

# Digital transformation: Do it or die!

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The EY logo consists of the letters 'EY' in a bold, white, sans-serif font. A yellow triangle points upwards from the top right corner of the 'Y'.

Building a better  
working world

# Agenda

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1. How does digital government become better government?
2. Looking back
3. Looking forward
4. Experimentation and fresh thinking



# How does digital government become better government?

#BetterQuestions

■ ■ ■ ■  
The better the question. The better the answer.  
The better the world works.

**EY**

Building a better  
working world

# Looking back – What have we achieved

- CSME Established in 1989:
  - Create a single, regional economic zone
  - Attract business and foreign investment
  - Facilitate the free movement of labour
  - Support bye-laws and regulations to grow intra-Caribbean and extra-regional trade
- Almost 3 decades on, we must ask some discomfiting questions
- Have we achieved major progress?

## Looking back- What were the challenges?

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- On reflection, perhaps the ambitions set out in the **Grand Anse Declaration** were always too difficult to achieve
- In effect, it is clear that the interests of the wider group of member states were not aligned regionally - a pre-requisite for achievement of the CSME goals and further...
- Compounded by the fact that regional governments became internally focused on their individual economic priorities out of necessity

# Looking forward

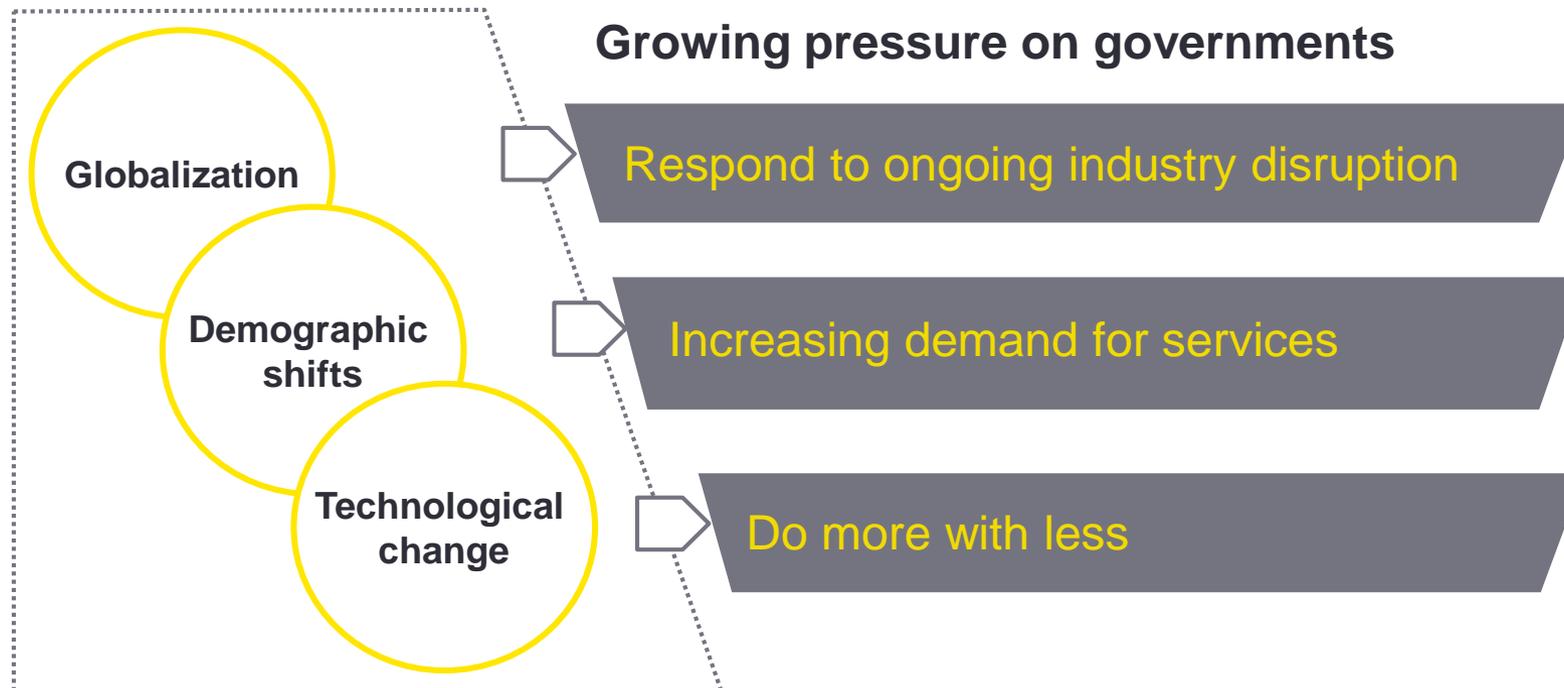
A hand in a light blue sleeve holds a white rectangular block. Another hand in a dark blue sleeve holds another white rectangular block. The background is filled with many more white rectangular blocks, some in focus and some blurred, creating a sense of depth and perspective. A yellow vertical bar is on the right side of the text area.

# Looking forward - We are living in a Transformative Age

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At no point in recent history have we experienced such rapid and systemic change ... and the pace is only likely to accelerate.

## Global drivers of change



“ We stand on the brink of a technological revolution that will fundamentally alter the way we live, work and relate to one another. In its scale, scope and complexity, the transformation will be unlike anything humankind has experienced before.

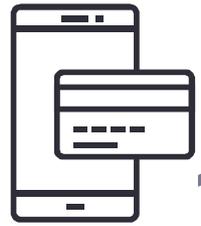
*World Economic Forum, 2016*

# Looking forward - How does digital government become better government?

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# Looking forward- Digital is the defining megatrend of our time, but its exponential growth has barely begun

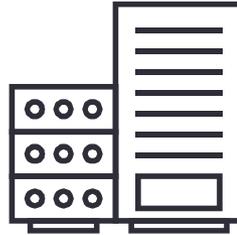


**100m**

By 2020, the number of consumers who will shop in augmented reality

**163**

zettabytes



By 2025, the amount of data being created every year (one zettabyte = one trillion gigabytes)

**25%**

By 2040, the makeup of the global market by autonomous vehicles



Today: “Blockchain is a foundational technology: It has the potential to create new foundations for our economic and social systems.”  
– *Harvard Business Review*

We have reached critical inflection points in many colliding  
**physical, biological and digital** technologies.

**Governments are not immune from their impact.**



# The new level of disruption presents many threats to national economies

As many as **800 million** jobs could be lost worldwide to automation by 2030.

Between 2011 and 2017, a multinational investment bank replaced **600 desk traders** in its workforce with **200 coding engineers**.

**Fewer than 10,000** people in the world have the skills necessary to tackle serious **AI research**.

The cost of cybercrime to the global economy could go up to **US\$500b** annually.

## Threats

# Opportunities for government

Shape, influence and regulate the gig economy, including workers' rights

Taxation policies for the digital economy

New education curricula for the digital age

Leverage new technology and approaches to learning

Improve workforce diversity

Work with industry to create sector roadmaps to identify future skill needs

Agile, lifelong training and re-skilling programmes

Unique digital IDs

Smart portals and mobile apps

Tell Us Once services

Integrated data platforms and citizen 'lockers'

Journey mapping and end-to-end service redesign

Automation and advanced analytics tools

AI-powered virtual assistants

Digital payments

# Experimentation and fresh thinking



# How can we move forward?

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- How do small nations realize big plans in a world fraught with major geopolitical events?
- How can CARICOM deal with these challenges with potentially disastrous consequences for regional economies, our citizens and our businesses?

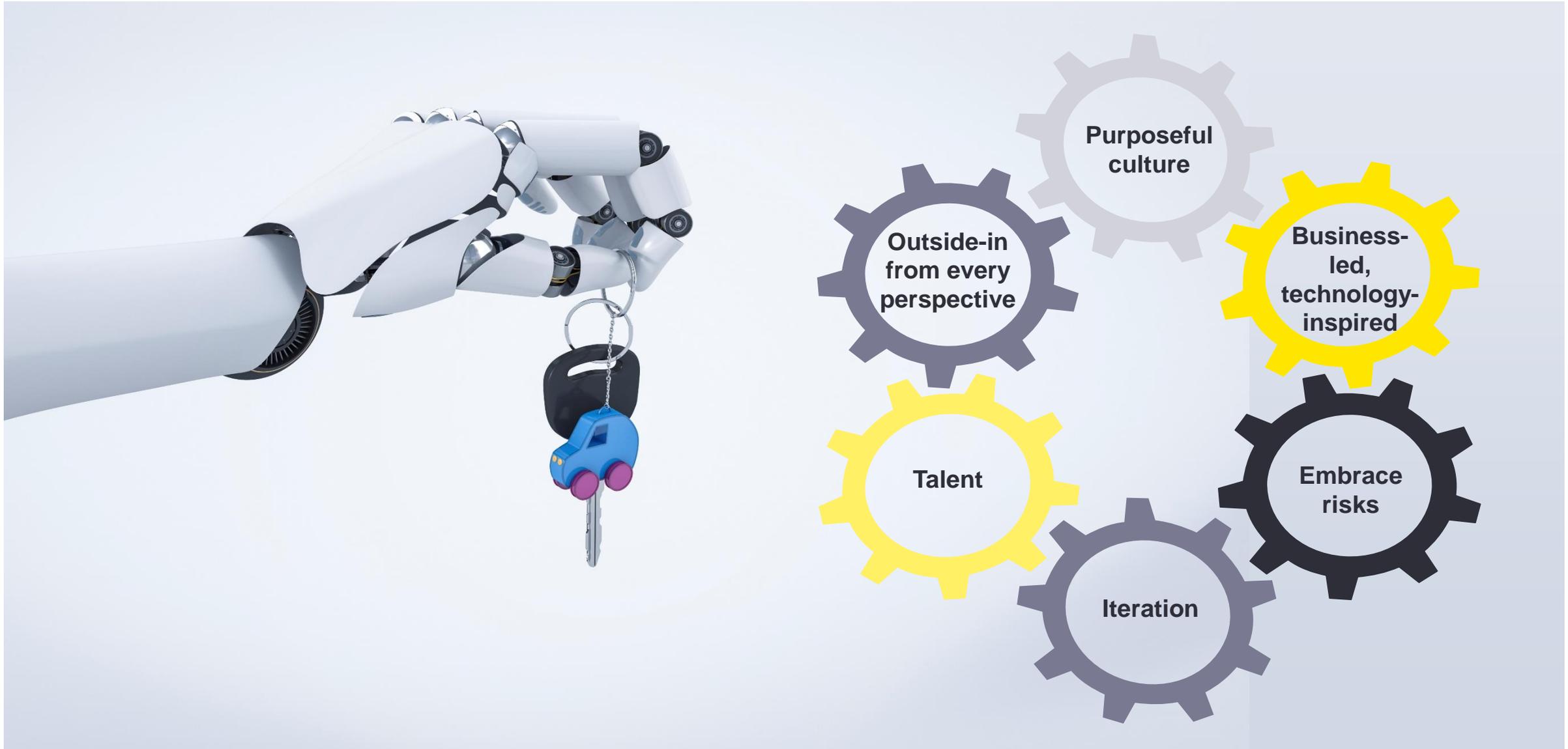
- We have to do things differently - by innovating.
- We can no longer ignore the impact of these global trends and their potential debilitating effects on our economies.

It is imperative that while our individual countries lack scale, as a region, we must develop bigger, bolder plans or we risk being left behind.

# A national digital government strategy is needed

## Built on six critical interconnected components

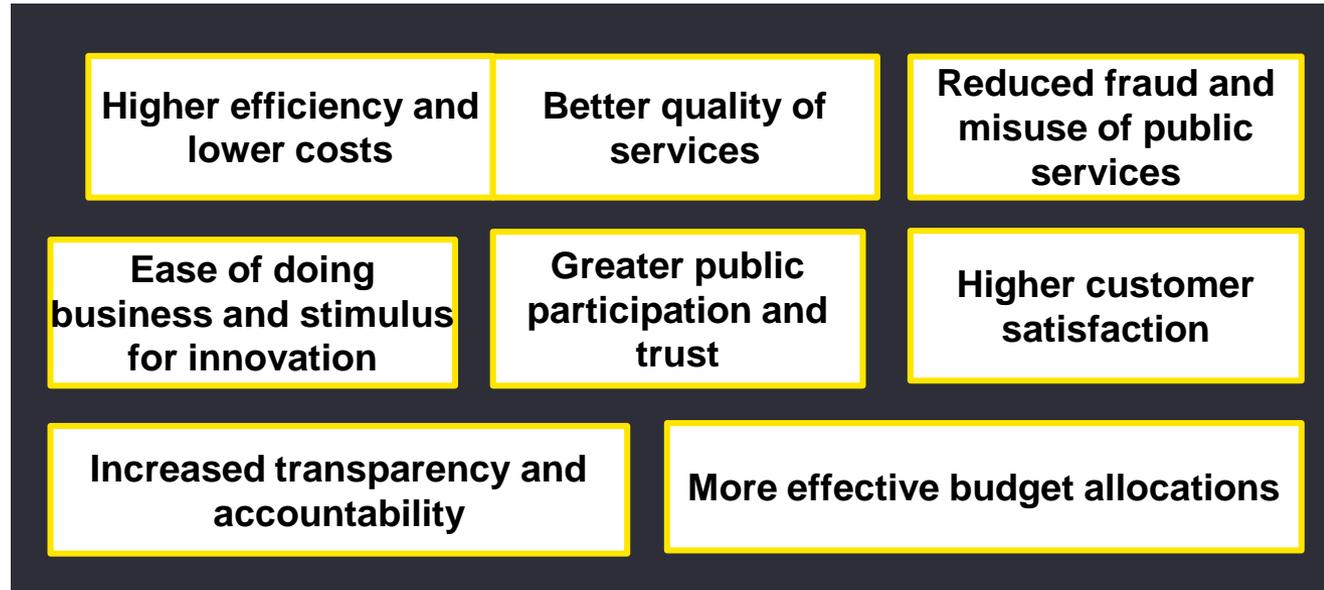
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# We must harness digital technologies and transform

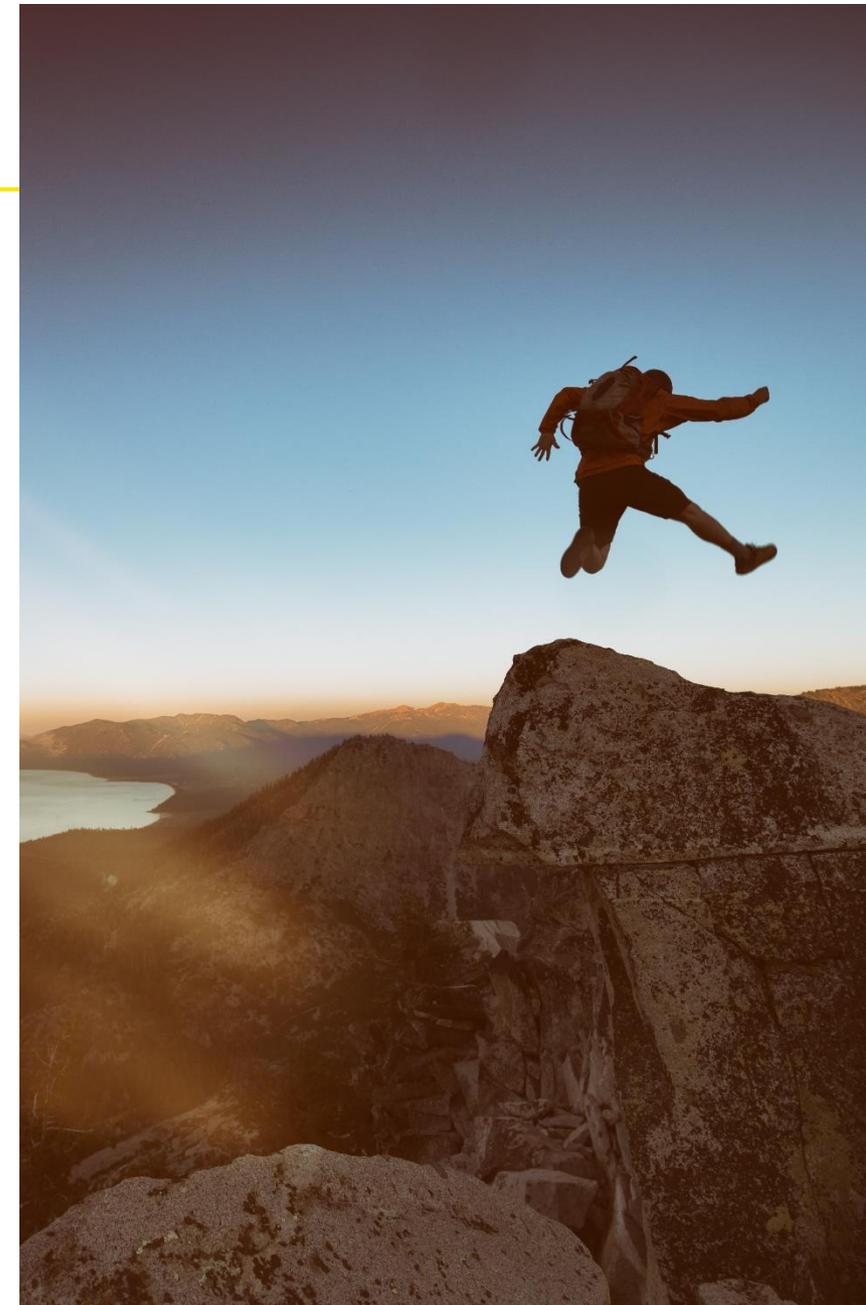
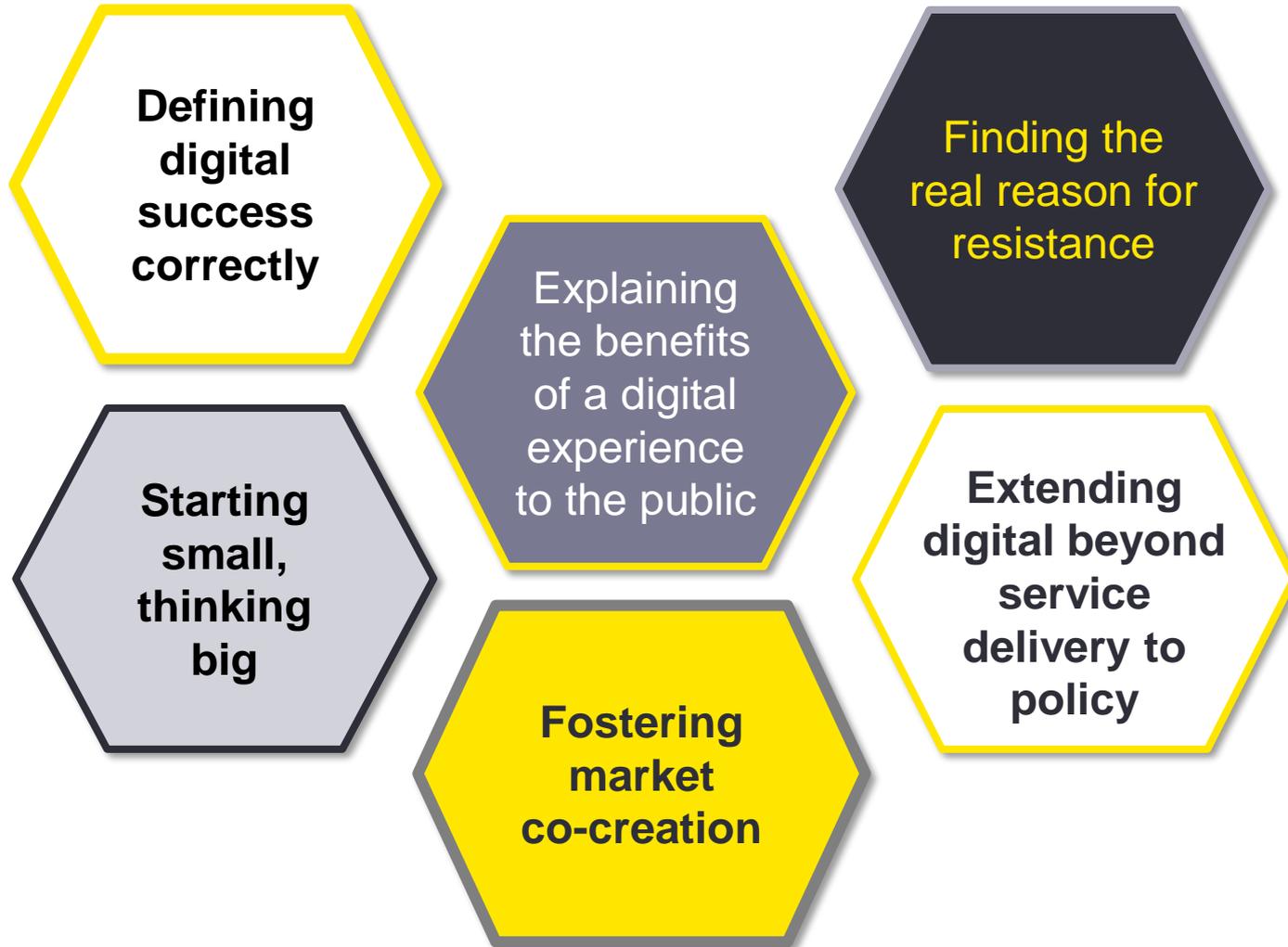
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Benefits of embracing digital technologies:



Governments that effectively harness digital technologies will create a world-class quality of life for their citizens, regain public trust and improve their country's competitiveness within the global economy.

# How can digital governments succeed?



A close-up photograph of a person's hand holding a disassembled robotic arm. The arm is held in a yellow gripper. The internal components are exposed, showing a green printed circuit board (PCB) with various electronic components, including a microcontroller, capacitors, and resistors. Numerous colored wires (red, blue, green, black) are connected to the board. The background is a blurred, light-colored surface.

To achieve our regional  
ambitions, governments  
and business must  
collectively embrace **digital  
transformation** as an  
imperative, not an option

**Do it or die!**