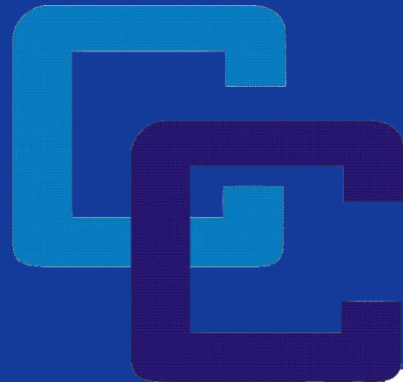




REGIONAL ICT STRATEGY



Commonwealth Connects

Trinidad

February 2011



CONTEXT - INTERNATIONAL

- **WTO/GATS** – Policy reforms
 - **Market access issues**
 - **Liberalisation, etc**
- **MDG** - Millennium Development Goals – social, economic and human development by 2015
 - **Goal 8: Develop a global partnership for development**
 - **Target 8f: Making ICT available to all**
- **WSIS** - Global Information Society -
 - **WSIS Plan of Action**
- **WITSA** (World Information Technology and Services Alliance)
- **UN/ECLAC** – e-LAC ; **OECD**; **Commonwealth Secretariat**,



CONTEXT - Regional

- Georgetown Declaration on ICT
- Heads Declaration : Functional Cooperation
- Summit of the Americas (POS) – ICT items
- Strategies :
 - Connectivity Agenda
 - ICT4D Agenda
 - E-Government Strategy
- Multiple regional and national initiatives
- Heads Mandate July 2009



Context

- **Security**
 - **Foreign policy coordination**
 - **Economic integration**
 - **Functional cooperation**
-
- **Information and Communication Technologies (ICTs) to facilitate these processes in the Region**

Regional Approach to date -

- Establish frame work for ICT4D through -
- **Partnerships (private/public/civil)**
- **Deepening collaboration to implement regional E-Strategies, plans and regulations**
- **Continuing support for -**
 - Implementation of E-government services
 - Telecommunications liberalisation
 - E-Learning, E-Transactions

ICT with Regional Organisations

E-Learning
Access
Research & Education
Capacity Building



CKLN

**Telecoms
Internet Governance**



CTU

Disaster Management



CDEMA

**E-Government/
E-Governance
Capacity Building**



CARICAD

Current Situation

- Despite many repeated mandates to setup coordinating mechanisms at the national level – in most Member States, the ICT function spans several Ministries and Agencies (e.g. Public Utilities Commissions).
- The situation is a little better at the Regional level with the CARICOM Secretariat coordinating and with other regional institutions such as CARICAD, CTU, and CKLN addressing specific aspects of ICT for Development (ICT4D).



Caribbean Center for
Development Administration



Caribbean
Telecommunications
Union



Strategy

- Presented as the “**Digital Development Strategy (DDS)**”.
- Seeks to transform Member States to Digital societies and economies.
- Gives a comprehensive overview of the current situation in the Region with respect to:
 - ICT and benefits to be gained by working to achieve global benchmarks for MDGs and development of the Caribbean Information Society.
- Developed to show how ICT can embrace key social and economic development

VISION & MISSION

- **VISION**

“An inclusive Regional Knowledge Society, driving sustainable development”

- **MISSION**

“Use ICT and other appropriate technologies to leverage and deepen the Region’s cultural resources, through high-speed ICT networks and trained human resources, and within good governance and sound operating partnership networks; in order to add social and economic value, for the benefit of the Region”.



ICT in Strategy

- ***ICT as a production sector:***
(growth of computer hardware, software, telecommunications equipment and ICT-enabled services)
- ***ICT as an enabler of socio-economic development :***
(harnessing ICT to accelerate a wider development process).



ICT – The key technology to stimulate growth

- For the Information /Knowledge Society
- A key productivity enabler for industry
- New smart services and applications
- Industry has to adapt and transform itself fast!
- Member State focus on existing action plans (e.g. eGovernment)
- Boost Broadband accessibility

COMPONENTS

1.



Policy Environment

2.



Sector Enhancement

3.



Physical Infrastructure Development

4.



Enterprise/Business Competitive Enhancement

5.



Human Development and Capacity Building

6.



Statistical Framework Development

7.



Cross-Cutting Applications

Policy Environment

Legal

Finance/Banking

ICT – Telecoms

Information Management

Security

Customs & Taxation

Education/HRD

Statistics

Trade/Export

Standards

Business Continuity

Sector Enhancement (TBD)

Health

Education

Agriculture

Tourism

Transport

Infrastructure Development

INTERNET
Privately owned ++)

TRANSPORT
ENERGY

COMPUTERS,
Handhelds

Regional
INTRANET
CKLN / C@ribNET

Enterprise/Business Competitive Enhancement

ICT ENABLING
-Portals
-Commerce

**NEW
INCUBATOR
MODEL(S)**

PARTNERSHIPS
- Co-Suppliers

**SMALL BUSINESS
ASSOCIATION
COALITION**

BRANDING
- Bar-coding

Human Development & Capacity Building (Human & Institutional)

SCHOOLS
(Nursery, Primary,
Secondary)

TERTIARY

WORKFORCE
Incl. Retired?

DIASPORA

SECTOR-SPECIFIC

Statistical Framework Development

- For measuring progress of the development agenda

Training

Software

Augment Offices

Assessments

**Institutional
Strengthening**

Curriculum



Government Enhancement

Implementation of e-Government Strategy

Infrastructure

Organisational Capacity Development

Common ICT procurement

ICT enabled Service delivery channels

E-commerce / business environment

Full project with Cross-Cutting Areas

**POLICY
ENVIRONMENT**

**SECTOR
ENHANCEMENT**

**CROSS-
CUTTING
APPLICATIONS**

**ENTERPRISE
ENHANCEMENT**

Marketing, Awareness, Public Education
Greening & Environmental Management

**CAPACITY
BUILDING**

Research & Innovation

Monitoring & Evaluation

**STATISTICAL
FRAMEWORK**

**PHYSICAL
INFRASTRUCTURE**

Challenges

- Vision - No clearly defined Regional vision to position ICT as catalyst for social & economic development
- Policy Coordination and Cooperation Framework – not well defined
- Plan of Action - Absence of Regional/National plans
- Regulatory Framework – Fragmented, limited



Challenges

- CONNECTIVITY
- CONTENT
- COMMUNITY
- COMMERCE
- CAPACITY
- CAPITAL



Challenges

- **Governance and leadership –**
 - Structured process for converting ideas into tangible development benefits
 - Need for more 'visible' champions at all levels in the sector/region
- **Limited Resources**
- **Quality Assurance Issues**
 - Trained and certified human resources
 - Relevant statistics indicators; standards



Main recommendation (s)

- *Benchmarks*
- *Governance*
- **Single CARICOM
ICT Space**



RDdS

BROAD GOALS (to 2015)

1. All Member States classified at not less than Stage 2 in the defined Knowledge economy
2. Overall regional growth rate of not less than 20 % re ubiquitous access and understanding of digital technologies
3. A 30% increase in use of ICT and cultural content and images for deliver of information in support of education, work and community life
4. A 30% increase in ICT training at all levels, as evidenced by curriculum and ICT certification
5. Fifty percent (50%) of Member States in to 20% of global measurement indices
6. Share of ICT industries increased by 10 % of average regional GDP



A Regional DIGITAL Development Strategy: STAKEHOLDER RECOMMENDATIONS....

- ▶ **Develop a Regional Regulatory framework to refocus convergent technologies as basis of development**
- ▶ **Involve the region's private sector as partners in using ICT for business enterprise, innovation and development**
- ▶ **Apply ICT for development guidelines as core elements of key sectors (formal education, retraining, health, security)**
 - ▶ **Establish a Regional Centre for ICT invention/innovation, and to encourage research**



A Regional DIGITAL Development Strategy: STAKEHOLDER RECOMMENDATIONS

- ▶ **Apply harmonised regional ICT data measurement, collection and classification systems, with internationally acceptable indicators tailored to regional fit.**
- ▶ **Articulate a well defined regional ICT policy.**
- ▶ **Develop and Implement a targeted Regional Marketing programme to build understanding and adoption of goals**
- ▶ **Maintain a sustainable process of Regional strategic planning in the sector, to emphasise development aspects**



A Regional DIGITAL Development Strategy: STAKEHOLDER RECOMMENDATIONS....

- ▶ **Establish an ICT Chair to provide leadership and guidance and build partnerships with industry**
 - ▶ **Identify and appoint strong and charismatic leadership to champion rollout of the Strategic Plan, and sustain partnerships**
 - ▶ **Ensure an effective governance structure for implementation**
- ▶ **Implement regional strategies for negotiating with service providers to reduce cost of use at level of consumer**



Regional Governance Issues: PARTNERS in a MARKET DRIVEN ECONOMY

GOVERNMENT to

- **Provide an enabling regulatory environment and infrastructure to support social and economic growth and sustainability through access to information; maintain rights of citizens**
- **Assure transparency, security, freedom of expression in flow of information**



Governance Issues:
PARTNERS in a MARKET DRIVEN ECONOMY...

PRIVATE SECTOR to

- Support economic development through increased and sustainable production;
- Provide quality services and facilities to support information exchange
- Maintain/demand certified professionals & adequately trained human resource



Governance Issues:
PARTNERS in a MARKET DRIVEN ECONOMY...

CIVIL SOCIETY to

- Be discerning and responsible consumers
- Demand accountability and transparency
- Demand affordable access and quality in communications and delivery of ICT goods and services



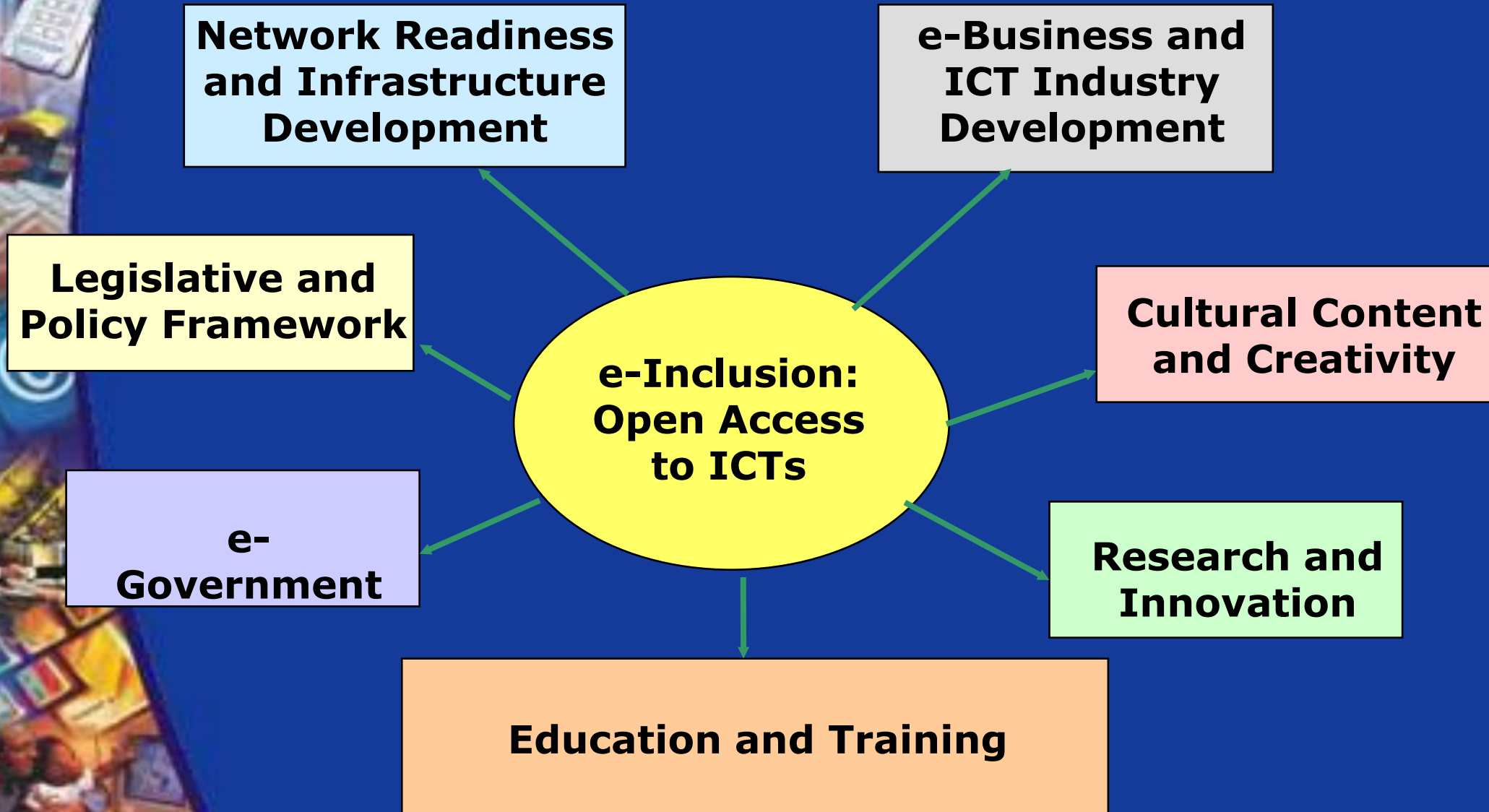
RDdS



SINGLE ICT SPACE

1. Build a digital community ICT workforce that can create with, develop and use ICT to improve life style and add personal and economic value
2. Manage and use ICT to demonstrate good governance and increased efficiency in operations
3. Fully establish open telecommunications infrastructures and affordable networks to deepen access, using converged and empowering technologies
4. Establish a culture of innovation and quality for competitiveness and income generation
5. Use ICT for sustainable growth and support of social development objectives
6. Use Regional media networks for effective communication, of benefits of the ICT culture and to influence communities.

Action Plan Addresses



Strategic Development Outcomes Include:

Greater Public Sector use and
Citizen Adoption of
e-Government Processes

Expanded Job Creation,
Entrepreneurship and New
Business Development

Accelerated
Economic & Human
Development and
Global Competitiveness

Growth in Innovation
and Development of
New ICT Products
and Services

Greater Global
Recognition of
and Rewards from the
Caribbean Brand

Highly Educated and
Well-Trained Caribbean people
available to the ICT Sector

MAIN STRATEGIC OUTCOMES

- Modern regional regulatory and open telecommunications infrastructures
- A digital Community culture and increased value and volume of the regions trained ICT workforce that can add personal and economic value.
- ICT used to demonstrate good governance and increase efficiency in operations.
- Established culture of innovation and quality, Sustainable production of Regional digital goods and services, the development of cultural industries
- Inclusion of local content in delivery of information.
- Businesses and governments using ICT
 - for sustainable growth and supporting social development objectives

Managing RDdS

The RDdS will assess future needs of Region, periodically introduce new regional strategic actions, report on progress of work, and be adjusted.

- Partnership
- Decentralization
- Results-based management (RBM)
- Modularity
- Open
- Government priority
- Rolling projects
- Leading responsibility
- Implementation upon maturity
- Periodic monitoring and reporting
- Online follow-up

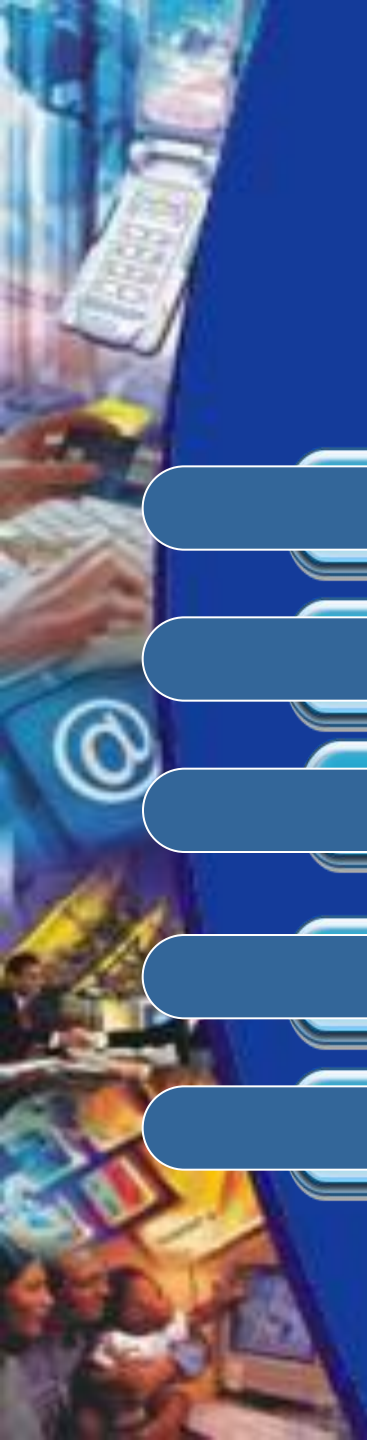
Critical Success Factors

Adaptable governance structure

Regional Collaboration & Cooperation

Sustained access to Resources

Attention to ALL project Components



Time- Frame





Inputs for multi-laterals...

- Identify common vision areas
- Align priority areas with Strategy
- Adaptable, Flexible
- Develop a partnership for change
- Capacity Building issues
 - Co-ordinated Technical Assistance
 - Best & Bad practices

OTHERS

- Acknowledge Governance systems
- Predictable Aid
- Consistent , timely information
- 'Marrying' of Funds





Regional Opportunity

- Use existing agencies & reporting structure
- Partnerships
 - Regional
 - Private Sector, Civil Society
- Create the future we want -



CARICOM DEVELOPMENT VISION

- A full-employment economy
- A decent standard of living & quality of life for all citizens;
- Elimination of poverty;
- Adequate opportunities for young people
- Spatially equitable economic growth within the Community



CARICOM DEVELOPMENT VISION 2/2

- Social equity, justice, cohesion, personal security;
 - Environmental protection ecological sustainability;
 - Democratic, transparent, participatory governance
- *Girvan Report – Towards a Single Economy (2007)*



THANK YOU

for your attention!

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DISCUSSION...