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Digital Transformation

Regional Governments Trends

Challenges...

- × Multiple digital agendas
- × Medium / high Operating costs
- × Information silos
- × Legacy systems + duplication of infrastructure
- × Integration barriers

...Key Priorities

- ✓ New Digital Services + more innovation
- ✓ Lowering costs
- ✓ Improved Service
- ✓ Increased Productivity
- ✓ Secure accessibility of information
- ✓ Resiliency + rapid recovery
- ✓ Talent development
- ✓ Leverage knowledge from data

Impetus for Government Digital Transformation

Digital Government enables...

GDP
Growth



FDI Attractiveness

Business
Confidence



Education &
Innovation



Employment &
Social Inclusion



Smart City
Services

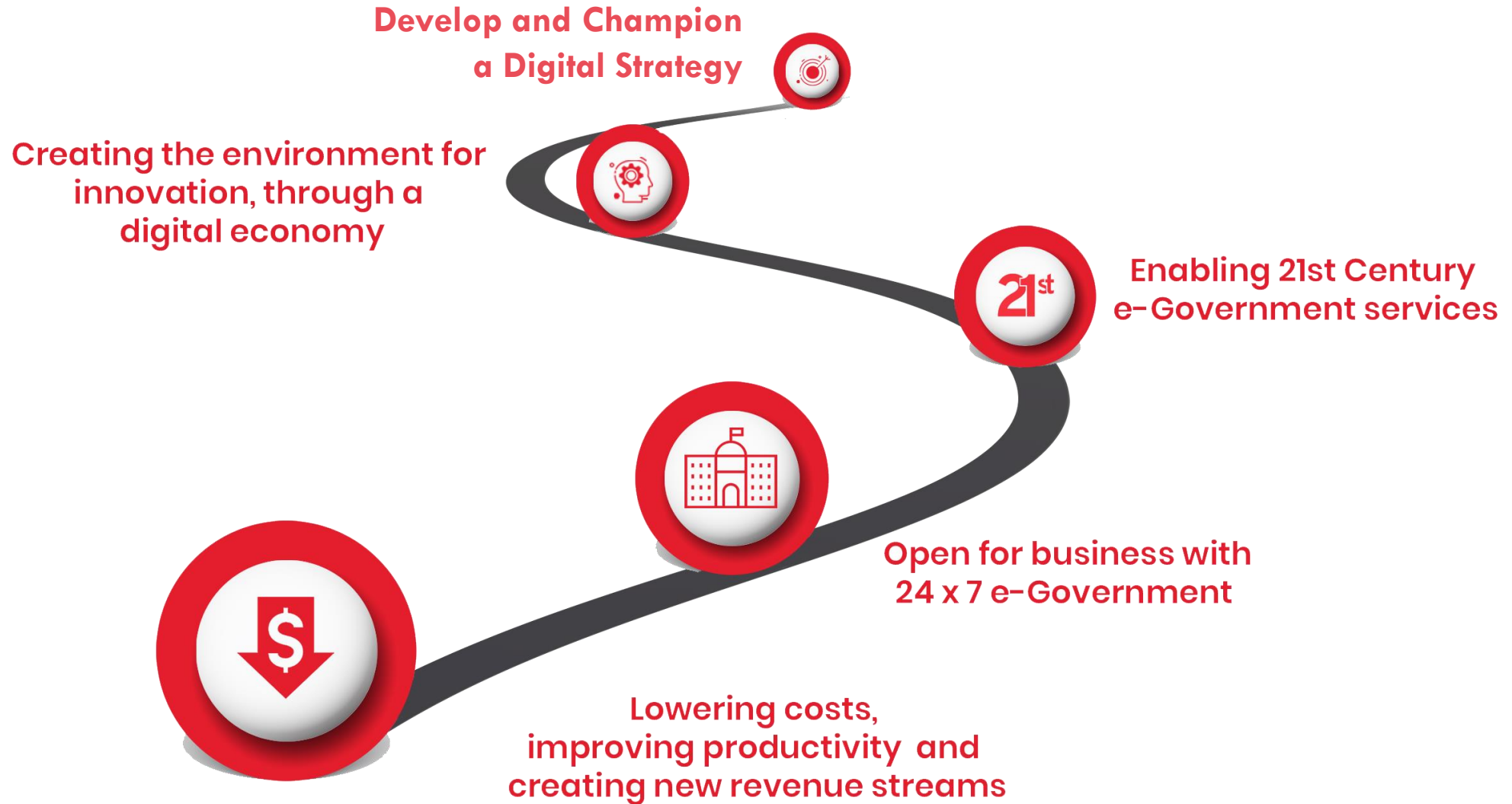


Public Safety
& Security

Crime
reduction



VISION



Developing a Government Digital Strategy including ...



Leveraging disruptive technologies to **transform** public services to citizen-centric **digital services**

Partnering with Government

Transformation + Advisory



- Digital economy focus
- Reduce costs
- Experience and expertise

Provide Solutions



- 24 X 7 Government
- Improve efficiencies
- New income streams



Execute Solutions



- Managed Services
- Technology + partners
- Financing

✓ Reduce ICT costs by >20%

✓ Transform Govt ICT

✓ 21st Century Govt

Case Study : Government of the Commonwealth of Dominica

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Vision to become “a world leading climate resilient nation...”

“... and the #1 digitized economy in the region”

Fully transform the **telecommunications & ICT infrastructure**

4X Highly resilient network

- ✓ Aerial Fibre
- ✓ Underground Fibre
- ✓ Air Fibre
- ✓ Satellite

Govt Sites

- Government office
- School
- Community Centre
- Health Centre

Digital Government

- ✓ Safe City
- ✓ Smart Schools
- ✓ eGov't cloud
- ✓ Cyber security
- ✓ Connected Health

SOLUTIONS

Digicel Fibre Connectivity

10x faster including underground ducting for priority sites

Digicel 24 x 7 Managed Network

Digicel 24 x 7 Managed Security

Digicel Managed WiFi

4G/LTE Mobile with device management and security

Digicel 24 x 7 Managed Unified Communications

Digicel Managed Data Centre

Air Fibre and Satellite Resiliency

3 levels of resiliency

Connected Health

Remote diagnosis and treatment of patients

Advanced Surveillance

Indoor and outdoor CCTV, intelligent license plate and facial recognition

Building Blocks to Success

- **Visionary Government**
- **Driven Telecom Authority**
- **Access to Funding**
- **Clear Transformational Mandate**

- **Innovative Support Structures**
- **Equipment refresh plan**
- **Process development and automation**

Thought Leadership

Program Management

Operational Support Model

Governance and Control

- **Implementation Capabilities**
- **Expertise and Multi-Disciplinary Skills**
- **Aligned Vendor/Partners**

- **Service Level Agreement Development and Management**
- **Supporting Policies**
- **Clear demarcation of responsibilities**

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