

An aerial photograph of a Caribbean town built on a hillside. The foreground shows colorful buildings with red, orange, and yellow roofs. In the background, a large, forested mountain range is visible under a cloudy sky. A prominent volcano with a blueish-grey peak is seen in the distance. The text 'Caribbean Digital Transformation Project' is overlaid on a green rectangular background in the center-left of the image.

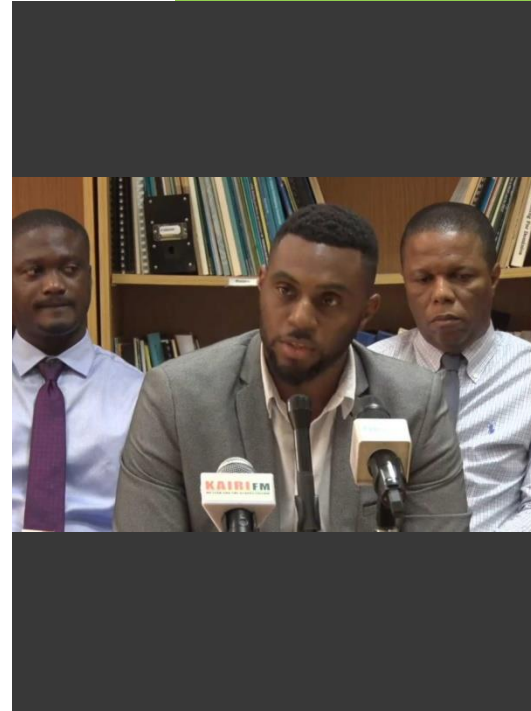
Caribbean Digital Transformation Project

Welcome

Caribbean Digital Transformation Project

The project comprises three components that address key bottlenecks and harness opportunities to develop the Eastern Caribbean Digital Economy as a driver of growth, job creation, and improved service delivery.

It aims to ensure that every individual and business within the region is empowered with access to broadband, digital financial services, and the skills needed to actively participate in an increasingly digital marketplace and society.



Component 1: Digital Enabling Environment

This component will support the development of a positive enabling environment for the region's digital economy that drives competition, investment, and innovation while promoting trust and security of online transactions.



Employee Portal



Subcomponent 1.3: Cybersecurity, Data Protection and Privacy: Legal and Regulatory Environment, Institutions, and Capacity

Component One

This subcomponent aims to build trust in online transactions and strengthen the security and resilience of digital infrastructure and systems.

It will promote cybersecurity awareness and capacity building as well as create an enabling environment and institutions needed to protect the public and private sector from cyber vulnerabilities.



Computer Response Emergency Team

Component

1



- Establishing a Computer Emergency Response Team (CERT) or a cybersecurity agency at the national level in line with a regionally agreed model and support for regional threat intelligence sharing, incident escalation, and support protocols
- Review and update of regional and national data protection and privacy laws and data access and exchange policies

COMPONENT

1

Data Protection and Privacy



- Reviewing and updating of regional and national cybersecurity policies, legislation, regulation, and institutional and coordination structures
- Regionally coordinated capacity building and networking for government cyber professionals and cyber awareness campaigns for civil servants and general public



Government Infrastructure, Platforms, and Services

COMPONENT TWO



Digital Government Infrastructure, Platforms and Services

Component Two

This component will support public sector modernization, resilience, and delivery of digital public services to individuals and businesses.

It will aim to ensure that all participating countries have put in place the core infrastructure, platforms, institutions, and human capacity needed to efficiently and effectively manage internal government operations.



Subcomponent 2.1: Cross-Cutting Enablers of Digital Government Operations and Services

This subcomponent will support the development of key enablers of digital government services and operations, in line with regionally harmonized standards and frameworks.



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Digital Strategy

Sub-Component 2:1



- Developing and implementing a digital transformation strategy or ICT policy, enterprise architecture, interoperability framework, and continuity of operations plan
- Reviewing and updating of proposed legislation, regulations, or policies covering e-transactions, digital signature, and identification, as required

Digital Government

Sub-Component 2:1



- Establishing or reinforcing digital government infrastructure, equipment, and software, including extension of last mile access to high-speed broadband networks to support remote work, expansion of local area networks/Wi-Fi for government office and service centers, datacenters or data hosting services, government cloud, digital devices, and enterprise communications and productivity software

Digital Government

Sub-Component 2.1



- Developing a digital identification system or user authentication platform with privacy by design features, based on an agreed regional framework for assignment of unique identification number
- Establishing electronic document management, authentication, and digital signature capabilities
- Supporting capacity building of the centralized information technology workforce and change management across the public service

Subcomponent 2.2: Government Productivity Platforms and Citizen-Centric Digital Services

This subcomponent supports the development of **priority government productivity platforms and citizen-centric digital public services**. It will build upon the core enabling infrastructure and platforms.



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Sub-Component

2:2

Digitalization Common Services



- Digitization and integration of key registries and information systems and establishment of a data exchange platform (enterprise service bus)
- Business process reengineering and end-to-end digitization of common government to citizen transactions and public services such as issuance of birth, death and marriage certificates, drivers' license and motor vehicle registration, passport applications, and tax filings

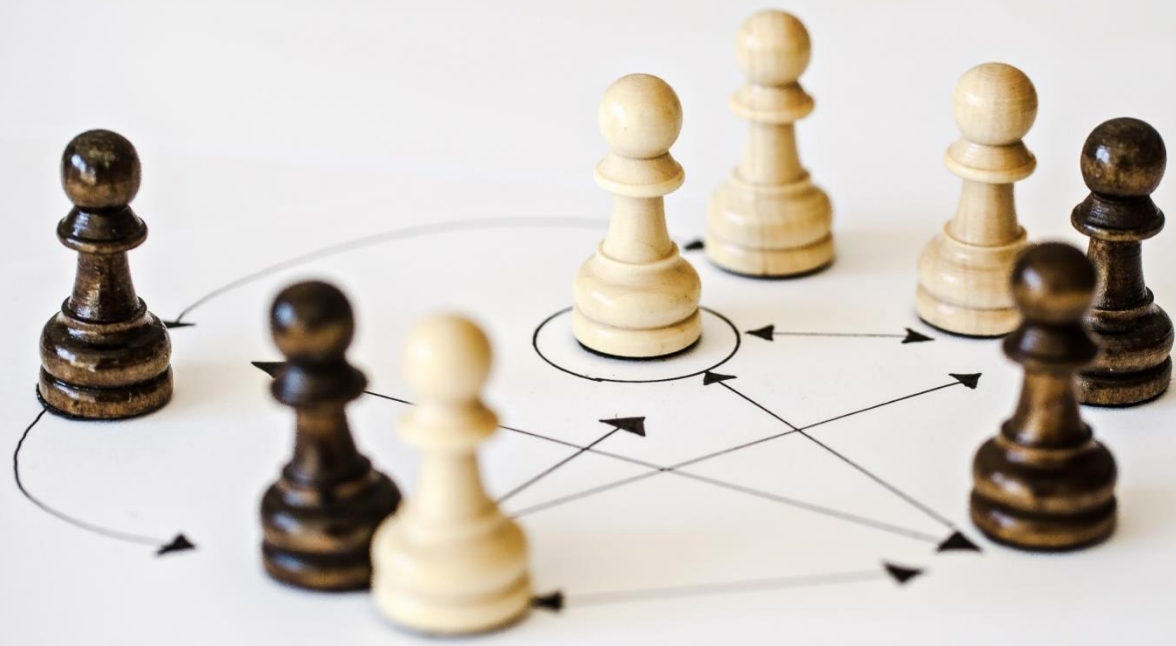
Sub-Component

2:2

Digitalization Common Services



- Establishing an online web and mobile portal for accessing public services and information
- Digitizing and increased automation of tourism and immigration administration for ports of entry
- Digitization of health information and administration, including connectivity for health centers and support for other COVID-19 health-related response needs
- Digitizing social cash transfers and recurrent government payment streams



Digital Skills and Technology Adoption

COMPONENT 3



Component 3: Digital Skills and Technology Adoption



This component aims to better equip individuals and businesses across the region for the jobs and economy of the future and to spur innovation and productivity growth.

It adopts a regional approach, aiming to capture economies of scale in specialized digital skills development programs and to create a pool of advanced digital talent to better position the region to attract investment by digital firms.

It also aims to tackle both supply and demand side constraints, supporting greater technology adoption and utilization of digitally enabled business models to drive demand for newly-skilled employees and well as making connections with global employment opportunities through online working platforms.

Specific efforts and targets are included to encourage maximum participation of women and girls in the support programs in order to promote greater opportunities and representation in digitally enabled professions and businesses.

Subcomponent 3.1: Workforce-Ready Digital Skills

Component Three

This subcomponent aims to support training for employment opportunities in digitally enabled professions.

National level activities will be targeted primarily at digital skills in demand among industries in the Eastern Caribbean region.



Component 3: Technology Adoption



This subcomponent seeks to increase adoption of digital technologies, platforms, and digitally enabled business models by SMEs and access to digital devices for students, teachers, and vulnerable groups.

It aims to boost the productivity and competitiveness of traditional industries, to initiate a cultural shift towards modernization and innovation in the private sector, and to overcome the current lack of demand for digitally-skilled professionals and IT services in the regional market.

Digital Technologies



- A program to accelerate the adoption of digital technologies within priority sectors (tourism, agriculture, etc.) including managerial training, business advisory services, and provision of matching grants or other incentives to competitively selected SMEs to support digital technology and marketing investments
- Support for an internship or apprenticeship program to facilitate job placements of participants of the digital skills programs including provision of Internship Stipends for participants

Sub-Component

3:1

Sub-Component 3:2

Digital Skills



- Support for innovation programs and co-working spaces
- Support for purchase of digital devices and associated digital content and training to support access among vulnerable groups and remote learning by students

Contact Us



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An aerial photograph of a town built on a hillside. In the foreground, there are numerous houses with colorful roofs, including red, grey, and orange. A prominent church with a tall, pointed steeple is visible on the right side. The background features lush green mountains under a cloudy sky. A bright green rectangular box is overlaid in the center of the image, containing the text "Thank You".

Thank You