Caribbean Telecommunications Union

An Initiative for Accelerating Caribbean Digital Transformation

...through the Establishment of 21st Century Governments

Virtual Meeting of the CTU's 41st Executive Council

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Background

Over the years the CTU has been advocating for the adoption of ICTs for the establishment of 21st Century Governments by Caribbean governments.

- Governments that are fit for purpose, citizen centric, seamless, resilient and make effective use of ICT to serve their citizens and clients.
- In 2018, the CTU launched its initiative 21CG Summit and Symposium in Antigua
- Continue to support members in:
    - NICTP development consistent with 21CG
    - infrastructure development
    - Digital Government legislative review/update
    - 21CG governance structure development
    - Digital transformation readiness assessment

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The Reality

Despite our best efforts, enough has not be done!!

- 4th Industrial Revolution presents challenges for Caribbean States that have not yet leveraged the tools to realise the promise of ICT-enabled development

- Caribbean governments for the most part, continue to be paper-based and inefficient in addressing the needs of their citizen

- COVID-19 pandemic and the attendant economic contagion have now exposed Caribbean Governments' failure to leverage ICT

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New Normal

Governments' renewed interest in leveraging ICT to accelerate their migration to 21st Century in light of COVID-19 pandemic

- Implementing work from home policy for public officers
- Enforcing social distancing measures is problematic when government transactions require face to face interactions with the public - Government services online
- government financial relief for the vulnerable, non face to face interactions.
- Contact tracing and monitoring is an entirely manual process which puts workers engaged in this task, at risk – technology based intervention solution.
- Education – online
- Contactless forms of interaction and transaction - Private sector services, banking, paying bills, utilities, services, ecommerce

All requiring some knowledge of individuals or personal identity.
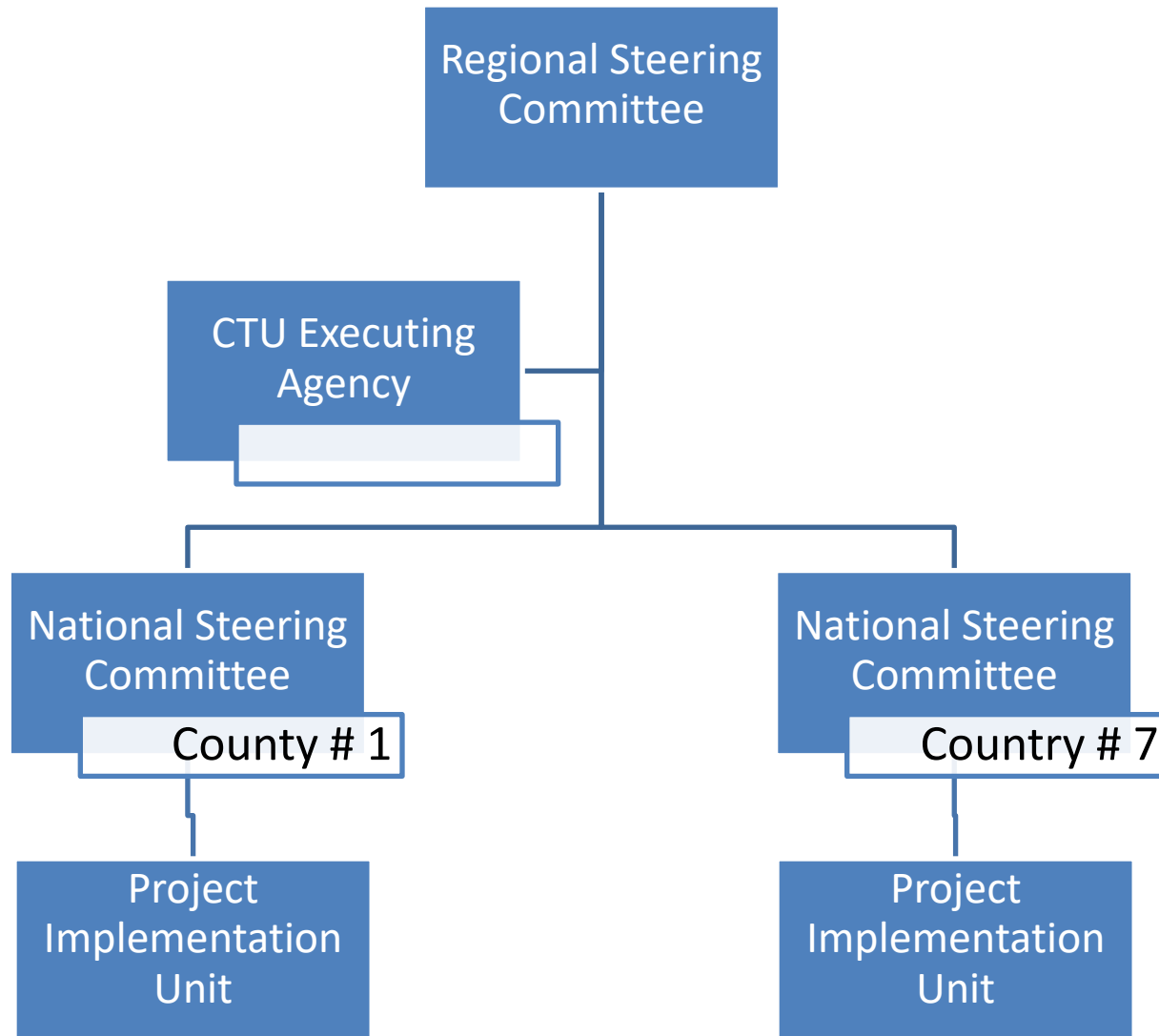
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21CG Project

The project proposes to

- introduce a digital technology platform for delivery of 21st Century Government services

- implement a foundational aspect of 21st Century Government – a National Digital Identification (NDI) system to be introduced in seven Caribbean Countries.

- lay the foundation for digital government service delivery in several key sectors; and

- facilitate integration of the participating countries' government information systems.

Project Components

The project consists of the following four components:

- Create the enabling environment of policy, legislation, regulations, and cyber-security procedures;

- Design and implement a centralised integrating digital technological platform to serve the seven participating countries and the NDI system in each participating country;

- Institute change management systems and reengineering of government processes associated with the digitisation of government services for the NDI;

- Strengthen institutional frameworks and operational capacity for the execution of the project and building competencies for sustaining the digital transformation process.

Project Governance

Project Benefits

- Reduced Cost – economies of scale, platform scalability

- Harmonisation - Legislation, infrastructure, interoperability

- The opportunity for inter-connection of Caribbean Governments in keeping with the goal of a Caribbean single ICT Space.

- facilitate deeper levels of inter-governmental collaboration

- Improvement in the quality, efficiency and scope of government services to citizens;

- Greater ease of doing business which increases the country's competitiveness and is an incentive for direct foreign investment

Immediate Next Steps

- Get members on board - so far Suriname, Guyana, Barbados and Trinidad and Tobago

- Determine financing mechanisms, collaborative type, self funded;

- Considerations for digital ID implementation framework, in the context of 21CG.

At your Service

Thank You