



Government of the Republic of Trinidad and Tobago
Ministry of Digital Transformation



Engendering Political Will

Commonwealth Hardtalk for Action

December 2021

Defining the Concepts

Digitisation

is about converting information into useful input for the virtual environment, which is a fundamental pillar in a broader digital government strategy



Digitalisation

is about reforming business processes and services by engaging higher levels of the technology itself



Digital Transformation

integrates elements of People, Process, and Systems which brings the most value-added for the delivery of services to Citizens



“We **digitise** information, we **digitalise** processes and roles that make up the operations of a business, and we **digitally** transform the business and its strategy.”

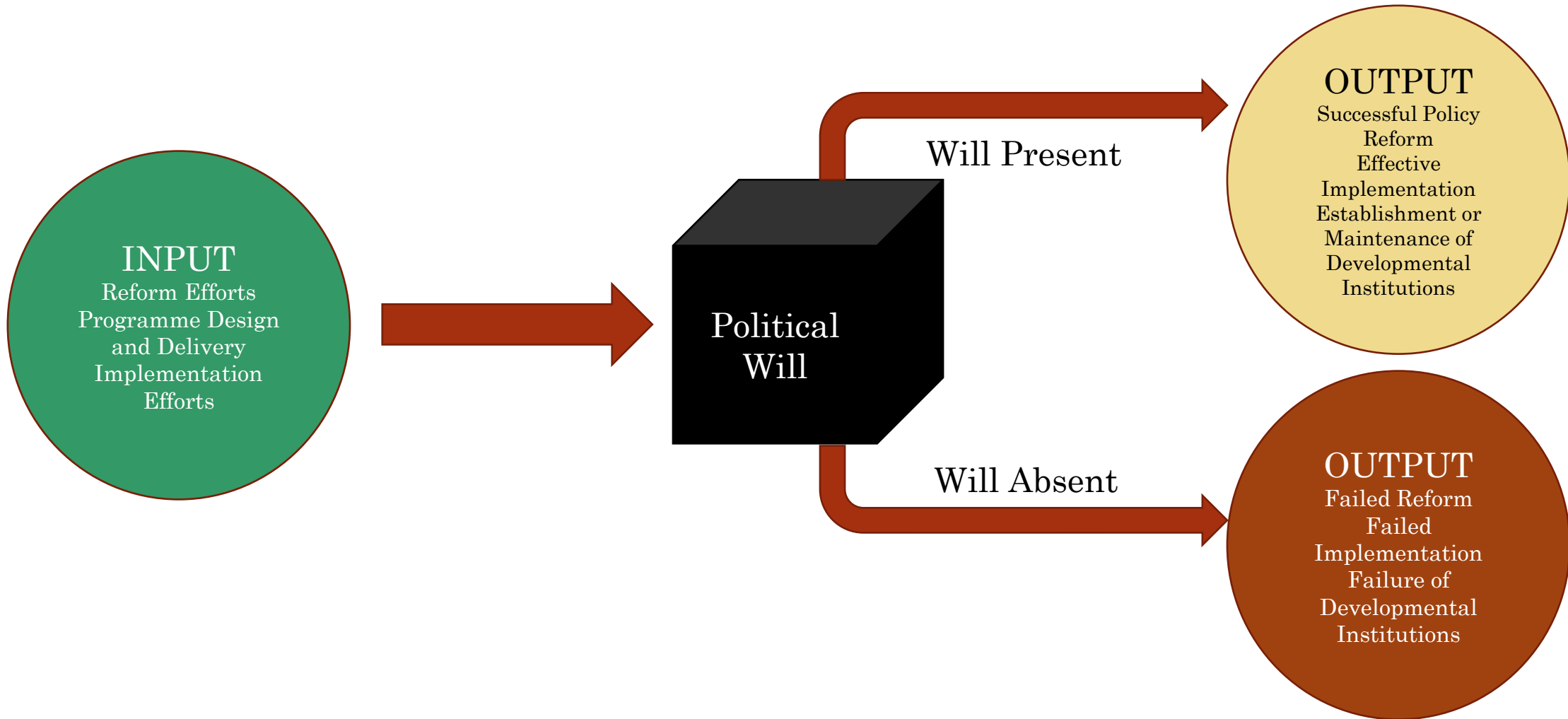
Defining Political Will

“The extent of committed support among key decision makers for a particular policy solution to a particular problem.”

Political will exists when there is:

1. a sufficient set of decision-makers;
2. a common understanding of a particular problem on the formal agenda;
3. committed support;
4. a commonly perceived, potentially effective policy solution.

Importance of Political Will



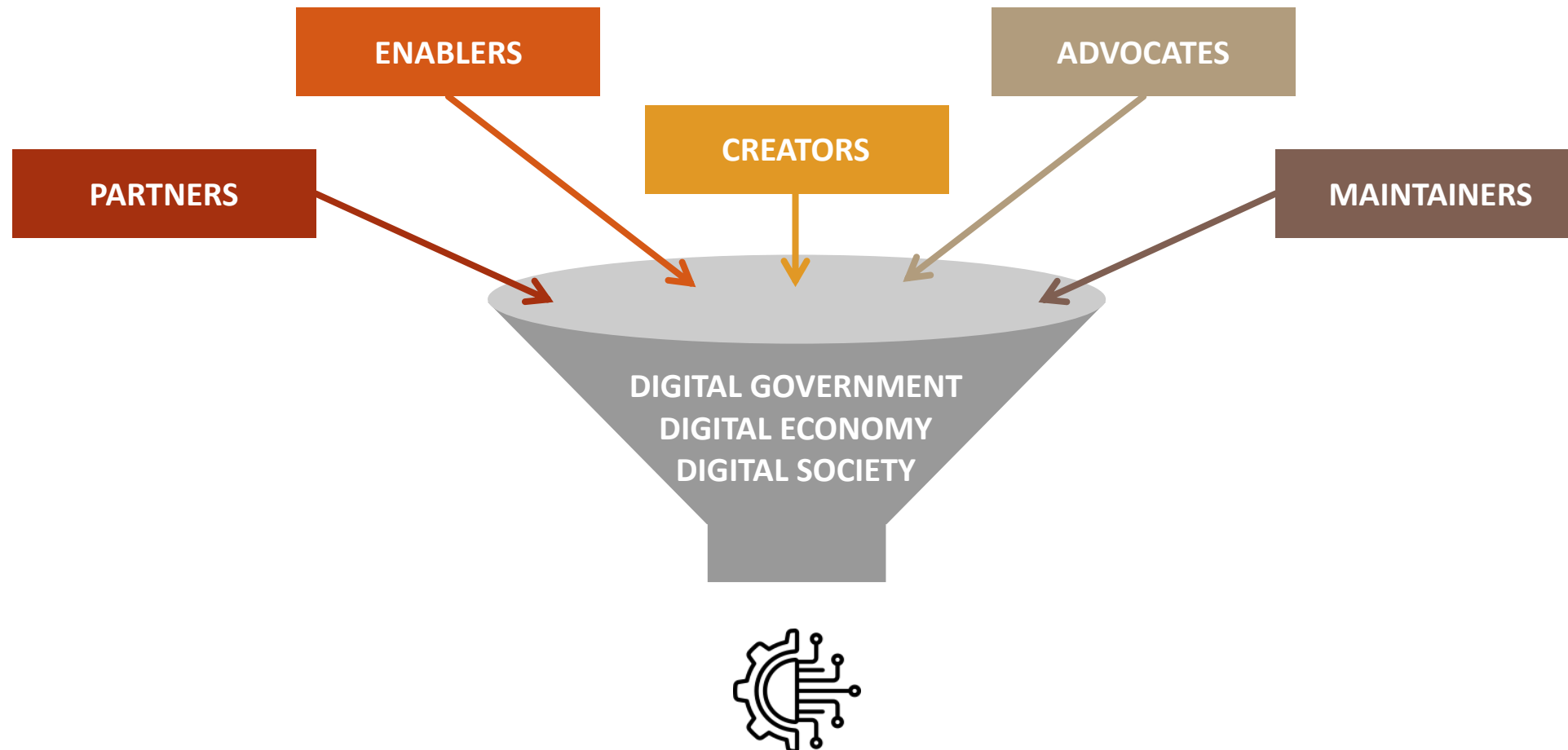
Barriers to Political Will

What's slowing progress towards 21st century governments in the Commonwealth?

- **Obstinance**
- **Fear and Ignorance**
- **Lack of Resources**
- **Territorialism**
- **Culture**
- **Vertical Decision Making**
- **Political Changes**
- **Desire to stay in power**

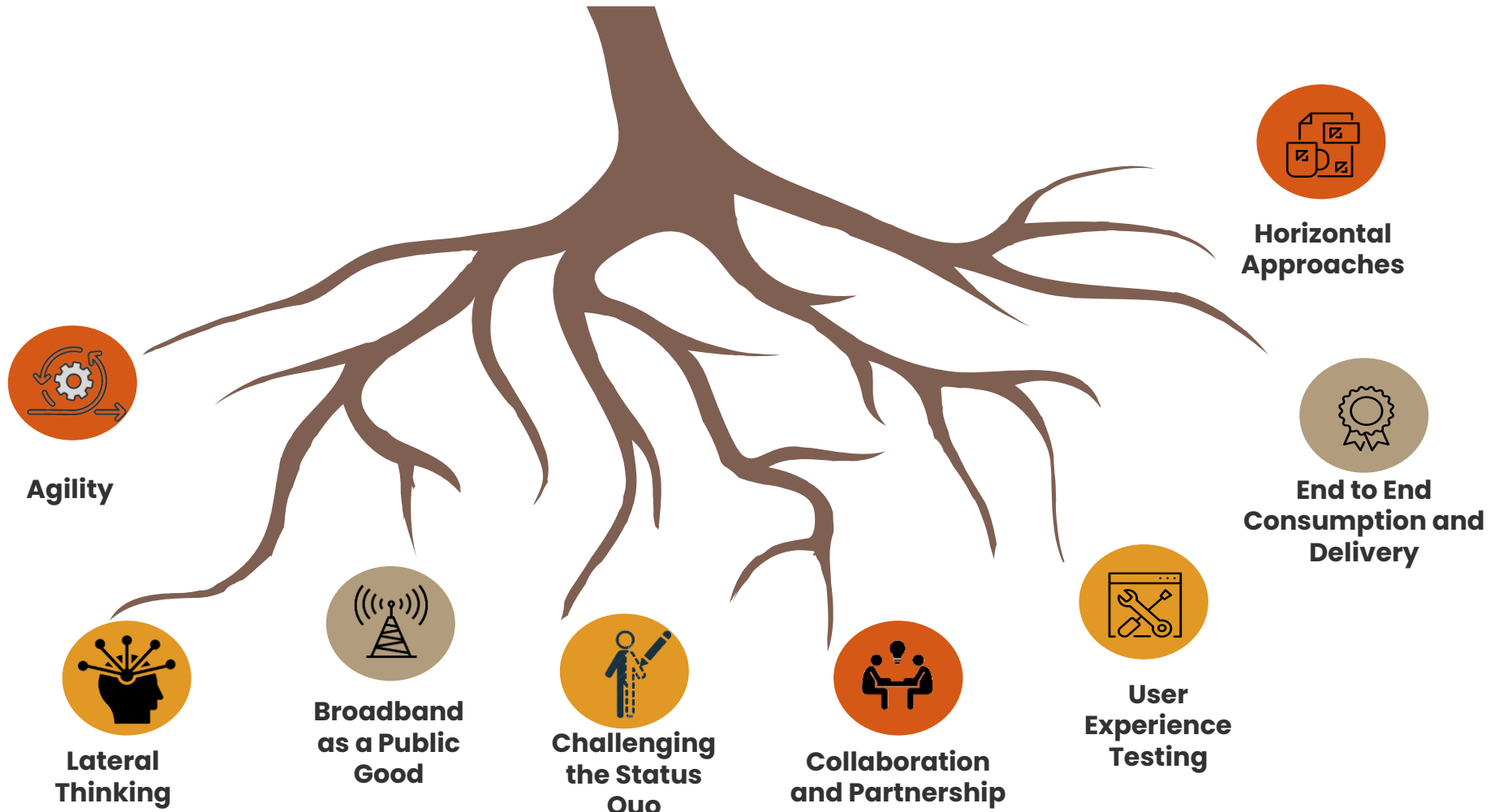
Engendering Political Will (local context)

The Ministry of Digital Transformation will facilitate (not lead) this process by serving as:



Engendering Political Will (in a “New Way”)

GUIDING PRINCIPLES



Mandate

”

“A new way to address the end-to-end consumption and delivery of goods and services to customers using appropriate digital technology.”

Senator the Honourable
Hassel Bacchus

“

Core Values

(the MDT is setting the framework for digital inclusiveness)

CAPACITY DEVELOPMENT

We want to have the right skills, abilities and competences within government and society at large to facilitate meaningful contributions.



HOPE

We want to instil hope that this is the start of something sustainable that will benefit every citizen and will revolutionise the way we do business.



RESPONSIVENESS

We want to be flexible and agile enough to adapt as circumstances change so that we can meet the evolving and specific needs of citizens.



TRUST

We want to demonstrate that our digital infrastructure is secure, robust and will withstand cyber attacks and independent scrutiny. We want our technology to be known for its reliability and availability.



CREDIBILITY

We want to emulate what we preach and lead by action.



PARTICIPATION

We want people to always be in the know and we want people to engage and have dialogue with us to help shape and prioritise all that we do.



TRANSPARENCY

We are accountable to the citizens so they must see all that we are doing and what it means for them and ensure adherence to the principles of governance and integrity.



BREAKOUT EXAMPLE: Building Partnerships

Technology is a global affair, and we have the support.

- We do not have all the answers.
- The MDT is engaging in constant environmental scanning of countries that have accelerated their digitalisation agenda; benchmarking where we are and what we have done and achieved against their successes.
- Ongoing discussions and collaboration with local, and international stakeholders to define and model our digital agenda:
 1. Government of Estonia
 2. International Telecommunication Union
 3. Caribbean Telecommunications Union
 4. United Nations Development Programme
 5. Commonwealth Telecommunications Organisation
 6. United States Agency for International Development
 7. European Union
 8. Trinidad and Tobago Financial Centre
 9. American Chamber of Commerce
 10. Adult Literacy Tutors Association

BREAKOUT EXAMPLE: Broadband as Public Good

- Through our partnership with the Telecommunications Authority of Trinidad and Tobago (TATT), we have been working towards:
 - providing WiFi and Digital Access to public spaces, transport hubs, hospitals, libraries, and some schools.
 - Bringing broadband to un(der)served communities (we started with 10 and are increasing).
- We have initiated a project with the Adult Literacy Tutors Association (ALTA) to offer their online literacy training at the Access Centres (Todd's Road).

- Why?
 - Reduce Fear
 - Reduce anxiousness towards technologies
 - To invest in our people
 - Reduce the digital divide



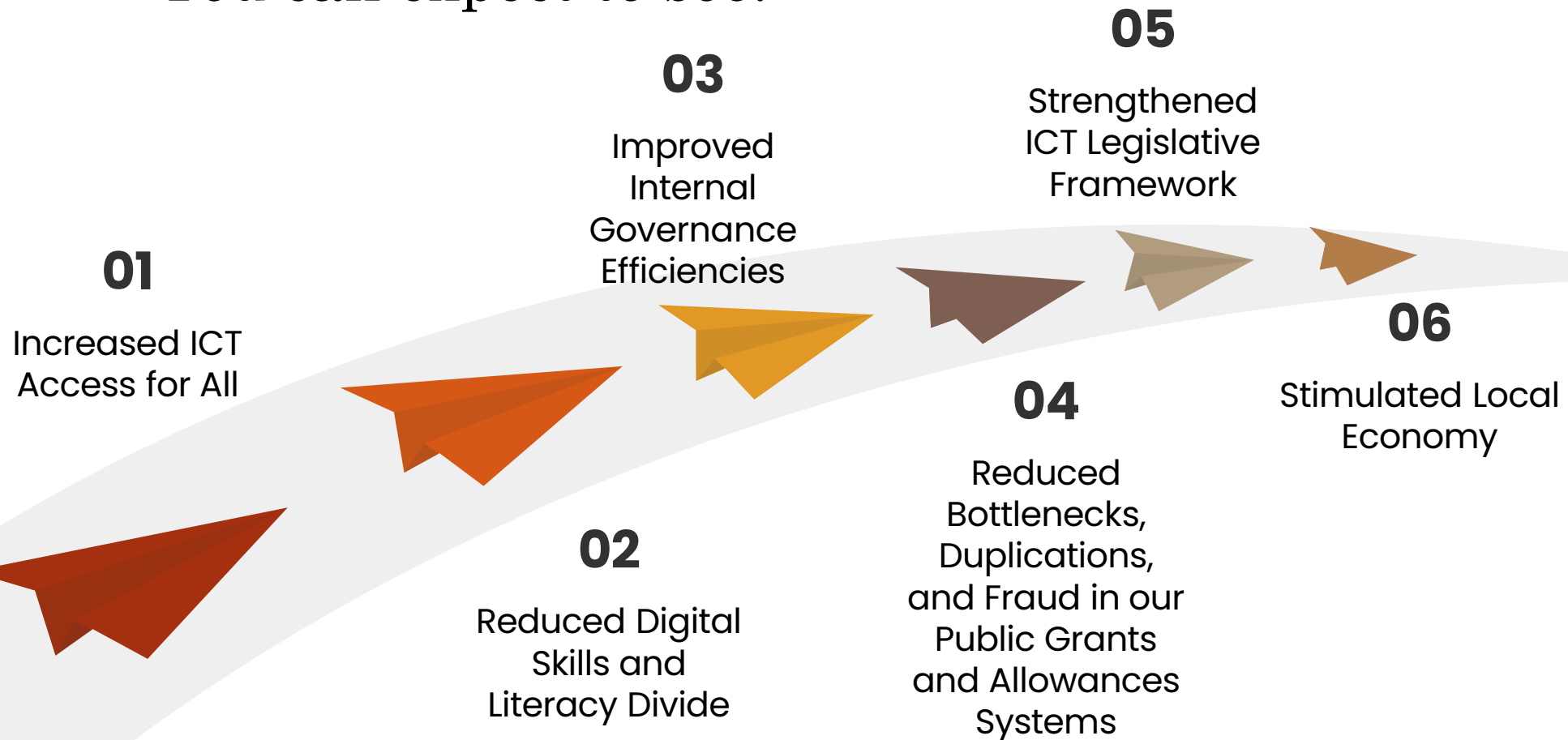
Free TTWiFi Across Arima



**BREAKOUT EXAMPLE:
Connected Communities**

With Political Will and the New Way...

- You can expect to see:



THANK YOU!

