



#### **MALTA INFORMATION TECHNOLOGY AGENCY**

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Malta

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FORMER NAMES: MSU, MITTS  
YEAR FOUNDED: 1990

NUMBER OF EMPLOYEES: +320

WORKING LANGUAGES: Maltese, English



## MITA PROFILE

The Malta Information Technology Agency (MITA) is the prime Government agency with a mandate spanning from Information and Communications Technology (ICT) policy to programmes and initiatives in Malta. MITA manages full implementation of IT programmes in Government focusing on enhancing public service delivery and provides the infrastructure needed for the provision of ICT services to Government. MITA is also responsible for the propagation of ICT within society and the economy and to promote and deliver programmes with the intention of enhancing ICT education and the use of ICT as a learning tool.

## MISSION

To be the central driver in the evolution of Malta into a world class information society and economy, nurturing the growth of a strong global knowledge workforce and transforming public services through innovation within an incessant aspiration for excellence

## STRATEGY

MITA has set itself five strategic priorities for the next three years. The Agency is to:

- Serve as the central driver of information and communications technology policy, programmes and initiatives in Malta;
- Provide efficient and effective information and communications technology infrastructure services to Government as directed by the Minister from time to time;
- Deliver and manage the execution of all programmes related to the implementation of information technology and related systems in Government with the aim of enhancing public service delivery;
- Proliferate the further application and take-up of information and communications technologies in society and the economy;
- Promote and deliver programmes aimed at enhancing ICT education and the use of ICT as a learning tool.

## COLLABORATION INTERESTS

MITA is seeking participation in the Fourth Call of the ICT Policy Support Programme under the Competitiveness and Innovation Framework Programme (CIP). Potential roles for MITA are: (i) the contribution of knowledge and expertise for the development of technical and semantic guidelines, procedures and modules that can enhance ease of use, interoperability, security, identity and access controls; (ii) interoperability scenario development, testing and assessment.

Areas for collaboration under CIP ICT Policy Support Programme 2010

### **Theme 3** ICT for health and inclusion (Thematic)

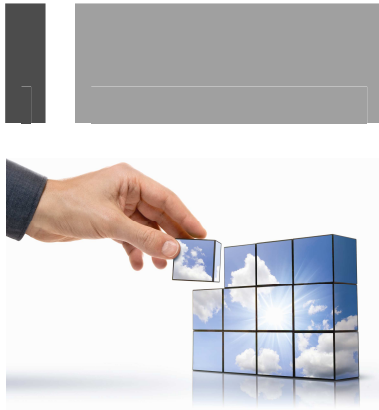
- 3.2** Scaling up of eHealth services & supporting the EU eHealth governance initiative

### **Theme 5** ICT for improved public services for citizens and businesses

- 5.3** Universal ID

## WHAT MAKES US GOOD PARTNERS?

- Over 20 years of hands-on experience in technology implementation and development
- Best-practices and quality references
- Ideal test-bed for technology deployment within the context of public sector administrative solutions
- MITA has operational control of the Government information superhighway which joins up all departments and agencies
- State of the art infrastructure which allows MITA to rationalise, test, implement and integrate new requirements and procedures easily
- Most recent technologies and services of the highest quality level
- A flexible and English-speaking workforce



## MAIN ACHIEVEMENTS

- A Benchmarking exercise on eGovernment services, commissioned by the European Commission and conducted by CapGemini in 2009, highlights that Malta:
  - Ranks first for Online Sophistication and Fully Online Availability;
  - Ranks first for One stop Shop and User focused portal design;
  - Ranks second and third place respectively for User Satisfaction Monitoring and Usability.
- eGovernment Services nominated as finalists in the EU eGovernment Awards:
  - 2009: Inland Revenue Online Services;
  - 2009: Malta Environment & Planning Authority eApplications;
  - 2007: Malta Environment & Planning Authority eApplications;
  - 2005: Vehicle Registration and Administration (e-VERA ) Portal.
- eGovernment Services awarded the prestigious EU Good Practice label:
  - 2009: Customer Care Online System;
  - 2009: Vehicle Registration and Licensing System (e-Reg);
  - 2009: Inland Revenue Online Services;
  - 2009: Malta Environment & Planning Authority eApplications;
  - 2007: Employment and Training Corporation;
  - 2007: Malta Environment & Planning Authority eApplications.
- Mobile government gateway selected as a Good Practice Framework model at the eGovernment Conference, Dublin 2004;  
<http://www.gov.mt/egovernment.asp?p=106&l=1>
- Integrated online system for the renewal of vehicle licences selected as Good Practice Framework model at the Ministerial eGovernment Conference 2005 in Manchester;  
<http://www.epractice.eu/en/cases/evera>
- The organisation transformed into a fully fledged government agency for ICT in order to maintain continuity of political championship of ICT at a national level and achieve a faster take-up and convergence of ICT by citizens and enterprises;
- MITA possesses international accreditations in PRINCE II (project management), and ISO9001:2000;
- TickIT, ITIL (service management), ISEB (software certification in testing) and Investors in People (UK).

## REFERENCE PROJECTS:

- **INTERNATIONAL**  
In 2005 MITA won an international tender to provide a Framework Analysis Document to the Government of Bermuda, and has participated in two initiatives in Botswana, one of which as a contractor to the IST-Africa project consortium funded under the FP6 programme. MITA also forms part of the CIP ICT PSP Thematic Network NET EUCEN consortium on User Centricity in e-Government.
- **NATIONAL**
  - MITA has been the strategic partner of the Inland Revenue since 1993. This has led to one of the most successful reform projects on the island covering in recent years the roll-out of several e-services for tax practitioners, employers and individual taxpayers.
  - Apart from the national VAT system, MITA developed two additional systems mandated by European Union directives – VAT Information Exchange System (VIES) and the VAT on e-Services System (VOES).
  - Design and deployment of the e-Government Platform in 2002. This is a highly available, secure and scalable platform which embraces a heterogeneous technology stack and is intended for the hosting and operation of critical Government e-Services. Its implementation is accompanied by policies and standards regulating the development of e-Services.



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