

Compendium of Innovative Practices for Public Sector Transformation in the Caribbean Region to Achieve the Sustainable Development Goals

20 October 2025

Division for Public Institutions and
Digital Government - UN DESA

United Nations Department of Economic and Social Affairs

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UN Economic Commission for Latin America and the Caribbean

The UN Economic Commission for Latin America and the Caribbean (ECLAC), which is headquartered in Santiago, Chile, is one of the five regional commissions of the United Nations. It was founded with the purpose of contributing to the economic development of Latin America, coordinating actions directed towards this end, and reinforcing economic ties among countries and with other nations of the world. The promotion of the region's social development was later included among its primary objectives.

In June 1951, the Commission established the ECLAC subregional headquarters in Mexico City, which serves the needs of the Central American subregion, and in December 1966, the ECLAC subregional headquarters for the Caribbean was founded in Port-of-Spain, Trinidad and Tobago. In addition, ECLAC maintains country offices in Buenos Aires, Brasilia, Montevideo and Bogotá, as well as a liaison office in Washington, D.C.

Caribbean Centre for Development Administration

The Caribbean Centre for Development Administration (CARICAD) provides Training and Capacity Building to persons at all levels of the Public Service in areas such as, but not limited to:

- Leadership Development
- Strategic Planning and RBM
- Change Management
- Human Resource Management
- General Management
- Business Process Re-engineering
- Arranges internships and executive and technical attachments between Member States

Caribbean Community

The Caribbean Community (CARICOM) is a grouping of twenty countries: fifteen Member States and five Associate Members. It is home to approximately sixteen million citizens, 60% of whom are under the age of 30, and from the main ethnic groups of Indigenous Peoples, Africans, Indians, Europeans, Chinese, Portuguese, and Javanese. The Community is multi-lingual; with English as the major

language complemented by French and Dutch and variations of these, as well as African and Asian expressions.

Stretching from The Bahamas in the north to Suriname and Guyana in South America, CARICOM comprises states that are considered developing countries, and except for Belize, in Central America and Guyana and Suriname in South America, all Members and Associate Members are island states.

While these states are all relatively small, both in terms of population and size, there is also great diversity with regards to geography and population as well as the levels of economic and social development.

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Websites: publicadministration.un.org and unpan.un.org

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This publication was finalized under the responsibility of Juwang Zhu, Director, Division for Public Institutions and Digital Government (DPIDG), United Nations Department of Economic and Social Affairs (UN DESA). Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA, and Cristina A. Rodriguez-Acosta, Senior Interregional Adviser, DPIDG/UN DESA guided and coordinated the research and policy analysis, working closely with UN ECLAC, and CARICAD. Special thanks go to Katherine Emily Bourlakas, former DPIDG/DESA Intern, who conducted desk research, compiled, and edited the case studies.

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Glossary

Abbreviation	Description
CARICOM	Caribbean Community Secretariat
CARICAD	Caribbean Centre for Development Administration
CLAD	Latin American Centre for Public Administration and Development
DGCA	Digital Government Capability Assessment is a six-dimension framework of enablers to engage governments in discussions towards digital government transformation.
DPIDG	Division for Public Institutions and Digital Government, UN DESA
ECLAC	UN Economic Commission for Latin America and the Caribbean
NDMA	National Data Management Authority
PS	Permanent Secretary
ABAS	The Antigua and Barbuda Agenda for SIDS is the new development agenda for small island developing States (SIDS) for 2024-2034.
SDG 16	Sustainable Development Goal 16 is about peace, justice, and strong institutions.
SDG 17	Sustainable Development Goal 17 is about partnerships for the goals. Target 17.4: Assist developing countries in attaining long-term debt sustainability through coordinated policies aimed at fostering debt financing, debt relief and debt restructuring, as appropriate, and address the external debt of highly indebted poor countries to reduce debt distress.
SIDS	Small Island Developing States
UN	United Nations
UN CEPA	United Nations Committee of Experts on Public Administration
UN DESA	United Nations Department of Economic and Social Affairs

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About the Compendium

The 2030 Agenda for Sustainable Development recognizes the need for peaceful, just, and inclusive societies built on human rights, effective rule of law, and good governance at all levels. The SDGs are a blueprint to achieve a better and more sustainable future for all, addressing pressing global challenges like poverty, inequality, climate change, environmental degradation, peace, and justice.

Institutions play a critical role in achieving all the SDGs and their targets. SDG 16 explicitly calls for building effective, accountable, and inclusive institutions at all levels. SDG 16 is not a stand-alone goal; instead, it is crucial for achieving the entire 2030 Agenda, its 17 SDGs, and key principles like leaving no one behind.

At the Fourth SIDS Conference held in 2024, Member States agreed that it is necessary to build strong institutions by, among other things, investing in continuous education, training, and professional development programs for public servants. This includes building public sector skillsets for the future, such as improving the agility of public service delivery and public procurement (Antigua and Barbuda Agenda for SIDS, para. 25).

The Caribbean's commitment to the Antigua and Barbuda Agenda for SIDS (ABAS), the SDGs, and the vision and priorities of the Caribbean Community (CARICOM) member states require more innovative, responsive, and transformed public services. The region must be prepared to leverage technological developments, including Artificial Intelligence (AI), to foster adaptability, resilience, and innovation. A holistic strategy is essential for transforming public service delivery and requires fostering new mindsets and behaviors in public servants.

This Compendium of Innovative Practices for Public Sector Transformation in the Caribbean Region brings together a wide range of experiences, including trainings and development programmes, reflecting the creativity, resilience, and determination of governments across the Caribbean to modernize public service delivery and strengthen institutions in line with the 2030 Agenda for Sustainable Development. The practices documented here respond to the call of the Antigua and Barbuda Agenda for SIDS and the Pact for the Future to build anticipatory, adaptive, and citizen-centered governance capable of addressing today's complex challenges while preparing for future uncertainties.

The Compendium is intended as both a repository of knowledge and a catalyst for collaboration. It aims to provide Member States, regional bodies, and development partners with concrete examples of what works, what is emerging, and what can be scaled or adapted elsewhere. By capturing and sharing these practices, the Compendium seeks to inspire continued innovation, foster peer-to-peer learning, and strengthen the capacity of Caribbean public institutions to deliver on the promise of the SDGs: leaving no one behind.

The initiatives featured in this compendium were submitted by Member States in response to a call for contributions issued by the Caribbean Centre for Development Administration (CARICAD) and UN ECLAC in July 2025. They were complemented by desk research conducted by UN DESA.

The initiatives included show that public sectors in the region are not only adapting to the profound transformations brought about by digital technologies, climate change, and shifting

global dynamics, but are also actively shaping innovative pathways to deliver better services and foster trust in government. They demonstrate that despite resource constraints and vulnerability to external shocks, Caribbean governments are building momentum for transformation. From debt-for-climate swaps in Barbados to digital government platforms in The Bahamas and Saint Lucia, and from leadership programs in Bermuda to inclusive youth entrepreneurship in Saint Vincent and the Grenadines, the cases included in this compendium illustrate how small island developing states are advancing bold and practical solutions to pressing governance challenges.

The Compendium highlights initiatives across five interrelated areas that together capture the main drivers of transformation in the region:

1. **Mindsets and leadership development**, showcasing programs that promote cultural change, professional growth, and innovation in public service.
2. **Strategic foresight and resilience**, documenting how governments are embedding long-term planning, climate adaptation, and anticipatory approaches into policy frameworks.
3. **Whole-of-government coordination**, presenting mechanisms to overcome fragmentation, accelerate project delivery, and strengthen inter-institutional collaboration.
4. **Digital government transformation**, featuring platforms, hubs, and services that expand access, improve efficiency, and build digital resilience.
5. **Participation, innovation, and partnerships**, illustrating how inclusive civic engagement, entrepreneurial ecosystems, and cross-sectoral alliances are reshaping governance across the Caribbean.

By organizing the diverse contributions from countries and territories across the region within these five areas, the Compendium underscores both the rich variety of approaches and the shared commitment to transformation. The cases range from large-scale national reforms to targeted community-based initiatives, highlighting innovations in human resources, digital inclusion, climate resilience, youth leadership, and gender equality. Together, they form a mosaic of practical solutions that demonstrate how governments are turning global commitments into meaningful local action.

Member States are invited to contribute comments and additional feedback to this compendium by emailing: dpidg@un.org. Stakeholders are likewise welcome to share their observations.

Chapter 1: Mindsets

This chapter explores innovative practices that promote a change in mindsets and new competencies in the public sector and organizational culture for innovation and public sector transformation.



Aruba (Kingdom of the Netherlands)

1.1 Human Resources Modernization via the Department of Human Resources (DHR)

Description: In response to a January 2023 national decree, Aruba's Department of Human Resources sought to introduce innovations designed to increase transparency, motivation, and professional growth among government employees. These innovations aim to bring objective performance management practices into government.

Outcomes: DHR rolled out 1) an HR portal, improving internal communications by sharing regulations, news, and updates across government, and 2) a digital education platform called Land Aruba Academy, freely available to public servants, offering over 700 courses, webinars, and masterclasses tailored to professional development.

Time frame: Launched May 2023

Links: [With Innovative initiatives DRH are modernizing the public sector - EA News Aruba](#)



Bermuda, British Overseas Territory (United Kingdom)

1.2 Executive Leadership Programme

Description: A high-level training initiative for senior public servants aimed at enhancing leadership capabilities in innovation, accountability, and agile governance. The training included technical instruction, job shadowing, cross-ministry collaboration, and strategic reassignments.

Outcomes: 24 senior officers graduated: 17 from the Main Leadership Development Programme and 7 from the Management Training Programme

Time frame: June 2025

Links: [Senior Public Servants Complete Advanced Leadership Development Programme | Government of Bermuda](#)



Curaçao (Kingdom of the Netherlands)

1.3 Online Academy for Public Servants

Description: Curaçao's Online Academy for Public Servants aims to foster continuous professional development, promote a culture of lifelong learning, and equip public servants with the tools necessary to deliver efficient, responsive, and forward-thinking public services.

Outcomes: Following a successful pilot program that engaged 500 civil servants, the Academy is now accessible to all public sector employees. This platform offers over 900 e-learning courses designed to strengthen the skills, knowledge, and mindsets of government personnel.

Time frame: Launched 19 December 2024

Links: [Government Launches "Online Academy" for All Its Employees](#)



Dominica

1.4 Digital Skills Training for Public Servants

Description: A targeted Digital Transformation Training Course designed to equip public officers with practical digital skills, fostering a culture of innovation and preparing them to lead modernization efforts within their respective ministries. The program emphasized hands-on learning, adoption of digital tools, and alignment with Dominica's National Digital Transformation Strategy.

Outcomes: Graduates were empowered to spearhead digitization initiatives across government departments, actively contributing to the implementation of the national roadmap, while overall digital literacy was significantly enhanced.

Time frame: February - March 2023

Links: [Digital Transformation Training Course for Public Servants](#)



Grenada

1.5 High-Level Policy Formulation and Implementation Capacity Development Program

Description: The program aims to equip Grenada's top government officials with enhanced skills and knowledge, critical to formulating and implementing evidence-based policies that can address contemporary challenges and drive sustainable development in the country. The initiative underscores the government's commitment to modernise governance practices, improve decision-making frameworks, and strengthen public administration's responsiveness to complex, evolving issues.

Outcomes: Designed specifically for Cabinet members, senior managers, and public servants, the programme seeks to enhance their abilities in evidence-based policymaking, foster effective interdepartmental collaboration, and ensure policy alignment with the Sustainable Development Goals (SDGs)

Time frame: 2024

Links: [High Level Policy Formulation and Implementation Capacity Development Programme](#)



St. Kitts and Nevis

1.6 THINK Digital Training Programme

Description: The training programme, a collaborative initiative between the Government of St. Kitts and Nevis and leading cybersecurity training provider Protexxa out of Canada, is aimed at empowering the nation's workforce by equipping participants with internationally recognized certifications and work-integrated learning opportunities in the rapidly expanding field of cybersecurity.

Outcomes: The program offers multiple courses grouped across three tiers: 1) Introduction to computers: Basic Computer Literacy for beginners, 2) Effective Use of Microsoft 365 Applications: training on utilizing Microsoft tools to improve productivity, and 3) Transforming business processes within the public service: courses designed to modernize and streamline government operations.

Time frame: Launched February 2025

Links: [Government of St. Kitts and Nevis Officially Launches Training Programme to Build Cybersecurity Workforce and Digital Resilience – SKNIS](#)



Trinidad and Tobago

1.7 Leadership Workshop: Public Sector Digital Transformation

Description: The Ministry of Public Administration (MPA), in collaboration with the Multilateral Development Team (MDT) and the Inter-American Development Bank (IDB), hosted a high-level workshop titled “Public Sector Leadership for Digital Transformation.” Aimed at Permanent Secretaries and Heads of Departments, the session focused on strengthening leadership capacity and cultivating a digital-first mindset across government institutions. The workshop emphasized the role of senior leadership in driving innovation and embedding digital transformation into public service delivery.

Outcomes: The workshop featured interactive challenges, team-building exercises, and inspirational talks that fostered a cultural shift toward embracing technology and digital innovation in public sector roles.

Time frame: January 2022

Links: [MPA host "Public Sector Leadership for Digital Transformation" workshop](#)



Trinidad and Tobago

1.8 Government Performance Management System (GPMS) – Commonwealth Training

Description: As part of the Public Sector Performance Management System (PSPMS), the Ministry of Public Administration hosted the Commonwealth Advanced Training in GPMS, which aims to embed a culture of accountability, align government actions with measurable outcomes, and strengthen performance management across ministries.

Outcomes: 220 senior public officials, including Permanent Secretaries and Monitoring & Evaluation specialists, attended the training. Participants were trained to develop Commitments for Results (CFRs)—performance agreements with measurable objectives—using the Commonwealth Secretariat’s SMART toolkit.

Time frame: 26 August – 6 September 2024

Links: [Government Performance Management Systems Training | Ministry of Public Administration and Artificial Intelligence](#)
[Enhancing Government Performance Management - TTT News](#)

Chapter 2: Strategic Planning, Foresight and Climate Resilience

This chapter explores innovative practices that enhance institutional capacity and responsiveness to future challenges, including through strategic foresight.



Barbados

2.1 Debt-for-Climate-Resilience Swap

Description: A financial mechanism that repurposes sovereign debt to fund critical climate adaptation without increasing national liabilities. This creative restructuring was framed as a Sovereign Sustainability-Linked Loan (SSLL)—a long-term loan with embedded performance targets tied to water management outcomes. Backed by guarantees from both the Inter-American Development Bank (IDB) and the European Investment Bank (EIB), Barbados secured favourable financing from regional banks to buy back high-cost domestic bonds.

Outcomes: The restructuring enabled up to \$125 million in fiscal savings, unlocking funds for critical climate resilience projects without increasing debt levels. The newly available funds were directed toward pivotal projects including water infrastructure, food security, and environmental protection.

Time frame: Transaction finalized 2 December 2024

Links: [Barbados Launched the World's First Debt-for-Climate-Resilience Operation](#)



Dominica

2.2 National Resilience Development Strategy 2030

Description: Dominica's National Resilience Development Strategy aims to make the country the world's first climate-resilient nation by 2030. The strategy focuses on environmental protection, economic transformation, and social development, aligning with the Sustainable Development Goals.

Outcomes: Dominica has constructed more than 2,000 climate-resilient homes for families affected by past disasters, with plans to build over 5,000 by 2030. The country has increased protected forest areas to 67% of its land mass. The government has constructed over 12 healthcare centers and a state-of-the-art hospital in Marigot, enhancing healthcare accessibility, and schools such as Mahaut Primary and Dominica Grammar School are being transformed into climate-resilient structures.

Time frame: Developed in 2019; ongoing implementation through 2030

Links: [National Resilience Development Strategy 2030 \(NRDS\)](#)

[NRDS PDF](#)

[A Caribbean island's quest to become the world's first climate-resilient nation](#)



Turks and Caicos,
British Overseas
Territory (United
Kingdom)

2.3 Strategic Planning Summit

Description: Planning Summit for the government to recalibrate its priorities and strengthen cross-government coordination. Led by Premier Hon. Charles Washington Misick and attended by Cabinet Ministers, Permanent Secretaries, and Governor Nigel Dakin, the summit focused on aligning the administration's legislative and policy agenda with the commitments outlined in the PNP's Citizen's Contract.

Outcomes: Plans to establish a Population Policy and Status Commission, reform Crown Land policies, restructure the Tourist Board, and create a Contract Management Unit to oversee public-private partnerships. The summit also emphasized long-term planning, institutional reform, and improved service delivery, setting the stage for a more responsive and future-ready public sector.

Time frame: 4-6 October 2021

Links: [Cabinet Held Summit to Revamp Government Strategy](#)



Montserrat British
Overseas Territory
(United Kingdom)

2.4 Digital Readiness Assessment & AI Workshop

Description: The Government of Montserrat, UK, in collaboration with UNDP's Accelerator Lab (Barbados & Eastern Caribbean) and the Chief Digital Office, launched a Digital Readiness Assessment (DRA)—a rapid, survey-based diagnostic tool to evaluate the nation's digital landscape across infrastructure, governance, regulation, businesses, and human capacity. Building on the DRA findings, UNDP convened a two-day AI-focused workshop that featured stakeholder engagement—including from government, private sector, and civil society—to explore AI's potential across sectors such as tourism, agriculture, and healthcare.

Outcomes: Participants engaged in insightful discussions where they mapped the challenges impeding progress across various sectors. Moreover, they completed a strategic foresight visioning exercise where they outlined a future where Montserrat thrives as a digitally empowered island. AI-generated images showcase a future where technology seamlessly integrates with the island and its cultural heritage.

Time frame: DRA conducted in 2024; AI workshop held 18-19 February 2025

Links: [Montserrat Charting a Digital Future](#)

[Towards Digital Transformation: Montserrat's Serious Commitment](#)

Chapter 3: Whole-of-Government

This chapter explores innovative practices that strengthen coordination and collaboration among government institutions and levels of government.



Grenada

3.1 Ministry of Mobilization, Implementation, and Transformation (MIT)

Description: The MIT is explicitly tasked with enhancing coordination across government, removing bottlenecks, and accelerating the delivery of policies, programs, and projects—effectively serving as a central engine for public sector transformation.

Outcomes: MIT has been instrumental in expediting the execution of major infrastructure and social development projects such as the “Build Back Better” housing initiative. It has organized Public Financial Clinics aimed at educating citizens about budgeting, debt management, savings, and accessing government financial support systems. In collaboration with the Caribbean Development Bank, the MIT has initiated capacity-building programs to strengthen its monitoring and evaluation capacities. This includes the procurement of consultancy services for a Monitoring and Evaluation Specialist, enhancing the ministry’s ability to assess and improve the implementation of public sector projects.

Time frame: Established 2025

Links: [Final-Budget-Speech-2025-.pdf](#)



Trinidad and Tobago

3.2 Public Sector Investment Programme (2024): Capacity Building and Institutional Strengthening Section

Description: The PSIP outlines a comprehensive agenda to strengthen institutional capacity and modernize public administration.

Outcomes: Key initiatives include: Decentralizing responsibilities to local government authorities for more responsive service delivery, deploying 140 temporary Change Agents for needs assessments and recruiting 27 personnel to digitize local government records, and phased procurement of Integrated Human Resources Information Systems (iHRIS) and content management platforms, alongside infrastructure upgrades at Regional Corporations. Moreover, additional funding was allocated to modernize the Public Service Academy, implement citizen feedback mechanisms, develop a workforce planning strategy, establish a public sector integrity system, and formalize a work-from-home policy.

Time frame: 2024

Links: [2024 Public Sector Investment Programme](#)

Chapter 4: Digital Government

This chapter explores innovative practices that leverage digital government, data, or AI to improve public services and promote policies and initiatives to bridge digital divides.



Anguilla British
Overseas Territory
(United Kingdom)

4.1 Inland Revenue Department (IRD) Website & Online Portal

Description: The IRD online portal is designed to offer accessible, modern, and responsive information on taxes, forms, and more. The site enables user feedback and serves as a one-stop resource for taxpayers.

Outcomes: Citizens can now access tax information, forms, and FAQs online, cutting down on paper-based processes and wait times. The portal includes feedback mechanisms, fostering greater two-way communication between government and citizens (thus enhancing transparency and public participation).

Time frame: Launched 2021

Links: [Inland Revenue Anguilla](#)



The Bahamas

4.2 MyGateway

Description: MyGateway is The Bahamas' centralized digital platform designed to streamline access to government services. It enables Bahamian citizens to request and pay for a variety of government services online, promoting efficiency and transparency.

Outcomes: As of June 2023, the platform had processed over 130,000 applications and generated more than \$4 million in revenue. A Centralized Collection Centre was also established in June 2021 to facilitate in-person pickup of documents requested through the platform.

Time frame: Launched 2021

Links: [About MyGateway – MyGateway](#)

[Gov'ts online portal sees 130k requests | The Tribune](#)

[Centralized Collection Centre - Bahamas Government Payments](#)



Barbados

4.3 GovTech Barbados AI Hackathon

Description: GovTech Barbados, in partnership with Zindi and the University of the West Indies (UWI) Cave Hill Campus, hosted an AI Fraud Detection Hackathon. The event brought together students, young professionals, and innovators to solve real-world problems using machine learning tools and AI-powered solutions.

Outcomes: The event attracted approximately 30 participants, many with no prior data science experience. By the end of the day, 26 participants had submitted solutions to predict fraudulent financial transactions, with the top three teams sharing a BBD \$2,000 prize pool. Notably, nearly 40% of participants were women. Participants had access to mentorship from data science experts and AI professionals throughout the event, fostering collaboration and innovation in the field of AI.

Time frame: 10 May 2025

Links: [AI Hackathon Sparks Innovation and Collaboration at UWI Cave Hill - Impact Newswire](#)

[Barbados builds AI, digital talent at youth hackathon - Barbados Today](#)



Belize

4.4 Digital Inclusion Programme: Phase I

Description: Belize's Digital Inclusion Program is a government-led initiative aimed at bridging the digital divide by enhancing access to Information and Communication Technologies (ICT) in marginalized communities. The program is part of Belize's National Digital Agenda 2022–2025 and is supported by international partners, including the United Nations Development Programme (UNDP). Key components of the program include the establishment of Digital Connect Centers in rural and urban areas, providing digital literacy and skills training, support for Micro, Small, and Medium Enterprises (MSMEs) through digital tools and resources, and a redesign of the government's informational website.

Outcomes: Phase 1 concluded with the establishment of 14 Digital Connect Centres nationwide and the completion of 20 training sessions, benefiting 365 youths. Entrepreneurs also gained access to business development information and digital tools through the Virtual Knowledge Centre.

Time frame: July 2022 – August 2024

Links: [Phase 1 of Digital Inclusion Program completed | Amandala Newspaper](#)

[The Government of Belize Launches Digital Connect Centers Across the Country | United Nations Development Programme](#)

[Digital Inclusion Program –](#)



Dominica

4.5 Digital Hubs

Description: In collaboration with UNDP, Dominica has established 15 Digital Hubs under the Caribbean Digital Transformation Project (CARDTP) funded by the World Bank. These hubs aim to bridge the digital divide by providing accessible training and resources in digital skills, particularly targeting underserved communities, including the Kalinago Territory.

Outcomes: These hubs provide digital literacy training to approximately 500 individuals. Notably, the Kalinago Territory has been a focal point for these initiatives. Over 75 Kalinago individuals have received digital skills training, and a Digital Innovation Hub has been established in St. Cyr to support blended and online learning. Additionally, the UNDP and partners have expanded community Wi-Fi coverage, ensuring 100% internet access across the Kalinago Territory, thereby enhancing connectivity and access to digital resources.

Time frame: 2023

Links: [Promoting Inclusive Digital Development in the Caribbean](#)

[Empowering Dominica's Youth: Over 150 Students Excel in Web Design and Programming at Government Innovation Hubs – Digital Economy Updates](#)

[Dominica Continues to Build Community Resilience in the Kalinago Territory | United Nations Development Programme](#)



Grenada

4.6 National Digital Services Transformation

Description: The Government of Grenada, in partnership with MGRM, launched a comprehensive digital transformation including MStar National Portal, M-Gov Master Governance Platform, an E-Learning Platform (MStar LSP), and a capacity Building Platform (MStar TSP).

Outcomes: These platforms unified over 100 services across multiple ministries into one secure, cloud-hosted portal—offering users unique IDs, multi-factor authentication, online service requests, tracking, and payment.

Time frame: Launched 15 March 2023

Links: [Digital Services Transformation](#)



Guyana

4.7 One Guyana Digital Initiative

Description: The One Guyana Digital Initiative is a government-led program aimed at transforming Guyana's digital workforce by equipping young citizens with advanced technology skills. The initiative is part of the Guyana Online Academy for Learning (GOAL) and is conducted in collaboration with the Government of Canada and Toronto Metropolitan University. The objective is to train 2,000 young Guyanese in full-stack development, including skills in PHP, JavaScript, Python, mobile app development, and website security.

Outcomes: The first cohort of 500 students commenced training, with 365 completing the program, showcasing projects such as patient management apps, waste management systems, and tutoring platforms. An additional 1,500 students are targets for training.

Time frame: February 2024: Program Launched; May 2024: First cohort commenced training; December 2024: First cohort completed the program

Links: [First cohort complete 'One Guyana' Digital programme | Guyana Standard](#)

[One Guyana Digital Programme yields 365 graduates - Stabroek News](#)

[Guyana/Canada partnership: One Guyana Digital to train 2,000 as full-stack developers - News Room Guyana](#)



Jamaica

4.8 National Artificial Intelligence (AI) Task Force

Description: The National AI Task Force was formed to guide the country's exploration of AI opportunities and risks. Its mandate included analyzing AI research and adoption levels, identifying sector-specific opportunities for economic and social advancement, and recommending strategies to mitigate potential risks such as deepfakes.

Outcomes: Over the course of 2024, the Task Force conducted extensive stakeholder engagement, covering domains such as education, business, government, and civil society. This culminated in the delivery of a comprehensive report in September 2024 to Cabinet—forming the evidence-based foundation for Jamaica's future AI policy framework. In February 2025, the Government made National Artificial Intelligence Policy Recommendations publicly available. These outline short-, medium-, and long-term action areas, including AI-driven innovation, education, awareness, infrastructure, regulation, ethics, and international cooperation.

Time frame: Established July 2023

Links: [Government to set up AI task force - Jamaica Observer](#)

[National Artificial Intelligence Policy Recommendations](#)

[ICTP 341: Delving into the policy recommendations for AI in Jamaica with Christopher Reckord | ICT Pulse](#)



Jamaica

4.10 Public Sector Transformation Implementation Project

Description: With partners such as the IADB and World Bank, the PSTIP aimed to modernize Jamaica's public sector by improving efficiency, transparency, and service delivery. The project focused on digital transformation, human resource modernization, and capacity-building initiatives across ministries, departments, and agencies (MDAs). It combined infrastructure upgrades, ICT improvements, and employee engagement programs to enhance governance.

Outcomes: The project introduced a standardized job evaluation plan and new compensation structure across MDAs and implemented MyHR+ across 70 MDAs and a Customer Relationship Management (CRM) system at the Passport Immigration and Citizenship Agency (PICA). It also upgraded the Government Data Centre, GovNet connections, and ICT platforms at key agencies like CPFSA. Moreover, it trained 46 public officers in employee engagement and human capital management best practices, and it also enhanced citizen interaction via online platforms and streamlined internal processes across multiple government agencies.

Time frame: January 2018 – June 2024

Links: [Public Sector Transformation Projects](#)

[IADB Support to the Public Sector Transformation Programme](#)

[Final evaluation of Public Sector Transformation Implementation Project](#)



Saint Lucia

4.11 DigiGov

Description: The DigiGov platform is Saint Lucia's national digital government initiative, designed to modernize public service delivery by providing a centralized, secure, and user-friendly online portal for citizens, businesses, and government agencies. Launched by the Government of Saint Lucia through the Department of Public Service, DigiGov aims to digitize 154 public services across nine ministries and 13 government agencies. The platform facilitates online applications, payments, and status tracking for services such as vehicle registration, business licensing, and health certifications.

Outcomes: The platform provides 24/7 access to government services via mobile, tablet, and desktop platforms, reduces processing times and enhances transparency in service delivery, utilizes a National Authentication Framework (NAF) for secure user identification and two-factor authentication, and offers call center assistance and service bureaus for individuals with limited internet access.

Time frame: Phase 1 implemented 2020-2021; 2023 and 2024 featured large launches of online services; services still being added in 2025

Links: [digiGov Saint Lucia](#)



Saint Lucia

4.12 AI-Powered InfoCloud Suite

Description: The Department of Finance, through the NCPC, deployed an AI-driven platform—Info Cloudsuite—for HR, budgeting, and finance workflows.

Outcomes: This digital system is transforming over 50 HR processes and enhancing interoperability and data accuracy across departments. It facilitates seamless processing of purchase orders and payments, incorporates sophisticated reporting features powered by modern analytics and artificial intelligence, and eliminates previous limitations such as VPN requirements.

Time frame: Launched 5 June 2024

Links: [Department of Finance implements AI-powered solution to transform government operations](#)



St. Kitts and Nevis

4.13 St. Kitts and Nevis Internet Exchange Point (SKNIX)

Description: SKNIX is the nation's first Internet Exchange Point (IXP), facilitating local internet traffic routing directly within St. Kitts and Nevis without routing via international carriers. The initiative, launched as part of the country's national digital transformation agenda, facilitates improved internet infrastructure and positions St. Kitts and Nevis as a regional hub for data traffic and digital innovation.

Outcomes: SKNIX underpins the creation of a Digital Services Network (DSN), which connects government sites, enabling things like interoperability, shared cybersecurity standards, and Internet Protocol evolution. Overall, it creates faster cheaper, more reliable internet access.

Time frame: Launched September 2023

Links: [Home | St. Kitts and Nevis Internet Exchange Point](#)

4.14 Community Digital Hubs – Commewijne Municipality



Suriname

Description: Commewijne Municipality established digital hubs in underserved neighbourhoods to bridge the digital divide and promote e-learning, e-governance, and entrepreneurship. Each hub offers free Wi-Fi, digital literacy workshops, and access to municipal services. The initiative is part of Suriname’s broader digital inclusion strategy and targets youth, women, and rural residents.

Outcomes: The Digital Hubs have increased digital literacy and access to technology for residents of Commewijne, including marginalized and underserved groups. They have provided training and resources that empower community members with essential digital skills, enhancing their opportunities for education, employment, and civic participation. Additionally, the hubs have fostered greater community connectivity and engagement, supporting local entrepreneurship and improving access to government services through digital means.

Time frame: Operational in 2023

Links: [Suriname National Digital Strategy cover.docx](#)

4.15 Digital ID Government Authenticator – Survey Response



Suriname

Description: The Directorate e-Government has developed a Digital-ID government authenticator, a secure, government-issued electronic identity that enables citizens to authenticate themselves online and access both public and private services. It serves as a trusted electronic equivalent of a physical ID card, passport, or driver’s license, and is linked to the national population register to ensure authenticity and accuracy. Privacy is safeguarded through consent management, allowing citizens to control which data is shared and with whom. An audit log records all access for transparency.

Outcomes: The Digital-ID delivered a secure, unified system for citizens to access government and private services online. By linking to the national population register, it ensures accurate identity verification, enabling faster and more reliable transactions. Citizens are benefitting from reduced need for in-person visits, simplified application processes, and 24/7 access to currently implemented services. For the government, the Digital-ID is streamlining service delivery, reducing administrative costs, and improving data quality. The innovation is strengthening trust in digital services through advanced security features like biometric authentication and consent-based data sharing.

Time frame: Launched 2024

Links: [Microsoft Word - Suriname National Digital Strategy_cover.docx](#)
[e-Gov](#)



Trinidad and Tobago

4.16 Broad-based Sectoral Program to Support the Implementation of the Digital Transformation and Inclusion Strategy

Description: The EU, UNDP, UNCDF, and CAF have partnered with the Government of Trinidad and Tobago to support the implementation of Trinidad and Tobago's digital transformation and inclusion strategy. It focuses on modernizing the institutional and regulatory framework, digitizing public services, and closing digital gaps across the productive sector and general population. The program is structured around three pillars: 1) Digital Government: Establishes a robust policy and institutional framework, including cybersecurity strategy, digital ID systems, interoperability across ministries, and e-tax platforms. 2) Digital Economy: Promotes ICT-driven productivity, including blockchain in agriculture, digital payment systems, and a software developers' hub. 3) Digital Society: Expands access to ICTs, especially in underserved communities, through digital literacy programs, infrastructure investment, and free public Wi-Fi.

Outcomes: Public access expanded through the TTwifi network, new ICT Access Centres, and digital literacy initiatives, while government services were modernized with a national cloud, an interoperability framework, a forthcoming e-ID system, and an expanded TTBizLink with faster business processing. Financial inclusion advanced via a FinTech Regulatory Hub, simplified due diligence for bank accounts, and support for digital wallets. The program also strengthened governance with a National Statistical System upgrade, oversight dashboards, and the EngageTT platform for citizen feedback.

Time frame: 19 July 2022 – 27 June 2025

Links: [Broad-based Sectoral Program to Support the Implementation of the Digital Transformation and Inclusion Strategy in Trinidad and Tobago](#)

[The Trinidad and Tobago Digital Transformation Project | United Nations Development Programme](#)



Trinidad and Tobago

4.17 Anansi: The National Digital Assistant of Trinidad and Tobago – Survey Response

Description: Anansi is the new national digital assistant that provides a single point of contact for government information. The solution is available via the anansi.tt website and utilises an AI+HI (Artificial Intelligence + Human Intelligence) model. The AI component consists of a chatbot which is accessible 24/7 and is AI-powered. This

facilitates natural language processing and multilingual capabilities, allowing citizens to ask questions in their own words. It is powered by a unified knowledge base which aggregates data across government agencies. The HI component offers a critical escalation point to the public for addressing more complex queries. Anansi offers a seamless escalation path to a ttconnect agent, who acts as the citizen's advocate to find a resolution. This ensures both the experience and the empathy required for cases requiring nuance and follow up, developing a mindset of collaborative, citizen-first problem-solving.

Outcomes: In the first two weeks since its launch, Anansi's impact has been immediate and significant. The platform has seen over 27,000+ visits and has handled over 5,700+ distinct information requests. Anansi has achieved an 85.3% overall citizen satisfaction rating, a powerful indicator of success for a new public service. Of the thousands of interactions, only 624 required escalation to a human agent, demonstrating the AI's effectiveness in handling the vast majority of queries and freeing up human experts for complex cases. The primary impact is the reduction of the "time tax" on the public, making government more accessible and fostering a renewed sense of trust. It is successfully changing the dynamic from frustrating searches to simple, empowering conversations, which promotes a change in mindset about how citizens can and should interact with their government.

Time frame: Launched 5 August 2025

Links: [IGovTT Launches 'Anansi' AI Assistant to Revolutionize T&T Government Services - Tobago Updates](#)

[Anansi App to Help Public Service - AZP News](#)

[Anansi: From queues to queries - Trinidad and Tobago Newsday](#)

Chapter 5: Participation

This chapter explores innovative practices that foster inclusive participation and social cohesion, including by promoting gender equality, youth engagement, and marginalized community empowerment.



Antigua and Barbuda

5.1 Young Women in Leadership (#YWiLAB) with Parliament

Description: Parliament hosted an all-women simulated sitting and an in-depth leadership/decision-making training for 41 young women, delivered with ParlAmericas & CIWiL—building civic competencies and inclusive participation.

Outcomes: General outcomes include mindset shifts, institutional support & visibility, enhanced leadership and practical civic experience. Moreover, in March 2025, a Beijing +30 Webinar convened alumni from YWiL and the YES! Leadership programs across the Caribbean to renew dialogue on gender equality and leadership. Among the panellists were several alumni who spoke about their experiences and leadership journeys at the event.

Time frame: Simulation in Parliament Nov 23, 2020; training held Oct–Nov 2020

Links: [Young Women of Antigua and Barbuda Take Their Seats in Parliament](#)

[Young women in leadership: A driving force for gender equality in the Caribbean](#)



Belize

5.2 Transformation to an Open Public Administration

Description: Belize's Open Government initiative began with a strong focus on training and collaboration, including Open Government and Open Data training sessions alongside dialogues and the formation of collaboration networks. As part of this effort, the Belize Open Government Webinars Program was launched to foster ongoing engagement. In 2020, Belize published its first National Action Plan for Open Government, which was co-created through a participatory process involving experts, civil society, academia, citizens, and private sector stakeholders.

Outcomes: The co-creation process engaged over 170 participants, resulting in the development of seven key commitments within the National Action Plan. Public consultations attracted 40 citizen contributions, reflecting broad-based community involvement. To further encourage innovation and practical solutions, Belize hosted two virtual hackathons focused particularly on leveraging open data

for COVID-19 recovery efforts, demonstrating a commitment to transparency, collaboration, and data-driven governance.

Time frame: 2019-2021

Links: [The Trust for the Americas](#)

[Webinars Program](#)



Cayman Islands
British Overseas
Territory (United
Kingdom)

5.3 Plan Cayman – Public Consultations

Description: The Central Planning Authority and partner ministries conducted a series of in-person and virtual consultations to gather community feedback on the “Plan Cayman” National Development Plan—covering land use, zoning, and development policies. The consultations were held across various districts (e.g., West Bay, Bodden Town, East End).

Outcomes: This input helped ensure that the National Development Plan reflects local priorities and concerns, fostering greater community ownership and alignment with sustainable growth goals. The feedback collected is now being used by the Central Planning Authority and partner ministries to refine and finalize Plan Cayman, improving its responsiveness and effectiveness in guiding the islands’ future development.

Time frame: June-July 2024

Links: [Press Release - Your Plan Your Future](#)

[Press Release - Plan Cayman: Advancing The Vision Through Community Engagement](#)



Montserrat British
Overseas Territory
(United Kingdom)

5.5 Sustainable Development Plan (SDP) Consultations

Description: The SDP consultations engaged citizens on-island and in the diaspora to co-create the island’s long-term development roadmap. The process began with a “current reality analysis” to identify key challenges, followed by workshops, focus groups, and stakeholder dialogues to define strategic priorities across governance, economy, human development, and climate resilience. To foster broad participation, the government used creative public engagement tools—

including logo and jingle competitions, radio campaigns, and quizzes—ensuring that diverse voices shaped the final vision.

Outcomes: By July 2022, over 20 stakeholder groups had coalesced around five main development goals: economic development, human development, climate resilience, and governance.

Time frame: Phase I: Launched 1 November 2021; Phase II Launched 16 May 2022

Links: [National Consultations on the New Montserrat Sustainable Development Plan \(MSDP\) to Begin November 1](#)

[Phase 2 of the Montserrat Sustainable Development Plan Consultations Commences on May 16, 2022](#)



Saint Vincent and the Grenadines

5.6 PRYME (Promoting Youth Micro Enterprises) Programme

Description: The PRYME Programme is a government initiative aimed at fostering youth entrepreneurship among individuals aged 18 to 40. The program offers grants of up to EC\$40,000 to support the establishment and growth of micro and small enterprises across various sectors, including agriculture, agro-processing, light manufacturing, fisheries, and services such as beauty salons and arts and crafts. The programme includes training programs in areas such as digital transformation and financial literacy and has introduced an online application platform (pryme.vc) to streamline the application process and increase accessibility for potential applicants

Outcomes: As of March 2024, over 1,400 individuals have benefited from the PRYME Programme.

Time frame: Launched 17 March 2020

Links: [PRYME Programme - St. Vincent and the Grenadines](#)



Suriname

5.6 NTRCs iCode784 Competition – Survey Response

Description: The National Telecommunications Regulatory Commission (NTRC) has launched the iCode784 competition to address the lack of exposure to technology by encouraging student to explore programming and use it creatively. Participants (teams of 2 persons) are challenged to design and develop digital solutions that address issues faced in their schools, the government or any private sector entity. This competition is not only about learning to code; it is about discovering how technology can open doors to innovation, entrepreneurship, teamwork and economic opportunity.

Outcomes: The competition is building a culture of innovation among youth and preparing them to be active contributors to SVG's digital

and economic future. It supports SDGs 1, 2, 4, 8, 9, and 11. The 2024 winners received an all-expenses-paid trip to the 4YFN Startup Event in Barcelona, Spain.

Time frame: Inaugural competition 2013

Links: [NTRC launches iCode784 competition - Searchlight](#)

[Icode784 competition will be focusing on the UN Sustainable Development Goals - Knights - Searchlight](#)

[Students showcase their innovative ideas at icode784 competition - Searchlight](#)



Turks and Caicos
British Overseas
Territory (United
Kingdom)

5.7 National Apprenticeship and Internship Program (NIAP)

Description: The National Internship and Apprenticeship Program (NIAP) is a flagship youth development initiative led by the Ministry of Education, Youth, Sports and Culture in the Turks and Caicos Islands. The program provides structured work-based learning opportunities for tertiary-level students and recent graduates, aiming to ease the transition from education to the workforce. NIAP combines hands-on professional placements with personal and soft skills training in critical thinking, communication, professionalism, and emotional intelligence.

The program is split into two streams:

- Internship Program: 6-week placements for current students during the summer break.
- Apprenticeship Program: 12–24-month placements designed for graduates seeking long-term employment.

Participants also attend personal development workshops covering areas such as personal branding, mindfulness, productivity, and professional etiquette.

Outcomes: As of the 2025 cycle, the NIAP has successfully placed over 230 students.

Time frame: First cohort received training February-March 2023; Second cohort October 2024; Registration for 2025 cohort February-March 2025

Links: [National Internship and Apprenticeship Programme \(NIAP\) Now Open for Registration](#)

Chapter 6: Innovation

This chapter explores innovative practices that build an innovation ecosystem in the public sector to drive economic growth, environmental protection, and promote people's wellbeing.



The Bahamas

6.1 Digi Innovative Projects Grant Programme

Description: A \$1 million national initiative through the Digital Transformation Unit (DTU) in collaboration with Ministry of Economic Affairs, IDB, Small Business Development Centre, Bahamas Development Bank, Access Accelerator that seeks to encourage, promote and reward information and communications technology (ICT) ideas that will provide for and/or improve the levels of innovation within the public sector.

Outcomes: Empowered eight Bahamian-owned businesses to develop tech-based solutions aimed at transforming public service delivery. These solutions addressed specific operational challenges within various government ministries, including Agriculture and Marine Resources, National Security, Education, Public Works and Family Island Affairs, Public Service, the Department of Labour, Road Traffic, and the Post Office.

Time frame: Launched 2022

Links: [Digital innovation grant powers eight Bahamian entrepreneurs to modernise public services | Bahamas Local News](#)

[Digi Innovative Projects Grant Program – MyGateway](#)



The Bahamas

6.2 UB IGNITE Innovation Summit

Description: An event hosted by the University of The Bahamas (UB) North, featuring discussions on technological advancements and innovative solutions to overcome challenges, aiming to promote employment and entrepreneurial opportunities in Grand Bahama. The summit invited participants to learn directly from innovative business leaders on how to grow sustainable ventures.

Outcomes: Over a dozen businesses applied for the UB IGNITE Innovation Awards, and participants gained networking, strategic growth tools, and confidence. The summit aligned with the national economic strategy and inspired follow-up initiatives. Moreover, a follow-up summit was held November 2024 and will be in September 2025.

Time frame: 8 December 2023

Links: [About UB IGNITE](#)



British Virgin Islands

6.3 Public Service Transformation Programme

Description: The Public Service Transformation Initiative is a long-term effort by the Government of the Virgin Islands to strengthen public sector resilience, effectiveness, and governance—particularly in the aftermath of Hurricane Irma. The transformation aims to modernize service delivery and institutional performance across several pillars, including: 1) Redesigning the public service, 2) E-government and digital transformation, 3) Greening and sustainability, 4) Rebuilding internal security, 5) Public-private partnerships, and 6) Alignment of statutory bodies with strategic goals.

Outcomes: One outcome is the passage of the Public Service Management Act, 2024, fulfilling key Commission of Inquiry recommendations and reinforcing principles of transparency, accountability, and professional conduct. The programme also strengthened structures, defined roles, and new Key Performance Indicators (KPIs) aligned with transformation goals. It comprises an ongoing roll-out of digital service delivery, particularly to Tortola and the sister islands, and skill enhancement through the Virgin Islands Public Service Learning Institute (VIPSLI).

Time frame: Launched 26 March 2018, ongoing implementation through Q2 2025

Links: [Gov't launches public service transformation initiative](#)

[2025 Strategic Framework](#)

[2025 Budget Address](#)

[Public Service Transformation](#)



Dominica

6.4 The Grant Digest – Dominica State College Grant Tracking Application – Survey Response

Description: The Grant Digest is a centralised, interactive platform designed to streamline access to funding, academic, and professional development opportunities for diverse stakeholders. Organised into

12 clearly labelled modules, it categorises opportunities into grants, scholarships, fellowships, training, research, and partnerships—each colour-coded for quick recognition. Updated items are clearly flagged, ensuring users always have the latest information. The inclusion of icons, imagery, and character illustrations adds a user-friendly, visually engaging dimension, making navigation intuitive even for first-time users. Additionally, visual cues like “under construction” icons keep users informed about sections being developed.

Outcomes: The platform increases efficiency, uptake (clear deadline cues raise qualified clicks to funder pages), and equity (centralised, plain-language summaries make lesser-known grants more visible). Analytics and user-tracking highlight content gaps (e.g., high views but low clicks) so owners refine copy or eligibility tags. Brevo and Benchmark as update systems have led to 20-30% inbox queries about grants, 10-15% more on-time internal approvals, and a measurable increase in clicks on priority opportunities.

Time frame: Launched 2023

Links: [Grant Digest](#)



Guyana

6.5 Support to Human Services in Guyana

Description: This two-part IDB project aims to improve the efficiency and quality of social protection for vulnerable populations in Guyana. The first operation is part of a programmatic policy-based loan series supporting key reforms in the social sector. The second operation focuses on enhancing the Ministry of Human Services and Social Security’s capacity through digital transformation, strengthening pensions, supporting persons with disabilities, and promoting gender empowerment initiatives.

Outcomes: The program digitized 50 social services through the BRDMS, enabling real-time application tracking and significantly reducing processing times. It strengthened the Ministry of Human Services and Social Security’s capacity to deliver services, implement policies, and advance digital transformation. Additionally, it enhanced social inclusion by increasing the Senior Citizens' Pension, expanding electronic payment options, and supporting gender-based violence services, women’s economic empowerment, and assistance for trafficking victims.

Time frame: Part I approved 29 November 2023; Part II approved 29 May 2025

Links: [IDB | Support to Human Services in Guyana](#)

[IDB | Support to Human Services in Guyana II](#)



Trinidad and Tobago

6.6 Developers' Hub (D' Hub)

Description: Launched by the Ministry of Digital Transformation (MDT), D'Hub is a virtual ecosystem aimed at empowering local developers—individuals, small teams, and micro-enterprises—to build innovative open-source mobile and web solutions for government and the broader economy. It offers training, tools, collaborative opportunities, and access to grants.

Outcomes: In less than 4 months of its launch, D'Hub surpassed its target of 400 members for its first year. To date membership is 683. Female participation has steadily increased and is at 30%. There have been 234 enrollments in Linux Foundation Courses & Uptake of 42 SimpliLearn Licenses and 94 Coursera Licenses by D'Hub members. Government Agencies have started to embrace the GovTech approach, and 15 teams were selected and awarded TT\$50,000 to develop their idea into Proof of Concept (POCs).

Time frame: Launched 20 June 2023

Links: [Developers Hub](#)



Trinidad and Tobago

6.7 Innovation Network Design Sprint

Description: The Innovation Network Design Sprint in Trinidad and Tobago was a collaborative initiative aimed at strengthening the national innovation ecosystem. Organized by the Caribbean Industrial Research Institute (CARIRI) under the Shaping the Future of Innovation (STFOI) project, this initiative brought together key stakeholders, including government agencies, educational institutions, and private sector entities, to develop a cohesive strategy for fostering innovation. During the design sprint, participants engaged in intensive workshops to co-create solutions that address existing gaps in the innovation landscape.

Outcomes: The initiative launched an in-school entrepreneurship program and organized a national schools innovation competition to cultivate and showcase student-driven solutions. It also developed Best FiTT, a digital platform that connects startups, mentors, investors, and government agencies to strengthen the innovation ecosystem. By bringing together multiple stakeholders and fostering an innovation mindset through structured design sprint activities, the program aimed to build a collaborative and dynamic entrepreneurial environment.

Time frame: Part I: 30 November, 1 December, 7 December 2022; Part II: 1-2 February 2023

Links: [Building the Innovation Network in Trinidad and Tobago. – The Caribbean Industrial Research Institute\(CARIRI\)](#)

Chapter 7: Partnerships

This chapter explores innovative practices that drive SDG acceleration through novel partnerships, approaches, or tools, including innovation labs.



Antigua and Barbuda

7.1 Gender Equality Forum at SIDS4

Description: The Government co-hosted the Gender Equality Forum alongside UN Women and the Caribbean Development Bank during SIDS4, advancing women's leadership and gender-responsive policy.

Outcomes: The Gender Equality & Partnerships Forum at SIDS4 advanced policy, partnerships, and mindsets on women's leadership and gender-responsive development. Its biggest achievement was embedding gender equality as a core pillar of the Antigua and Barbuda Agenda for SIDS (2024–2034), ensuring that women's voices and leadership are central to the next decade of sustainable development in small islands.

Time frame: June 2024

Links: [Upholding Women and Girls in SIDS](#)



The Bahamas

7.2 Sustainable Development Goals Partnership Forum

Description: This forum, organized by the Bahamas Development Bank (BDB), sought to engage public and private sector partners in mapping a sustainable future, focusing on SDG alignment and collaborative efforts

Outcomes: The forum resulted in knowledge sharing, capacity building, SDG mapping and strategic foresight, and the strengthening public-private partnerships. A specific, key outcome was the SDG Youth Propel Award, which is an initiative designed to spotlight youth advocates making meaningful contributions in their communities.

Time frame: 7-8 September 2023

Links: [Bahamas Development Bank Sustainable Development Goals Partnership Forum](#)

[Cable Bahamas Supports Inaugural SDG Youth Propel Award at the UN/BDB SDG Partnership Forum](#)



The Bahamas

7.3 Black Innovative Alliance (BIA)– The Bahamas Partnership

Description: BIA signed a Memorandum of Understanding (MoU) with The Bahamas Ministry of Tourism, Investments & Aviation (MOTIA) and Innovate 242, the country's innovation arm, aiming to develop and innovation ecosystem tailored to The Bahamas, with a special focus on tech tourism, climate tech, and sustainable tourism solutions. The partnership aims to empower Bahamian innovators by offering resources and capacity-building across sectors critical to national economic diversification and resilience.

Outcomes: Key outcomes include the launch of initiatives such as the first-ever Bahamas Innovator Support Organizations Census, capacity-building curricula for local Innovator Support Organizations, and the Bahamas Women in Tech Series (13 and 20 November 2024), which equipped over 1,000 women entrepreneurs in hospitality and tourism with skills in AI integration, SEO, e-commerce, and digital business tools.

Time frame: MoU signed 14 November 2023

Links: [Ministry of Tourism, Investments & Aviation Signs MOU with Black Innovation Alliance](#)



Belize

7.4 Sustainable Development Goals Joint Programme: Social Protection and Local Economic Development

Description: The programme, implemented by the Government of Belize in collaboration with UN agencies (ILO, UNICEF, and WFP), promotes a resilient, universal, and adaptive social protection system while fostering local economic development. It strengthens national capacities for designing and delivering integrated social protection schemes, supports micro-, small-, and medium-sized enterprises to stimulate local economies, and anchors poverty reduction and economic growth within the national development strategy. Additionally, it has integrated inclusive social protection policy discussions and enhanced shock-responsive systems to support vulnerable groups.

Outcomes: One outcome was the development of the National Social Protection Strategy, which included the establishment of a Social Protection Floor. Moreover, in October 2023, a training session was held to enhance the capabilities of focal points on social protection statistics. This session focused on effective data collection, calculating SDG indicators, and mapping the data ecosystem. The training was co-facilitated by the ILO and the Government of Belize, with the aim of strengthening the national capacity to design and implement integrated social protection programs. Additionally, the Social Protection Summit 2023 (October 17-20 2023): served as a

platform to introduce and validate Belize's preliminary framework for the Social Protection Strategy.

Time frame: 2022-2023

Links: [The Sustainable Development Goals \(SDG\) Joint Programme Launched to Support Social Protection and Local Economic Development in Belize](#)

[ILO and national partners continue progress under Resilient Belize project](#)



Bermuda, British
Overseas Territory
(United Kingdom)

7.5 SDG Disrupter Summit

Description: The summit brought together local and international leaders to discuss the United Nations Sustainable Development Goals (SDGs). It featured panels, keynote speeches, and discussions aimed at fostering collaboration and innovative solutions for sustainable development.

Outcomes: The initiative engaged 50 young Bermudians in intergenerational roundtables at Bermuda College, where they contributed to discussions on ocean conservation, renewable energy, and sustainable practices. Youth panellists influenced policy recommendations on STEM education and food sustainability, while innovative projects like vertical farming at football clubs linked sports to food security. The discussions also explored digital health solutions using blockchain for data privacy and led to the creation of a blue economy action agenda focused on sustainable fisheries, ocean conservation, and clean energy.

Time frame: 7-8 June 2023

Links: [Bermuda Hosts 2023 SDG Disrupter Summit](#)



Jamaica

7.6 Modernizing the Social Protection System in Jamaica

Description: This Joint SDG Fund–supported programme (through agencies including UNICEF, UN Women, and WFP) set out to transform Jamaica's social protection landscape into one that is adaptive, inclusive, shock-responsive, and gender-sensitive. It focused on enhancing institutional capacity to rapidly expand emergency social protection, piloting safer and more accessible payment systems, scaling up an interoperable social registry, and integrating gender-gap analyses into social protection policies and frameworks to better meet the needs of all groups.

Outcomes: The initiative strengthened Jamaica's ability to respond to shocks by enhancing emergency social protection systems and

modernizing payment mechanisms. It improved digital infrastructure through interoperable registries and upgraded management information systems, empowering around 150 government offices with more efficient service delivery tools. Additionally, it promoted greater inclusion by integrating gender-responsive planning and strengthening support for vulnerable groups, including women and persons with disabilities.

Time frame: January 2022 – December 2023

Links: [United Nations and the Government of Jamaica mark the Successful Completion of the Joint Programme to Modernise Jamaica's Social Protection Systems | Joint SDG Fund](#)

Annex I. List of Innovative Practices by Country/Territory

Anguilla, British Overseas Territory (United Kingdom)

- Inland Revenue Department (IRD) Website & Online Portal

Antigua and Barbuda

- Young Women in Leadership with Parliament
- Gender Equality Forum at SIDS4

Aruba (Kingdom of the Netherlands)

- Human Resources Modernization via the Department of Human Resources (DHR)

The Bahamas

- MyGateway
- UB IGNITE Innovation Summit
- Sustainable Development Goals Partnership Forum
- BIA Partnership

Barbados

- Debt-for-Climate-Resilience Swap
- GovTech Barbados AI Hackathon

Belize

- Digital Inclusion Programme: Phase I
- Transformation to an Open Public Administration
- Sustainable Development Goals Joint Programme: Social Protection and Local Economic Development

Bermuda, British Overseas Territory (United Kingdom)

- Executive Leadership Programme
- SDG Disrupter Summit

Curaçao (Kingdom of the Netherlands)

- Online Academy for Public Servants

Dominica

- Digital Skills Training for Public Servants
- National Resilience Development Strategy 2030
- Digital Hubs

- The Grant Digest

Grenada

- High-Level Policy Formulation and Implementation Capacity Development Program
- National Digital Services Transformation

Guyana

- One Guyana Digital Initiative
- Support to Human Services in Guyana

Jamaica

- National Artificial Intelligence (AI) Task Force
- Public Sector Transformation Implementation Project
- Modernizing the Social Protection System in Jamaica

Montserrat, British Overseas Territory (United Kingdom)

- Digital Readiness Assessment & AI Workshop
- SDP Consultations

Saint Lucia

- DigiGov

St. Kitts and Nevis

- THINK Digital Training Programme
- SKNIX

Saint Vincent and the Grenadines

- PRYME (Promoting Youth Micro Enterprises) Programme

Suriname

- Community Digital Hubs – Commewijne Municipality
- Digital ID Government Authenticator

Trinidad and Tobago

- Broad-based Sectoral Program to Support the Implementation of the Digital Transformation and Inclusion Strategy
- Anansi
- Innovation Network Design Sprint

Turks and Caicos, British Overseas Territory (United Kingdom)

- National Apprenticeship and Internship Program (NIAP)

Annex II. Suggested Readings and Resources

[United Nations Public Service Day and Awards | Public Institutions \(un.org\)](#)

[Curriculum on Governance for the SDGs | Public Institutions](#)

- [UN Highlights the role of the public service in achieving SDGs](#) – UN
- [Report on Changing Mindsets and Governance Capacities for Policy Coherence for a Holistic Implementation of the 2030 Agenda in the Arab Region | Public Institutions](#)- UN DESA
- [Changing Mindsets in Public Institutions to Implement the 2030 Agenda for Sustainable Development | UNPAN](#) – UN DESA
- [How to get better leadership in government](#) - by Christian Bason
- [Innovation and Digital Government for Public Service Delivery | UNPAN](#) UN DESA
- [Digital Government Capability Assessment](#) – UN DESA
- [UN E-Government Survey 2024](#) – UN DESA
- [Mindsets for Social Innovation \(2018\)](#) - by Aimee Hadrup - Innovation Unit Experimental problem solving
- [Skills, attitudes and behaviours that fuel public innovation – by Nesta](#)
- [UN DESA Competency framework_Final.pdf](#) – UNDESA



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