

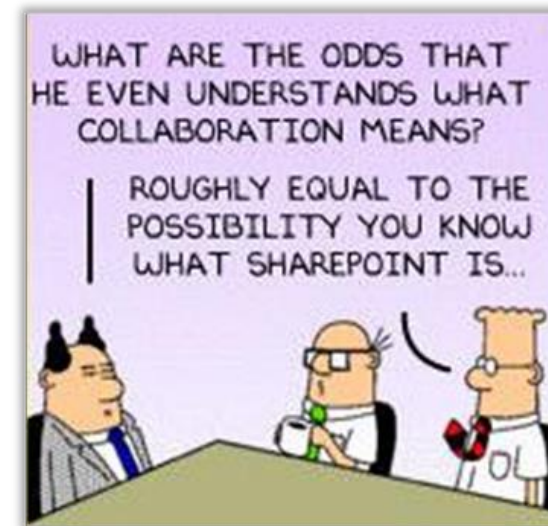


Building Blocks of Transformative Services

CTU 4th Caribbean ICT
Collaboration Forum
Feb 11th and Feb 12th

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Unified Networking Development Systems Limited.

Transformative Services





5 Government WAN/Network technologies deployed across the CARICOM.



We will share our knowledge, experience and several considerations for Gov WAN deployment.



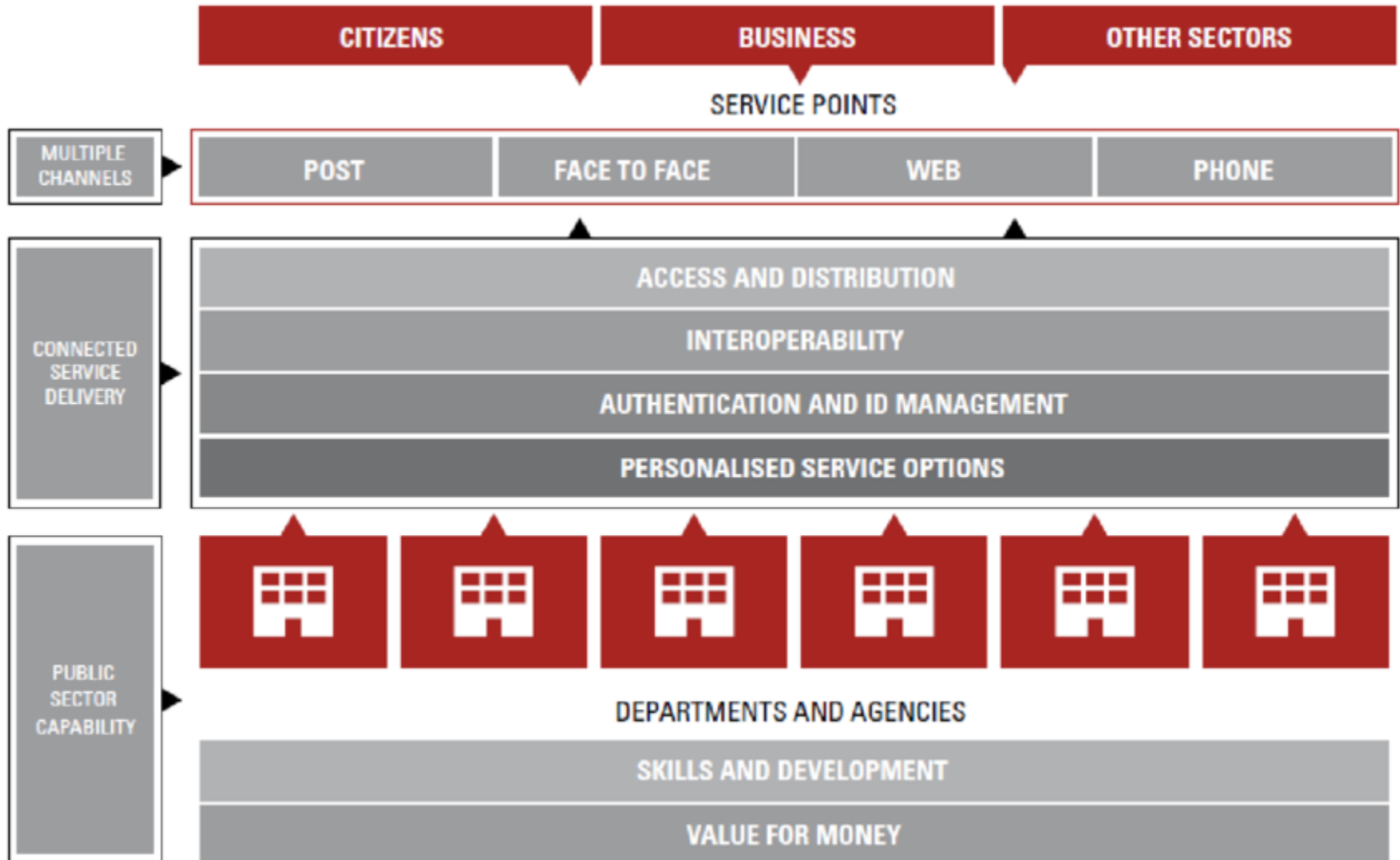
We learnt many lessons along the way. These will be shared along with best practices.



Connected Services



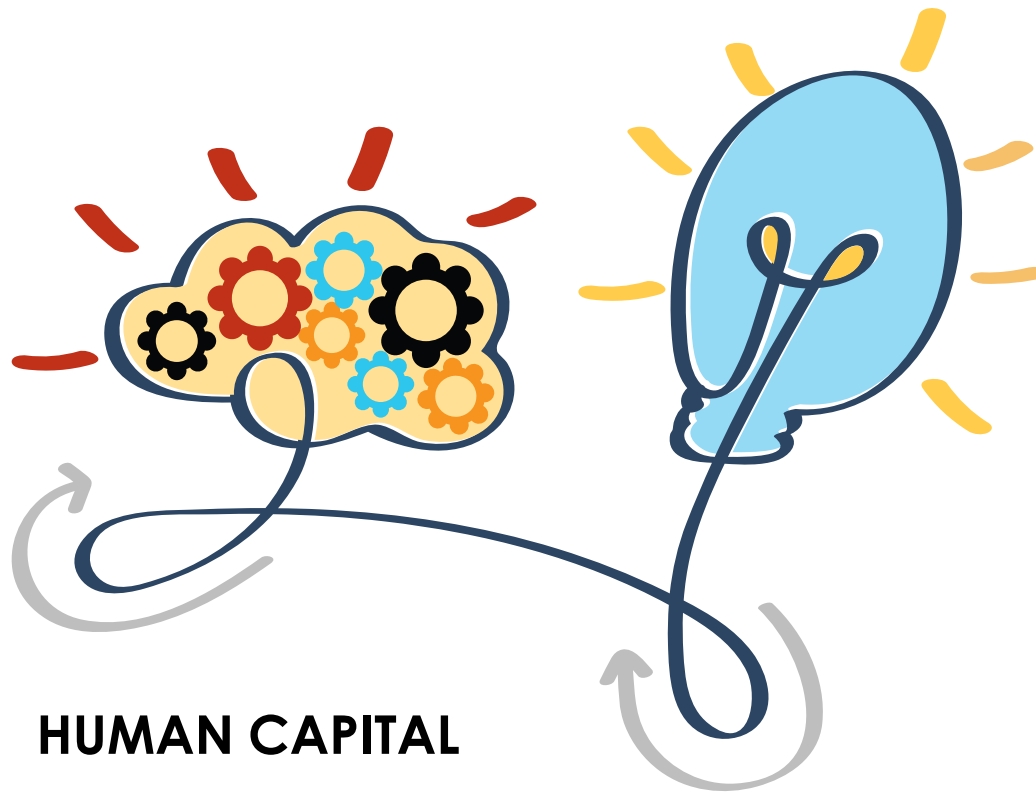
Connected Services



The Reality



Drivers of Economic Growth



HUMAN CAPITAL

Investment in the education system, skills-based training, awareness, entrepreneurship, the role of the private sector.

TECHNOLOGICAL PROGRESS

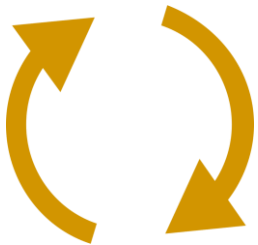
Leveraging technology to disrupt existing business models and create new ones. Technology to promote and develop ICT4D.



Lack of funding creates major challenges to implement programmes aimed at digital transformation.



Different prioritisation/agenda per country, although one CARICOM.



Managing and implementing change management to seamless harmonize technology and people.

Lessons from an Integrator

Technology

A robust, secure and scalable technology infrastructure is required to support government services domestically or regionally.

Local Talent

Utilizing local talent as much as reasonably possible to encourage innovation and build local capacity to maintain, upgrade and enhance the network.



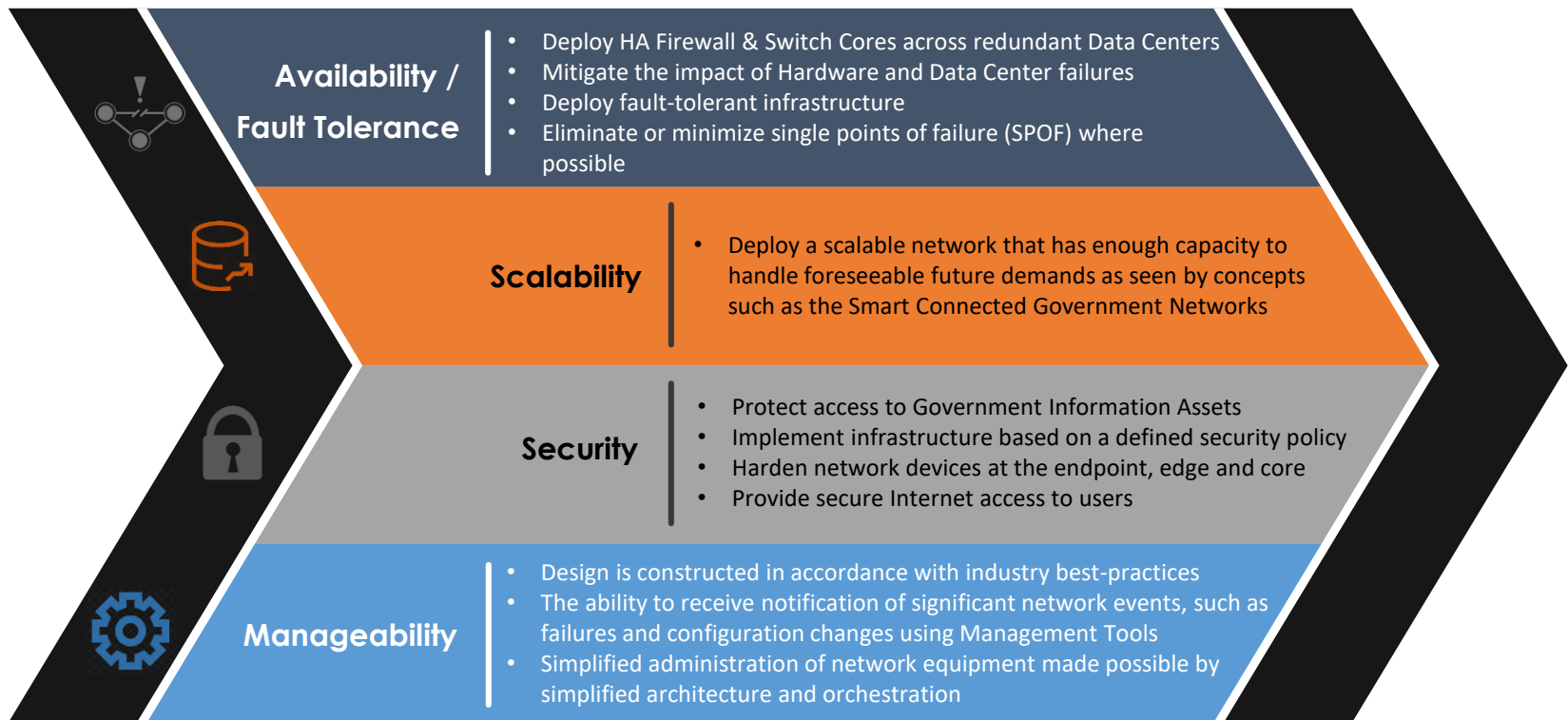
Partnership & Integration

Working with a reliable and experienced partner is imperative. Collaboration between Ministries and Governments is important.

Best Practices

Some of the lessons learnt, along with best practices and key takeaways.

Technology – Design Principles



Partnership & Integration



- Evolve from a vendor to a trusted partner
- Collaboration between Ministries and or countries is essential
- Build consensus to achieve buy-in
- For multi-country deployments, project management capacity is critical
- Use automation where required for deployment

Local Talent



- Educate/train the local teams on current and new technology
- Perform roadshows aimed at increasing awareness and education
- Use domestic ICT integrators where possible

Best Practices



- Engage local stakeholders from inception and during the project
- Understand different stakeholder requirements
- Design with security in mind, consider the edge and endpoint
- Prioritize traffic according to application
- Be flexible during the project to changes

START



1. Political stability across the region
2. Collaboration at the regional level on Gov ICT
3. Clear objectives to guide project scope
4. A policy/design framework with intended outcomes
5. Strong support and drive from project champions
6. Buy-in and readiness of all government agencies involved from requirements to testing and live
7. Executive support to ensure timely availability of necessary resources
8. Clear objectives to guide project scope
9. Training and Change Management

Several hundred buzz words... Just Do It!



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