

2009 – 2012 CARIBBEAN **EGOVERNMENT
STRATEGY**



A CARICAD **e²Gov INITIATIVE**



CARIBBEAN EGOVERNMENT STRATEGY

Introduction

The CARICOM Single Market and Economy (CSME) is taking firm root in the Caribbean region. Its objective is to establish a single economic space within which business and labor operate and to stimulate increased efficiency, employment and growth in the region. It is envisioned that CSME can be instrumental for achieving certain development goals that are difficult or impossible to achieve individually by member states. The Heads of Government in CARICOM recognize that functional cooperation is a priority for achieving regional integration goals and for the harmonization of institutional frameworks for the provision of government services in a transparent and efficient manner. Electronic Government (E-Government) is viewed as a strong enabling tool for achieving regional integration goals through functional cooperation and is a critical component in the success of the CSME and the development of the region.

eGovernment has the greatest potential to revolutionize the performance of government and revitalize democracy. eGovernment can fundamentally recast the connection between people and their government and between Governments of the region. It can make government far more responsive to the needs of the people and greatly improve transactions between them. It can also help stakeholders to take a much more active part in the democratic process.

However the approach to the advancement of eGovernment is as important as the power of achievements that can be gained. The traditional mould will simply not provide the gains needed.

A revolutionary and strategic approach is needed. Where there is drive and commitment toward a strategic revolution in eGovernment that leverages the expertise of the region, multiplies the successes and gains, maximizes the value gained from expenditure and ensures that constituents receive the level of public service that are needed in tomorrows world.

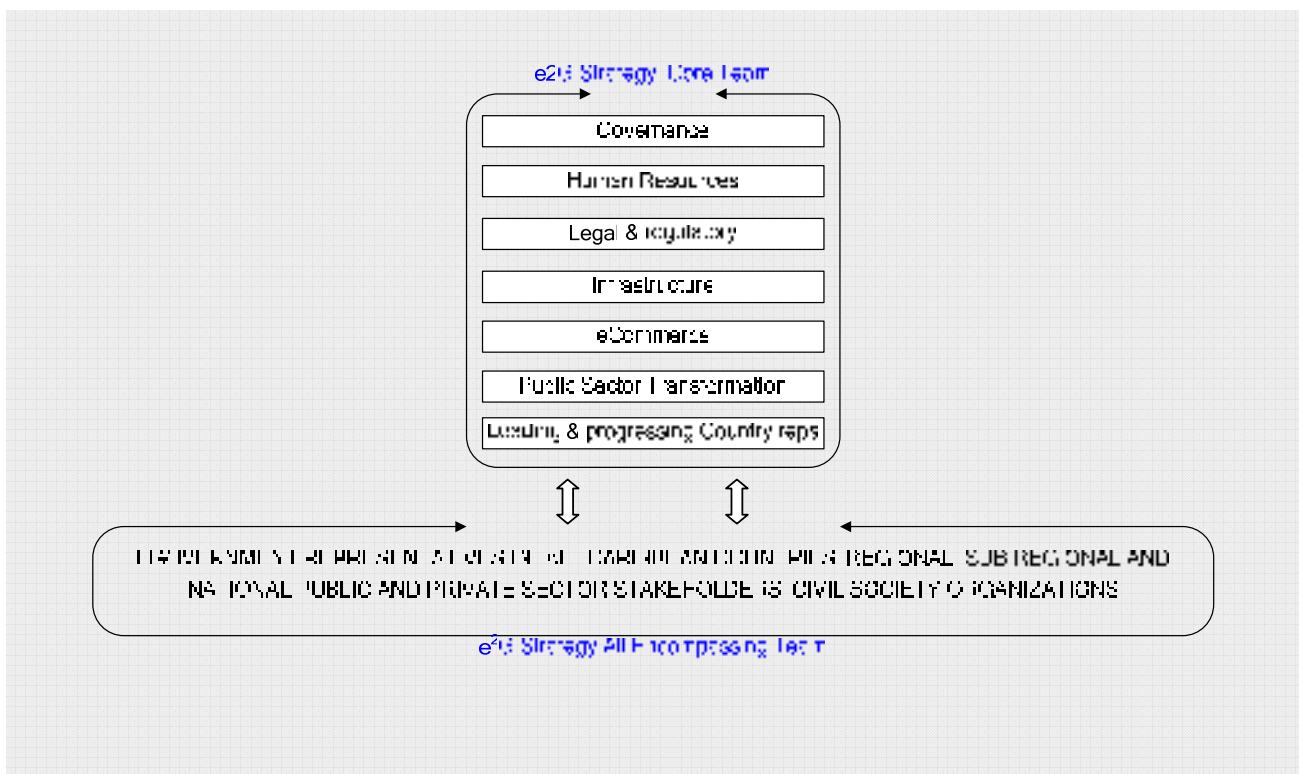
CARICAD is pleased to announce the initiation of the Caribbean eGovernment strategy development process for the period 2009 – 2012. The 2009 – 2012 Caribbean eGovernment Strategic Plan will build on the work already completed under the Action-Oriented E-government Strategy for Countries of the Caribbean Region 2004 – 2007, and is anticipated to be the blueprint for accelerating sustainable

improvements in the delivery of public services through the use of Information and Communication Technologies (ICTs) and the advancement of the pillars of eGovernment.

Approach and methodology

The 2009 – 2012 Caribbean eGovernment Strategic Plan will be formulated using a core group made up of leading & following Caribbean nations in eGovernment, and consultative working teams in specific target areas, namely Infrastructure, Human Resources, Legal and regulatory, Public Sector Transformation, Governance, and eCommerce. The core group will be joined by and interact with a wider all encompassing group from the region comprising of representatives from public and private sector and civil society. The wider group will shape the strategy through its interaction with the teams of the core group and through a specially planned all team meeting.

Conceptually the core and the wider team will interact as shown in the diagram below to shape the Caribbean eGovernment Strategy.



Four major stages of the strategic planning process will be followed. These are identified below with the major elements of each stage being indicated.

- **Identifying where we are now**
 - eGovernment readiness assessment
 - eGovernment comparative review
 - Environment analysis and SWOT analysis
- **Specifying where we want to go**
 - Visioning
 - Outcomes and outputs
- **Defining the strategy**
 - Key decisions and strategies
 - Strategic programming
- **Measuring our progress**
 - Performance measures
 - Monitoring & tracking

The major stages of the strategic planning process will be addressed by the core group, wider group and planning secretariat as shown in the Strategic Planning process matrix below.

| Planning Stage | Major Activity | Planning secretariat | Core group | Wider group | Event |
|--------------------------------|--|---|---|--|--|
| Identifying where we are now | eGovernment readiness assessment | <ul style="list-style-type: none"> Design and administration of regional eGovernment readiness assessment. | <ul style="list-style-type: none"> Provision of eGovernment readiness assessment information from country or other perspective | <ul style="list-style-type: none"> Provision of eGovernment readiness assessment information from country perspective | |
| | Environment analysis and SWOT analysis | <ul style="list-style-type: none"> Data and information collection on regional and national environments Facilitation of the 1st Strategic Planning workshop | <ul style="list-style-type: none"> Analysis of eGovernment readiness information and environment information | | <ul style="list-style-type: none"> 1st Strategic Planning workshop |
| Specifying where we want to go | eGovernment comparative review | <ul style="list-style-type: none"> Data and information collection on Caribbean eGovernment relative to the world | | | <ul style="list-style-type: none"> 1st Strategic Planning workshop |
| | Visioning | <ul style="list-style-type: none"> Facilitation of the 2nd Strategic Planning workshop | <ul style="list-style-type: none"> Discussing and defining the vision for Caribbean eGovernment | <ul style="list-style-type: none"> Discussing and defining the vision for Caribbean eGovernment | <ul style="list-style-type: none"> 1st & 2nd Strategic Planning workshop |
| | Outcomes and outputs | <ul style="list-style-type: none"> Facilitation of the 2nd Strategic Planning workshop | <ul style="list-style-type: none"> Discussing and defining the Outcomes and outputs that must be realized based on the defined vision for Caribbean eGovernment | <ul style="list-style-type: none"> Discussing and defining the Outcomes and outputs that must be realized based on the defined vision for Caribbean eGovernment | <ul style="list-style-type: none"> 2nd Strategic Planning workshop |
| Defining the strategy | Key decisions and strategies | <ul style="list-style-type: none"> Facilitation of the 3rd Strategic Planning workshop | <ul style="list-style-type: none"> Setting the strategic direction for Caribbean eGovernment that will deliver on the eGovernment vision Liaising with wider group to validate key decisions and strategies | | <ul style="list-style-type: none"> 2nd & 3rd Strategic Planning workshop |
| | Strategic programming | <ul style="list-style-type: none"> Facilitation of the 3rd Strategic Planning workshop | <ul style="list-style-type: none"> Determining the various strategies and specific activities that will be followed to move the region in the strategic direction and realize the Outcomes and outputs | | <ul style="list-style-type: none"> 3rd Strategic Planning workshop |
| | | | <ul style="list-style-type: none"> Liaising with wider group to validate the various strategies | | |

| | | | | | |
|--------------------|--|--|--|--|---|
| Measuring progress | our | Performance Monitoring & tracking measures | <ul style="list-style-type: none"> Facilitation of the 3rd Strategic Planning workshop | <p>and specific activities:</p> <ul style="list-style-type: none"> Establishing a monitoring and evaluation process that reviews program outcomes, outputs, budgets, resource controls and reporting systems. Liaising with wider group to validate monitoring & evaluation framework. | <ul style="list-style-type: none"> 3rd Strategic Planning workshop |
| | Validation, Finalization, Packaging & distribution of strategic plan | | <ul style="list-style-type: none"> Validation, Finalization, Packaging & distribution of eGovernment strategic plan | | |

Timing of Activities

| Activity | Event | Period |
|---|---|--|
| eGovernment readiness assessment | eGovernment readiness assessment | November 21st - January 15th 2009 |
| Environment analysis and SWOT analysis | 1st Strategic Planning workshop | January 29th - 30th 2009 |
| eGovernment benchmarking | | January 29th - 30th 2009 |
| Visioning | 1 st & 2nd Strategic Planning workshop | January 29 th - 30 th 2009 April 21st - 22nd 2009 |
| Outcomes and outputs | 2 nd Strategic Planning workshop | April 21st - 22nd 2009 |
| Key decisions and strategies | 2 nd & 3rd Strategic Planning workshop | April 21st - 22nd 2009 May / June 2009 |
| Strategic programming | 3rd Strategic Planning workshop | May / June 2009 |
| Performance Monitoring & tracking measures | 3rd Strategic Planning workshop | May / June 2009 |
| <i>Validation, Finalization, Packaging & distribution of strategic plan</i> | | June 2009 |

Core group participants

| Dimension / specialty | Country / Organization |
|--|--|
| Caribbean Countries | |
| | Barbados |
| | St. Lucia |
| | Grenada |
| | Dominica |
| | St. Kitts & Nevis |
| | Jamaica |
| | Trinidad & Tobago |
| eGovernment target areas | |
| Governance | CARICOM |
| | OECS |
| Infrastructure | ECTEL |
| | UWI |
| Human Resources, Legal and regulatory | RMO |
| eCommerce / finance | CROWN COUNSEL, ATTORNEY GENERAL'S CHAMBERS. BELIZE |
| Public Sector Transformation | CDB |
| | CARICAD |

Wider all encompassing group participants

Caribbean Countries

Anguilla
St. Vincent and the Grenadines
Antigua & Barbuda
The Bahamas
Belize
Guyana
Haiti
Montserrat
Suriname
Turks and Caicos Islands

Wider Group Stakeholders

CTU
CANTO
CKLN
RED GEALC
EGRIP
RMO
