

UNESCO INFORMATION FOR ALL PROGRAMME

**A CARIBBEAN INFORMATION FOR ALL PROGRAMME**



**FINAL REPORT  
PREPARED BY**

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## 1. Introduction

This Report is in respect of UNESCO's project on developing a Caribbean component under UNESCO's Information for All (IFAP) programme, aimed at "*narrowing the gap between information rich and the information poor and building an information society for all.*" The major output of this activity was defined as follows: *'Identify activities for inclusion in a UNESCO/Caribbean strategy for the 2003 World Summit on the Information Society taking into consideration specific development needs of the Caribbean.'*

The methodology for achieving this involved travel and consultation with relevant organizations and personnel in Jamaica, Barbados, St. Lucia, Guyana and Trinidad and Tobago, a review of information available both in hard copy and on the work wide web. Persons contacted were asked to discuss selected issues. A listing of the major issues presented for discussion with persons met is attached as **Appendix 1**.

The data gathered for Trinidad and Tobago is more extensive, given that the consultant resides in Trinidad and Tobago. However, there were many similarities noted in the development of the Information and Communications Technology (ICT) sector across the region, and while the details are not available for all the countries visited, the findings and recommendations are applicable across the region. A listing of persons met and a selection of relevant web sites are also appended as **Appendix 2 and 3**.

## 2. UNESCO's Information for All Programme (IFAP)

UNESCO's new approach to its Information for All programme is in keeping with international trends which are now focused on assisting developing countries to make full use of Information and Communication Technologies (ICTs) in their development agendas.

UNESCO quite rightly sees its role in meeting its mandate to "maintain, increase and diffuse knowledge" by ensuring the "conservation and protection" of the world's recorded knowledge," the unique and expanded possibilities that are offered in the application of ICTs.

There is also recognition at international level of the increasingly important role that ICTs can play in social and economic development, and the international arena has begun to address the issues represented by ICTs for development through discourse in the deliberations and recommendations in several fora including, the G8DOTFORCE, the UNICT Task Force which is currently underway, and the forthcoming WSIS, scheduled for 2003.

In addition, other multilateral agencies are also devoting considerable attention to ensuring that developing countries become engaged in crossing the 'digital divide' through programmes and projects focused on using ICTs in development agendas.

Some of these programmes are as follows:

### **3. International Programmes**

#### **UNICT Task Force [www.unicttaskforce.org](http://www.unicttaskforce.org)**

The UNICT Task Force established by the UN Social and Economic Council in 2001, is intended to lend a truly global dimension to the multitude of efforts to bridge the global digital divide, foster digital opportunity and thus firmly put ICT at the service of development for all.

In September of 2002, a Latin American and Caribbean (LAC) meeting in Rio de Janeiro of relevant stakeholders sought to address the issues related to the application of ICTS in LAC development. A sub-regional contingent of Caribbean persons developed for further action a listing of principles under which further action plans would be developed. (See **Appendix 4**).

In addition, the group agreed to establish an operational sub-regional group which would initiate activities under the rubric of the UWI, and would seek to work with other existing groups engaged in similar activities, for example the CARINFO (Caribbean Information Action Group) coordinated by the Caribbean Development Bank.

#### **Digital Opportunity Task Force (<http://www.dotforce.org>)**

The Digital Opportunity Task Force (dotforce), was established by the G8 Heads of Government at the Okinawa Summit in July 2000. Included in the Task Force were governmental, private sector and non-government organizations, as well as international organizations. The Task Force's major objective was to identify ways in which the digital revolution could be used to make significant input into economic and social development particularly of the world's poorest and marginalized groups.

The Task Force continues to work towards this goal and has joined forces with the newer initiatives, for example, the UNICT Task Force to achieve this.

#### **World Summit on the Information Society (WSIS) ([www.itu.int.wsis](http://www.itu.int.wsis))**

The UN General Assembly Resolution 56/183 (21 December 2001) has mandated on behalf of the international community a World Summit on the Information Society. The Summit will be held in two phases, in Geneva, 10-12 December 2003 and in Tunis in 2005.

The WSIS is the international community's response to creating a "*common vision and understanding of the information society and the adoption of a declaration and plan of action for implementation by Governments, international institutions and all sectors of civil society.*"

A High-Level Summit Organizing Committee (HLSOC) has defined the following list of possible topics for the Summit:

- Building the infrastructure
- Opening the gates
- Services and applications
- The needs of users
- Developing a framework
- ICTs and Education
- [The role of ICTs in good governance]

The topics as perceived by the WSIS translate into three broad areas of concern, **vision, access and applications**. These are elaborated by the WSIS as follows:

*“**Vision:** What are the shared elements among members of the international community upon which a common vision of the information society can be built? What framework and strategy can the international community develop to ensure that the possible benefits of ICTs for development are maximized while the possible obstacles and barriers are minimized? What steps can be taken to reduce or eliminate impediments to cross-border electronic commerce and to improve the security of critical network infrastructures?”*

***Access:** How can the benefits of ubiquitous and affordable ICTs be extended to all the world’s inhabitants? What mechanism needs to be put into place to help narrow the digital divide? What policies will assist users?*

***Applications:** How can ICTs be leveraged to help promote the common goals of humanity, such as those expressed in the UN Millennium Declaration?”*

The process of arriving at consensus to inform resolutions and develop an Action Plan from the WSIS are intensive, and include consultations at international, regional and national levels. These activities are expected to yield implementable plans in which a mix of partners can collaborate to ensure real success. UNESCO’s IFAP is one major input to the WSIS’s process.

**infoDEV - Information for Development Programme of the World Bank.**  
**[www.infodev.org](http://www.infodev.org)**

The infoDEV Programme is a World Bank funded grant programme focused on the promotion of innovative projects in the use of information and communication technologies (ICTs) for economic and social development with special emphasis on the needs of the poor in developing countries.

infoDEV has identified its specific areas of activity as follows:

- Consensus building
- Information infrastructure development strategies including knowledge assessments
- Telecommunications reform and market access
- Demonstration projects

The management of the inforDEV Programme is via a Donor's Committee supported by a Technical Advisory Panel (TAP) and the Program Manager, within the World Bank. The procedure for the selection of activities is well defined (see [www.infodev.org](http://www.infodev.org)) and involves the participation of the TAP and the Donors' Committee. The procedure for submission of proposals is also well defined and proposals can be submitted by email.

The website includes a listing of approved and completed projects, which provide some guidance to potential requesting agencies of the type of proposal, which can be considered, for approval.

A review of the website (Sept 2002) shows the following approved projects for the Caribbean.

Jamaica – Central Information Technology Office

- (i) E-readiness
- (ii) Country gateway

No details on the projects were available on the website (Sept 2002), but an article in COMNET-IT Forum<sup>1</sup> provides information related to this project.

Trinidad and Tobago – Central Bank

- (i) E-readiness

No details were available on the Trinidad and Tobago project.

**BELLANET (<http://www.bellanet.org>)**

Bellanet is an internationally funded non-profit initiative focused on the application of ICTs in development, in particular in developing countries. (see [www.bellanet.org](http://www.bellanet.org)). The programme is implemented by a Secretariat hosted by the International Development Research Centre (IDRC) and funded by several donors including the Canadian International Development Agency (CIDA), IDRC, Swedish International Development Cooperation Agency (Sida), and the United Nations Development Programme (UNDP).

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<sup>1</sup>. Creating a strategy for the development of the IT sector in Jamaica. COMNET-IT Forum Newsletter Issue No. 7, Sept 2000.

Bellanet has structured its programme into the following service lines, Equitable Access, Sustainable Information Sharing, Organizational Learning, and Dialogue. The service lines provide the framework under which Bellanet responds to requests for assistance.

A review of Bellanet's activities listed on its webpage reveals a varied range of projects within the service lines, none of which are Caribbean focused.

### ***International Telecommunications Union (<http://www.itu.int>)***

The ITU through the work of the Inter-American Telecommunications Commission (CITEL) has also been active in the development of strategies and plans aimed at closing the digital divide.

In particular, CITEL has developed a strategy document entitled “*Agenda for Connectivity in the Americas: Plan of Action*”, which addresses the fundamental issues related to connectivity, i.e., infrastructure, utilization and content. The Plan of Action provides a general framework and outlines a three step process (assessment and planning, implementation, including infrastructure, utilization, content, regulatory framework and financing, and evaluation for countries) engaged in developing a connectivity strategy.

Recent information provided by the UNESCO ACI.CAR indicates that the ITU Caribbean office has in keeping with the strategy outlined in the Plan of Action with respect to financing schemes, started an initiative aimed at creating an enabling environment for ICT investment in the Caribbean. The ITU Caribbean Office proposes the establishment of a Roundtable Steering Committee made up as proposed in the Plan of Action, of government, civil society and the private sector.

The ITU and the Institute for Connectivity in the Americas convened the first Caribbean ICT Roundtable in October 2002, in Barbados to “assess the needs and contents of a regional strategy for ICT development, and determine the next steps. An additional goal is to enable Caribbean stakeholders to network, and design and promote regional ICT projects and programmes.”

## **4. Regional Programmes and Initiatives**

At the regional level in the Caribbean the application of ICTs for development is receiving considerable attention from governments and civil society organizations. The problems of small markets, limited human resources in ICTs coupled with the lure of better opportunities for trained personnel abroad, and the situation of monopoly control in telecommunications have mitigated against the rapid development seen in the developed world.

CARICOM Governments have sought to redress the monopoly situation and have begun to deregulate the telecommunications industry. This is at different levels of activity, Trinidad and Tobago has recently established a Telecommunications Authority, and the Eastern Caribbean States have joined forces in the creation of an Eastern Caribbean

Telecommunications Regulatory Authority (ECTEL), aimed at reducing the Cable & Wireless monopoly. Individual Eastern Caribbean countries have made significant advances in telecommunications reform. Jamaica has established a Telecommunications Advisory Authority and has made significant progress in liberalizing its telecommunications sector.

Guyana like its Caribbean neighbours has begun the process and is currently negotiating the resolution of problems related to the grant of an IDB loan for reform of the telecommunications sector. The loan has been held up pending the application by the current telecommunications company (80% shareholding in the Guyana company), to block the loan from the IDB, on the basis of US legislation which prevents aid to countries which have abrogated contracts with US companies.

### ***Caribbean Telecommunications Union (CTU)***

A major player in the deregulation is the Caribbean Telecommunications Union, (CTU). The CTU was established by the Heads of CARICOM Governments at Nassau, The Bahamas. Its work involves:

1. Speaking to the international community;
2. Identifying and obtaining technical assistance from the EEC, ITU, World Bank and treating with other donor countries and agencies.
3. Relating to operator-groups like Caribbean Association of National Telecommunications Organizations (CANTO) etc., and
4. Establishing links with telecommunications-related agencies like Caribbean Broadcasting Union (CBU) and Caribbean Disaster and Emergency Response Agency (CDERA)

CTU is the major Telecommunications policy organ in the Region, It is, therefore, mandated to advocate at national, regional and international fora. Established by the countries of the Caribbean Community as a regional organization, the CTU is focused on the coordination of the planning, programming and development of intra-regional and international communications networks to meet the immediate and future telecommunication needs of the Region. The Secretariat of the CTU is located in Trinidad.

CTU has been less than effective over the last two years as a result of human resource problems. The absence of a CEO is however being addressed (October 2002) and the selection and placement of a CEO should have the necessary impact on the CTU's operations in the Region in the near future.

The CTU is currently involved in a dynamic project being developed with ITU support by CITELE. The Centres of Excellence Programme (CoE) seeks to establish a mechanism for regional capacity building in the areas of telecommunication policy, regulatory matters, management and advanced technology. The focus of the CoE is policy makers,

regulators, and senior officers responsible for developing national or regional telecommunications policy.

A CoE has been established for the Americas and the Caribbean is represented on the Board of Directors by CTU. CTU has been proposed as the coordinating body for the capacity building component of the CoE Programme. International interest and support for capacity building in the Region is being demonstrated in the training opportunities available. A functioning and effective CTU will assist in the realization of the ITU goal of providing a global perspective in regard to the Information Society as well as permitting the full and active contribution of both the CTU and ITU in the WSIS process and action plan. .

### ***Caribbean Information Action Group (CARINFO)***

CARINFO is the successor to the earlier regional consultative committee, the Consultative Committee on Regional Information Systems (CCRIS), set up by CARICOM Heads of Government to engage in monitoring and coordinating the development of regional information systems. CARINFO structured like its predecessor CCRIS, of the regional integration organizations, the Caribbean Development Bank (CDB), United Nations Economic Commission for Latin America and the Caribbean (UNECLAC), and the Organization of Eastern Caribbean States (OECS), has adjusted its mandate in the light of the changing technologies, to engage in activities which ensure that the region maintains pace with the Information Age.

With limited funding for specific projects, CARINFO has sought by annual meetings, which involve a wide cross section of the telecommunications, information, and communications personnel, and by the work of its participating institutions, (for example, a review of government information and communication technology policies conducted by UNECLAC),<sup>2</sup> to address critical issues relating to the fullest integration of ICTs in the Caribbean development agenda.

CARINFO has received the endorsement of the Caribbean Heads of Government (2001) and in 2002 spearheaded the first Caribbean meeting to address from a regional perspective, issues related to the WSIS. That meeting jointly hosted by CDB and UNDP in Barbados in June 2002 initiated the regional approach to WSIS.

The continuing support of its participating organizations and the range of the relevant ICT Caribbean and other personnel on which CARINFO can draw, suggest that this group should be part of the ongoing deliberations and action for ensuring the Caribbean's entry to the Information Society.

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<sup>2</sup> Caribbean policy response to the Information Age: a review of government information and communications technology policy in selected Caribbean countries. UNECLAC, 2001. <http://www.uneclacpos.org>

## **5. UNESCO's Caribbean Input to the Global IFAP Programme**

It is against the background of concerted international concern and activity that UNESCO has begun to develop with the assistance of the interested parties in the region a programme which addresses the concerns and needs of the Caribbean people. The guidelines of the IFAP as defined in the document attached as Appendix 5 "Building and Information Society for All" have been used as a framework for discussion with stakeholders. In addition, the Principles developed by the Sub-Regional Group at the Rio Meeting (September 2002) and attached as Appendix 4, have guided the discussion.

The following notes developed in consultation with stakeholders are intended as a background to the project process, and to assist in later stages of development by UNESCO. The time frame, the very technical nature of some of the issues, and extensive nature of the exploratory process did not allow for in depth analysis, and the overview reports here are intended only to indicate the range of institutions, issues, policies, plans, programmes and initiatives already on stream, and to bring some focus to how best Unesco can move forward with a practical and focused approach to providing Information for All.

## **6. Trinidad & Tobago – National Programmes**

### ***Office of the Prime Minister***

The Permanent Secretary (PS) in the Office of the Prime Minister is also the Head of the Public Service, and as such plays a coordinating and overall policy overview role in the development of IT programmes (and other programmes) in which government agencies are involved.

The PS therefore provided a vision and expressed the directive of the government in the implementation of IT programmes. The view expressed was clear and confirmed the government's position on IT as "the way forward for development."

It was noted that while the primary IT responsibilities were essentially handled in the Ministry of Science, Technology and Tertiary Education and the Ministry of Public Administration and Information, the PM's Office retained the vision and directive to these Ministries for the engagement of IT in "getting the service to the people in the most direct way possible" and in ensuring that "literacy for the population also includes IT literacy."<sup>3</sup>

<sup>3</sup> . Interview with Mrs. Zaida Rajnauth, Permanent Secretary to the Prime Minister, Trinidad & Tobago October 2002.

### ***The Ministry of Planning and Development***

The Ministry of Planning and Development in executing its role in the planning and implementation of development projects at the national level is engaged in research which can fuel the development of IT projects in other agencies. In this respect the Ministry performs a research and development role and has collected data on the current state of the availability and application of ICTs in Trinidad and Tobago.

This information is provided to international agencies, e.g., World Bank and guides the Government of Trinidad and Tobago in its development planning.

### ***Ministry of Public Administration and Information***

The Ministry of Public Administration and Information has been proactive in the development of the IT sector for the Public Service over a number of years. Its document on information technology policy,<sup>4</sup> which has not had formal government approval remains the most clear cut position on the development of the IT sector in the Public Service.

In the current environment, the Ministry now shares the responsibility for IT developments in the government with the Ministries of Science and Technology and Tertiary Education, and Trade and Industry. The Ministry of Public Administration and Information retains responsibility for a number of projects initiated under its portfolio for IT development in the Public Service. These include a human resource management information system which is being implemented under contract by Pricewaterhouse Coopers (PwC) Management Consultants Limited. Initiated with the signing of a contract in 2001, the project objectives are as follows:

- Transformation of a manual antiquated system to an automated, streamlined system. The intention is to implement a vanilla system, trying to minimize customization
- A new system that employs 'best practice' hr policies/procedures
- A central repository of data on employees, jobs, policies, facilities and equipment that relate to the management of the government's human resources
- Retrieval of information on-line and in real time that can inform decision-making

A Document Image Management System (DIMS) is also on stream at the Office of the Prime Minister. This project which was implemented in 1992 seeks to provide for the efficient storage and retrieval of data in the records of the PM's office. The Ministry of Public Administration has the mandate to roll out the DIMS to other arms of the Public Service.

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<sup>4</sup> . Ministry of Public Administration and Information. Information technology policy for the Public Service. POS, Ministry of Public Administration and Information, (1998).

### ***Freedom of Information Unit***

The Freedom of Information Unit located within the Ministry of Public Administration seeks to monitor, advise and report on compliance with the Freedom of Information (FOI) Act, 1999. The Act requires public authorities to publish and disseminate information about its structure and activities as part of the process of increased public participation in the decision-making in public affairs. While the focus of the FOIA is not on ICT use, the increasing use of web based information services and the possibilities that the move to e-government will provide for providing information to the public, suggest that the Unit could be a major player in defining a strategy for ICT application in the democratic process.

Two other governmental agencies which fall within the purview of the Ministry of Public Administration and Information and are major clients for IT applications for development are the National Library and Information Service (NALIS) and the Archives.

The Archives has in its strategic development plan identified a number of priority areas for the use of IT. These include the following:

- Creation of database of the holdings at the Repository and Records Centre to facilitate greater access to information by researchers
- Digitization of select collections from the holdings
- Development of the Microfilm Unit and the implementation of a Preservation Microfilming Project

The National Archives of Trinidad and Tobago has indicated its interest in participating in the five Areas of Activities outlined for the Information for All Programme, but is specifically interested in the following pilot projects:

- Automation of the holdings
- Transfer of important paper documents to microfilm format
- Training of staff in microfilm technology, paper conservation and information technology

The National Library and Information Service (NALIS) is in the process of developing strategic and development plans (not yet available) which address the provision of information for all. NALIS is also moving into a new 'intelligent' building, and it is expected that its improved physical infrastructure will enable increased application and usage of ICTs. NALIS has indicated a particular interest in increasing its input into the development of new teaching materials, which draw on its resources of local information, and their improved dissemination via ICTs.

### ***Ministry of Trade and Industry***

The Ministry of Trade and Industry holds the national portfolio for the development of e-commerce. A National Electronic Policy Committee made up of persons from the public and private sectors, was established by Cabinet with the following Terms of Reference:

- To examine the relevant electronic commerce issues, their likely impact on both the economic life and social life of Trinidad and Tobago
- To establish a National Electronic Commerce Policy which would guide Trinidad and Tobago into electronic commerce

An interim report was submitted to Cabinet in 1999, and a more detailed report in 2000.<sup>5</sup> The E-commerce Secretariat is now implementing the recommendations of its Action Plan which is focused on the following five areas:

- Strengthening the E-Commerce infrastructure
- Increasing participation in E-Commerce
- Clarifying marketplace rules
- Building user confidence in E-Commerce
- Jumpstarting the E-Economy

The five thrusts will be developed through specific programmes and projects, and with support and collaboration from stakeholders in public, private, academic and industrial sectors. The Action Plan lists initiatives under each thrust for further development.

### ***Ministry of Science, Technology and Tertiary Education – E-Government Secretariat***

The E-Government Secretariat was established in 2000 with the aim of enabling electronic government services, procurement and commerce. The implementation of e-government is expected to transform the public sector through the delivery of government services via an Internet based infrastructure, and to optimize citizens' participation in governance.

The E-Government Secretariat is now operational and has begun to implement an Action Plan. This includes the establishment of a communications backbone for voice and data communication for the Public Sector, the processing of an inventory of IT personnel in the Public Service, the inventory of systems and applications in use in the Public Service, the design of a portal for government information, drafting of appropriate legislation and the running of sensitization sessions for government personnel and citizens.

Trinidad and Tobago's rating in the E-Government Index 2001 is 1.34, with the average global index being cited as 1.62.<sup>6</sup>

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<sup>5</sup> . National Electronic Commerce Policy Committee. Preparing Trinidad and Tobago for doing business in the internetworked global digital economy; Report of the National Electronic Commerce Policy Committee. POS, (2001).

<sup>6</sup> Source: United Nations Division for Public Economics and Public Administration, Benchmarking E-Government: a global perspective. UNDPEPA, 2002.

The recently established Telecommunications Authority falls under the purview of the Ministry of Science and Technology and Tertiary Education. **In the process of completion of this report (November 2002) it was learnt that the IT Unit of the Ministry of Science, Technology and Tertiary Education was being relocated to the Ministry of Public Administration and Information.**

### ***National Information System Centre (NISC)***

The NISC was one of the earliest units established by government to deal with the introduction of ICTs in the Public Service. The NISC first functioned as a think tank but has evolved into both a planning and operational unit for the development of ICTs.

The NISC is a partner in many of the current ICT projects being implemented within the Public Service. These include the human resource information system, the population registry which caters for the recording of births, marriages and deaths in the Ministry of Legal Affairs, and the management system for the courts. In addition, the NISC also has an operational arm which handles the automated payment system for the Public Service.

### ***Ministry of Education. Information Technology (IT) Unit***

The IT unit is engaged in introducing the use on ICTs in the management operations of the Ministry of Education, but also has onstream projects which are focused on the imparting ICT skills within the education sector. A current project financed partly by the Chinese Government is introducing computers in the primary schools (81 schools completed, 31 to be added). This project provides equipment and training for teachers and students. While not as extensive as Barbados' EduTech project, the project has similar aims.

### ***Telecentres, Multimedia Centres, Community based Telecentres***

Labelled by several different names, Trinidad and Tobago demonstrates that it is in tune with the international focus on introducing ICTs through telecentres. There appeared to be a mushrooming of these centres by a variety of agencies. Several Government Ministries were establishing telecentres, including the Ministry of Social Transformation, the Ministry of Community Development, the Social Services Division of the Office of the Prime Minister, and the Ministry of Agriculture. All envisaged the empowerment of their respective clientele, and some were focused not only on information sharing but also on poverty elimination through skills training and business development. In addition, a number of NGOs are using the same approach and competing for limited funding for the same purpose.

It is clear that some rationalization of the telcentre model is needed and that coordination across sectors could also lead to improved delivery of services to clients.

## 7. ICT Developments in Other Sectors

In addition to the developments in specific Ministries related to ICTs described above, there are also many sectoral initiatives, which are development models with strong reliance on ICTs. This indeed confirms the view that ICTs are an intrinsic component of the development process.

Two specific sectoral initiatives are reported on, since they impinge on areas of concern in UNESCO's broader mandate in the advancement of education and science and empowerment through information dissemination.

The establishment of a Virtual Health Library (VHL) is being coordinated by the University of the West Indies (UWI) Medical Sciences Library, with the participation of other regional organizations and several public sector agencies. Linked to a Latin American information network<sup>7</sup> supported by the Pan American Health Organization, (PAHO), the project aims at making available databases of specialists, research projects, institutions, online catalogues of medical literature, full text local literature, and news and discussion lists.

Given the concerns of rural communities re difficulties in accessing health care (and information) there should be some scope for collaboration which permits the creation and sharing of health information to telecentres.

In the environmental sector, the Institute of Marine Affairs is involved in the development of an Ocean Data and Information Network for the IOCARIBE and South America regions, (ODINCARSA). Strongly ICT focused the project envisages the development of web based information resources to support research and management of the marine environment. The information to be collected and shared includes hard data (climate, sea temperatures, waves, currents, etc.) as well as biological, chemical, and bibliographic data. While the scientific community, governments (planners) and industry are the priority focus, the availability of the data and the possibilities of information manipulation which ICTs allow, suggest that the IMA can address its environmental awareness and public information delivery as a component of this project.

ODINCARSA is a sub-project of the Intergovernmental Oceanographic Commission, a UNESCO funded initiative. In this context, there appears to be scope within the Caribbean IFAP for some integration of efforts to allow the IMA to deliver information to the public at large thus contributing to their participation in decision making on critical marine and coastal issues.

## 8. General Comments

There is a range of ICT activities across the Public Service in Trinidad and Tobago. The Ministry of Public Administration demonstrated a focused and logical approach to ICT activities, and spearheaded the badly needed policy research work. This effort was

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<sup>7</sup> <http://www.bireme.org>

somewhat stymied during the period when the Ministry of Public Administration was disbanded (December 2000 - December 2001), with the result that the policy initiatives lost some focus. This appears to have been resolved with the re-establishment of the Ministry in 2001.

There appears to be little attempt at coordination across the range of activities, with some overlap certainly in the development of practical approaches in different Ministries. The introduction of telecentres is one such practical method being used by several Ministries, with different labels, including telecentres, community-based telecentres, and even home based access centres.

A recent response to the burgeoning of these centres was the establishment of a committee as a coordinating mechanism. The Committee “Services made Available Through Technology (SMATT)” is new (Sept. 2002) and will seek to develop some standards for the operations of the telecentres.

## **9. Jamaica**

There is extensive development in Jamaica in the ICT sector. Jamaica has led the rest of the Caribbean in its telecommunications liberalization and has also been proactive in obtaining support for its strategic planning for the sector.

The major player in the development of the sector is the Ministry of Commerce, Industry and Technology (MICT). A Central Information Technology Office (CITO) in this Ministry is now responsible for implementing the Five-Year Strategic Information Technology Plan developed with World Bank funding under an Infodev Project.

CITO also coordinates the ICT plans of other Ministries engaged in ICT activities, and is engaged in a number of sub-projects including the promotion of ICTs in the public and private sectors, the development of the local ICT industry through both call centres and other high level services, and the introduction of e-commerce and e-government.

A significant development has been in human capital development and this has focused not only on high school graduates but also on the socially disadvantaged groups, for example prisoners. In both instances training has increased the capacity for employment and in the latter the initiative has addressed critical societal issues. The training provided for high school graduates by the Caribbean Institute of Technology has had encouraging results. The project has also developed broad policies, undertaken an e-readiness assessment and initiated a range of activities including e-commerce and e-government projects.

While a limited period was spent in Jamaica, the assessment of the ICT sector and the issues on its development was strongly supported by the input of the UNESCO National Commission which established a Sub-Committee to assist in the process. The extensive information compiled by the Sub-Committee headed by Professor Fay Durrant is attached as **Appendix 6**.

The Sub-Committee has identified a range of related policies, programmes, activities, initiatives which are in train. In respect of policies, in addition to the telecommunications reform policy and the already referred to policy of the Ministry of Commerce, Industry and Technology there are (similar to Trinidad) sectoral policies and legislation which guide specific programmes. The Jamaica Library Service Act, the Access to Information Act, the Legal Deposit Act all address the issues of ensuring information for all, inevitably through the application of ICTs. In respect of agencies involved in ICT programmes, the list is extensive (see **Appendix 6**). There are also several coordinating mechanisms in place, and the overall monitoring by the CITO and its experience to date in its successful participation in World Bank and other international funded projects suggest it as a model for replication in other Caribbean countries.

The UNESCO Information Sub-Committee in its submission at the request of the consultant, also identified specific strategies for the further development of the ICT sector as well as some precise project ideas. These can in fact be taken at a regional rather than national level, given the similarity in the development in CARICOM states. As a result, these suggestions will be used in the development of strategies and ideas for projects for the IFAP programme for the Caribbean.

## **10. Barbados**

The ICT sector in Barbados also demonstrates characteristics similar to the other countries visited. In a brief visit it was not possible to identify the full range of activities, but this report covers the major ones.

The EDUTECH Project operated by the Ministry of Education is Barbados' flagship IT project. Financed by the Inter-American Development Bank, (IDB), the Caribbean Development Bank (CDB), and the Government of Barbados the programme at a cost of some US\$213 million is a comprehensive upgrade of the education sector, with a 32% expenditure on information technology.

Edutech's technological infrastructure component is equipping schools with information and communication technology in media centres and classrooms as well as providing laptops for home use, training teachers, students and parents, developing curricula, providing software, building the institutional capacity of the Ministry of Education in IT projects.

In addition to the innovative Edutech project, Barbados is also like the rest of its Caribbean neighbours venturing into E-government in the Ministry of the Civil Service, and E-commerce in the Ministry of International Trade and Business. Legislation for example, on electronic transactions has been developed, a priority, given Barbados' development as a financial services centre and the needs in this area of its long-standing tourism sector.

In terms of overall policy and coordination, Barbados is restructuring its Data Processing Department, which formerly handled the development of applications to meet specific

needs, for a more integrated role. The new approach will see the Unit which falls under the Prime Minister's Office as the coordinator of the Barbados Government Information Network - GOBANET. Jointly with the Government Information Service (GIS) this Unit will be responsible for a strategy for a portal for all Barbados Government sites. The GIS will in turn be responsible for content and for the template for the government sites. Training, administration and licensing of software for government use will also be the purview of this Unit.

The Ministry of Social Transformation is actively involved in the development of telecentres and seven telecentres have been set up. There are also similar initiatives (in the development of telecentres) by non-governmental agencies and in some instances there is collaboration between the Ministry of Social Transformation and the NGOs. An interesting project being developed by the Barbados Association of NGOs is targeted at artists and seeks to train artists in applying IT techniques in their work. The project is reputed to be highly successful in terms of its results in increasing the earning capacity of this group.

## **11. St. Lucia/OECS**

St. Lucia, which hosts the headquarters of the Organization of Eastern Caribbean States, showcased significant developments in the ICT sector both at national and regional level.

The OECS has made progress in their changing from a monopolistic telecommunications situation by getting together in a sub-regional regulatory body, the Eastern Caribbean Telecommunications Regulatory Authority, (ECTEL). ECTEL has begun the process of liberalizing the telecommunications sector for the Eastern Caribbean and planning for ICT developments.

As part of the restructuring process the OECS has obtained funding support from the World Bank in a Telecommunications Reform and Modernisation Project which is currently on stream. The project has assisted the OECS with the preparation of an ICT Policy and Strategic Plan,<sup>8</sup> and Pilot Project Proposals<sup>9</sup>. The plans provide a framework for the ICTs to become a lead sector in the economies of the Eastern Caribbean states, and also the guidelines for the development of ICT policies and plans for individual sectors.

The OECS has also focused its strategy on the education sector and its Education Reform Unit has issued a model ICT policy for the education system<sup>10</sup>. The Ministry of Education in St. Lucia has in turn issued a proposal for the incorporation of IT at the national level in the education system. This seeks to incorporate ICT into the school

<sup>8</sup> Gopa Consultants. Final report: ICT policy and strategic plan, member states of the OECS. Bad Homburg, Gopa Consultants, 2002.

<sup>9</sup> Gopa Consultants. Pilot project proposals, member states of the OECS. Bad Homburg, Gopa Consultants, 2002. (Telecommunications Reform and Modernization Project).

<sup>10</sup> OECS Education Reform Unit. Model ICT policy document for the education system. Castries, St. Lucia, OECS, 2001.

curricula and also improve the institutional administration through ICT applications. St. Lucia and the OECS have therefore made significant strides in terms of their focused and coordinated approach to the introduction of ICTs in the development plans.

In addition, like their other Caribbean states, St. Lucia is addressing the issues of e-government, e-commerce, and ICT training. There are in spite of the effort at coordination some pockets of disparate activities, and there was some concern expressed that the strategic plans and projects were the result of a regional organization development rather than a participative stakeholder plan.

## **12. GUYANA**

Guyana's efforts at liberalization of its telecommunications sector are linked with the loan being sought from the IDB. The delays on the finalisation of this project are expected to be resolved, to allow for the planned development of the IT sector.

The Government of Guyana has in its National Development Strategy identified ICTs as a "pivotal tool to improve governance, accountability, and transparency, generate employment, develop human potential and strengthen national unity." The project to be implemented with the IDB loan consists of five components which include support to a Unit within the office of the President, earmarked with responsibility for the ICT sector, improvement in the legal framework, increased use of ICT in the public sector, (E-government), community outreach and promotion of ICT service exports.

While the policy agenda in Guyana is less advanced than in its CARICOM neighbours, the situation at the operational level is comparable. There are numerous activities on stream, including both private and public sector. Private sector initiatives include a call centre which provides customer support for electronic products, an e-learning platform project which is intended to serve both secondary and tertiary level students on a fee based system, as well as specific IT training for software use and Internet access.

In the public sector there are discrete projects financed by funding agencies. Most of these are in the education sector and include the introduction of ICTs for the provision of management information for the education sector, the application of ICTs in curriculum development and teacher training, and the introduction of ICTs at the primary school level. The projects include other components, for example, the improvement of infrastructure and resources and place special attention on the disadvantaged areas in Guyana. Capacity building within the Ministry of Education is also being addressed. These projects are supported by IDB, the Department for International Development (DFID) of the UK, and the World Bank.

Significant progress and sensitization on the role of ICTs in development has been made by the Sustainable Networking Development Programme supported by the UNDP. Originally established to facilitate the management and dissemination of information in respect of sustainable development (an output of the UN Conference on Sustainable Development, 1994), the SDNP has become a major partner and contributor to ICT

development in Guyana. The SDNP both designs and hosts web pages for Guyanese institutions and organizations, provides dial up access to the Internet, generates information content on development issues, provides links to relevant sites and conducts training. The site is a primary resource for information on Guyana. (see [www.sdn.org.gy](http://www.sdn.org.gy)).

There is every indication that Guyana can quickly address the issues related to the digital divide. The private sector through the Information Technology Providers' Association is actively involved in the planning process with the Government. This factor, and the benefits of interaction with its more advanced Caribbean neighbours in what is a smaller sector, are likely to be gains for Guyana.

### **13. CARICOM**

At the level of the CARICOM the Caribbean Heads of Government have approved a regional strategic approach to ICT developments. The role of facilitation of a regional policy and strategic framework is being implemented through the assignment of responsibilities in two broad areas, i.e., ICT Technological Development under the purview of the Prime Minister of Grenada, and ICT Business and Trade Services under the purview of the Prime Minister of Antigua and Barbuda.

At the operational level of the Secretariat, the Secretariat has contributed to the regional discussion through its preparation of a Regional Connectivity Agenda. The document, available online, draws on the CITELE Connectivity Agenda, which it uses as a model. CARICOM has also sought the input of its member governments on the Connectivity Agenda. In addition, the Secretariat has defined a number of strategic principles for regional attention. The major principles being addressed are :

- A comprehensive and dynamic Regional ICT Policy
- Collaborative public and private sector action
- Security requirements
- Access to information services and technologies
- Human Resource development
- Enabling legal and regulatory frameworks

The CARICOM Secretariat is also an active participant in the current regional and international dialogue on the role of ICTs in development, which has been occurring at different fora including the World Trade Organization, (WTO), International Telecommunications Union, (ITU), World Intellectual Property Organization, (WIPO), Free Trade Area of the Americas, (FTAA), and the Commission for Telecommunication Development (CITELE).

The Heads of Government have agreed that activities in their Agenda 2003 will include regular meetings of the Ministers with responsibility for ICTs, continuing assessment of the state of play in the region, and refinement of the Action Plan to allow for implementation.

A Meeting of Ministers of Information scheduled for November 2002, has been shifted to January 2003, and will enable CARICOM's input to the World Summit Meeting on the Information Society scheduled for 2003.

#### **14. Recent Developments in the Caribbean/Latin America**

The focus of the international agenda on ICTs in development is being followed up by regional agencies. The Caribbean Development Bank jointly with the United Nations Development Programme (UNDP) office in Barbados and the Caribbean office of the International Telecommunications Union (ITU) brought the issues to the fore with the hosting of a regional meeting to discuss the opportunities and challenges that ICTs present to the Caribbean. This meeting was held in Barbados in June 2002.

The keynote presentation given by Ms. Gillian Marcelle, Vice-Chair of the UN ICT Task Force was successful in alerting the stakeholders present to the need for a united regional position on ICTs. With an agreement that the goal for ICTs development should be the enhancement of the quality of life of the Caribbean people, the meeting endorsed the establishment of an ICT Coordination Committee.

The Caribbean meeting in June was followed in September 2002, by an International Forum on Latin America and the Caribbean in the Information Society, (see [www.forumalcysi.socinfo.br/docs](http://www.forumalcysi.socinfo.br/docs)) held in Rio de Janeiro. Hosted by UNESCO and the Brazilian Ministry of Science and Technology, this meeting also generated statements regarding the principles on which the Information Society for Latin America and the Caribbean would be based. Caribbean participants at this meeting (admittedly very few), confirmed their willingness to set up a Caribbean group to address the issues and provide an input to the World Summit on the Information Society.

An interesting input to the Forum on the Information Society held in Rio is a document by Tahado Takahashi<sup>11</sup> which documents the varied statements, agreements, principles and plans on development goals related to the application of ICTs which have been made in recent times. They include statements from the Dotforce, the Millennium Summit, and the Declaration of Florianopolis, other regional meetings and PrepComs of the WSIS, and the Agenda for Connectivity in the Americas.

These statements and principles are extensive and do provide a clear framework on which more detailed agendas can be developed in the Caribbean. Never the less, the ITU and the Institute for Connectivity in the Americas (ICA) convened in October 2002 in Barbados, yet another meeting, a Caribbean ICT Roundtable.

A mix of participants drawn from regional and international organizations, private and public sector, NGOs and individuals with an interest in ICTS deliberated in a workshop environment and developed a Caribbean Regional Strategy and Action Plan. Both the

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<sup>11</sup>. Tahado Takahashi (ed). Reinventing the wheel: a booklet of examples, principles, declarations, plans; prepared for the Workshop on Methodological Frameworks Forum on the Information Society in LA&C, Rio de Janeiro, 25-28 September, 2002.

process of participation in the workshop exercise and the results have been useful in the preparation of this study, and are therefore acknowledged here.

The Roundtable endorsed the principles agreed to at other fora but also made progress on practical approaches to maintaining the discussion and momentum through the setting up of webbased discussion lists chaired by volunteers and focusing on specific themes. Begun in November 2002, the process is still young but given the responses seen to date, and the organizations involved, this initiative is likely to be the most influential in ICT developments in the region. It is therefore proposed that in addition to the recommendations included here that contact and dialogue be maintained with the Roundtable Group at the group's website: <http://www.dgroups.org/groups/icacaribbean>.

## **15. Strategies for UNESCO**

In defining strategies for UNESCO's IFAP for the Caribbean the objectives of the IFAP as defined by UNESCO have been at the forefront. The objectives are as follows:

- Promote international reflection and debate on the ethical, legal and societal challenges of the Information Society
- Promote and widen access to information in the public domain through the organization, digitization and preservation of information
- Support training, continuing education and lifelong learning in the fields of communication, information and informatics
- Support the production of local content and foster the availability of indigenous knowledge through basic literacy and ICT literacy training
- Promote the use of international standards and best practices in communication, information and informatics in UNESCO's fields of competence
- Promote information and knowledge networking at local, national, regional and international levels.

To this broad framework the information gathered in the process of the study, the inputs of the several fora mentioned in the study and the comments and suggestions of persons interviewed have all been used in making the following recommendations.

### ***Enable information sharing on ICT Development***

UNESCO will make a significant contribution to the process of introducing ICTs as a development tool simply by creating an appropriate mechanism for information sharing on ICT related programmes and projects in the region.

The study, incomplete as it is in respect of the diverse activities in train, clearly indicates that there are numerous initiatives, that there is overlap in some instances, that there are gaps in others, and that there is limited focus on coordination.

In this context a concerted effort at information gathering and its wide dissemination to all involved could be a valuable input to bringing cohesion and improved planning in the ICT sector.

While this recommendation has been made at other fora, its implementation requires deliberate planning and it is suggested that UNESCO is well placed to undertake this in collaboration with other agencies. Such collaboration will be in keeping with UNESCO's stated position on seeking partnerships in the IFAP. In this context, it is suggested that a partnership be sought with the CARINFO Programme (CDB/CARICOM/UNECLAC). CARINFO an approved committee of the three Caribbean regional organizations has a record in its previous incarnation as the Consultative Committee on Regional Information Systems (CCRIS) and a continuing mandate to monitor and assist in the development of a Caribbean Information Society.

It is suggested that CARINFO can collaborate with the UNESCO National Commissions and can guide the work of Information Sub-Committees in the respective countries in information gathering and packaging for web based dissemination. CARINFO's existing web site can be one of many sites on which the information can be disseminated. The work done by the Information Sub-Committee of the Jamaican UNESCO National Commission is instructive and can provide a template for the start up of this process. (**See Appendix 5**).

### ***Facilitate Coordination of ICT Activities***

The process of sharing of information is one mechanism towards the improved coordination of activities. It is suggested that UNESCO can also play a significant role in this process by its role in information sharing and also by developing tools to identify best practices and in turn, sharing the information on best (and worst) practices. This process should not be limited to Caribbean input but should draw on experiences in other UNESCO member countries. In particular, the advances of some countries in e-governance and e-commerce are relevant for this process.

The coordination effort should be at sectoral, national and regional level, and it is suggested that UNESCO can work with relevant agencies to create a mechanism for collaboration. At the sectoral level UNESCO can draw on the work and resources of some of its programmes (education, marine and coastal) to bring some synergy to the IFAP. At the national and regional level, UNESCO can bring the overview role of its National Commissions to effect the necessary coordination.

### ***Participation of all – Training at All Levels***

An obvious and necessary strategy for UNESCO is training and this should include all levels. UNESCO's approach should incorporate training for adults and youth, with a **particular focus** on primary school age children. This suggestion is made in the context of the maximum benefit of such an approach in reducing the digital divide by ensuring

that in terms of their ICT skills, the new generation of Caribbean people is on par with their peers in the developed world.

Here too, links with other development partners (as well as knowledge of ongoing programmes facilitated by information sharing) will be useful in creating the type and levels of training needed.

With respect to training, there were several suggestions that there should be some priority given to disadvantaged groups. Hearing and visually impaired were the groups most cited and it is suggested that UNESCO collaborate with other initiatives which are on stream. It was noted that the Chamber of Commerce in Trinidad has a programme in place for training the visually impaired in the use of ICTs.

### ***Integrate and Introduce the Mix of ICTs for Community Development***

There are many initiatives in the development of community-based telecentres, and some of these incorporate several ICTs. A study on the several models existing and of the impact on the social, economic and cultural life of communities would provide guidance on a suitable model for replication. The results could assist in determining the preferred mix of ICTs for different types of communities, and assist in the development of mix media products based on the interests and skills of the local community.

### ***Support the creation of policies for ICT development across all sectors***

A full move towards a knowledge and information society requires that policies be established and implemented in a holistic fashion. It is therefore first necessary to identify and review existing policies, and in the process note areas in which policies are absent or inadequate. This should in turn be followed by strategies which assist in the development of policies and plans for implementing the policies.

National plans which facilitate the integration of sectoral policies are an obvious step in this process. It is suggested that UNESCO can facilitate this entire process by working with the civil society agencies, private and public sectors. The full engagement of all groups will deepen the public's knowledge and awareness and create the needed support for ICT development.

The Information Sub-Committee of the Jamaica National Commission for UNESCO notes this as a priority activity and further recommends the holding of national consultations at which the findings of the review are presented to stakeholders identified, and their needs assessed. (See Appendix 5).

### ***Create an awareness of ICT policy issues***

Following on the identification, review and development of policies is the need for a strategy to create a general awareness of the impact of ICT policies on the national community. This can take several forms, including direct publicity efforts, as well as less direct but long term efforts of the national consultations and studies which are

recommended under the previous section on support for the creation of policies for ICT development.

### ***Train policy makers***

In addition, a strategy for training special target groups with respect to their role in ICT policy issues is critical in the long-term development of an Information Society. Policy makers are a priority group in this context.

### ***Build Institutional Capacity for Managing the IT Development Process***

The identification of policies and development of plans must be supported by implementation activities. These can falter unless there is sufficient and knowledgeable capacity within institutions to manage ITC projects. Training in these special skills (apart from IT technology skills) should be included as part of the overall capacity building component of projects.

### ***Increase the availability of local information***

ITC developments in the Caribbean are in general focused on introduction of the technologies and training. There is less emphasis on the development of local content and the Caribbean presence on the Internet is markedly tourism focused. This is an area in which UNESCO and other partners can play a major role, by working with national and regional agencies in making local content available on the Internet. The provision of local community information in several sectors can do much to empower communities.

Another aspect of local content relates to the unique cultural content and mix of the region which merits exposure that the technology (webstreaming of cultural events for the diaspora and other markets) can facilitate. This can bring both economic and social benefits to the region.

This strategy is well suited for a regional approach with the involvement of agencies such as CARICOM, Caribbean Media Corporation, etc.

### ***Enable greater participation in the international decision making process with respect to ICTS***

The ICT sector is a fast paced and rapidly changing sector. At the international level effective participation in decision making requires a familiarity with a wide range of issues and the related political, legal and economic aspects of ITC development. The capacity and participation of developing countries in decision-making at this level requires the awareness of policy issues at national and international level, as well as all the ramifications of related international agendas. In this context it is suggested that there is a need to provide an on-going advisory service for Caribbean governments, in particular the smaller countries to enable their active participation in the international arena.

### ***Increase the Capacity of Civil Society for Participating in Information Society***

In addition to increasing the capacity at national level for participation in decision-making, a complementary strategy should address building the capacity of civil society for understanding the information society developments and participating actively in all aspects. This requires presentation of issues in layman language thus building an informed citizenry.

An interesting and relevant initiative, which is being supported by several international organizations (IICD, IDRC), is a media awards programme in Africa, for journalists contributing to the understanding of the information society. (See at <http://www.uneca.org/aisi/mediaaward.htm>).

### ***Enable Replication of Successful Programmes***

This study revealed that there are a wide range of ITC programmes and projects ongoing in the region. Even without detailed evaluations and reviews, there are some obvious success indicators. A strategy for documenting and sharing these successful initiatives across the region would assist in replicating the success. In this context, the extensive Edu Tech 2000 being implemented in Barbados is recommended. So too is the extensive work done by the OECS in the World Bank funded ICT Telecommunications Reform and Modernisation Project, and the experience gained by the Jamaican Ministry of Commerce, Industry and Technology in the development of an IT strategic plan and related sectoral IT plans.

### ***Promote the Development of E-Government Services Particularly for Rural Users***

E-Government can transform the image of the public sector as a distant and difficult entity to a user-friendly and efficient service provider to a rural community. A useful strategy in the development of ICTs for a rural population would be the identification of preferred services and active promotion of the most needed components of e-government. The promotion process could usefully seek to link those services which cross administrative boundaries (for e.g., delivery of health services to pensioners), with the aim of improving the e-government delivery of the particular service.

### ***Support the Freedom of Information Acts***

Legislation to enable access to governmental information (Freedom of Information Acts) is becoming part of the base legal structure in Caribbean countries. The provision of interfaces to facilitate access, the design of portals for ease of access, and raising the awareness of the public on their right to access are all strategies which could assist in making the goal of the Freedom of information Acts realizable. This will also help in creating an informed (Information Society) public.

### ***Promote the Development of Cultural Organizations through Application of ICTs***

The strategy defined for increasing the availability of local content noted the special focus for including presentations on cultural events. In addition, there is also a need for a strategy to actively promote the development of cultural organizations through the application of ICTs. Both governmental and non-governmental organizations should be targeted, with an emphasis on building capacity for ICT application and for preservation of cultural forms. There appears to be some potential here for linkages with another UNESCO programme, the Memory of the World.

### ***Establish linkages with ongoing ICT based programmes for maximum effect***

The study has identified a number of sectoral programmes which are strongly ICT based. It is clear that there are many such programmes at all levels and being developed by many agencies. The recommendation for the ongoing tracking and listing of such initiatives made elsewhere in this report, is repeated here.

In addition, it is suggested that the IFAP should establish linkages with those programmes which are relevant to UNESCO's themes, and that some efforts at piggybacking be made for the benefit of both the IFAP and the sectoral programmes. The development of a sub-component of a programme, for example, training in a particular area, or the repackaging of some specific information (e.g., coastal erosion data in the North Coast in Trinidad) could usefully empower a rural community, (e.g., Toco) where UNESCO already has an active communications programme.

## Appendix 1 – Issues for Discussion

- Availability of national or regional policies relating to Information for All through the use of ICTs.
- Policies will include those on infrastructure, preservation, public access to information and understanding of issues related to the use of ICTs, including ethical, societal, and legal.
- Programmes, initiatives, plans or structures which may be in place to support policies as defined above.
- Identification of national agencies engaged in the activities as defined above, to include community-based/oriented entities.
- Existence of coordinating mechanism in respect of diverse activities.
- Participation at international level on decision-making in respect of ICTs, for example, ITU regulations, WTO issues, and WSIS issues.
- Development of standards for information management.
- Availability and plans for training in application of ICTs for development.
- Development of e-publishing and e-commerce at national level.
- Level of awareness and participation in Unesco's Information for All Programme.
- Achievements/impact of programmes, projects and initiatives (if any).
- Recommendations for new activities at national level.
- Recommendations for new activities at institutional level.

## Appendix 2 – List of Persons Met – Trinidad and Tobago

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## APPENDIX 3 – Relevant Websites

<http://www.icaamericas.net>

<http://www.dgroups.org/groups/icacaribbean>

<http://www.tele-centros.org>

<http://uog.edu.gy>

<http://www.GINA.gov.gy>

<http://www.sdn.org.gy>

<http://funredes.org/mistica>

<http://www.ictjamaica.com>

<http://www.caribank.org/>

<http://caribank.org/secre.nst/carinfo-home?openpage>

<http://www.developmentgateway.org>

<http://www.infodev.org/>

<http://www.citel.oas.org/>

<http://www.caricom.org/>

<http://www.bellnet.org/>

<http://www.itu/wsis/>

<http://www.ifolac.mx>

<http://www.foa.gov.tt>

<http://www.unesco.org/>

<http://www.unicttaskforce.org/>

<http://ipo.gov.tt>

<http://www.indotel.org.do/wsis>

## **APPENDIX 4 – Principles for the Building of an Information Society**

1. Information and communication technologies are tools for the individual and the community, which should be at the centre of the information and communications revolution.
2. Access to information and communication should be a basic right for all in the forthcoming information society.
3. Universal inclusion and access to information and communication services should guide the development and implementation of appropriate policies, (regulatory frameworks) strategies and actions in the emerging information society.
4. In the context of universal access policies, special attention and resources are called upon for the integration of marginalized groups such as the disabled, children, women, indigenous groups and the elderly to ensure the participation of all.
5. When countries are integrating local and regional development programmes and plans, ICTs as a contributor to achieving social and economic objectives should be considered such as social and economic inequity and alleviation of poverty.
6. The building of the forthcoming Information society requires a transparent and participatory process that would include in a pro-active and meaningful way all members of society, including the private sector, public authorities and civil society.
7. Adequate public strategies and policies are required to ensure that technological innovations and diffusion of services can be made available to areas where equitable access does not exist.
8. There is need to build a flexible regulatory environment with the appropriate legal and institutional framework to promote the development of an information society.
9. Digitizing information flows and communication processes should particularly in the delivery of public services aim at the increase of efficiency productivity and economic growth as well as the enhancement of transparency and social participation.
10. Linguistic diversity and cultural identity should remain at the top of the information society agenda.
11. Education is a key determinant to the creation of a sustainable information society and so requires the strengthening and building of local human resource capacity through comprehensive and systematic education and training programmes.

12. The integration of rural and isolated communities to the information society should receive highest political endorsement support and concrete action.
13. Local requirements and global trends reinforce each other and should be taken into account when designing policies and plans by decision makers.
14. It is essential that developments on applications and services be encouraged while at the same time preventing undesirable lock-in effects and ensure an increasing and open environment.
15. An information society that enhances freedom of expression and the free flow of information should not undermine the need for privacy confidentiality and security.

## APPENDIX 5 – UNESCO’S INFORMATION FOR ALL PROGRAMME

### **Building an Information Society for All**

Access to information and knowledge constitutes a global public good and is essential to the advancement of education, science, culture and communication, to empowerment, to the promotion of cultural diversity and to fostering open governance. As stated in its Constitution, UNESCO is dedicated to “promoting the free flow of ideas by word and image”. UNESCO has the mandate to “maintain, increase and diffuse knowledge” by ensuring the “conservation and protection” of the world’s recorded knowledge. Furthermore, the Organization shall encourage “co-operation among nations... in the exchange of publications” and other information materials and initiate “methods of international cooperation calculated to give the people of all countries access to printed and published material produced by any of them”.

In order to grasp the opportunities offered by ICTs to fulfil this mandate, UNESCO has established the Information for All Programme. It seeks to narrow the gap between the information rich and the information poor and thus to build an information society for all. It is a platform for international policy discussions and programme development aiming at the:

- better understanding of the ethical, legal and societal consequences of ICTs;
- improvement of access to information in the public domain;
- preservation of information.

### **Objectives**

The Information for All Programme provides a framework for international co-operation and partnerships. It supports the development of common strategies, methods and tools for building an information society for all.

In particular, the objectives of the Information for All Programme are to:

- promote international reflection and debate on the ethical, legal and societal challenges of the information society;
- promote and widen access to information in the public domain through the organization, digitization and preservation of information;
- support training, continuing education and lifelong learning in the fields of communication, information and informatics;
- support the production of local content and foster the availability of indigenous knowledge through basic literacy and ICT literacy training;
- promote the use of international standards and best practices in communication, information and informatics in UNESCO’s fields of competence;
- promote information and knowledge networking at local, national, regional and international levels.

### **Five Areas of Activities**

#### ***Area 1: Development of international, regional and national information policies***

- Establishment of an international consensus on the concept of universal and equitable access to information as a basic human right
- Promotion of an international consensus on a framework of ethical and legal principles related to cyberspace
- Creation of an international observatory on international, regional and national information policies
- Building a Clearing House on best practices on ICT-based governance
- Establishment of an international framework on the safeguarding of the world’s information heritage

- Establishment of an international agreement on policies governing the exchange of information required for global environment and climate monitoring

**Area 2: Development of human resources and capabilities for the information age**

- Promotion of an international framework to ensure basic and ICT literacy
- Creation of ICT-based training networks for information specialists
- Promotion of a framework for cooperation and information exchange on the content and quality of training in the information area
- Introduction of e-publishing and e-commerce training activities for publishers and producers

**Area 3: Strengthening institutions as gateways for information access**

- Development of a UNESCO portal to information institutions worldwide
- Establishment of national public gateways to information
- Establishment of national digitization policies
- Promotion of standards for the management and preservation of recorded knowledge

**Area 4: Development of information processing and management tools and systems**

- Establishment of regional needs analysis and policy planning in the creation of information management tools
- Creation of a multilingual corpus of freely accessible information management tools
- Publication of collections of best practices and standards in information management development

**Area5: Information technology for education, science, culture and communication**

- Establishment of multi- and trans-sectoral information intelligence platforms to assist all UNESCO's programmes in formulating and taking informed decisions
- Creation of a monitoring system on needs and trends in the use of ICTs to promote lifelong learning for all
- Creation of an education portal including links to various virtual universities
- Establishment of international best practices in the area of electronic publication in science
- Adoption of international guidelines to ensure networked access to scientific information
- Expansion of environmental data and information exchange networks and data centers in developing countries
- World-wide promotion of networks of cultural and media experts and institutions in the service of peace, understanding and development
- Creation of an international framework on multilingualism and multiculturalism in cyberspace
- Creation of a world observatory on the development of media in the information society

**Partnerships and collaborations**

The success of the Information for All Programme is dependant on effective collaboration and liaison with a diverse and increasing number of parties. Therefore, it seeks partnerships within UNESCO and cooperation with other international programmes within and outside the UN family in order to harmonize positions and policies. It will collaborate with stakeholder NGOs and the private sector to create a multiplier effect from improved communication and collaboration.

**Evaluation**

The activities of the Information for All Programme will be monitored regularly and evaluated on completion in order to permit adjustments of the programme. An overall evaluation of the Programme and its expected results will be carried out in the seventh year (corresponding to the last year of UNESCO's Medium-Term Strategy 2002-2007).

**Project Principles**

At the activity level, projects carried out within the framework of the Information for All Programme are catalytic, have a pilot character, include the sunset rule, contain an evaluation component and apply the subsidiarity principle (appropriate sharing of responsibilities at the international and national levels).

**Intergovernmental structure**

The Information for All Programme is guided in its planning and implementation by an Intergovernmental Council composed of twenty-six Member States of UNESCO. The members of the Council are elected by the General Conference taking into account the need to ensure equitable geographical distribution and appropriate rotation.

Keywords:

IFAP

Geography Keywords: Globale

## **APPENDIX 6 – Jamaica - Information for All Sub-Committee Submission re IFAP**

### **JAMAICA NATIONAL COMMISSION FOR UNESCO INFORMATION FOR ALL COMMITTEE ADVISORY COMMITTEE SUB-COMMITTEE ON THE INFORMATION SOCIETY**

#### **Recommendations for development of the Unesco Programme on the Information Society for Jamaica and the Caribbean**

The sub-committee was established on Friday October 4, 2002 as a sub-committee of the Information for all Advisory Committee to make recommendations in respect of the Information Society Programme of UNESCO. The meeting used as its frame of reference the areas identified by Ms Jocelyn Josiah Unesco Programme Officer for Information and Communication in her letter of September 2002.

It was agreed that the committee's recommendations would relate to the national and regional levels and would be presented to guide Unesco's programme and to provide input to the work of the Unesco consultant Mrs. Maritza Hee Houg.

The Chairperson, Professor Durrant, suggested that the Committee look at the national level firstly.

#### **National policies on ICTs for Development**

The main documented policy in Jamaica developed for guiding Information and Communication Technologies for Development, is the Five Year Strategic Information Technology Plan prepared in 2001 and revised in March 2002, by representatives of three ministries : the MICT, the Ministry of Education and the Office of the Prime Minister.

The strategy is on the MICT's website. <http://www.mct.gov.jm>

Other relevant policies, national, regional and sectoral, have be identified by members of the committee and incorporated into the recommended areas and documents for further study and analysis. Though not exhaustive, these include sectoral and institutional policies which facilitate the use and exploitation of information and communications technologies for development.

#### **Topics 1 & 2 – National and Local Policies and Legislation**

##### **National policies and legislation**

- (b) Ministry of Education; ICTs in Education PESP Project  
Mr. Wesley Barrett Chief Education Officer or Mrs. Adele Brown - Deputy  
Phone 948 7938
- (c) Ministry of Industry, Commerce and Technology – Five year Plan;

- (d) Sectoral policies on ICTs e.g. Science and Technology Policy (1990) under review
- (e) Agriculture RADA information system for production and marketing  
Claudette Milford Allen MOA Director of Information Phone 977 9169
- (f) Telecommunications Act 2000
- (g) Telecommunications Policy Reform 2002 MICT Telecommunications Council (Proposals) MICT's website. <http://www.mct.gov.jm> Hopeton Dunn (UWI CARIMAC) Chair Phone 977 -1397-9  
Jamaica Library Service Act  
Institute of Jamaica Act ... revised 1978
- (h) Access to Information Act 2002
- (i) Legal Deposit Act 2002
- (j) National Industrial Policy – Section on ICT Mrs. Whittaker MICT
- (k) Association of Development Agencies (ADA) NGO's working with ICTs  
Phone 927 5784, 21 Easton Ave Kgn. 6

**Topic 3: Programmes, initiatives, plans or structures to support policies.**

Private Sector organizations/businesses providing computers for public libraries, schools etc. e.g.,  
Jamaica Computer Society and its Educational Foundation President Patrick Dallas  
Grace Kennedy Remittance Service Initiatives,  
Scotia Bank Foundation,  
Kiwanis Clubs  
Rotary Clubs etc.

**Topic 4: National Agencies, Community-based/oriented entities**

- ❑ Caribbean Disaster Information Network (CARDIN) UWI Norma Kpodo, Beverley Lashley
- ❑ Caribbean Energy Information System (CEIS) Scientific Research Council
- ❑ Meteorological Service ICT Project
- ❑ HEART/NTA ICT Training Programme - Mrs. Elizabeth Terry
- ❑ IDB Project on Information technology policy, education and training, rural telecommunications Under review by MICT and PIOJ
- ❑ Jamaica Sustainable Development Network Valerie Gordon Coordinator  
<http://www.jsdnp.org.jm>
- ❑ ACNIS-Advisory Committee on National Information System Chaired by the National Library of Jamaica <http://www.nlj.org.jm/docs/network.html#NIS>
- ❑ Project for Internet kiosks in Post Offices MICT Mrs. Whittaker
- ❑ National Commission on Science and Technology – ICT projects **Mrs. Bardowell**

- ❑ JAMAL Pilot Project
- ❑ Disabled Sector IT Project Project Enabling the Disabled Director Mr Wilbert Williams, established in collaboration with MICT and Cable and Wireless - Project with the JLS **Mrs. Roberts**
- ❑ Caribbean Institute of Technology (Jamaica) **Mrs. Whittaker**
- ❑ Fiscal Services – Executive Agency providing ICT services to government agencies
- ❑ Commonwealth of Learning – some projects in Jamaica PVC Marlene Hamilton.
- ❑ Social Development Commission
  - Ministry of Agriculture – RADA (Mr. Thomas Burton) Agriculture and Marketing Information System **Mr. Watson**
  - Community/Cooperation on Productions and Marketing Initiative (Mr. Freckleton – Mandeville) **Mr. Watson**
  - Swift River Project Telecentre **Mrs. Hazel Bennett**

**Topic 5:        Coordinating mechanism in respect of diverse activities**

- ACNIS Advisory Committee on the National Information System
- Telecommunications Council – (Chair Dr. Hopeton Dunn)
- Jamaica National Commission for UNESCO – (Secretary General Miss Sylvia Thomas) and Information for all Programme Advisory Committee
- Regional Sectoral Networks
- Broadcasting Authority
- Registrar General’s Department
- Archives of Jamaica
- Institute of Jamaica (Coordinating Agency) Vivian Crawford Exec. Director
- Institute of Jamaica - Museums Division
- Jamaica Intellectual Property Office (JIPO) – Miss L. Walker
- Intellectual Property – Mr. Tony Laing

**Topic 6:        Participation at International Level e.g. WTO, WISIS issues**

- Ministry of Foreign Affairs
- Planning Institute of Jamaica

**Professional Organisations**

- IASL
- IFLA
- LIAJA
- ACURIL
- JARMA
- IICD

## **Others**

- Attorney General/Solicitor General – International agreements
- UWI University Counsel (Mrs. Beverley Pereira) Copyright
- CARICOM Secretariat
- World Summit on Information Society

## **Topic 7: Development of Standards for Information Management -**

- LIAJA – School Library Standards  
College Library Standards  
Special Library Standards (under revision)

Audrey Chambers will provide additional information on the standards

## **Topic 8: Availability and Plans for Training in application of ICT's for development**

- School system – Ministry of Education Youth and Culture
- Caribbean Examination Council (CXC)
- Universities UWI, UTECH, Northern Caribbean University
- UWI
- Department of Library and Information Studies
- Department of Management Studies
- CARIMAC
- Jamaica Library Service

University Council of Jamaica is to be asked to supply a list of accredited institutions offering training in IT

Caribbean Institute of Technology (Jamaica)

## **Topic 9: E-Publishing and E-Commerce at National Level**

- Government ministries/Agencies
- Non-Government Organizations –
- E-Commerce policy - MICT - **Mrs. Whittaker to advise on status.**
- Ian Randle and other publishers **Mrs. Roberts to advise**

## **Topic 10: Achievement/impact of programmes, projects & initiatives**

- CARDIN – (Mrs. Kpodo to supply data)
- MEDCARIB Mrs. Kpodo to supply
- CEIS Mrs. Kpodo to supply
- NLJ CDS/ISIS training programme – Mrs. Edwards to supply data
- ACNIS See NLJ website <http://www.nlj.org.jm> Section on the National Information System.

## **Topic 11: Recommendations for new activities**

### **Identification of critical stakeholders in the Information Society**

- Achievement of developments toward the Information Society will be greatly enhanced by further implementation of the plans and policies which have been defined. For this to be accomplished it is necessary to undertake a review of the existing national development policies, and to identify areas requiring further development and implementation.
- This assessment involves:  
The identification of critical stakeholders in the development of the Information Society. The special needs of these groups will also have to be assessed and possible programmes identified.
- A group headed by a local Consultant, should be appointed to carry out an investigation into existing ICT policies and institutions, It should also prepare a background paper

### **National Consultation**

- National Consultations in Jamaica and in other countries in the region is recommended. These should be held to inform stakeholders, get them involved, and to sensitize the entire nation about the Information of All Programme, and the initiatives relevant to the development of an information society.
- Unesco should be asked to provide funds for the study, which will be carried out in each CARICOM country and the staging of the national consultations
- It is planned that the national consultation will facilitate identification and validation of the state of readiness of the countries for the Information Society.

### **Projects emanating from the National Consultation**

#### **Archives and Records Management**

- To provide support in developing an electronic interface for facilitating access to government information as mandated by the Access to Information Act 2002. This project should also include training of Archive and Records Management personnel and training the general public in accessing and using information
- **Information Literacy**  
Development of information literacy capacity in all citizens is an important objective of the Information Society. It is recommended that a pilot project be developed to provide training in increasing the capacity for information literacy in citizens.  
Institutions UWI and JLS

- **Education and training**  
Incorporation of information literacy competency should be incorporated into the education system. It is recommended that a pilot project be developed to provide a programme in information literacy within the education system.
- **Infrastructure, e-readiness and access to information**  
In the development of the information society each country needs to have adequate infrastructure, and the capacity to develop and implement relevant information resources. Infrastructure and e-readiness should include the development of local content and systems, and the appropriate facilities to enable the access to information required for development.
- **Development of telecentres**  
Some progress has been made in the establishment of telecentres in public libraries and other community centres. These centres offer a basis for community development, by providing access to the Internet and enabling capacity development in this area. The development of local training and information tools which can facilitate interactive learning and access to information should be supported. JSDN and JLS

**Topic 13: Recommendations for new activities at institutional level**

- **Institutions to undertake new activities and strengthen existing ones**

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Professor Daphne Douglas	
Mrs. Patricia Roberts	– Jamaica Library Service (JLS)
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Mrs. R Whittaker	– MICT
Mrs. N. Amenu Kpodo	– UWI, Main Library
Mrs. Audrey Chambers	– UWI SALISES
Mrs. Gloria Salmon	
Mrs. Eppie Edwards	– National Library of Jamaica
Mrs. Merline Bardowell	– National Council on Science and Technology
Mrs. Arlene Ononaiwu	– Planning Institute of Jamaica.

## APPENDIX 7 - LIST OF ACRONYMS

CANTO	Caribbean Association of National Telecommunications Organizations
CARICOM	Caribbean Community
CARINFO	Caribbean Information Action Group
CCRIS	Consultative Committee on Regional Information Systems
CDB	Caribbean Development Bank
CDERA	Caribbean Disaster Emergency Relief Agency
CIDA	Canadian International Development Agency
CITEL	Inter-American Telecommunications Commission
CITO	Central Information Technology Office
CoE	Centres of Excellence Programme
CTU	Caribbean Telecommunications Union
DFID	Department for International Development (UK)
DIMS	Document Image Management System
ECTEL	Eastern Caribbean Telecommunications Regulatory Authority
FOIA	Freedom of information Act
FTAA	Free Trade Association of the Americas
GIS	Government Information Service
GOBANET	Government of Barbados Information Network
ICT	Information and Communications Technology/ies
IDB	Inter-American Development Bank
IDRC	International Development Research Centre
IICD	International Institute for Communications and Development
IMA	Institute of Marine Affairs
ITU	International Telecommunications Union
LAC	Latin America and Caribbean
NALIS	National Library and Information Service
NGO	Non-governmental Organization
NISC	National information System Centre

ODINCARSA	Ocean Data and Information Network for the IOCARIBE and South America
OECS	Organization of Eastern Caribbean States
PAHO	Pan American Health Organization
SDNP	Sustainable Development Networking Programme
SIDA	Swedish International Development Agency
TAP	Technical Advisory Panel
UNDP	United Nations Development Programme
UNECLAC	United Nations Economic Commission for Latin America and the Caribbean
UWI	University of the West Indies
VHL	Virtual Health Library
WIPO	World Intellectual Property Organization
WTO	World Trade Organization