

GovTech Maturity Index Survey 2022 – Trinidad and Tobago Additional Information – May 2022

General Comments

The Government of the Republic of Trinidad and Tobago (GoRTT) notes the value of participating in the provision of data to the GovTech Maturity Model Index Survey 2022 (GTMI 2022) in light of its approach to providing an effective measure for the development of the core digital transformation pillars, with a view to reveal the gaps and offers insight into good practices in other economies. It is anticipated that the resulting report will be a valuable input into the development of next generation digital transformation policies and projects.

In the current iteration of the GTMI Survey the responses as at May 2022 have been provided to closest reflect the current state of digital transformation development in Trinidad and Tobago. This document seeks to provide additional information to clarify and bolster the accuracy of the responses provided for a better assessment of the country's digital transformation development.

Additional Information

I-1.7 Cloud services provided

While at present a Government Cloud solution does not exist, the current policy position on the use of Cloud technology is "Cloud first" in line with the Cloud Computing Policy, while the development and implementation of Government Cloud, in terms of the infrastructure is on the agenda in the upcoming fiscal.

The Government Cloud is intended to provide the following types of services;

- SaaS: Software as a Service
- PaaS: Platform as a Service
- IaaS: Infrastructure as a Service

Jobs Portal 1.24 – 1.25.5

At present the Government agencies with remit for hosting a jobs portal are the Ministry of Labour and the national and government ICT state agency (company) the National Information and Communication Technology Company Limited (NICTCL) - iGovTT. The iGovTT is under the remit of the Ministry of Digital Transformation (MDT).

The responses in the online survey were provided by the officials from the Ministry of Labour and reflects the current status of a jobs portal being developed by this Ministry.

Additionally, the iGovTT currently provides a jobs portal called [EmployTT](#) which was developed as the winning solution from its first Hackathon (HackTT) with 20 teams from seven (7) tertiary level institutions, hosted by the company in 2019. The [EmployTT](#) jobs portal is currently used by various

MDAs to publish available job vacancies.

I-48.5 Capacity of Government to deliver online services via PPPs

In addition to the response provided in the survey, the following are examples of PPPs provided by the National ICT Company Limited (iGovTT);

- Local cloud providers for Infrastructure as a Service and Backup as a Service; Telecommunications Services of Trinidad and Tobago Limited (TSTT), Fujitsu and Cable & Wireless;
- Volume licensing for desktops, servers and collaboration/productivity tools: Microsoft Corporation;
- Collaboration platforms, Infrastructure elements (domain servers, internet etc: Government Area Wide Network (GovNeTT) in partnership with Fujitsu);
- Government e-payment Service (GovPayTT) in partnership with local banks and First Atlantic Commerce;
- EmployTT and eAppointment: Solution as a Service enabled/provisioned through the scalable cloud platforms of Fujitsu.

I-48.1 National policy/strategy to support GovTech startups/investments (SMEs)

While there is currently no formal national policy on GovTech Start-ups/investments, the operationalisation of this can be seen at varying public sector organisations. To begin, the GoRTT declared its position on investments into ICT sector start-ups in its [Budget Statement 2021](#): where it stated;

“Additionally, it is proposed that over the next two (2) years:

- *government grants will be available for start-up businesses;*
- *tax credits will be available to businesses which invest in tech start-ups or new tech businesses, in technology solutions and digitization as well as in businesses which create employment in the technology industry, particularly for young people;*
- *finance and incentives where applicable will be provided to entrepreneurs engaged in software and mobile application development, user interface design, call centre operations, quality assurance bug testers, animators, visual effects, and electronic media;...”*

Additionally, through the [Caribbean Industrial Research Institute \(CARIRI\)](#), under the remit of the Ministry of Planning and Development, there’s the operation of a business incubator, technology incubator and ICT Center (TEKMANIA) which all facilitate investments into SMEs generally as well as specific to the innovation in the ICT Sector. CARIRI is the first of its kind in the Caribbean where innovation, business and technology incubators and ICT services are located on a single compound and work in synergy to drive enterprise development.

Furthermore, under the auspices of [InvestTT](#), the National Investment Promotion Agency (IPA) aligned to the [Ministry of Trade and Industry \(MTI\)](#) and which focuses on the country’s key non-energy sectors, developed the [Tamana Technology Park](#) and names the ICT sector as one of its targeted sectors to provide the resources needed to grow businesses successfully.

[I-46 Is there a strategy and/or program to improve public sector innovation?](#)

While the Ministry of Public Administration is deemed the institution tasked with the responsibility for modernization and innovation in the public sector, there is currently no single national innovation policy that is currently applicable. However, the [National Strategic Plan - Vision 2030](#) captures the GoRTT's prioritisation of innovation in the public sector and beyond. The responsibility for the development and implementation of the various components of innovation is an all pervasive approach through various Ministries, Divisions and Agencies responsible for it sector specific innovation.

A draft National Innovation Policy 2017-2020 was developed by the Ministry of Planning and Development but was subsequently transferred to the Ministry of Education. There it was completed and approved for implementation since the policy's main focus fell within the educational sector.

In response to the effects of the pandemic the GoRTT placed greater emphasis on innovation both in the public sector and beyond through the [Roadmap for Trinidad and Tobago post COVID-19 Pandemic \(Roadmap to Recovery\)](#)¹. The Roadmap to Recovery was developed through public consultations and equally reflects the attitude of citizens in support of innovation. Together with Vision 2030² the Roadmap to Recovery provides insight into the nation's policy position on innovation.

¹ Copy provided

² Copy provided