TERMS OF REFERENCE

CENTRALIZATION OF LEGAL SERVICES PROJECT (PROJECT TEAM)

SYSTEM APPLICATION TESTER

1.0 Services Required

The Government of Jamaica (GoJ), represented by the Ministry of Finance and the Public Service (MFPS), is seeking the services of a Systems / Application Tester to provide expertise to assist the Centralization of Legal Services Transition Project Team in the transition, integration and the provision of ICT services to the Attorney General's Chambers (AG's Chambers).

2.0 Background

The GOJ has committed itself to fostering an environment fit for development and economic growth, in part by implementing a series of projects designed to increase public sector efficiency and effectiveness. The Master Rationalization Plan for the public sector outlines a number of initiatives intended to create a more effective resource management and accountability framework and strengthen the institutional capacity of key Ministries and Departments.

Over the years, the provision of legal services evolved with various Ministries employing their own Counsel and in some instances, establishing Legal Service Units (LSUs). Currently, coordination issues have arisen due to many factors, including a lack of formal guidelines as well as clearly defined standards and processes to ensure consistency in the quality of legal work being produced across Ministries and Departments. Moreover, lawyers in Ministries provide legal advice without consulting

the AGC; hence it is difficult to know whether legal advice being given is uniform. While the various Ministries employ their own counsel, legal matters of significance require the AGC approval. The AGC therefore, has a responsibility to ensure that it maintains oversight of the legal advice provided to all branches of the State.

With centralization, all attorneys in Ministries will become AG's Chambers staff as their posts will be transferred to the Establishment of the AG's Chambers. They will however, remain co-located in Ministries to allow for timely delivery of legal services. Centralization will also involve the development of guidelines, policies as well as legal practice handbooks and manuals to support legal operations and it is expected that this will result in an improvement in the turn-around time for delivering Opinions to Ministries and Departments as well as consistency in the quality of outputs.

STRATEGIC PUBLIC SECTOR TRANSFORMATION PROJECT (SPSTP)

The Centralization of Legal Services project is part of the larger Strategic Public Sector Transformation Project.

The GOJ is the beneficiary of an investment loan from the World Bank. The Strategic Public Sector Transformation Project (IBRD Loan No.-8406-JM) will, *inter alia*, assist in strengthening of operating systems across the public sector.

The Project Development Objective (PDO) of the SPSTP is to strengthen public resource management and support selected public sector institutions in facilitating a more enabling environment for private sector growth. The project has six components of the SPSTP are:

Component I. Strengthening the Public Investment Management System (PIMS)

The objective of this component is for the PSIP to incorporate public investment projects with estimated five-year operating and maintenance costs fully linked to long term development goals and medium-term priority areas.

This component will support the GOJ reform efforts through the following activities: (i) migration of the current web-based database to a robust platform to manage all information about public investment across the project cycle and linked to the budgeting and financial systems of the country (expected to be compiled into IFMIS); (ii) design and implementation of a public investment management training program for public sector; (iii) reviewing legislation and carrying out dissemination activities to integrate the PIMS with the administrative systems (including procurement and human resources); (iv) strengthening monitoring through Citizens Participation; (v) designing a fund for the funding of pre-investment financial and economic analysis and post-investment evaluations of the public investments; and (vi) provision of technical assistance for the implementation of the Public Financial Management Action Plan.

Component II Strengthening the Budget Preparation Process and Results Based Budgeting (RBB)

The objective of this component is to link budgeting with government policy priorities through a gradual transition from annual expenditure planning to a medium-term results-based expenditure framework.

Component III Adaptive Public Sector Approaches to Promote Fiscal Sustainability

This component will support measures to institutionalize the process of behavioural change to support new policy processes and provide just-in-Time Technical Assistance (TA) to take into account ad hoc needs of the government and to effectively take advantage of opportunities of intervention when they arise, enabling MOFPS to institute measures to bridge policy and implementation gaps revealed in the course of project implementation.

Component IV Modernizing of the Accountant General's Department.

This component will provide financing of payments under the Eligible Expenditure Program (EEP) in support of modernizing the AGD, including: (a) developing a

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conceptual model of the treasury single account, clarifying its scope, coverage and main operational processes; (b) reforming the organizational structure of AGD; (c) improving the central treasury management system's general ledger capabilities to provide the required level of controls and information; and (d) training to build the treasury's capacity in cash forecasting and management.

Component V. Fostering Industrial Growth and Trade Facilitation

This component will contribute to the Bureau of Standards Jamaica (BSJ) convergence towards the implementation of the World Trade Organization Technical Barriers to Trade agreement through institutional modernization efforts. The project shall support a range of organizational reforms, including a review of the underpinning legal framework to clarify the separation of the development and supervision of standards between agencies, the upgrading of laboratory facilities, and strategy development. The expected results from these reforms are improvements in the quality of public services related to the application of standards for goods (imported and exported).

Component VI Project Management

This component will ensure adequate Project management is in place for the implementation of the Project. The activities under this component will include: (i) carry out Project audits; (ii) comply with the financial management and procurement obligations under the Project; (iii) monitor and evaluate Project activities; (iv) provide training, and the acquisition of goods required thereof and finance Operating Costs

This assignment falls under Component III: Adaptive Public Sector Approaches to Promote Fiscal Sustainability.

3.0 Assignment Objective

The purpose of the assignment is to support the Project Manager, ICT and the AG's Chambers in particular, in the daily operational management as well as systems acquisition, implementation and testing during the life of the project.

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4.0 Scope of Work

The successful transition to centralized legal services under the ambit of the AG's Chambers is heavily dependent on the successful upgrade and stabilization of that organization's ICT platform and systems. The purpose of the assignment is to support the AG's Chambers' overall Project Implementation Plan by managing the implementation of new software and hardware tools to support the workflow within a centralized headquarters and 17 off-site offices.

The Systems Application Tester will support the Project Manager, ICT to ensure effective implementation of systems and software applications components of the project, including planning, testing, reporting, reviewing and evaluating. The Systems Application Tester will assist in planning, designing, documenting, and deploying effective test suites and regimes for systems implementation and integration, system launches, and the enhancement of systems in operation. This individual will apply analytical and problem-solving skills to validate, communicate, and resolve systems and software application issues through careful testing in order to maximize the benefit of IT investments and initiatives.

At a minimum, he/she will be expected to:

- Work with the Project Manager, ICT and other key stakeholders to define testing priorities and requirements;

- Assist in executing data migration, integration with other system and systems configuration and deployment;

- Execute systems applications testing and reporting of results;

- Develop and document application test plans based on software and business requirements, functional and technical specifications, and report issues to the Project Manager, ICT;

- Develop walk-through, back-out, rollback plans and measures;

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- Ensure that testing activities will allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues;

- Contribute to pre-testing phase of implementation by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations;

- Plan, design, develop, and deploy systems testing techniques for new applications throughout the project; execute test cases and scenarios that will determine optimal system performance based on specifications;

- Analyzing formal test results in order to discover and resolve defects, bugs, errors, configuration issues, and interoperability flaws;

- Produce reports and documentation for all testing efforts, results, activities, data, logging, and tracking;

- Communicate test progress, test results, and other relevant information to Project Manager, ICT.

5.0 Deliverables

No.	Key Deliverables	Description
1.	**Inception Report and Work Plan**	Inception Report that provides a brief overview of the systems and application issues to be addressed along with a tentative work plan.
2.	**Systems & Application Software Test Plan**	The Test Plan must conform to accepted systems / applications standards, identifying

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		how and when the testing objectives will be achieved; clearly defining the deliverables, milestones, activities and resources required for successful task execution, and must at a minimum detail the following:
		[1] Purpose
		[2] Project & System Overview
		[3] Systems Description
		[4] Testing Strategy
		    a) Scope & level of testing
		    b) Acceptance Criteria
		    c) Test Deliverables
		    d) Test Effort Estimate
		[5] Test Execution Strategy
		    a) Entry & Exit Criteria
		    b) Test Cycles
		    c) Test Case / Scenario List
		    d) Validation & Defect Management
		    e) Issue Tracking & Reporting
		[6] Test Management Processes
		    a) Test Design Process
		    b) Test Metrics
		    c) Test Execution Processes
		    d) Test Risk and Mitigation
		[7] Test Environment
		    a) Computer systems
		    b) Interfaces
		[8] Resources Required

3.	**Policies and Protocols**	[1] Implement testing procedures relevant to the stages of systems acquisition and implementation, [2] Develop traceability matrix mapping user requirements to test/use cases.
4.	**Training & Implementation Plan**	[1] Assist with the development and implementation of training in systems and/or application software. [2] Systems configuration, deployment and integration
5.	**Monitoring and Evaluation Report**	a) Monitor systems to validate performance to specifications; b) Post-implementation reviews and documentation of issues (users, systems)
6.	**Monthly Progress Reports**	The officer will be required to submit Monthly Progress Reports, summarizing: • the progress made during the period (i.e.

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		planned vs. actual targets, etc.)
		• the proposed activities for the ensuing month
		• risks, challenges, gaps, and recommendations for addressing them
		• Provide recommendations to the Project Manager, ICT to support systems implementation and integration.

6.0 Reporting Relationship

The Officer will report to the Project Manager, ICT

7.0 Supervisory Responsibility

None

8.0 Technical Expertise Required

- Bachelor's degree in software engineering or computer science, information technology;

- Three (3) years relevant work experience;

- Advanced knowledge of systems development methodologies, certification provides a distinct advantage;

- Three (3) years direct experience as a lead tester for major application integration and/or major application product release;

- Strong knowledge of system testing and software quality assurance best practices and methodologies;

- Working knowledge of the software development life cycle (SLDC);

- Two (2) years experience with core enterprise software applications, such as ECM platforms, MS SharePoint, Legal Case Management systems, MS Exchange, MS SQL Server;

- Working knowledge of network and PC operating systems, including Windows Server 2012 R2, Windows 7, 8 & 10 Pro;

- Working knowledge of current networking hardware, protocols and standards - Cisco switches, storage area network, network attached storage, TCP/IP, SSL, Encryption, ISO 27000; Server hardware - HP Proliant, Dell PowerEdge & blade servers;

- Experience in project management or exposure to project-based work structures.

Personal Attributes

- Good understanding of the organization's goals and objectives;
- Excellent written and oral communication skills;
- Excellent listening and interpersonal skills;
- Ability to communicate ideas in both technical and user-friendly language;
- Ability to execute tasks with minimal supervision;
- Keen attention to detail;
- Proven analytical and creative problem-solving skills;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Ability to work in a team-oriented, collaborative environment.

9.0 Key Interfaces

Internal

Change Management Executive, Solicitor General, Deputy Solicitors General, Systems Administrator (AG's Chambers), ICT Unit, Director, Human Resource and Administration, Project Executive, and Project Manager, ICT

External

MOJ's ICT Team, ICT service providers, relevant government departments and agencies.

10.0 Location and Work Conditions

The officer will be provided with office space at the Attorney General's Chambers at the 1st Floor NCB North Tower, 2 Oxford Road, Kingston 5, including:

- administrative support;
- access to information and managerial/technical personnel;
- any other assistance that may be reasonably required to undertake the duties identified in this Terms of Reference.

- Work outside of normal hours, long hours, weekends and public holiday in order to meet deadlines.

- Physically able to participate in training sessions, presentations, and meetings.

- Some travel may be required for the purpose of off-site software and system applications testing.

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