



Capacity Development Workshop on

“Changing Mindsets in Saint Lucia for Innovation and Digital Transformation”

Organized by

*United Nations Department of Economic and Social Affairs (UN DESA)
Economic Commission for Latin America and the Caribbean (ECLAC Caribbean
Regional Office)*

*Caribbean Centre for Public Administration (CARICAD)
United Nations Resident Coordinator Office for Barbados & the Eastern
Caribbean*

**9 – 10 July 2024
Harbor Club, Saint Lucia**

Concept Note

Background and Context

The workshop on “Changing Mindsets in Saint Lucia for Innovation and Digital Transformation” to be held in Saint Lucia from 9 to 10 July 2024 is being conducted within the framework of the Development Account Project 2427J on Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean SIDS. The workshop will be preceded by scoping meetings with the UN RCO, key government officials, including Permanent Secretaries, government officials, and academia.

The United Nations Department of Economic and Social Affairs (UNDESA), through its Division for Public Institutions and Digital Government (DPIDG) will be implementing for the 2024 – 2027 period a project aimed at supporting the strengthening of the public sector in the process of innovation and digital transformation through its “Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean SIDS”. The Development Account Project 2427J aims to strengthen public sector national capacities for Innovation, Digital Government Transformation and Changing Mindsets in three Caribbean SIDS (The Bahamas, Guyana, and Saint Lucia) by: (i) strengthening public servants’ skills, knowledge, and understanding of the importance of public sector transformation by promoting changing mindsets strategies and approaches in support of innovation and digital transformation to support the implementation of the SDGs; and (ii) strengthening institutional arrangements, structures, mechanisms and approaches to promote innovation and digital governance transformation to improve public service delivery, leaving no one behind and reaching the furthest behind first.

SIDS have been persistently lagging other comparable economies in the developing world on the path to sustainable development. This is caused in part by the diverse characteristics of SIDS, which include low- and below sea-level-lying coastal communities, multi-island jurisdictions, and their attendant vulnerabilities. Many also have small populations or limited usable land area, which limits their development options. The COVID-19 pandemic and the increasing frequency and intensity of extreme weather events have further aggravated this situation by hampering the sustainable economic growth of these island economies and undermining the security of their populations.

Promoting innovation and digital transformation in the Caribbean can help countries to ‘build back better’ by delivering services in a more effective and inclusive way, particularly to underserved, rural, physically disconnected, and otherwise marginalized segments of society.

However, the public sector in the Caribbean appears to be facing a capacity challenge in delivering change and transformation, with challenges being experienced in relation to mindsets, capacity, processes, and right skillsets. Implementing effective, accountable, and inclusive governance and institutions, and pursuing opportunities for innovation and digital transformation, including digital services, could build resilience through progressive structural changes, and mitigate geographical remoteness.

The government of Saint Lucia has declared 2024-25 the “Year of Infrastructure”, with a focus on digital public infrastructure, to include e-government services and telecommunications connectivity. The Prime Minister, in his most recent budget address, committed to invest significantly in Saint Lucia’s digital space to improve efficiency in the public service to better serve the public.

The Saint Lucia government’s prioritization of digital connectivity is well-aligned with the priorities outlined in the United Nations’ 2024-25 Country Implementation Plan for Saint Lucia, which highlights

digital connectivity as one of six key transition areas designed to deliver catalytic and multiplier effects across the SDGs. On September 18 and 19, 2023, within the framework of the UN General Assembly and during the Sustainable Development Summit, it was agreed to prioritize those six "transitions" to drive policy, programme, and investment decisions to accelerate SDG progress in countries across the globe. Accordingly, the United Nations has partnered with the Department of Public Service of the Government of Saint Lucia to enhance Saint Lucia's digital's landscape.

Objective and Activities

The purpose of the workshop is to facilitate a roundtable discussion with government officials, private sector, government leaders, and other relevant stakeholders on issues of changing mindsets, innovation and digital transformation and design a Road Map Strategy for project implementation. The workshop will aim to:

1. Foster extensive discussion on key issues, challenges, priorities, and opportunities for innovation and digital transformation in Saint Lucia, providing sound and innovative advice to government officials and other relevant stakeholders, on the importance of changing mindsets for innovation and digital transformation for long-term institutional development and services provision.
2. Discuss a preliminary assessment, analyze gaps and challenges, identify opportunities and options to improve changing mindsets for innovation and digital transformation utilizing UNDESA's Digital Government Capabilities Assessment part of the Innovation and Digital Government toolkit.
3. Discuss Saint Lucia's draft digital transformation strategy.
4. Discuss projects and programmes that can potentially contribute to innovation and digital transformation.
5. Strategize and agree on key priorities for inclusion and updating of Saint Lucia's Digital Transformation Strategy.
6. Enhance capacities of the Member State to strengthen public institutions and public services delivery to support the implementation of the SDGs using the Curriculum on Governance toolkit on Changing Mindsets for SDGs Implementation.

The workshop will be preceded by scoping meeting with the UN Country Coordinator for Saint Lucia, government officials from the Office of the Prime Minister, Ministry of Foreign Affairs, Ministry of Planning, Ministry of Civil Service among other senior officials. The aim of these meetings is to discuss the potential entry points for activities and support a change in mindsets in support of innovation and digital government transformation within the context of the Saint Lucia's Civil Service priorities and National Development Plan.

The scoping meetings will focus on conducting a preliminary assessment, analyzing gaps and challenges, identifying opportunities and options to improve changing mindsets for innovation and digital transformation, and ensuring the project proposal aligns with national priorities.

Format

Based on previous workshop experience, an effective delivery of the interactive workshop – involving exercises, joint activities and discussions - will require facilitation on the ground. Thus, the interactive workshop will be held in person in Castries, Saint Lucia.

Target Audience

Key Stakeholders: Meet and Greet at Ministerial Level

- Senior Government Officials: Permanent Secretaries, Heads of Departments, Directors,
- Ministers representing the target ministries

Target Ministries:

1. *Ministry of Public Service, Home Affairs, Labour and Gender Affairs*
2. *Ministry of Finance, Economic Development and the Youth Economy*
3. *Ministry of Equity, Social Justice and Empowerment*
4. *Ministry of Education, Sustainable Development, Innovation, Science, Technology and Vocational Training*
5. *Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal*
6. *Attorney General Chambers*

Workshop Participants:

- E-Government Task Force (representatives from various departments/agencies)
- Senior Government Officials: permanent secretaries, heads of departments, directors
- Ministers of Government
- Regulators, Judicial officials (lawyers within government)
- Advisors and consultants
- Innovation officers
- Development partners including: the United Nations (RCO, DESA, ECLAC, ITU, UNDP), and CARICAD

To enhance the impact of this workshop, the key findings and lessons learned will be disseminated to all regions through the UN Public Administration Network (UNPAN) and the divisional websites.

Expected Results

As a result of the scoping meetings and workshop, the following outcomes are expected:

- Identification of specific focal points, possible specific activities, and deliverables in line with the Project Document.
- Enhanced awareness about the importance of inter-institutional dialogue to support changing mindsets for innovation and digital transformation in the public sector.
- Increased understanding of the capacity gaps of the government agencies identified as essential to changing mindsets for innovation and digital transformation in the public sector.
- Identification of opportunities for collaboration between institutions and stakeholders in Saint Lucia to implement the project and contribute to civil service improvement.
- Definition of next steps concerning implementation of Development Account Project 2427J.

Contact Information:

UN DESA/DPIDG

Mr. Juwang Zhu

Director

Division for Public Institutions and Digital Government (DPIDG)

United Nations Department of Economic and Social Affairs (UN DESA)

Ms. Adriana Alberti

Chief, Programme Management and Capacity Development Unit

DPIDG/UN DESA

E-mail: alberti@un.org

Ms. Cristina Rodriguez-Acosta

Inter-Regional Adviser on Governance and Public Administration

DPIDG/UN DESA

E-mail: cristina.rodriguezacosta@un.org

Economic Commission for Latin America and the Caribbean (ECLAC)

Mr. Dale Alexander

Chief, Caribbean Knowledge Management Centre

ECLAC Subregional Headquarters for the Caribbean

dale.alexander@eclac.org

Caribbean Centre for Administration Development (CARICAD)

Mr. Devon Rowe

Executive Director

dlrowe@caricad.net

Ms. Trudy Waterman

Programme Implementation Officer

twaterman@caricad.net