INTEGRATED

WORK PLAN

FOR THE

CARICOM SINGLE ICT SPACE

(APPROVED DOCUMENT)

Approval of the Integrated Work Plan for the CARICOM Single ICT Space

This Integrated Work Plan for the CARICOM Single ICT Space was approved at the Thirty-Eighth (38th) Regular Meeting of the Conference of Heads of Government of the Caribbean Community (CARICOM) on 4-6 July 2017 in St. George's, Grenada.

Acknowledgements

The development of the Integrated Work Plan for the CARICOM Single ICT Space was a collaborative effort of the members of the ICT Cluster [the Caribbean Telecommunications Union (CTU), Caribbean Broadcasting Union (CBU), Caribbean Centre for Development Administration (CARICAD), CARICOM Implementing Agency for Crime and Security (IMPACS), and the Caribbean Community (CARICOM) Secretariat], with input from the Member States and other ICT Lead Agencies.

The CARICOM Secretariat expresses gratitude to the above stakeholders for the development of this Integrated Work Plan.

Integrated Work Plan for the CARICOM Single ICT Space

COMPONENT	ACTIVITIES	SPECIFIC ACTIVITIES	LEAD CLUSTER/ MEMBER PARTNERS	REGIONAL & MEMBER STATES PROJECTS		PRIORITY/PHASE 1: 2017 (Last quarter - 2018 2: 2018 – 2019 3: 2020 – 2021 4:2022 (2/3 quarter)	BUDGET /COSTS (US$) PROPOSED
				STATUS: In Progress &/or Comments	Completion Date		
1. Environmental assessment, information gathering and gap analyses							1.5 million

	Identification of Gaps and analyses	Review of national:
		  ICT Policies and Plans
		  Legislation
		  Regulatory Frameworks
			CTU
			
			CARICAD
			CBU
			CARICOM IMPACS
			
			ITU
			Technical assistance
					June 30, 2018	1	

		Review of impact of:
		  HIPCAR
		  E-Grip
			CARICOM Secretariat
			
			ICT Cluster
					June 30, 2018	1	

		Review of Spectrum Practices	CTU ALL		June 30, 2018	1	

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				STATUS: In Progress &/or Comments	Completion Date		
		Review of national and regional ICT initiatives	ALL		June 30, 2018	1	
		Determine the status of Government Networks	CTU CARICAD		March 2018	1	
		Establish minimum requirements/standards for the ICT Space	ALL		June 30, 2018	2	
		Identification of staffing needs in ICT Cluster and other organisations	ICT CLUSTER		June 30, 2018		
		Draft governance framework for the Single ICT space			June 30, 2018		
		Development of a communications strategy			June 30, 2018	1-2	
		Development of detailed work programme –post gap analysis	ICT Cluster		June 30, 2018	1	
		Consultation with Telecoms Operators : Reduction/elimination of Roaming rates: 1. Voice 2. Data	CTU CARICOM Secretariat CANTO		December 2018	1	
2. Regionally Harmonised Policy, Regulatory and							2M

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Legislative Regimes							
	Policy, Legislative and regulatory reform	Adoption of HIPCAR and EGRIP Legislation		**HIPCAR -** **EGRIP - OECS (3-4 pieces in force)**	**December 2019**	**2**	
		Identification and development re: model policies, legislation and regulations and standards Pro-citizen policies - Net neutrality Free flow of data Development of green papers	**ALL Cluster Members** Relevant Stakeholders		**December 2018**	**1**	
		Finalisation and Adoption of legislation to support the Single ICT space	**Legal Affairs Committee (LAC)** Member States	**Ongoing**	**December 2022**	**3**	
		Identification, Finalisation and Adoption of Standards to support the Single ICT space	**CROSQ** **ICT Cluster** **ITU** **National Standards**		**December 2019**	**2**	

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			Bureau				
3. **National and Regional Robust Broadband Infrastructure including Government wide area networks and research and education networks**							**7 -10 M (Combined funding including MS))**
	Modernisation of Government Communications Networks (GovNets) and service delivery	Continued/ structured Engagement of support, technical advice to all relevant stakeholders in the ICT4D space	**ALL cluster Members Regional and International Organisations Relevant committes**	Ongoing	**December 2018**	1	
		1. Telecoms Liberalisation in remaining Countries	**CTU**	5 Countries to be completed	**December 2018**	1	

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		2. Design and upgrade of Government networks	**CTU** Governments, ICT Cluster Member Agencies	**LAN/ WAN:** BDOS SLU GND SVG **ALL**?	**December 2019**	2	
		3. Implement Internet Exchange Points (IXP) in remaining CARICOM States	**CTU** **Governments**	BAR, BEL, DOM, JAM, T&T, BVI Completed	**December 2018**	1	
		4. Define and implement national e-services	**CARICAD** and Governments		**December 2018**	3	
		5. Consolidate Government websites into a single portal.	Governments CARICAD		**December 2018**	2	
		6. Establish national open data platforms, policies re: Open Data and Free and Open Source Software (FOSS), records and archives	Governments, CTU, CARICAD	2 Member States UWI		3	
		7. Specific strategies in Support of E-Government		**Broadband** (DOM, SUR **ICT Strategy** (SVG, T&T)	**December 2019**	2	

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		8. Business service reengineering	**CARICAD**		**December 2019**	2	
4. Common Frameworks for Governments, ICT Service Providers and consumers including e-government, innovation and entrepreneurship							**5 M**
		Participation on key committees- international and regional	**ICT Cluster Members as applicable**		**December 2018**	1	
		Government services made available online		**Electronic Filing of** **Taxes (personal)** **Taxes (**	**December 2019**	2	

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				corporate); **Housing Plans Immigration appointments Customs applications importers and exporters**			
		Establish conditions for greater participation of citizens in the business of Government.	**CARICAD, Governments**		**June 2022**	**4**	
		Streamline information sharing and content management between Governments, their employees, citizens and clients.	**CARICAD, Governments**		**December 2021**	**3**	
		Update/revise Regional E-Government Strategy	**CARICAD**	*Previous E-Gov't Strategy exists.*	**December 2018**	**1**	
		Establishing governance frameworks, fit to purpose	**CARICAD, Governments**			**2-4**	
		Inter-connect Government Networks to create a seamless, pan-Caribbean facility	Governments/ CTU	UWI (single University space)	**June 2022**	**4**	

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		1. Negotiation and Purchase of the dot caricom top level domain			December 2019	1-2	
		Regional E-Commerce Policy and regulations			December 2018	1	
		Research and development of a Regional E-payments platform	ICT Cluster Member Governments Telecoms providers	In progress (studies)		2	
5. Resource Mobilisation							To be determined
		Identification of development partners and specific/related interests	CARICOM Secretariat		December 2018	1	
		Investment Forum to Secure initial stage funding from International Development Agencies to fund strategic priorities in the workplan including support regional institutions including ICT Cluster organisations	CARICOM Secretariat Governments		June 2018	1	
		Joint procurement strategy across governments and/or regional institutions	CARICOM Secretariat		December 2019	2	
		Development of a Resource Mobilisation Strategy	CARICOM Secretariat		March 2018	1	

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6. Effective secure technology and Management Systems including cybersecurity							2M
		Streamline information sharing between governments	CARICAD, Governments		December 2019	2	
		Design appropriate information security and network security policies and measures	**CARICOM IMPACS,** Governments UWI	SLU	December 2018	1	
		Establishments of CERTS	CARICOM IMPACS, Governments	T&T	December 2019	2	
		National Cyber-security Plans		DOM	December 2019	2	
		Implementation of CARICOM CyberSecurity Action Plan	**CARICOM IMPACS,** CTU Governments		December 2019	2	
7. Public Awareness, education and skill		1.					5.0M

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development/ Bringing technology to the People							
	Progressive public awareness building, communications with and education of the citizenry, making use of existing mechanisms and institutions in the following areas:	2. Public awareness (*linked to Communications Strategy*)	**ICT Cluster** Human Resource Commission, Governments, Private Sector, Civil Society, Ministries of Education		**December 2022**	1	
		3. Curriculum reform; ICT Education, Skills development	Human Resource Commission and regional governments CXC	**CXC**- IT related subjects **SVGCC** – Associate degree programs		1-4	
		4. Development of New business models for the information age	**Private Sector, Government Academia**		**December 2019**	2	

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		5. Content creation	**Governments Private Sector Civil Society** **All regional institutions**			1-4	
		Regional Animation Series (GAN/SAN) CARICOM integration Movement Single ICT space Human Resource Development	**Regional Animators (GAN/SAN)**		December 2018	1	
		Facilitate Wide stakeholder debate re: CARICOM content , inclusion , through workshops and stakeholder For a; Development of case studies	**ICT CLUSTER**		December 2019	2	
		Promoting digital literacy through: -Capacity –building workshops - digital literacy policies -flagship programme to develop digital skills for digital jobs Framework for ICT skills One Laptop per Child Website implementation	**CARICOM Secretariat** CXC Governments UNESCO UWI	SVG- Ideas & Innovation Competition; 8 Member States - Girls in ICT Day SLU – Bringing our Community		2-4	

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				Together, Unemployed Persons ICT Program; **CANTO/CWIC UWI** *Linked to the HRD Strategy and CXC curriculum development projects* **SLU (Schools)**			
		New paths to graduation (BPR)	**CARICOM Secretariat, CXC**		**December 2019**	**2**	
		Promoting the development of national and regional Research and Education networks – Coordination and Support to the Community Council Working Group	**CARICOM Secretariat** **UWI single**	**3 – NRENS established 5 -NRENS in development**	**December 2019**	**2**	

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		(CCWG)	University space				
		SME support and vitalization - Policies, identification - Continued emphasis on Youth development	**CARICOM Secretariat** Services Coalitions Private Sector Governments	**SME Draft Policy completed**	**December 2019**	**2**	
		Programmes to support accessibility to Internet		**SLU SVG – Subsidised Internet to Households; T&T - TTWifi**	**December 2019**	**2**	
		Policy Support to Applications Developers (including Animators) for e-business solutions - Online network - Link to development partners	**ICT Cluster** **Governments SMEs Civil Society**		**December 2019**	**2**	
		Applications Developed which support Single ICT space, trade , competiveness	**ICT Cluster**	**Single Electronic**	**December 2022**	**2-4**	

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			Governments SMEs Civil Society	Window Land Registries project; GIS – SLU, National Agriculture MIS SVG- NTRC Connect Regional: • Labour Market Information System (LMIS); • Rapid Alert System for Exchange of Information on Dangerous (non-food) Consumer			

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				Goods; • Online Company Registry; • CARICOM Application Processing System (CAPS) • CCJ Database of legal persons			
		Structured use of in-service and retired public servants in capacity building (part of E-Gov Strategy	CARICAD UNCTAD UN CESO CUSO		December 2019	2	
8. Developing the Digital Agenda							0.5 M

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2025							
		Identification of themes, trends, policies and programmes	**ICT CLUSTER** **Regional and International Organisations**		**December 2018**	**1**	
		Digital Agenda Draft Strategy			**December 2020**	**3**	
9. Measuring, Assessment and Review							**0.5M**
	Review and Revision of implementation modalities	**Measuring and monitoring for strengthened quality assurance:** Defining success with respect to the Single ICT Space based on defined statistics and indicators, measuring and monitoring	**CARICOM Secretariat**	*Linked to the monitoring of the Regional Strategic Plan*	**December 2022**	**1-4**	
		Development of a risk register					
		Progress reports on Single ICT space (every six months)					
		Information access, sharing, exchange, and data analytics in support of joined-up	**ICT CLUSTER**				

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		ICT Services					
		Facilitation and Presentation of Policies, plans updates to the relevant CARICOM Council	**CARICOM Secretariat**				
		Statistics and Indicators Identification of priority indicators for measuring 2017-2022 Measure relevant indicators across governments	**CARICOM Secretariat** **ICT Cluster** Governments	**CARICOM Specific ICT Indicators Project – 140 Indictors already identified. Action Plan for Statistics approved by Heads of Government**	**December 2018**	1	
FUNDING PROPOSED FOR PROGRAMME							**TOTAL US$ 23.5M - 26.5M**

Document History

Date	Edited By	Summary of Changes
22 February 2017	CARICOM Secretariat	Suggested Single ICT Space pillars and associated actions for Integrated work plan
15 March 2017	ICT Cluster and Senior ICT Officials	ICT Cluster individual work plans reviewed
12 April 2017	CARICOM Secretariat	Integration of ICT Cluster work plans
18 April 2017	ICT Cluster	Draft Integrated Work Plan reviewed
20 April 2017	Senior ICT Officials	Draft Integrated Work Plan reviewed
9 May 2017	CARICOM Secretariat	Inclusion of Member States ICT projects and activities in the Integrated Work Plan
10 May 2017	Senior ICT Officials	Integrated Work Plan reviewed
16 May 2017	CARICOM Secretariat	Finalised Integrated Work Plan
19 May 2017		Approval of Integrated Work Plan by COTED ICT Ministers
4-6 July 2017		Approval of Integrated Work Plan by Heads of Government
20 September 2017	CARICOM Secretariat	Insertion of Approval and Acknowledgement (page 2) and document reference
Document Reference	Attachment to HGC/2017/38/10	