



# CUSTOMER SERVICE CHARTER

## *Message from the Chief Information Officer*

At the ICT Authority, our mandate is clear: to lead and manage the effective development and implementation of ICT strategies, frameworks and solutions for the Government of Jamaica. Achieving this requires not only technical excellence, but a culture of service, one where reliability, responsiveness, and professionalism guide every interaction.

This Customer Service Charter represents our commitment to delivering high-quality ICT services, strengthening stakeholder partnerships and ensuring that our systems, infrastructure and teams consistently meet the needs of the Government and the citizens we ultimately serve.

We are committed to:

Providing clear and timely communication on ICT services

Addressing incidents quickly and efficiently

Upholding the highest standards of data protection and cybersecurity

Ensuring accountable and transparent service delivery

As we aid in strengthening digital government for Jamaica, we pledge that your experience with the ICT Authority will always reflect integrity, respect and service excellence.

Mrs. Anika Shuttleworth,  
Chief Information Officer  
ICT Authority



## *About the ICT Authority*

The ICT Authority is responsible for aiding in the modernization of the Government's digital ecosystem by providing integrated ICT solutions that enable secure, efficient and citizen-centric public services.

## *Vision Statement*

The ICT Authority provides high quality, innovative and reliable ICT solutions and services to enable MDAs to achieve excellence, and the GoJ to achieve transformational value.

## *Mission Statement*

The ICT Authority enables effective and efficient interaction of the GoJ with its citizens and businesses through harnessing the power of ICT.

## *Mandate*

To lead and manage the effective development and implementation of Information & Communication technology (ICT) strategies, frameworks and solutions for the Government of Jamaica.

## *Core Values*

Enterprise & Innovation

Accountability & Professionalism

Service Excellence

Integrity, Ethics & Confidentiality

Compliance

# *Standard of Service*

## **The ICT Authority commits to:**

- Respond to Service Desk calls within 30 seconds (during business hours).
- Acknowledge all support tickets within 1 hour of submission.
- Resolve standard ICT incidents within 8 business hours, and critical incidents according to established priority levels.
- Provide project feedback or updates within 5 business days of request.
- Communicate planned service interruptions at least 48 hours in advance.

## *Standard of Service Cont'd*

- Restore critical systems within agreed Service Level Agreements (SLAs).
- Provide onboarding or access requests within 2 business days, once all prerequisites are met.
- Process ICT procurement technical evaluations within 15 business days.
- Provide cybersecurity incident alerts and advisories within 24 hours of confirmed threat detection.
- Deliver ICT policy guidance and written responses within 10 business days.

## *Services Offered*

### **We offer the following services:**

- ICT Infrastructure Design
- Digital Solutions Development & Deployment
- ICT Consultancy Business Advisory
- Digital Governance
- Online & Digital Payment Services
- Digital Trust & Identity Services

## *Feedback Procedure*

Your experience is important to us so we encourage you to contact us regarding any request, query or concern that you have.

### **You can reach us at:**

**ICT Authority  
235B Old Hope Road  
P.O. Box 407 Kingston 6  
Jamaica, West Indies**

**Telephone: (876) 927-1125-8**

**Toll Free: (888) 134-7225**

**Fax: (876) 927-1810**

**Email: [clientservices@icta.gov.jm](mailto:clientservices@icta.gov.jm)**

**Website: [www.icta.gov.jm](http://www.icta.gov.jm)**