



BERMUDA GOVERNMENT
MINISTRY: CABINET OFFICE
PATI Information Statement

Public Authority: Department of Communications

Introduction:

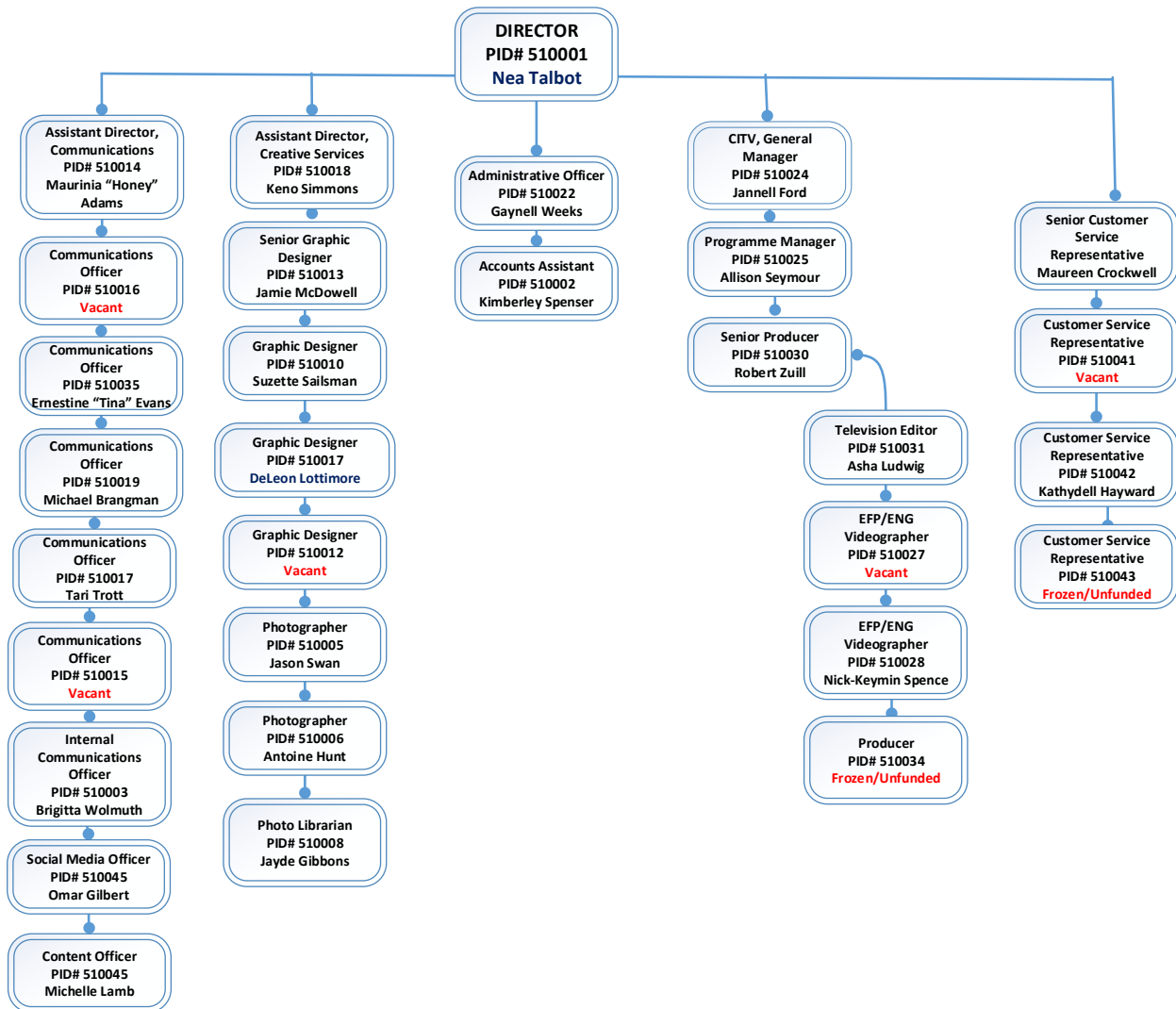
The Public Access to Information Act gives the public the right to obtain access to information held by public authorities to the greatest extent possible; increases transparency and accountability of public authorities; informs the public about the activities of public authorities, including the manner in which decisions are made, and provides a vehicle for more information to be placed in the public domain on a regular basis.

This Information Statement provides the following:

- A. A description of the structure of the Department of Communications (Communications)
- B. A summary of the services provided by Communications
- C. A description of all manuals used by the Communications staff to carry out their responsibilities and duties
- D. A description of all policies and guidelines used by Communications to make decisions or recommendations in respect to the clients the department serves
- E. Explanations of how each department within Communications makes decisions relevant to their respective sections
- F. Communications' Mission Statement
- G. The name and contact information of the person to whom all requests made under the Public Access to Information Act should be directed
- H. Communications' office location

Section A: Structure, Organization and Legislation s5(1)a]

The department has five sections: Administration, Communications, Creative Services, CITV and Customer Service Representatives.



Legislation

The Department of Communications operates under policy mandates as determined by the Ministry for the Cabinet Office. The Telecommunications Act and the Broadcasting Commission Act governs CITV.

Section B: 1) Functions, powers, duties of the Authority [s5(1)b]

Administration

The Administration section consists of three people: the Director, an Administrative Officer and an Accounts Assistant. The Accounts Assistant answers to the Administrative Officer. The Administrative Officer answers to the Director.

Administrative Section Functions includes:

- answering telephone enquiries;
- providing support services including recording and transcribing business meetings, undertaking research, compiling statistics, compiling and submitting reports and associated correspondence as required, performing the department's human resources functions;
- maintaining department filing systems;
- preparing local and international invoices for payment; and
- assisting in the preparation of the department's budget.

Customer Service Representatives

Customer Service Representatives, provides information to callers to the government's main switchboard/call centre.

Section D: Records and documents held [s5(1)d]

- A detailed and regularly updated asset register of all equipment is kept for Communications Officers, Creative Services and CITV.
- All of the images created and photographed by Creative Services are stored in DoC's Digital Asset Management System.
- All of the projects undertaken by DoC are recorded in the department's Project Tracking System.
- All of the videos filmed and programmes produced by CITV are stored in the station's Video Archiving System.

Section E: Administration (all public access) manuals [s5(1)e]

- Communications Guidelines for Media Protocol
- Year End Financial Instructions
- Visual Identity Policy

- The Agreement Between The Government of Bermuda and the Bermuda Public Service Union
 - Conditions of Employment and Code of Conduct
 - Performance Appraisal Handbook
 - CITV Policy and Procedures Manual
 - Working with the Department of Communication – A Communications Process Manual for the Government of Bermuda
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Section F: Decision-making documents [s5(1)f]

How We Make Decisions:

Communications

Each Communications Officer has primary PR responsibility for two to three ministries – this includes the Office of the Premier and non-Ministry departments such as Government House, the Judiciary, Audit, Parliamentary Registry, Legislature and QUANGOS. Officers have close working relationships with ministers and department heads to ensure maximum publicity for events and projects.

Most ministry and department projects and initiatives start with the Communications officer in consultation with ministry and department heads. This then generates work for the Creative Services section and CITV. When the project requires a creative element, i.e. graphic design, social media, photography or involves CITV, the Communications officer will then meet with Creative and CITV respective officers to map out schedules and a working communications plan with key information on the initiative; the Ministry/department contact persons; aims and objectives; PR recommendations; target audiences, key messages; budget; an action time-frame and a measurement of success is created. The project is logged into a web-based project tracking system which generates a project tracking number and helps to track progress from start to finish.

Communications Officers have regular meetings with their respective assigned Ministry heads. They also conduct daily media scans to identify items that may need Ministerial responses or review.

Creative Services

Most Creative Services projects are generated by the Communications Officers, as part of their Communications Plans. Key initiatives, as outlined in the annual Speech From The Throne, take priority.

Creative Services develop, implement and oversee for compliance the Visual Identity Policy. This was developed to put in place a common look and feel for all Government communications, signage, clothing and vehicles.

All projects and jobs are entered on a web-based project tracking system and assigned to a designer/photographer. All requests are responded to within 24 hours. Client meetings are held as necessary and production schedules defined.

All artwork and image files are named using a naming protocol that includes the project number. When completed, all artwork files are transferred to the section's server. The Photo Librarian keywords all photographic files using controlled vocabulary software before transferring files to the server.

Once on the server, all files are automatically catalogued by a Digital Asset Management system (DAM).

CITV

The Department of Communication team at CITV works with the Communications Officers to determine what is happening in the various ministries and television programmes are then created to inform the public about various Government initiatives.

All projects and jobs are entered on a web-based project tracking system and assigned to a producer or videographer and client meetings are held as necessary and production schedules defined.

All of CITV's programmes are digital, so all programmes end up as individual files and are assigned an alpha-numeric code number. The programmes files exist in multiple places. The programmes are first uploaded to the production computer and are then moved to the air server where they reside for the duration of their scheduled air dates. After they have aired, the programmes are taken off the production server and moved to an archived external drive which is stored on site.

CITV has an effective video archiving system which is both reliable and cost effective. After each shoot video is loaded on a computer hard drive. Once a month the entire hard drive is duplicated onto a separate hard drive. The goal is to have copies of all CITV's video on at least two separate hard drives. Once both hard drives are full they are catalogued and stored for future use.

With respect to the purchasing of equipment CITV's policy is to purchase the best quality equipment available that is also consistent with our budget constraints and the requirements of the station's production work. It is important for CITV to keep abreast of improvements in technology and therefore efforts are always made to purchase equipment that allows the station to produce video that meets international standards.

Section G: The Information Officer [s5(1)g]

Contact main office line at 292-5998 for requests.

Section H: Any Other Information [s5(1)h]

Locations:

The Administration, Communication and Creative Services sections are located:
Ground Floor
Global House,
43 Church Street,
Hamilton, HM 12.

CITV is located on the
4th Floor, The Berkeley Institute,
26 Berkeley Road (South Entrance),
Pembroke, HM 07

Section I: Any Other Information To be Provided? [s5(1)i]

N/A

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

Date Information Statement was updated:

4, February, 2025

Locations of Information Statement:

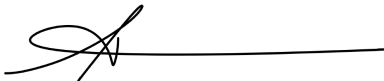
Confirm copies of the Information Statement are available at the following sites:

Website for Public Authority – Yes

Published a notice in the Gazette indicating the places where the information statement is available for the public? - Yes

Information Commissioner – Yes

Sign:



Date: February 4, 2025