

Acronyms

APQC	America Productivity and Quality Centre
BPR	Business process re-engineering
CIDA	Canadian International Development Agency
CARICAD	Caribbean Centre of Development Administration
CIMU	Central Information Management Unit (Malta)
CRM	Customer relationship management
DES	Data Encryption Standard
EC	European Commission
ERD	Department of Employment Relations (Cayman Islands)
ESRI	Environmental Research Systems Institute
GIS	Geographic information systems
GIDD	Governance and Institutional Development Division (of the Commonwealth Secretariat)
G-B	Government-business relations
G-C	Government-citizen relations
ICTs	Information and communication technologies
OHS	Occupational Health and Safety
OWS	Office and Workplace Services
OECD	Organisation of Economic Co-operation and Development
PKI	Public Key Information
PPP	Public-private partnership
TASF	Technical and Advisory Support Facility
UNDESA	United Nations Department of Economic and Social Affairs
UCCI	University College Cayman Islands
VPN	Virtual private network