



Government of the  
Republic of Trinidad and Tobago



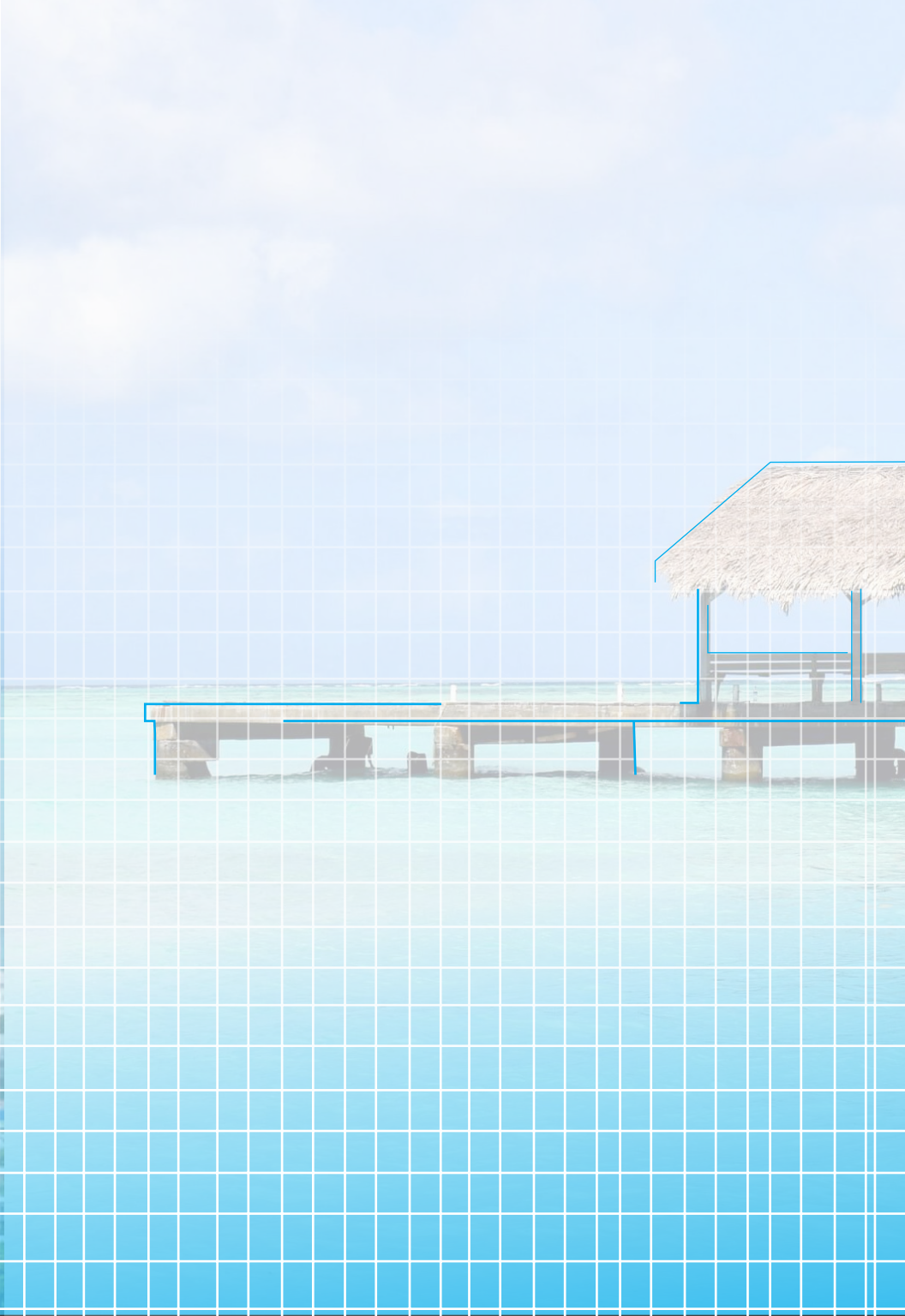
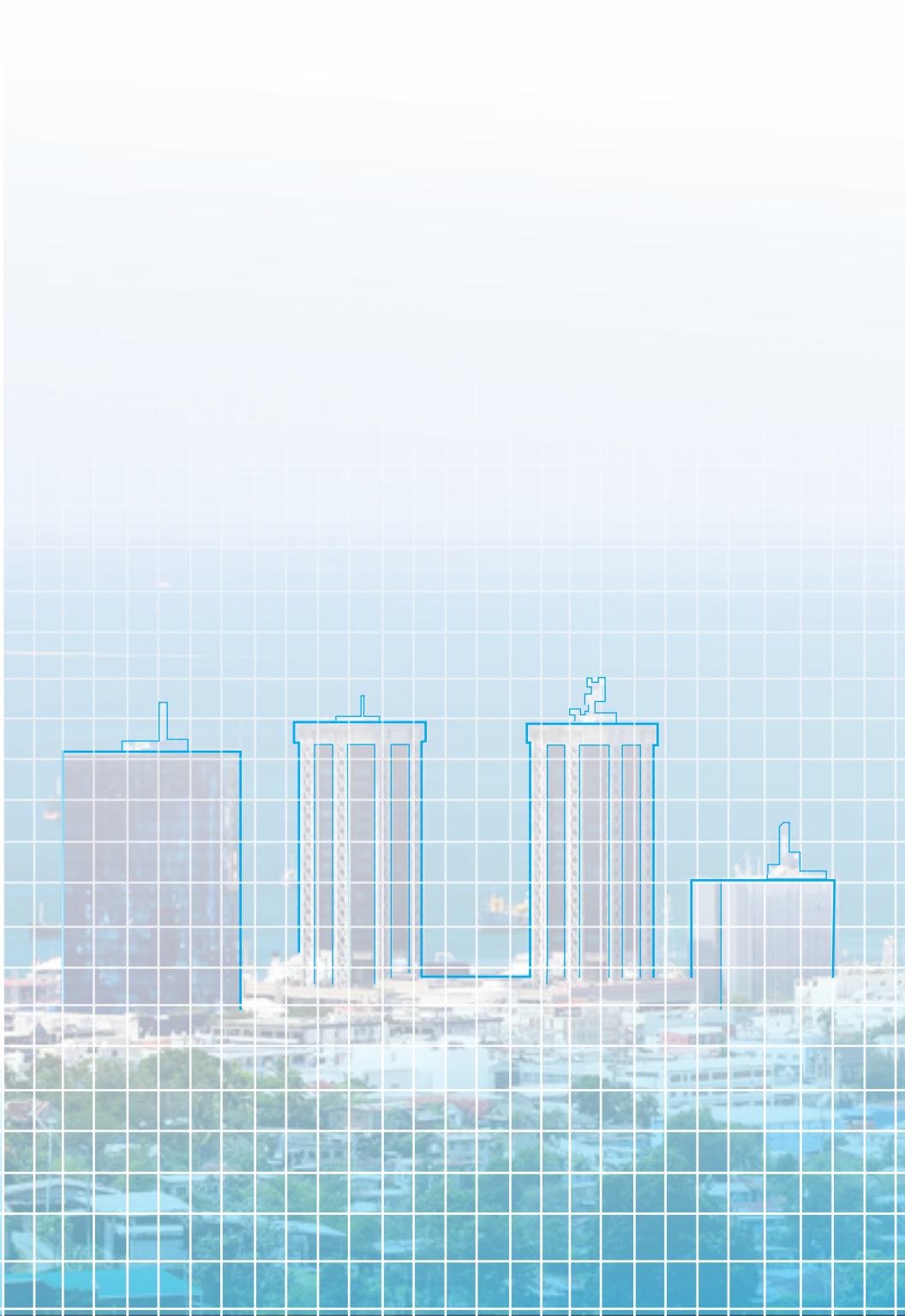
ICT

BLUEPRINT

NATIONAL ICT PLAN 2018 - 2022

---

A QUICK LOOK



# About the National ICT Plan

---

The ICT Blueprint – National ICT Plan 2018-2022, is Trinidad and Tobago's five-year National Information and Communication Technology (NICT) Plan. The result of co-creation, the Plan is driven by the needs and priorities of Government, business, and the citizens of Trinidad and Tobago—as well as the country's regional and international obligations. The Plan outlines the National ICT Agenda, builds on the country's past performance in ICT and declares a bold vision of a future transformed through ICT, and characterised by Empowered People, Competitive Businesses and Transformational Government.

---

Our vision of **Empowered People** is one where the citizens of Trinidad and Tobago:

- have pervasive access to ICT;
- are connected to broadband infrastructure which provides a variety of services that are affordable, of high quality, safe, and secure; and
- are deriving high value from the use of ICT, benefiting themselves and society.

Our vision of **Competitive Business** is one where businesses in Trinidad and Tobago:

- are supported by robust, advanced, and secure infrastructure;
- are enabled by the requisite legislative framework;
- are supported by a technologically skilled workforce; and
- are continuously aspiring to innovate in both their products, processes, and operations.

Our vision of **Transformational Government** is one where Ministries and Agencies in Trinidad and Tobago:

- are deploying ICT to transform operations to a state where digital becomes the default, yielding time and cost savings;
- are delivering services that are simple, fast, secure and end-to-end; and
- are achieving efficiencies within and across entities through data analytics, shared platforms, and the use of other resources to deliver better with less.

# CURRENT ICT LANDSCAPE

Areas of progress and the challenges of ICT in Trinidad and Tobago, lessons learned and global ICT trends informed the development of the ICT Blueprint.

## ICT LANDSCAPE IN TOBAGO

ICT development across Trinidad and Tobago is not symmetrical. Generally, Tobago has a lower level of penetration and a unique administrative framework as set out by the Tobago House of Assembly (THA) Act. These factors were considered in the planning of strategies and programmes in the ICT Blueprint.

## CHARTING THE WAY FORWARD

The ICT Blueprint Plan is accompanied by an Implementation Plan developed through ongoing collaboration with key stakeholders. Each year of implementation will build upon the achievements of its predecessor. The Government, in partnership with the private sector, aims to leverage ICT to increase its transactional service offerings.

## THE PLAN'S GUIDING PRINCIPLES

### Guiding Principles

The guiding principles form the basis for decisions and actions by stakeholders:

**Citizen/Customer Centric:** design and delivery of services.

**Data Centric:** Data is managed as an asset.

**Reliability and Assurance:** The trust of customers is gained with reliable and secure digital services.

**Transparency:** Data, processes and decisions will be made public.

**ICT Compliance:** Policies and guidelines are in compliance with Acts and best practices.

**Collaboration and Inclusiveness:** Interests and inputs of stakeholders are sought out and incorporated.

**Agility:** The ICT Blueprint Plan remains relevant and up to date.

**Centralised Policy, Distributed Delivery:** A shared national vision for ICT Policy and Strategy is established, maximizing efficiency and effectiveness and minimizing unnecessary duplication. Implementation of individual ICT projects and initiatives is however the responsibility of the particular Ministry/Department/Agency responsible for its implementation.

# STRATEGIC THRUST 1 IMPROVING CONNECTIVITY

Advancing the deployment of ICT infrastructure to support securely connected people, businesses, and government.

## The Focus:

National infrastructure development (including addressing gaps in the Government's telecommunications grid), creating access and service ubiquity, fostering usage, and maintaining an effective regulatory environment.

The aim over the next five years is to create a world class ICT infrastructure to facilitate increased availability, improved connectivity speed and increased affordability of telecommunications and broadcasting services to end users.

## The Outcome:

Trinidad and Tobago will have a modern and well-maintained ICT system with affordable, robust and pervasive broadband connectivity.

- More connected citizens.
- Increased number of households/business with broadband/wireless broadband access.
- Development of ICT digital markets and ICT products and services.
- Maintenance of critical social and economic services in the event of disruption.

Enhancing digital literacy and developing the skills to enable productivity and innovation.

# STRATEGIC THRUST 2 INCREASING HUMAN CAPACITY

## The Focus:

Enhancing digital literacy, developing the skills to enable productivity and innovation, and empowering citizens with ICT skills and competencies to do things better, do things differently, and do new things.

This Strategic Thrust establishes a training framework from primary to tertiary level tailored for both public and private sector employment while encouraging entrepreneurship. It also provides for the establishment of a register of ICT human resources to facilitate improved manpower planning and advances digital inclusion through skills development that will allow all citizens to participate in the digital society and economy.

## The Outcome:

Citizens of Trinidad and Tobago demonstrate an increased capacity to engage productively with ICT as well as exhibit the ability to innovate using technology.

- Increased ICT usage in education.
- Increased comfort level, trust and capability of citizens with regards to ICT usage.
- Better and more efficient access and use of ICT Human Resources
- More productive usage of Internet access for citizens in less developed areas.



# ICT BLUEPRINT

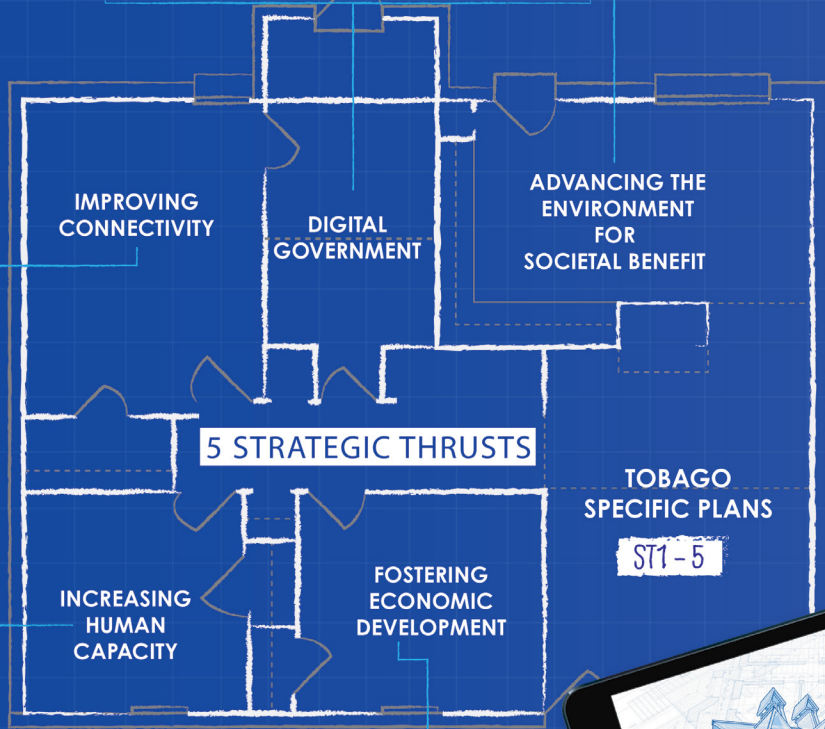
## NATIONAL ICT PLAN 2018 - 2022

**ST 1**  
Continued deployment of ICT infrastructure to support securely connected people, businesses and government.

**ST 2**  
Enhancing digital literacy and developing skills to enable productivity and innovation.

**ST 3**  
Ensuring the use of ICT to transform the delivery of public goods and services and strengthen institutional service delivery.

**ST 5**  
Managing the use of ICT to minimise possible damage to the natural environment of the islands of Trinidad and Tobago.



**ST 4**  
Creating an environment for an innovative, entrepreneurial, and vibrant ICT Sector.



## 14 STRATEGIES | 48 PROGRAMMES

**1. IMPROVING CONNECTIVITY**

- S1 - Enhancing ICT Infrastructure
- S2 - Modernising the Legal and Regulatory Framework
- S3 - Strengthening Safety, Security, Resilience and Risks

**11 Programmes**

**2. INCREASING HUMAN CAPACITY**

- S4 - Building ICT Human Capital
- S5 - Improving Access to ICT Human Capital
- S6 - Promoting Digital Inclusion

**8 Programmes**

**3. DIGITAL GOVERNMENT**

- S7 - Offering End-to-End eServices
- S8 - Driving User Adoption
- S9 - Increasing Government Efficiency
- S10 - Promoting Open Government

**12 Programmes**

**4. FOSTERING ECONOMIC DEVELOPMENT**

- S11 - Advancing eCommerce
- S12 - Diversifying the Economy Through ICT Sector Development
- S13 - Advancing Digital Content Production

**10 Programmes**

**5. ADVANCING THE ENVIRONMENT FOR SOCIETAL BENEFIT**

- S14 - Promoting Green ICT

**7 Programmes**

A VISION  
**2030**  
INITIATIVE

## STRATEGIC THRUST 3

# DIGITAL GOVERNMENT

Ensuring the use of ICT to transform the delivery of public goods and services and strengthen institutional capacity.

### The Focus:

**Working as an integrated Government with strengthened public institutions that put people first, staffed by ICT-savvy personnel, to improve operational efficiency and customer service satisfaction.**

This Thrust aims to support the development and implementation of digital strategies that bring the public sector closer to its customers: citizens, residents, visitors and businesses. It focuses on meeting citizens' expectations by shifting from citizen-centric to citizen-driven approaches and facilitating greater interaction with government through participatory processes.

### The Outcome:

**A governance structure based on putting people first and creating public value for the benefit of society.**

- **Increased electronic delivery of government goods and services that meet the desires of citizens, residents and businesses.**
- **Use of ICT to support efforts aimed at delivering accountability, value for money and integrity in Government affairs and operations.**
- **A more digitally-oriented Public Service and increased demand and citizen capacity for electronic government services and technology solutions.**
- **Reduced operating costs and cost savings accruing to Government.**

Creating an environment for an innovative, entrepreneurial, and vibrant ICT Sector.

## STRATEGIC THRUST 4

# FOSTERING ECONOMIC DEVELOPMENT

### The Focus:

**Building a pro e-Enterprise environment within Trinidad and Tobago, including increasing e-Business and e-Commerce adoption in the areas of Business-to-Business (B2B) and Business-to-Consumer (B2C).**

The pervasiveness of ICTs has created a global digital economy in which traditional financial structures are evolving. Government will continue to foster the development of a positive environment to drive the development and growth of an innovative and vibrant ICT Sector. As such, to promote the use of ICTs, initiatives will focus on digital financial services, e-transactions, e-payments and tax incentives.

### The Outcome:

**A pro e-Enterprise environment in which e-Business and e-Commerce adoption in the Business-to-Business (B2B) and Business-to-Consumer (B2C) realms are well established and contribute more significantly to the national economy.**

- **Increase in eCommerce.**
- **Increased number of ICT business incubator projects emanating from national incubators.**
- **Increased proportion of Government procurement (of contract value less than \$1m) from ICT Micro and Small Enterprises.**

## STRATEGIC THRUST 5 ADVANCING THE ENVIRONMENT FOR SOCIAL BENEFIT

Managing the use of ICT to minimise possible damage to the natural environment of the islands of Trinidad and Tobago.

### The Focus:

Protecting, maintaining and improving, the capacity of the environment to serve successive generations by managing the use and disposal of ICTs and mitigating any negative environmental impacts.

### The Outcome:

ICTs are deployed in optimal ways to reduce environmental impact and are effectively used by citizens, businesses, and government. Technology is utilised as an enabler to change the way in which services are provided and to realise efficiency while protecting the environment

- Opportunities to develop and practice preventive measures against environmental abuse.
- Citizens, businesses and government have clear and accessible guidelines on environmental behaviour, expectations set by society.
- Citizen participation enabled through organisation of public movements and groups to curb and detect environmental abuse.
- Green lifestyles adopted and green lifecycle management actively practised by all sectors of society,
- Reduced Emissions from Vehicular Traffic.
- Transformation of the country from a “Download” to an “Upload” culture that celebrates the ingenuity of its people.

## TOBAGO SPECIFIC PLANS

The ICT Blueprint has a suite of programmes that are specific to Tobago, taking into consideration the ICT landscape of the island.

### Strategic Thrust 1: Improving Connectivity

#### Strategy: 1. Enhancing ICT Infrastructure.

Fixed broadband connectivity of up to 100Mbps will be accessible across the island with an accompanying wholesale market. Similar to Trinidad, Tobago service-based networks using wholesale access network facilities will deliver innovative services and devices through service-based competition and new niche markets.

#### Strategy: 2. Modernising the Legal and Regulatory Framework.

This Strategy will run the same path in Tobago as in Trinidad, so that there will be no difference in legislative readiness or commercial impact in either island.

#### Strategy: 3. Strengthening Safety, Security, Resilience and Risks.

### Strategic Thrust 2: Increasing Human Capacity

#### Strategy: 1. Building ICT Human Capital.

This Strategy will run the same path in Tobago as it will in Trinidad. The growing ICT landscape in Tobago will experience a stronger thrust to increase ICT diffusion and building critical mass in ICT take-up.

#### Strategy: 2. Improving Access to ICT Human Capital,

As many of the island's activities centre on tourism and hospitality, Government and the tourism and hospitality industry will work collaboratively through a partnership funding or investment facility that will see the industry accessing ICT investment for innovation and business development.

#### Strategy: 3. Promoting Digital Inclusion.

This Strategy will run the same path in Tobago as it will in Trinidad.



## Strategic Thrust 3: Digital Government

### Strategy: 1. Offering End-to-End eServices.

The development of ICT in Government will aim to achieve parity across both islands. Infrastructure for an ecosystem that interconnects schools, the Tobago Health Authority and the Tobago House of Assembly (THA) will be a priority for development.

### Strategy: 2. Driving User Adoption.

This Strategy will run the same path in Tobago as it will in Trinidad.

### Strategy: 3. Increasing Government Efficiency.

To foster synergy and reduce duplication between Central Government and the THA, enterprise-based and interoperable network services will be deployed across the THA entities.

### Strategy: 4. Promoting Open Government.

This Strategy will run the same critical path in Tobago as it will in Trinidad.

## Strategic Thrust 4: Fostering Economic Development

### Strategy: 1. Advancing eCommerce.

This Strategy will run the same path in Tobago as in Trinidad with a focus on enabling legislation. For Tobago, tourism and hospitality will provide much impetus for the development of eCommerce.

### Strategy: 2. Diversifying the Economy through ICT Sector Development

This Strategy will focus on leveraging ICT related tools to continue the expansion of Tobago's tourism product in order to diversify the local economy at the inter-island, regional and international level of trade.

### Strategy: 3. Advancing Digital Content Production.

This Strategy aims to develop a local digital content creation hub in Tobago that uses the tourism industry as the platform for consumption of our digital art, animation, short videos, movies and documentaries' content as marketable products.

## Strategic Thrust 5: Advancing the Environment

### Strategy: 1. Green ICT.

This Strategy will run the same critical path in Tobago as it will in Trinidad. Green ICT in Tobago will be embedded in the administration of the THA.



The national vision is that ICT will play a fundamental role as both an enabler of national development as well as a sector for economic diversification. Specifically, ICT will not only enhance service delivery to improve citizen satisfaction for both public and private sector delivered services, but will provide the means for citizens to participate and contribute.



The Honourable Marlene McDonald,  
Minister of Public Administration

The full ICT Blueprint is available at  
[www.mpac.gov.tt](http://www.mpac.gov.tt)

Visit our social media pages to get  
updates on implementation and to  
share your views.



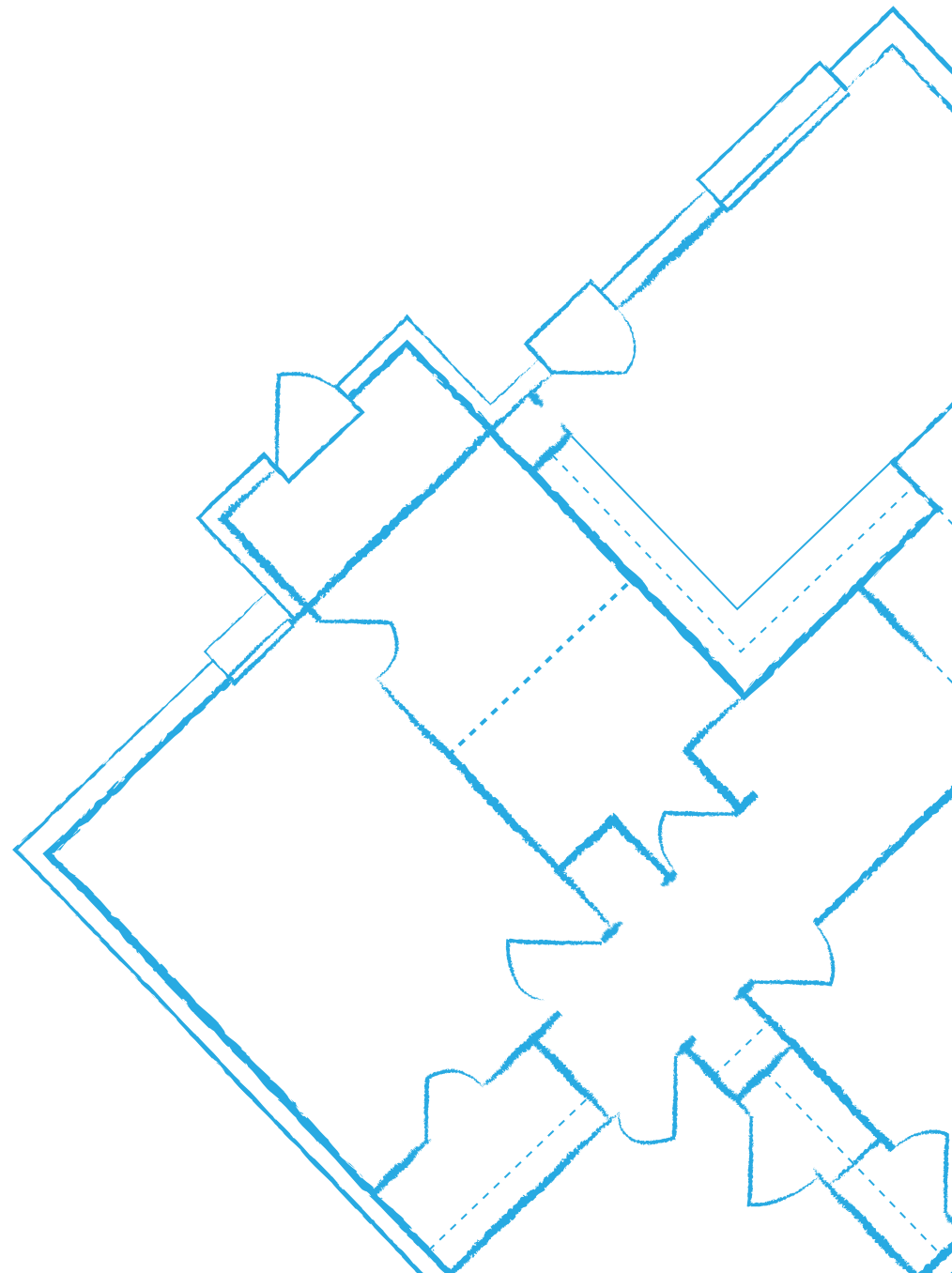
@MPATnT



@mpa\_tt



@OfficialMPA\_TT





Prepared by the Ministry of Public Administration,  
National ICT Division and  
Corporate Communications Division.

---

Printed by the Government Printer.