Caribbean Telecommunications Union

A Strategy for Caribbean Digital Transformation

4th Caribbean ICT Collaboration Forum

Bernadette Lewis
Secretary General

Digital Transformation – Do it!

empowered digital

people lagging

citizen-centric

national cricket

transformation

vision heart

cyber-security

skills technology

regional systems

fintech infrastructure

IPO

passion

CTU

The Power of a Vision

Where there is no vision, the people perish

Proverbs 29:18-27
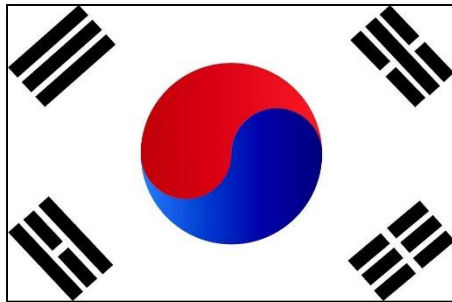
CTU

A Vision

UAE

Government Services delivery as sophisticated as that in luxury hotels

Estonia

Ask for citizens' information ONCE

South Korea

Services customized for the individual

CTU

The Vision

At the regional level

Caribbean Community

Functional Caribbean Single Market and Economy enabled by a Single ICT Space

No more wait
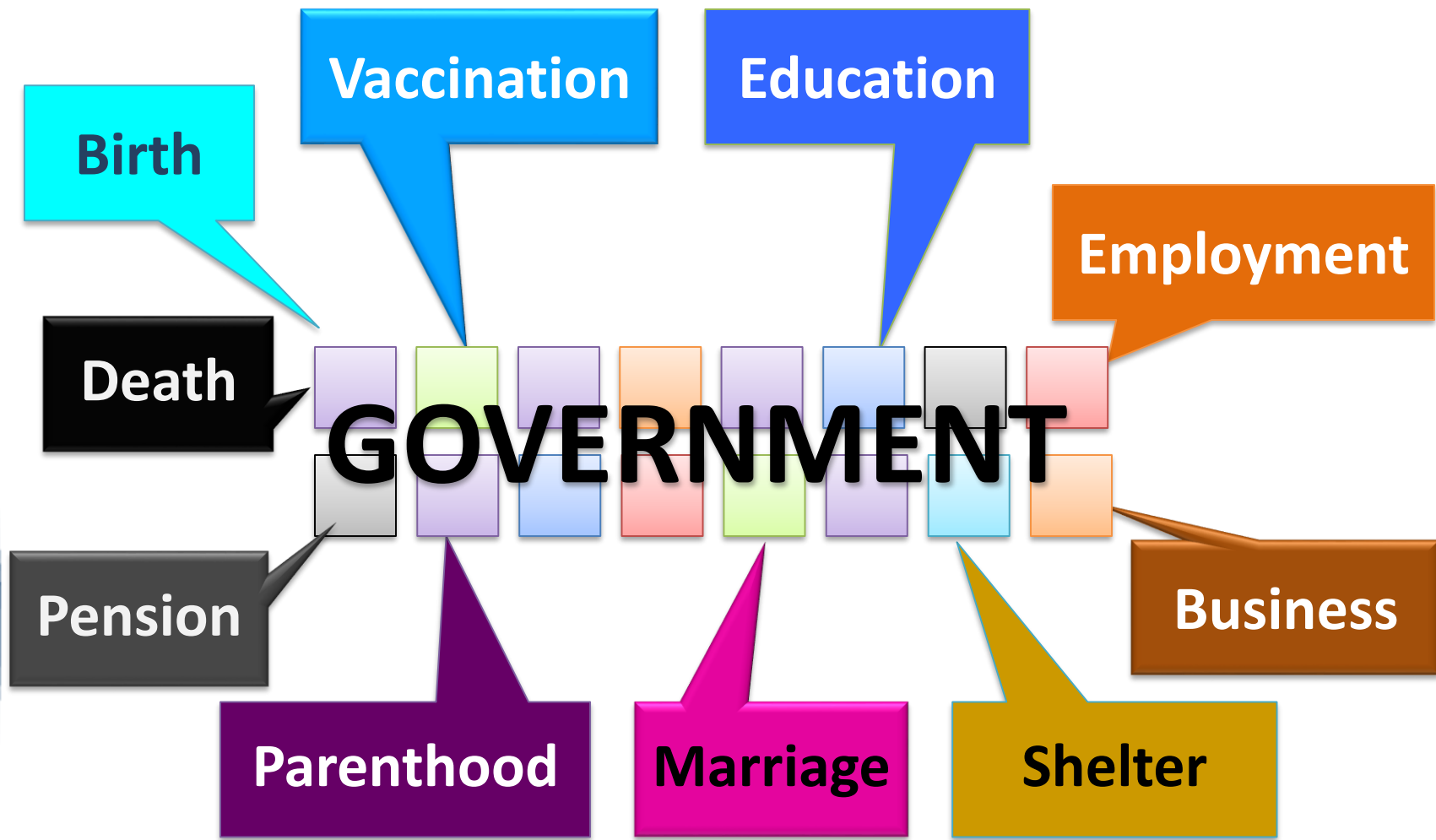
CTU

The Vision

At the national level:

21st Century Caribbean Governments

- **citizen-centric**
- **seamless**
- **resilient**
- **employs 21st century technology**
- **delivers services effectively**
- **Fit for purpose in 21st century**

Wait no more

CTU

The Government and its citizen

Birth

Vaccination

Education

Employment

Death

GOVERNMENT

Pension

Parenthood

Marriage

Shelter

Business

The Citizen and his 21st Century Government
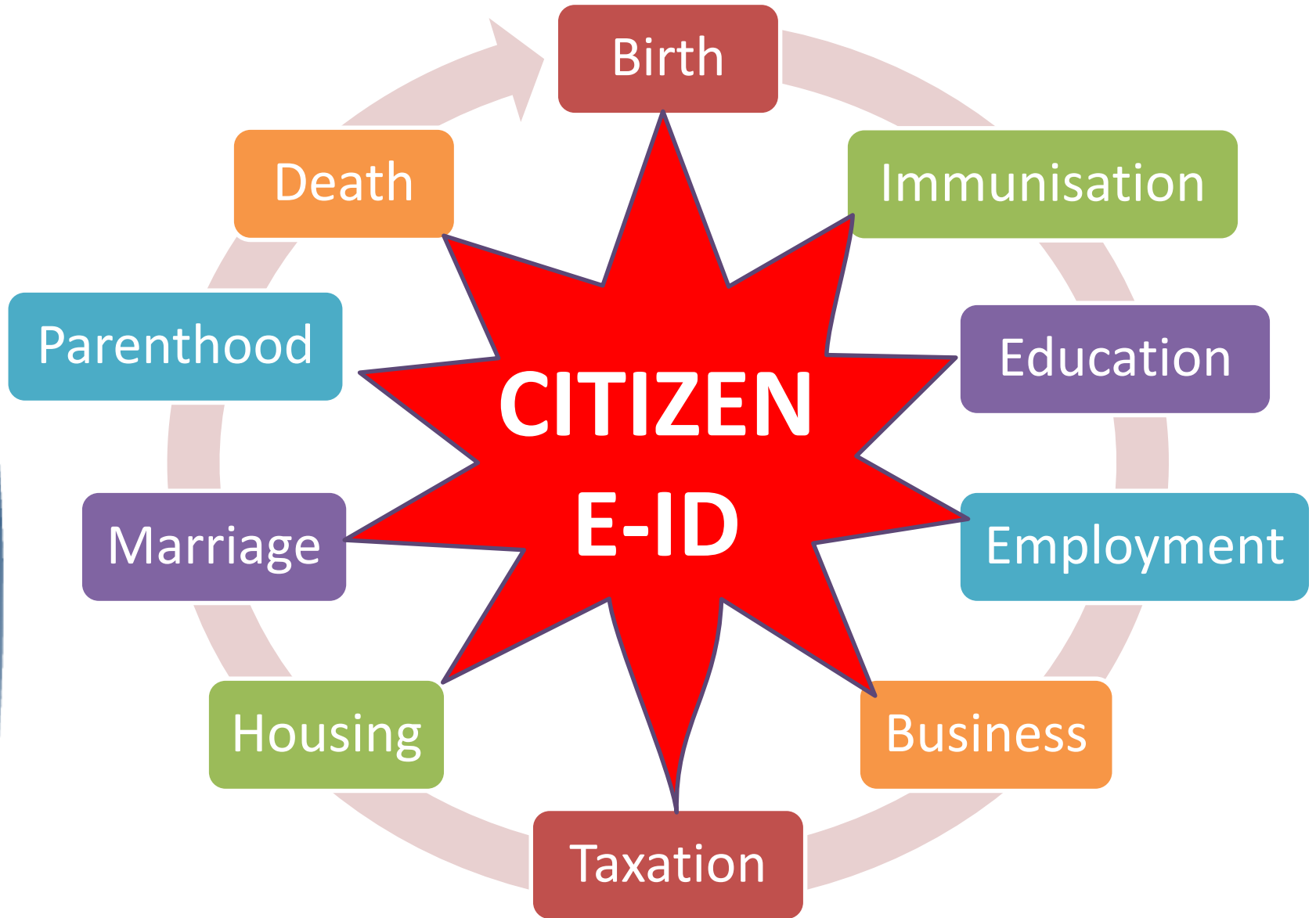
A Champion

Believe it – say it – do it.

Identify priority areas

Keep Ministers on track

Keep regional vision in sight

Collaboorate with regional counterparts - share

CTU

A Communication Plan

Continuous * Progressive * Consistent * language appropriate

Change Mindsets
Engage diverse stakeholders
Cultivate a climate of involvement
Foster commitment to the process
Spark the imagination of public servants and citizens

CTU

An Approach

Leapfrog with cutting edge technology

Make use of local talent

Deliver quick win projects with excellence

Step 1

Establish

- an inter-ministerial, multi-disciplinary, multi-stakeholder Task Force to specify in practical terms the requirements, ICT initiatives and constituent elements of the 21st Century Government and oversee all aspects of the work.
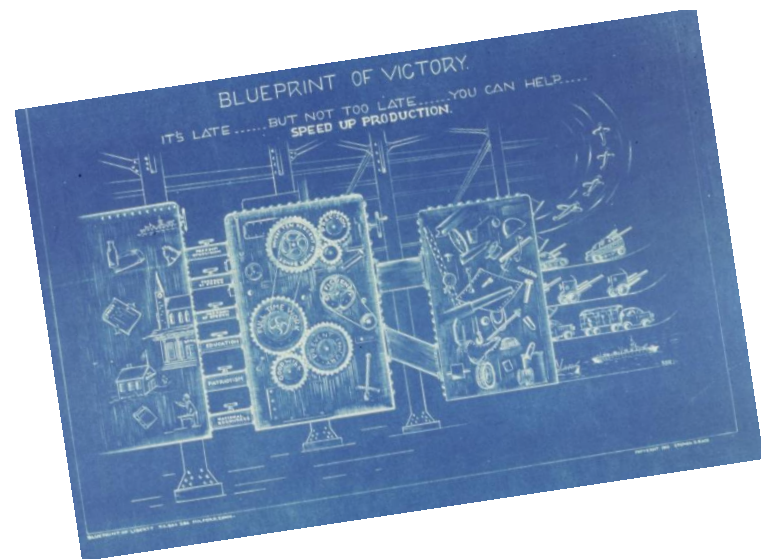
Step 2

Perform

- Current-state assessments and gap analyses to determine the extent to which existing technical, economic, policy, legal and regulatory frameworks can support the defined 21st Century Government

Step 3

Develop

- Unambiguous achievable plans
- Mechanisms and indices for measuring the progress and effectiveness and impact of ICT solutions

Step 4

Convene

- multi-stakeholder working groups to develop the detailed work plans and budgets and requirements for each element of the 21st Century Government
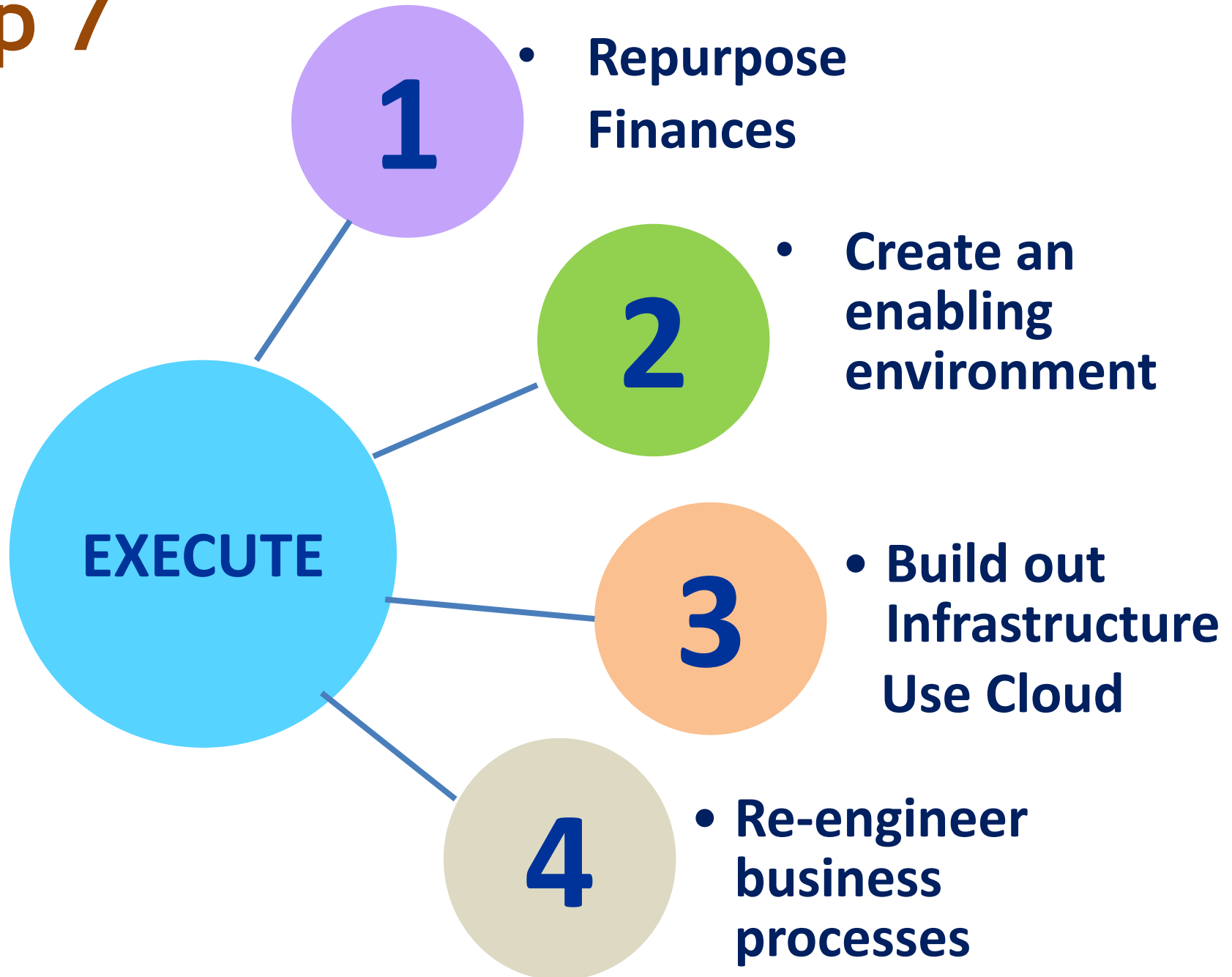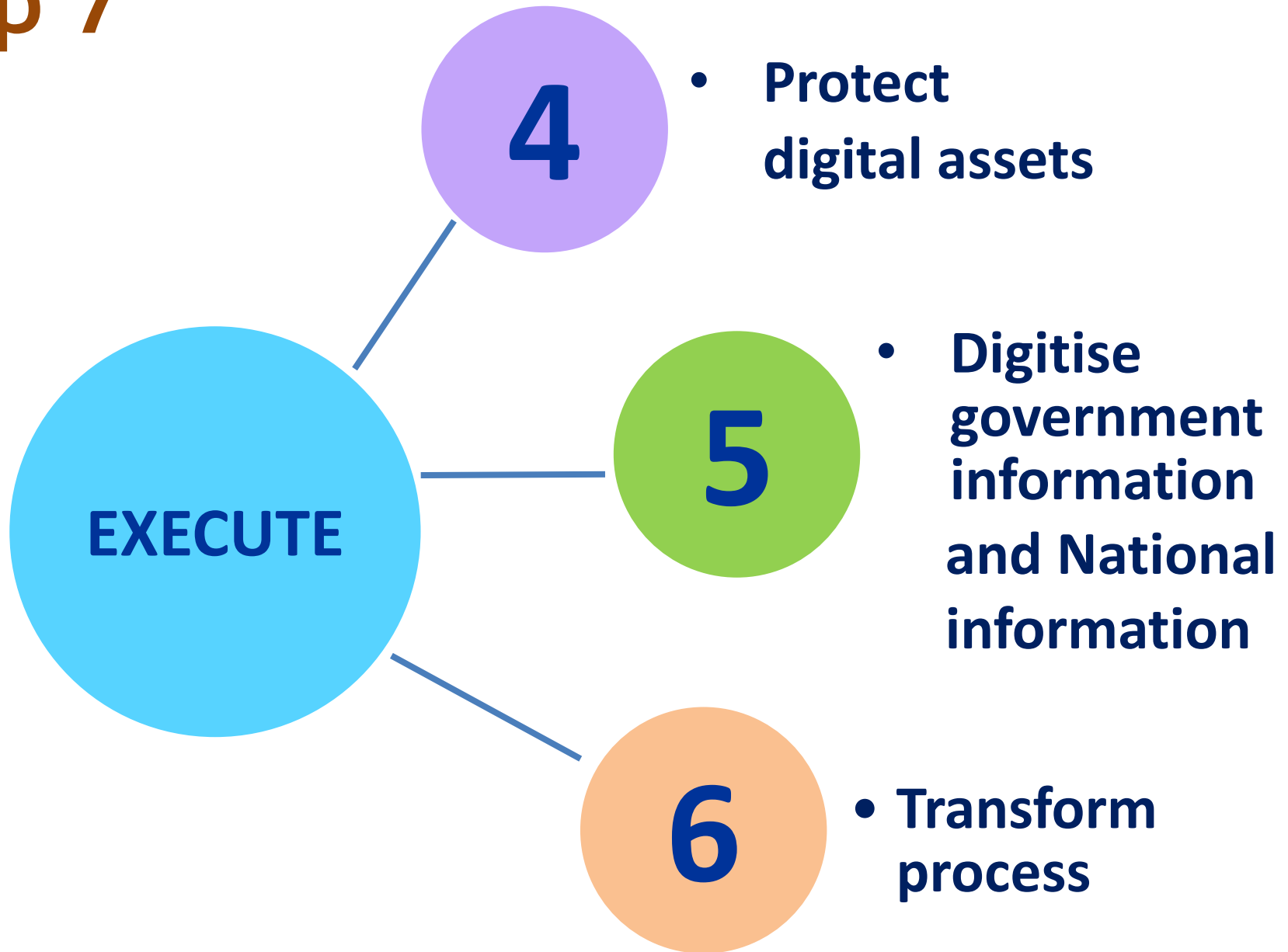
Step 6

Train in order to execute the plans

Step 7

EXECUTE

1. • **Repurpose Finances**

2. • **Create an enabling environment**

3. • **Build out Infrastructure Use Cloud**

4. • **Re-engineer business processes**

Step 7

4 Protect digital assets

5 Digitise government information and National information

EXECUTE

6 Transform process

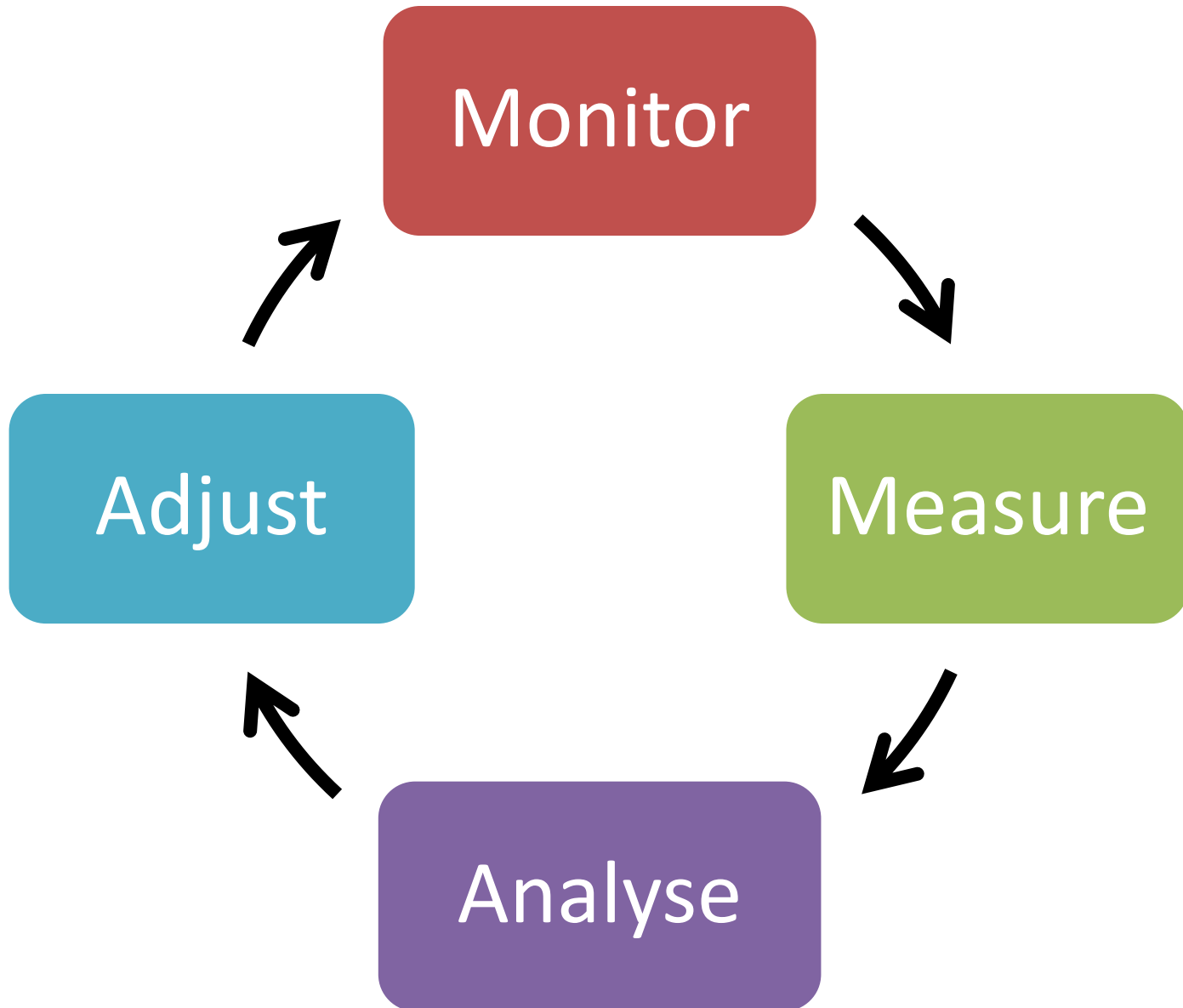# Post - Execution...

Consider the ant…

a master of collaboration

At your Service

Thank You