

Message from Senator the Honourable Donna Cox

on

The Official Launch of MSDFS Intranet (#mysocial)

June 17, 2021

Dear Staff,

I am pleased to welcome you today to the launch of *#mysocial*, our very own Intranet Platform, here at the Ministry of Social Development and Family Services.

As many of you may be aware, the intranet is the backbone of any evolving organisation, particularly in instances where employees are not all located in the same spaces and are positioned across various departments within the organisation. *#mysocial* provides a platform where employees can communicate, collaborate, and access vital information (internal and external). Adopting an agile approach to work has been reported to have led to a thirty percent increase in efficiency, employee engagement, and operational performance, and eventually customer satisfaction according to McKinsey. Therefore, as the Ministry strives towards a fully digitized social services delivery system, there is a constant necessity for creativity, innovation and enhancement, in the way we work, as we partner to improve staff engagement and the client experience, as well as to increase productivity at the Ministry.

This platform will therefore provide an opportunity for us to receive real time information, in order to stay ahead of the ‘social curve’, while gaining the best knowledge of technological developments in all spheres of society. Furthermore, several of the Ministry’s staff are now working remotely as we continue to function in this COVID-19 environment, and this platform would allow for more efficient remote work.

I am of the view that intranet service can propel employees ahead, contributing to us becoming multi-talented and creative individuals that excel beyond boundaries.

I wish to commend our Information Communication Technology (ICT) Division and the Corporate Communications and Education Unit for their collaborative efforts in designing and developing this internal platform. *#mysocial* will see an amalgamation of audio and video content, data management, messaging, live video feeds, chat rooms and other smart search features in one place.

I am confident that this platform will make communicating within the Ministry a seamless experience and will truly solve many challenges we face with information as well as to avoid wasted time and improve our efforts overall.

I therefore wish invite you to get on board with *#mysocial*.