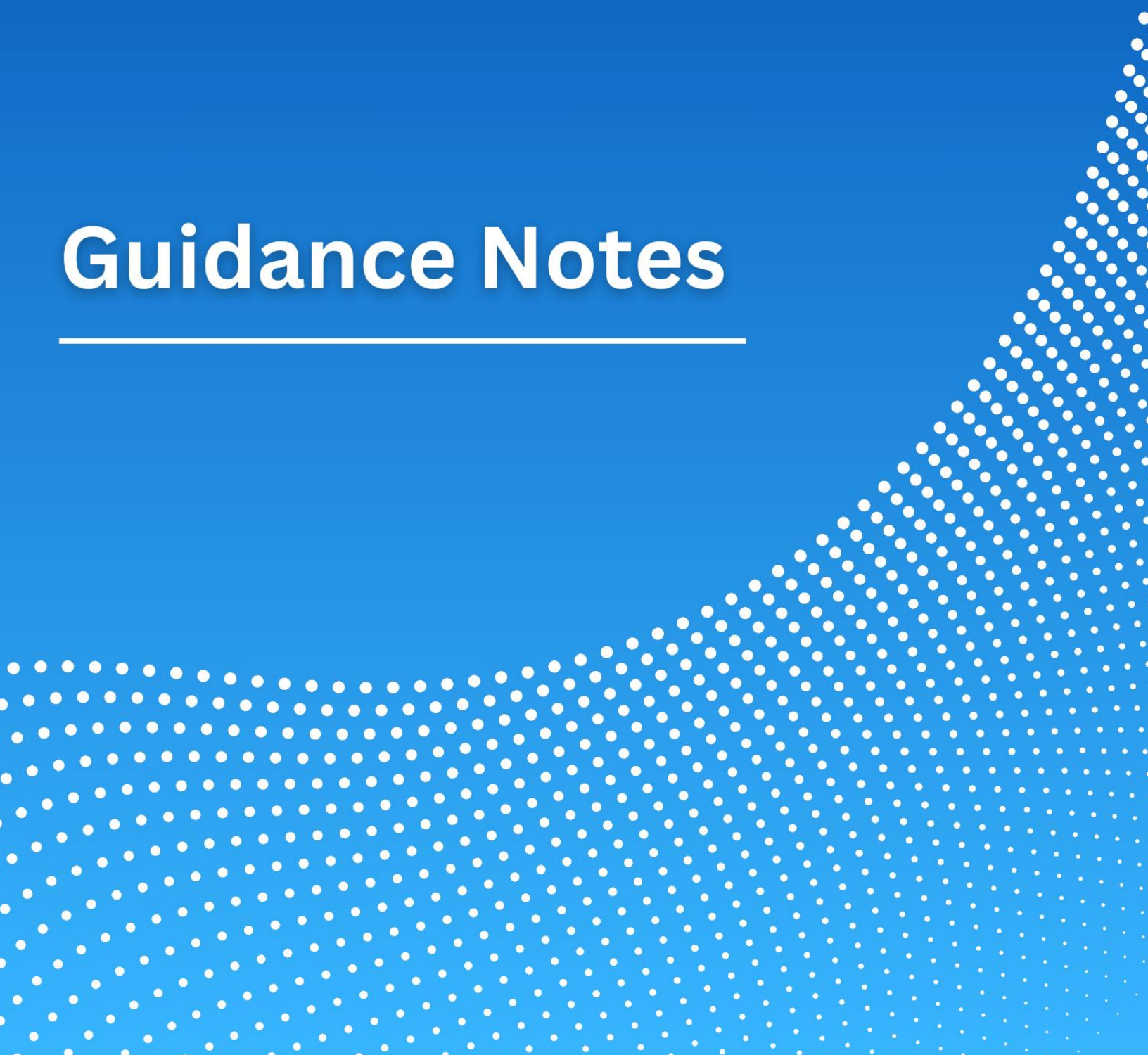# Guidance Notes

Webinar 2 on State of Digital Transformation in CARICAD Member States
Findings of the CARICAD e-Government Survey and the UN e-Government Survey

Background

Digital government and frontier technologies are bringing great opportunities for SDG implementation while posing risks of further digital and development divide within countries and between developing and developed countries. Frontier technologies are transforming the traditional governance models. This requires redefining the roles of the public and private sector in ensuring that technologies are used to improve public service delivery and the well-being of all.

Digital government transformation is not merely about technologies. It refers to a process of fundamental change requiring a holistic approach that puts people first and revolves around their needs, including the furthest left behind, while mitigating risks associated with the use of technologies. Change should be value-driven and institutionalized across all government levels and society with the aim of supporting the implementation of the SDGs. It also entails fundamental changes in the mindsets of public servants and people across society. Embracing a digital mindset and digital literacy (to be aware of opportunities and risks of the new digital world) is essential for the public sector.

The small size of SIDS economies and the shortfalls in innovation and digital transformation influence the level of productivity and overall competitiveness of these countries. Digital transformation needs to be promoted, with a view to enhancing SIDS Governments' capacities to leverage the power of innovative technologies to create jobs, improve services, catalyze post-COVID-19 recovery, and promote climate resilient development. National policies and public and private investment should enable higher levels of economic productivity through greater investment in human capital development, infrastructure, innovation, research, and technological upgrading, aimed also at diversifying the productive capacities of SIDS.

This webinar will present the results of CARICAD's E-government survey and the 2022 UN E-Government survey highlighting the region's diversity, main results, and how these findings can help to identify the training needs of the public sector.

Objectives
- To present the findings of the CARICAD e-Government Survey

- To present the main findings of the UN e-Government Survey with special emphasis on the Caribbean and main takeaways

- To facilitate a conversation on the status of e-government services in the Caribbean

Guiding Questions
1. What are some of the main findings of the digital government survey for the Caribbean?

2. What do those findings tell us about the digital divide and what are some of the lessons learned or best strategies to deal with such challenges?
3. What can education and training institutes do to support digital mindsets? How can they support preparing the future workforce?