



Chapter 3

Defining the Future

*With ICT my Small Business is
Now a Global e-Business*

3. DEFINING THE FUTURE



National ICT Vision

Following the formal launch of the ICT initiative, members of the Working Groups and the Steering Committee met to develop a National ICT Vision that would establish clear goals and objectives for the overall strategy and for the Working Group Action Plans. A series of options for the National ICT Vision was developed using a workshop breakout format. The preferred option was then selected and refined before being posted on the NICT website for public comment.

The National ICT Vision:

“Trinidad and Tobago is in a prominent position in the global information society through real and lasting improvements in social, economic and cultural development caused by deployment and usage of information and communication technology.”

The National Connectivity Agenda will:

- Provide all citizens with affordable Internet access;
- Focus on the development of children, and adult skills to ensure a sustainable solution and a vibrant future;
- Promote citizen trust, access, and interaction through good governance; and
- Maximise the potential within all citizens, and accelerate innovation, to develop a knowledge-based society.

The spirit of Trinidad and Tobago’s Connectivity Agenda is captured in the following values:

Connected. Committed. Competitive. Creative. Caring. Community.



Desired Outcomes for the Working Groups

Following the ICT Visioning Workshop, each of the five Working Groups established an initial series of desired outcomes that would then be refined over the course of the strategic planning exercise. Each of the desired outcomes will, collectively, contribute to Trinidad and Tobago achieving its National ICT Vision.

Working Group	Initial Desired Outcomes
Human Resources	<ul style="list-style-type: none"> ▪ All schools and libraries to be connected ▪ ICT training and education to be fully integrated into the school curriculum – as a tool and as content ▪ Standardised measures of ICT proficiency ▪ Universal access made available through Community Access Centres – time/distance to access point to be determined ▪ Business opportunities to exist for ICT workers ▪ All Government workers on-line and ICT literate ▪ An appropriate body organised, and in place within one year to manage ICT development
Economy and Finance	<ul style="list-style-type: none"> ▪ Increased levels of e-Commerce contributing directly to job creation and poverty reduction ▪ Accelerating take-up of ICT – particularly for SMEs ▪ Development of an ICT sector – including innovative new business opportunities ▪ Exploring “hub strategies” in the areas of finance, oil, gas etc. ▪ Using ICT as a catalyst for business modernisation – technology and business integration and the improvement in the physical delivery of goods ▪ Ensuring consumers benefit from increased ICT ▪ Stimulating greater electronic business to government interaction ▪ Identifying the role of the private sector in terms of ICT sustainability



Working Group	Initial Desired Outcomes
Government	<ul style="list-style-type: none"> ▪ All Ministries, Agencies and Departments connected ▪ All appropriate government information and services available electronically – via the Internet <u>and</u> telephone ▪ Appropriate community-based services on-line ▪ Government service delivery standards improved ▪ Measurable efficiencies as a result of e-Government ▪ Increased client-focus and transparency ▪ Government intranet created ▪ Government services promoted to and accessible by the Diaspora
Infrastructure	<ul style="list-style-type: none"> ▪ Appropriate technology infrastructure and standards to support current and future ICT needs ▪ Improved service standards and accessibility of ICT, and lower costs ▪ Increased competition introduced to ICT sector ▪ SMEs benefiting from utilisation of ICT infrastructure ▪ New ICT businesses established ▪ Growing number of jobs in ICT sector ▪ Rationalisation of infrastructure in government ▪ Proactive, well-supported, and innovative regulator
Legal	<ul style="list-style-type: none"> ▪ Telecom liberalisation including a strong regulatory framework ▪ Ensuring appropriate legislation in areas such as: <ul style="list-style-type: none"> ✓ Universal Access ✓ Electronic crimes ✓ Privacy and confidentiality ✓ Freedom of Information ✓ Data security ✓ Intellectual Property ✓ Inappropriate content ✓ Fraud ▪ Acceptability of electronic documents – e.g., “admissibility of evidence” ▪ Ensuring appropriate training for the legal community – including law enforcement



*The National
ICT Vision
establishes far-
reaching social
and economic
growth
objectives.*

The National ICT Vision establishes far-reaching social and economic growth objectives that contribute significantly to Trinidad and Tobago’s 2020 agenda. The initial set of desired outcomes for ICT provide each of the Working Groups with a number of tangible goals and objectives. However, before the planning process advances too far, it is important to understand the current level of connectivity and the state of “e-Readiness” within the country. Armed with clear targets and an accurate baseline, the Working Groups can then develop detailed, and pragmatic, Action Plans that move Trinidad and Tobago from its current state of connectivity to a future where the benefits of increased connectedness have a marked effect on all elements of society.