOAL 4: Vigilant and coordinated national and border security.
- GOAL 5: Organizational efficiency and effectiveness.

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<b>Immigration Division</b>			
<b>Goal: To protect Samoa and promote economic development through effective Border Management, Issuances of Travel Documents, Granting of Samoan Citizenship, entry Permits, Temporary and Permanent Residency.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To strengthen Samoa's border security through effective and efficient border management controls.</b>	(1.1) Maximize the capabilities of the border management system to enhance passenger profiling and assessment at all ports of entry.	(1.1) Accurate and timely reports on border detection cases, enhanced passenger profiling & assessment techniques.	(1.1) Standard border profiling & reporting template in place, and implemented by June 2019.
	(1.2) Develop Standard Operating Procedures Manual for Immigration.	(1.2) institutionalizing immigration process for ease of reference and sharing of procedural knowledge on immigration work.	(1.2) Standard Operating Procedures Manual for Immigration approved by June 2019.
	(1.3) Strengthen coordination with relevant law enforcement agencies both national and international to ensure intelligence information is shared and utilized in a timely manner.	(1.3.1) Reliable intelligence information readily available for decision making.  (1.3.2) Timely dissemination of Intelligence reports to Primary line officers and vice versa.	(1.3) Intelligence and irregular reports submitted to CEO and PIDC on a monthly basis.
	(1.4) Inform the public & stakeholders on legislation & policy changes and migration associated crimes.	(1.4) Increased level of compliance and understanding from stakeholders and the Public.	(1.4) Regular use of the media for public consultations and develop stakeholder surveys (twice a year).

	level of transnational offending.		
3. <b>Produce high quality tactical law enforcement intelligence for key stakeholders and clients.</b>	(3.1) Produce strategic Crimes assessment with recommendations for focused priorities at the organizational level.	(3.1) Threat Assessments.	(3.1) Quarterly bulletins disseminated.
	(3.2) Produce and disseminate operational and tactical intelligence products.	(3.2) Strategic Assessments and tactical and operations.	(3.2) Tactical operations generated based on arising risks, issues and enquires Operational intelligence products generated from coordination needs as well as analysis of tactical data to infer direction
	(3.3.1) Produce risk assessments at the national level that improves the missions of stakeholder agencies.  (3.3.2) Identify priority threats at national level for mitigation.	(3.3) Propose areas of priorities to stakeholders for action.	(3.3) Number of implemented action based on proposed products.
4. <b>Maintain and review Capacity building Plan to support TCU members.</b>	(4.1) Invest in personnel capacity building through training and on the job exposure.	(4.1) Competent and advanced skilled team members to contribute to the organization and to stakeholders as well.	(4.1) Capacity audits and performance appraisals.

**ORGANISATIONAL STRUCTURE**



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<b>Office of the Head of States</b>			
<b>Goal: To ensure that His Highness the Head of State is able to fully and effectively carry out his constitutional, ceremonial and community-leadership responsibilities for the State.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To ensure the timely execution of the Head of State's constitutional responsibilities.</b>	(1.1) All cabinet decisions communicated to the Head of State (HOS) in accordance with the Constitution (within 24hrs of Cabinet meeting).	(1.1) Accurate and timely communications of all cabinet decisions to the HOS.	(1.1) Cabinet decisions communicated to the HOS within 24hrs as per constitutional requirement.
	(1.2) All official documents are timely and effectively relayed to HOS for his promulgation.	(1.2) Accurate & timely relaying of all official documents for HOS promulgation.	(1.2) All official documents relayed for HOS promulgation must be completed within 24 hrs.
	(1.3) Assist with the preparation of State ceremonies.	(1.3) Well organized and prepared ceremonies hosted by the Head of State.	(1.3) All preparations for state ceremonies hosted by the HOS organized and ready before the date of the event.
	(1.4) Ensure the safety and smooth attendance of the HOS at all state ceremonies and invitations.	(1.4) Well planned protocol for the smooth attendance by the HOS of ceremonies and invitations.	(1.4) All protocol and logistical arrangements for the HOS attendance must be completed two (2) days before the event.
<b>2. To provide efficient, professional and responsive administrative and secretarial support services to the Head of State</b>	(2.1) Undertake all administrative duties and perform all secretariat functions to support the effective operations of the Office of the Head of State.	(2.1) High level of satisfaction of the HOS with the secretariat support services provided to him	(2.1) Operational manual for administration and procedural support services implemented

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<b>Transnational Crime Unit</b>			
<b>Goal: To ensure the safety of Samoa using high level intelligence network to detect transnational criminal activities.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. Disrupt and deter Transnational Crime through proactive targeting and Intelligence led investigation.</b>	(1.1) Focused investigations that impact strategically on transnational offending.	(1.1) Intelligence led investigations undertaken to disrupt criminal activities.	(1.1) Impact on transnational criminal environment enquiries and cases generated by referral to BOM Ministries.
	(1.2.1) Disruption and deterrence of transnational crime through enforcement activities as well as prosecutions.	(1.2.1) Decrease in transnational offending.	(1.2) Transnational crime disrupted and further deterrence identified in the PTCCC two year Assessment.
	(1.2.2) Intelligence led investigations that promote our stakeholders.	(1.2.2) Increase in interagency coordinated Operations.	
<b>2. Promote and maintain Inter-agencies and develop new partnerships.</b>	(2.1) Interagency liaison on operational matters.	(2.1) BoM meetings and discussion of critical issues.	(2.1) Increased coordinated interagency operations.
	(2.2) Develop interagency targeted operations.	(2.2) Establishment of contacts within government agencies.	(2.2) Successful Interagency operations.
	(2.3.1) Assist in stakeholder agencies request for information and assistance.	(2.3) Increased interagency coordination.	(2.3) Contact registry for government contacts developed.
	(2.3.2) Coordinate interagency initiatives to address strategic		

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5. Improved administration and customer service.	<b>ADMINISTRATION</b>		
	(5.1) Accurate and timely completion of Annual Reports.	(5.1) Annual Reports reflect all Ministry activities and completed within set times.	(5.1) Annual Reports completed by 31 <sup>st</sup> Oct of every year.
	(5.2) Support State services and ceremonies.	(5.2) State services and functions supported and managed.	(5.2) State services well-coordinated and implemented.
	(5.3) Provide cultural and liaison services for the Ministry.	(5.3) Cultural representation and support services for the Ministry rendered and administered.	(5.3) Timely and efficient cultural and liaison services provided for the Ministry.
	(5.4) Develop Service Charter for the Ministry.	(5.4) Clear service standards set by the Ministry and a benchmark for assessing the Ministry's services.	(5.4) Service Charter for the Ministry approved and implemented by 30 <sup>th</sup> Sep 2018.
(5.5) Review Corporate Services Manual	(5.5) Revised Corporate Services Manual in place	(5.5) Corporate Services Manual reviewed by 21 <sup>st</sup> Dec 2018.	
6. Improved records and information management.	<b>RECORDS &amp; INFORMATION MANAGEMENT</b>		
	(6.1) Identify all Ministry records for archiving.	(6.1) Archiving policies and processes are complied with.	(6.1) Quarterly submission of archived Ministry files to Records and Archives Division, Ministry of Education, Sports and Culture.
(6.2) Develop framework for the digitization of the Ministry's records	(6.2) Ease of retrieving electronic copies of Ministry documents and freeing up storage space from hard files.	(6.2) Framework for digitization of Ministry's records completed and approved by 11 <sup>th</sup> Jan 2019.	

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	(2.2) Ensure adequate provisions are included in HOS budget estimates.	(2.2) Comprehensive budget for the operations of the Office of the HOS prepared and submitted with the Ministry's forward estimates on an annual basis.	(2.2) Office of the HOS budget fully expended within each financial year to support the Office's objectives.
3. To maintain and improve management of HOS facilities and assets.	(3.1) Effectively and efficiently maintain and monitor all assets under the custody of the Office of the HOS.	(3.1) Excellent control and managements of Divisional assets in line with current policies and procedures.	(3.1) All Divisional assets are labeled, registered with the Corporate Services Division and maintained with fortnightly reports to Management.



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<b>Office of the Council of Deputies</b>			
<b>Goal: To ensure that the Council of Deputies are able to perform their constitutional, ceremonial and community-leadership responsibilities for the State.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To ensure the timely execution of the constitutional responsibilities of the Office of Council of Deputies (CODs) in the absence of the Head of State.</b>	(1.1) In the absence of the Head of State, all cabinet decisions are communicated to the CODs in accordance with the Constitution (within 24hrs of Cabinet meeting)	(1.1) Accurate, timely communications of all cabinet decisions to the CODs.	(1.1) In the absence of the HOS, cabinet decisions communicated to the CODs within 24 hrs as per constitutional requirement.
	(1.2) All official documents are timely and effectively relayed to CODs for their promulgation in the absence of the Head of State.	(1.2) Accurate, timely relaying of all official documents for CODs promulgation.	(1.2) In the absence of the HOS, all official documents relayed for CODs promulgation must be completed within 24 hrs.
	(1.3) Assist with the preparation of State ceremonies hosted by the CODs.	(1.3) Well organized and prepared ceremonies hosted by the CODs on behalf of the Head of State.	(1.3) All preparations for state ceremonies hosted by the CODs on behalf of the HOS must be organized and ready before the date of the event.
	(1.4) Ensure the safety and smooth attendance of CODs at all state ceremonies and invitations.	(1.4) Well planned protocol for the smooth attendance by CODs of ceremonies and invitations.	(1.4) All protocol and logistical arrangements for the CODs attendance must be completed within two(2) days before the event.
	(1.5) Management Reporting.	(1.5) Regular update to management the daily operation of the COD office.	(1.5) Fortnightly reports to Management on COD operations.
	<b>2. To provide efficient, professional and responsive administrative and secretarial support</b>	(2.1) Undertake all administrative duties and perform all secretarial functions to support the effective operations of the	(2.1) Efficient and timely support services rendered to CODs and stakeholders.

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	<b>WORKING CONDITIONS &amp; ENTITLEMENTS</b>		
	(3.4) Efficient monitoring and advice on working conditions for all staff.	(3.4) Working conditions are monitored closely and advised upon accurately in accordance with prevailing policies.	(3.4) Timely and informed advice and actioning of working conditions for all staff.
	(3.5) Efficient monitoring and processing of staff entitlements.	(3.5) All staff entitlements are monitored and processed accordingly.	(3.5) Timely processing of all staff allowances.
	(3.6) Human Resource Management Information System updated and maintained.	(3.6) All human resource information updated and maintained.	(3.6) Quarterly Human Resource Management reports submitted to PSC.
<b>4. Enhanced human resource development.</b>	<b>CAPACITY BUILDING</b>		
	(4.1) Develop Workforce Plan for the Ministry.	(4.1) Skills and abilities needed by staff to perform their responsibilities are identified and enabled/enhanced.	(4.1) Workforce Plan approved for implementation by 31 <sup>st</sup> Oct 2018.
	(4.2) Identify, allocate and monitor staff training opportunities.	(4.2) Relevant training opportunities are allocated appropriately for all staff.	(4.2) Weekly updates of Training Database with fortnightly reports to Management on trainings attended by staff.
	4.3 Facilitate on-going knowledge and information sharing for the Ministry.	4.3 Strengthen staff institutional knowledge and sharing of new knowledge.	4.3: Fortnightly Continuous Learning Dialogues and monthly inductions and refresher sessions for new/existing staff.

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<b>procurement and management.</b>	(2.1) Procurement processes for assets and services completed in a timely manner and in accordance with guiding policies.	(2.1) Compliance with procurement policies and guidelines.	(2.1) Contracts and pertinent documentations in place for all procurement of assets and services.
	<b>ASSET MANAGEMENT</b>		
	(2.2.1) All Ministry assets are registered and labeled.	(2.2.1) Updated asset register with current and correct asset information.	(2.2.1): Monthly reports to Management on asset management.
	(2.2.2) Close and regular asset monitoring and management.	(2.2.2) Assets regularly inspected and managed in compliance with prevailing policies.	(2.2.2): Timely reporting and processing of any irregularities or matters pertaining to asset management.
<b>3. Enhanced human resource management.</b>	<b>PERFORMANCE MANAGEMENT</b>		
	(3.1) Monitor and administer the implementation of performance management for all staff.	(3.1) Improved staff performance supporting the achievement of Ministry goals.	(3.1) Performance Plans and Performance Reviews for all staff completed on a biannual basis.
	<b>RECRUITMENT &amp; SELECTION</b>		
	(3.2) Timely and efficient recruitment and selection processes.	(3.2) All vacancies processed in a timely manner and in accordance with prevailing R&S policies.	(3.2) All vacancies filled within 3 months or less.
	<b>ORGANISATION STRUCTURE</b>		
	(3.3) Review and maintain organizational structure.	(3.3) Organizational structure is current and supports organizational functions.	(3.3) Organizational structure reviewed every 2 years.

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<b>services to the Council of Deputies.</b>	Office of the Council of Deputies.		
	(2.2) Develop an Orientation manual for members of the COD.	(2.2) To ensure smooth exit and entry protocols for members of the CODs.	(2.2) Orientation Manual developed by June 2019.
	(2.3) Ensure adequate provisions are included in CODs budget estimates.	(2.3) Comprehensive budget for the operations of the Office of the CODs prepared and submitted with the Ministry's forward estimates on an annual basis.	(2.3) Office of the CODs budget fully expended within each financial year to support the Office's objectives.

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<b>Prime Minister Support Office</b>			
<b>Goal: To provide administrative/secretariat services to the Prime Minister to enable him fulfill his roles and responsibilities under his various portfolios to the best of his abilities.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To ensure that the Office is adequately resourced (i.e. with staff, funding, and records security and communication equipment)</b>	(1.1) Regular reviews of adequacy of support facilities/resources for efficient service to the Prime Minister (PM).	(1.1) Realistic provisions included in the Ministry's Annual Budget.	(1.1) The level of satisfaction of the PM with the quality of support services provided.
	(1.2) Understudy a records specialist in reclassifying an efficient Filing System for the PM's office for easy access and timely retrieval of records for the PM's and Office use.	(1.2) All Office Records/Filings are properly catalogued, sorted and stored in the filing room in accordance with an efficient/up-to-date Filing System already put in place for the PM's office use.	(1.2) An efficient filing system in place with all records catalogued, sorted and stored according to the new filing system by June 2019.
<b>2. To ensure that the communication support needs of the Prime Minister are provided effectively and efficiently.</b>	(2.1) Liaise with CEOs/Heads of responsible agencies to ensure that draft speeches/statements for the PM's official engagements both locally and overseas are with the PM, at the latest, two days before an event.	(2.1) Speeches and statements are duly submitted on time for the PM.	(2.1) The level of satisfaction of the PM with the quality of communication support services provided measured by the number of speeches received on time and delivered by the PM.
	(2.2) Ensure timely and efficient handling and dissemination of PM's private and official correspondences including PM's speeches/statements.	(2.2) Timely dispatch and dissemination of the PM's private and official communications and the PM's articulation of Government policies and priorities and his views as the Head of Government are well publicized and widely understood.	(2.2) The number of correspondences typed and disseminated daily to meet the PM's 24 hours timeframe for correspondences to be finalised and disseminated. The weekly number of TY11s, Cabinet Submissions, Virements and contracts

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<b>Corporate Services Division</b>			
<b>Goal: To provide efficient and sound advice and services on financial, assets, human resource and records management to support the achievement of the Ministry's goals.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. Prudent and efficient financial management and administration.</b>	<b>BUDGET</b>		
	(1.1) Timely and thorough budget planning.	(1.1) Comprehensive and incorporated budget planning for the Ministry.	(1.1): New budget estimates and Mid-Year Review template completed and submitted to MOF within given due dates.
	(1.2) Close budget monitoring, spending and timely budget advice.	(1.2) Budget expended accordingly with the Ministry's activities and support overall goals.	(1.2): Monthly budget updates and reporting to Management.
	<b>PAYMENTS</b>		
	(1.3) Timely and accurate processing of Ministry payments.	(1.3) Compliance with financial payment processes and policies.	(1.3): At least 90% of payments in a month are processed within 15 days.
	<b>REVENUE COLLECTION</b>		
	(1.4) Close monitoring and administration of revenue collection for the Ministry.	(1.4) Revenue collection for the Ministry not misappropriated and processed accordingly.	(1.4): Targeted Ministry revenue collection achieved with no misappropriations.
	(1.5) Regular reconciliation of debtors.	(1.5) Revenue due to the Ministry are collected within financial year payments are due.	(1.5): All debtors for each financial year are reconciled by the end of each financial year.
<b>2. Efficient assets and services</b>	<b>PROCUREMENT</b>		

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<b>reliable ICT service delivery and support.</b>	acceptable use of ICT assets and systems.		
	(3.2) Develop ICT Disaster Recovery Plan for the Ministry	(3.2) ICT Disaster Recovery Plan in place to ensure recovery of information.	(3.2) Completed by 30 June 2019.
	(3.3) Deploy channel of task management for staff to manage and monitor ICT service delivery.	(3.3) Prioritization and transparency of tasks allocated to ICT unit.	(3.3) Ongoing use of service tracking helpdesk system for ICT task delegation.
	(3.4) Centralize registration of ICT assets.	(3.4) ICT assets duly monitored and set up by ICT for ease of accommodating IT related needs of the Ministry.	(3.4) ICT Assets (and Write-off Assets) Register developed by 30 June 2019 and continuously updated.
	(3.5) Lead ICT unit development and up-skill unit staff.	(3.5.1) Improved ICT support within the Ministry.  (3.5.2) Capacity building of ICT technicians via training opportunities when available.	(3.5.1): Ongoing  (3.5.2): Certification and presentations per training attended

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			signed by the PM and returned to respective agencies compared to the total number of documents received and registered by the Office.
	(2.3) Provide well-coordinated and accurate daily schedules of appointments/events for the PM's use.	(2.3) Improved coordination of meetings and appointments for the PM.	(2.3) PM's endorsement of daily schedule measured by the total number of appointments and meetings approved, conducted and attended by the PM daily.
<b>3. To support the responsible agencies in ensuring the safety and security of the Prime Minister 24 hours each day.</b>	(3.1.1) Regular consultations and meetings with the Commissioner of Police on optimum arrangements for the PM's personal security.  (3.1.2) Meet with the PM regularly to ascertain his needs and views in relation to his security.	(3.1) Maximum safety and security arrangements put in place to ensure the PM's security at all times.	(3.1) The PM expresses his satisfaction with the coordinated security arrangements put in place ensuring his safety and security at all times.
<b>4. To ensure that the PM is adequately informed of public requests seeking his assistance and intervention.</b>	(4.1) Thorough information researches and investigations on public requests to assist with PM's decision-making.	(4.1) Timely handling and resolving of cases requested by the public.	(4.1) The PM expresses his satisfaction on the support service provided based on the number of cases successfully handled and resolved.

<b>Cabinet Secretariat Division</b>			
<b>Goal: To provide efficient and effective procedural and secretarial support services to the Prime Minister and Cabinet, Offices of the Head of State and the Council of Deputies as well as Government Ministries and Corporations.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To improve procedural and secretarial support to the Prime Minister and Cabinet.</b>	(1.1) Prepare Cabinet meetings in accordance with requirements of the Cabinet Handbook.	(1.1) Comply with Requirements of Cabinet Hand Book.	(1.1) Preparations of regular Meetings on each Wednesday and Sub Committee meeting on Thursday which satisfy requirements of the Cabinet Handbook.
	(1.2) Regular check of the Electronic Data Management System before Cabinet meetings every week.	(1.2) The EDMS is 100 per cent operational in every meeting.	(1.2) Weekly checks of the system before Cabinet meetings every week.
	(1.3) Conduct periodic reviews of Cabinet Manuals.	(1.3) Cabinet Manuals are up to date.	(1.3) Cabinet Manual and Ministerial Procedures and Processes Manual are reviewed bi-annually.
<b>2. To strengthen Secretarial support to the Offices of the Head of State (HOS) and the Council of Deputies.</b>	(2.1) Prepare and convey Cabinet Minutes and Agendas to the Head of State or Council of Deputies in the absence of HOS.	(2.1) HOS and CODS are well informed of Cabinet Meeting deliberations.	(2.1) Minutes and Agendas for each weekly meeting conveyed to the HOS or COD in accordance with the constitution.
	(2.2) Facilitate preparation of warrants of absence for Cabinet Ministers	(2.2) Compliance with constitutional requirements.	(2.2) Warrants of Absence for Cabinet Ministers conveyed to the HOS and Council of Deputies before leaving the country.
	(2.3) Facilitate the preparation of Executive Council meetings when required	(2.3) Constitutional requirements satisfied.	(2.3) Executive meetings conducted when needed.

<b>Information Communication and Technology Division</b>			
<b>Goal: Provide a robust and secure ICT infrastructure that supports the Ministry's demand for technological use and information access.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. Improve the Ministry ICT network infrastructure for a more resilient, effective and productive work environment.</b>	(1.1) Effective management and monitoring of Ministry virtual and local area networks.	(1.1.1) Network access and usage is well secured and regulated.  (1.1.2) Security policies are updated and effective in collaboration with divisional heads regarding access requirements.	(1.1) Ongoing Monthly reports to Management.
	(1.2) Timely server backup schedules.	(1.2.1) Daily backup registers.	(1.2) Daily backups.
<b>2. Drive the acquisition and deployment of systems and system solutions to support Ministry services and operations</b>	(2.1) Plan and implement due system upgrades and review all vendor contracts.	(2.1.1) Systems are kept up-to-date for optimized performance and workflow.  (2.1.2) Service provision is optimal for Ministry connectivity needs.	(2.1.1): Ongoing monitoring and updating as required.  (2.1.2): Quarterly assessment reports.
	(2.2) Invite and review system solutions for improved records management and enhanced in-house communication.	(2.2) Improved and centralized systems and portals for the processing, sharing, and storing of in-house data.	(2.2): Plan for records digitization system to be completed by 30 June 2019.
	(2.3) Drive the adoption of cloud-based services for centralized information management and access.	(2.3) Cooperative work ethics and efficient inter-divisional communication are promoted.	(2.3): Ongoing – ad hoc Staff trainings and refresher sessions.
<b>3. Deliver responsive, informative and</b>	(3.1) Develop ICT Policy manual for guiding Ministry users on	(3.1) clear guide for users on acceptable use of ICT assets and systems.	(3.1) Completed and implemented by 31 Dec 2018.

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arise from the quarterly anonymous performance audit.	(8.2) Encourage and support staff training where available through PSC and HR through CSD.	(8.2) Support staff in participation at any training made available through PSC and CSU or industry training opportunities that crop up from time to time.	Services Division by July of every year.  (8.2) Number of trainings staff participate in and presentations in Continuous Learning Dialogue sessions.
9. <b>Provide media trainings for Government agencies.</b>	(9.1) Create a media training programme for Communications Officers of each Government agency on how to handle media issues, how to write a press release, establish procedures for media access to information.	(9.1) A cohesive and streamlined approach to dealing with media issues across the public service.	(9.1) Media Trainings conducted for all government ministries and corporations by June 2019.
10. <b>Internal Office Communications</b>	(10.1) Weekly Staff Meetings to provide feedback and monitor staff progress. Also to discuss any issues raised in Ministry Management Meetings.	(10.1) A division that shares information and communicates with one another on all aspects of their work. Also sharing experiences and learning from each other.	(10.1) 52 Divisional Meetings each year.

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3. <b>To strengthen efficiency of Cabinet's records management.</b>	(3.1) Convey Cabinet decisions to Government Ministries/Corporations in accordance with the Constitution.	(3.1) Government line Ministries & Corporations are well informed and aware of Cabinet Decisions on their requests/submissions.	(3.1) Cabinet Decisions conveyed to relevant Ministries within 24 hours or upon confirmation of Minutes in the next meeting.
	(3.2) Maintain Information Records Management	(3.2) Ease of reference and maintaining the integrity of records.	(3.2) Quarterly review of resources and equipment in place for better and secured records management.
4. <b>To conduct Cabinet Liaison Officers Forum.</b>	(4.1) Facilitate and prepare Cabinet Liaison Officer Forum	(4.1) Improve compliance and understanding of Ministries/Corporations on Cabinet procedures and processes as well as new policies approved by Cabinet.	(4.1) Facilitating bi-annual workshops for Cabinet Liaison Officers Forum.

<b>Policy Implementation and Monitoring Division</b>			
<b>Goal:</b>			
i. <b>To provide high quality policy advice to the Prime Minister, Cabinet and CEO</b>			
ii. <b>Strengthen the Monitoring and evaluation of Cabinet's major policies and projects</b>			
iii. <b>Strengthen the Coordination and promote collaboration between the Central Agencies Committee.</b>			
iv. <b>Strengthen policy Development from a whole of government perspective and assist with internal policies within the Ministry.</b>			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>1. To strengthen policy development and advisory role to the Prime Minister &amp; Cabinet</b>	(1.1) Prepare policy briefs for the Prime Minister and the National Policy Coordination Committee when required.	(1.1) Accurate, timely and well researched and analysed policy briefs for the Prime Minister and the National Policy Coordination Committee.	(1.1) Timely communication of policy advice to the Prime Minister and the National Policy Coordination Committee (on-going).
	(1.2) Develop Standard operating procedures (SOP) for Briefs to the Prime Minister.	(1.2) Clear, informed and structured briefs to the PM.	(1.2) SOP endorsed by the CEO by July 2018.
	(1.3) Prepare Information and Analysis paper on Coast Guard.	(1.3) Clear information and analysis of information regarding Coast Guard submitted to the Prime Minister for decision making.	(1.3) Paper endorsed by the CEO and submitted to the PM by August 2018 for approval.
	(1.4) Develop Communication Strategy for National Policy development.	(1.4) Clear and efficient communication of National Policy Development.	(1.4) Communication Strategy endorsed by the CEO in August 2018.
	(1.5) Develop an events strategy to facilitate national events such as independence celebrations. HoS/CoD events and travel and national honors and awards.	(1.5) National events facilitated and coordinated with ease.	(1.5) Events strategy endorsed by the CEO by October 2018.

<b>require government intervention.</b>	(4.1.2) Where required, compile and disseminate press releases or responses on behalf of government.	press release issued within 24 hours.	
<b>5. Respond to all enquiries (in person, via letters and electronic mail, phone) in relation to government information.</b>	(5.1) Handle all correspondence and enquiries relating to government activities and redirect where appropriate.	(5.1) All enquiries are responded to in a timely manner with accurate and relevant information.	(5.1) Performance audit every three months to ensure phones are answered, queries are dealt with in a professional manner and staff are making themselves available to handle queries from the public.
<b>6. Develop a Communications Strategy for the Press and Communications Division (PCD), to be applied internally and at Ministry level.</b>	(6.1) Implement guidelines for standard PCD processes and templates to streamline methods and approach for media releases and reports from the division.	(6.1) Introduction of PCD processes and procedures and standardised templates to streamline writing and focus of the Savali and Press Secretariat.	(6.1) Communications Strategy for PCD implemented by June 2019.
<b>7. Develop a Media Liaison Strategy (as part of the Division's Communications Strategy) to better manage communications duties on behalf of government.</b>	(7.1) Develop a Media Liaison Strategy to formalise processes relating to media compliance for government events, especially pertaining to access, accreditation and protocol.	(7.1.) Effective coordination of media activities for any major events hosted by government in Samoa. All local media and foreign media to comply with established processes and procedures.	(7.1) Media Liaison Strategy implemented by June 2019 and coordination plan for media activities for major events to be ready at least one week before the event.
<b>TRAINING NEEDS/STAFF SUPPORT</b>			
<b>8. Adapt a training plan for staff and link to Performance Agreements and Reviews, as well as any issues that may</b>	(8.1) Complete performance plans and performance reviews for all staff by July of every year.	(8.1) All staff will be clear on what is expected of them and provide feedback on performance at the end of the 12 month plan.	(8.1) Annual performance plans and performance reviews to be signed by the CEO and filed with Corporate

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<b>Press and Communications Division</b>			
<b>Goal:</b> To promote transparency through accurate and timely dissemination of Government information.			
<b>OBJECTIVES</b>	<b>ACTIVITIES</b>	<b>OUTPUTS</b>	<b>PERFORMANCE INDICATORS</b>
<b>SAVALI NEWSPAPER</b>			
1. <b>Regular and timely production and distribution of the Savali newspaper publications which includes both the weekly (bilingual) and the monthly (Samoan) editions.</b>	(1.1) Ensure that the bilingual weekly Savali is printed and distributed in a timely manner by adhering to deadlines for editing, layout and print. Deadlines are set by the ACEO/Editor, working in tandem with the printing press.	(1.1) Public and stakeholders are up to date with government-related news and developments.	(1.1) 50 bilingual weekly issues per year, available every Wednesday; 12 Savali Samoa monthly issues per year, available on the first week of the next month.
2. <b>To increase coverage for newspaper distribution and achieve the annual revenue collection for Savali.</b>	(2.1) Increase the coverage of newspaper distribution around Upolu and revenue targets to be met exclusively through advertising income.	(2.1) Copies of the Savali newspaper to key locations across Upolu to ensure government news and advertising has the widest reach possible as well as improve marketing and sales opportunities for Savali.	(2.1) 800 Weekly bilingual newspaper and 1200 monthly Savali Samoa newspaper.  2.1) Annual revenue collection achieved.
<b>PRESS SECRETARIAT</b>			
3. <b>Compile press releases from Cabinet decisions and disseminate it for information of relevant stakeholders and public.</b>	(3.1) Collect information from Cabinet Secretariat and compile Cabinet news for dissemination within 24 hours of the weekly Cabinet meeting.	(3.1) Timely dissemination of Cabinet releases.	(3.1) Cabinet releases should be made available to the media and public by Thursday afternoons.
4. <b>Compile Press Releases on behalf of government in response to any major issues that</b>	(4.1.1) Monitor media on government issues to ensure accurate and factual news coverage.	(4.1) Timely addressing of issues raised in the media relating to government with prompt response or	(4.1) Press releases or responses issued within 24 hours.

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	(1.6) Develop Policy for Aai o Fiti, Aai o Niue and Elise to guide the administration of these government lands.	(1.6) Clear basis for decision making in relation to matters pertaining to these government lands.	(1.6) Policy endorsed by the CEO by December 2018.
	(1.7) Develop Communication Plan for the Communication Liaison Officers and their link with the Press Secretariat.	(1.7) Better coordination of communications with Liaison Officers.	(1.7) Communication Plan for Communication Liaison officers endorsed by the CEO by October 2018
	(1.8) Review policy on state funerals.	(1.8) Up to date policy and guidance on proceedings for state funerals.	(1.8) Revised Policy endorsed by the CEO and submitted to Cabinet by September 2018.
2. <b>To strengthen whole of government coordination role of Policy Implementation and Monitoring Division (PIMD).</b>	(2.1) Initiate regular meetings of the National Policy Coordination Committee.	(2.1) Strengthened policy coordination amongst the National Policy Coordination Committee.	(2.1) Meetings of the NPCC held and outcomes of the meeting is conveyed to Cabinet. This Strengthens the Committee's policy coordinating role (on-going).
3. <b>To strengthen the monitoring role of PIMD in ensuring Cabinet decisions are implemented.</b>	(3.1.1) Prepare monitoring reports for Cabinet decisions on a quarterly basis.  (3.1.2) Conduct one on one sessions with implementing agencies.	(3.1) Timely reporting to Cabinet on the progress of implementation of Cabinet decisions.	(3.1) Quarterly reports to Cabinet on the implementation and progress of Cabinet decisions (on-going).
	(3.2) Develop Standard Procedures (SOP) for Monitoring and Evaluation of Cabinet Decisions.	(3.2) Institutionalization of M&E role for existing and incoming staff.	(3.2) SOP for M&E of Cabinet decisions endorsed by the CEO by August 2018.
4. <b>Improve the quality of public service delivery (from PASP, PSC and MPMC are co-leading this activity)</b>	(4.1) OPAIT implemented and updated on an annual basis.  (4.2) Provide six-monthly progress reports on the implementation of MPMC-	(4.1) Strengthen Whole of Government performance monitoring systems.  (4.2) Improved reporting on PASP activities.	(4.1) OPAIT approved and implemented by December 2018  (4.2) Reports submitted to PSC every six months.



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	led activities in the Public Administration Sector Plan 2018/2019.		
<b>5. Strengthen Policy Development on a Whole of Government level and within the Ministry.</b>	(5.1) Review Passport Act 2008 and assist with the development of the regulation.	(5.1) Up to date and relevant Passport Act and Regulation.	(5.1) Passport Act and Regulations endorsed by Parliament by June 2019.
	(5.2) Review Citizenship Act 2004 and develop regulations.	(5.2) Up to date and relevant Citizenship Act and Regulation.	(5.2) Citizenship Act and new Regulation endorsed by Parliament by June 2019
	(5.3) Review Immigration Act 2004 and develop regulations.	(5.3) Up to date and relevant Immigration Act 2004 and Regulation.	(5.3) Immigration Act and new Regulation endorsed by Parliament by June 2019.
	(5.4) Implementation of the National Security Policy to strengthen whole of government approach to border management, transnational crimes and cyber security.	(5.4) Improved safety for our people.	(5.4) Policy approved by Cabinet and implemented by July 2018.
	(5.5) Undertake Whole of Government approach to strengthen policy development and coordination amongst Government Agencies.	(5.5) Improved coordination and collaboration amongst all Ministries and SOEs with regards to national policies development	(5.5) Conduct National Policy Coordination Committee meetings as needed.
	(5.6) Assist with the development of internal policies for other Divisions within MPMC.	(5.6) Consistent, structured and informed policies for the Ministry.	(5.6) Policies developed and approved by CEO/Cabinet upon completion (On – going/when required).
	(5.7) Review of MPMC's Emergency Response Plan.	(5.7) Up to date and relevant Emergency Response Plan.	(5.7) Emergency Response Plan endorsed by the CEO by December 2018.
<b>6. Improve Public Sector Integrity and</b>	(6.1) Ensure consistent and relevant integrity	(6.1) Improved work ethics by public servants.	(6.1) Integrity standards endorsed by CAC and

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<b>Culture (PASP – PSC, MPMC and OBM are co-leading this activity)</b>	standards are applied and upheld across the whole Public Sector including the mainstreaming of gender equity and vulnerable group issues.	Mainstreaming integrity standards across the whole public sector.	approved by Cabinet by June 2019
	(6.2) Scoping study for an Integrity Commission to be completed and recommendations to be implemented accordingly.	(6.2) Quality research and information provided to inform decision on setting up an Integrity Commission.	(6.2) Scoping study endorsed by CAC and approved by Cabinet by June 2019.