

ICT for Social & Economic Progress in the English-speaking Caribbean

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Optimism and Disappointment

- The Digital Divide*
 - External Divide
 - Internal Divide

- Caribbean Response
 - Fixation on Digital Readiness Measures
 - ✓ Digital Readiness Indices (E-readiness ranking, Networked Readiness Index, Digital Opportunity Index, ICT Diffusion Index, and E-government readiness ranking)
 - ICT Infrastructural Expansion

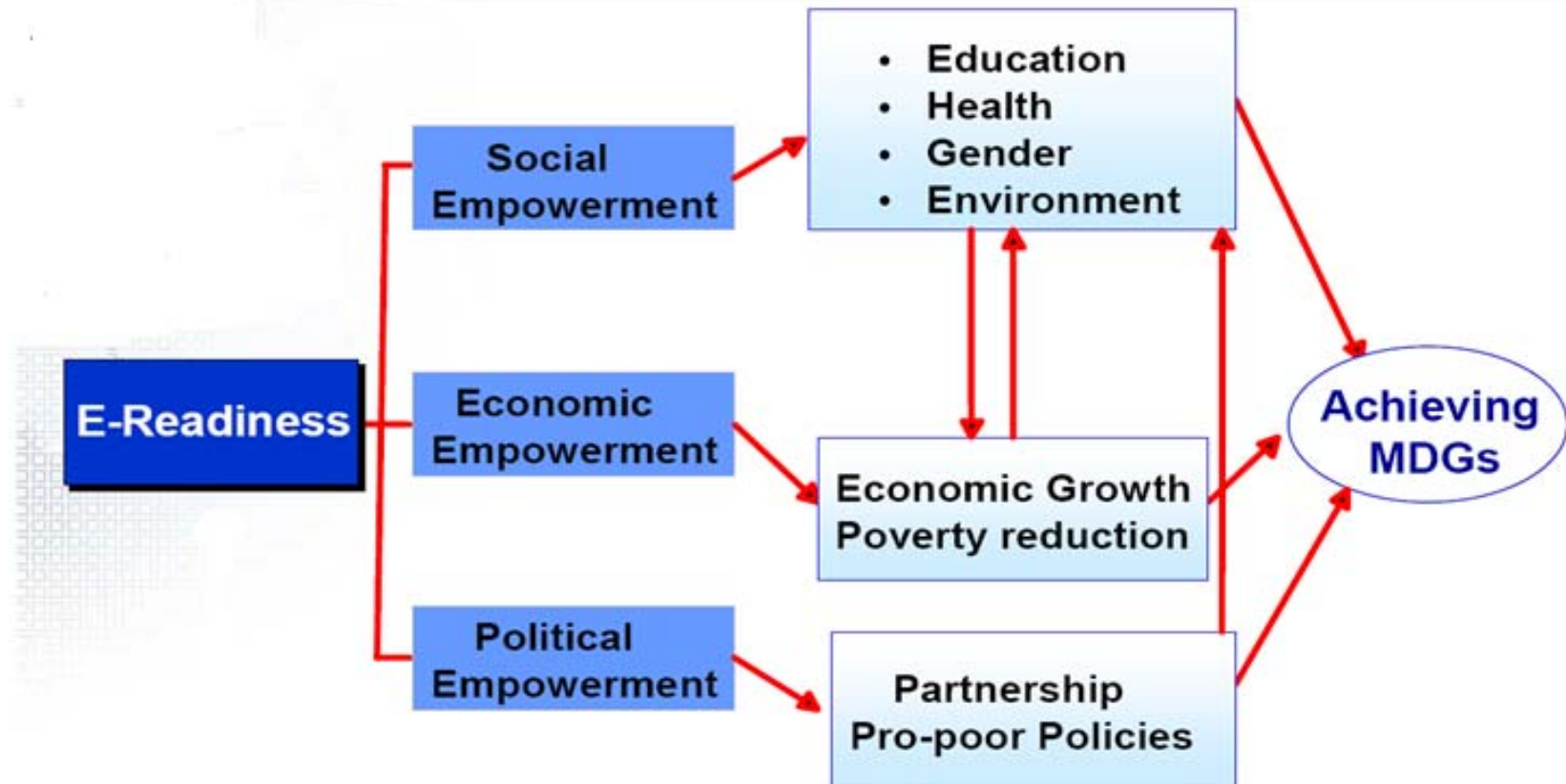
Is Readiness a Surrogate for Effectiveness?



Other Innovations in the Digital Economy

- Business Intelligence
- Customer Relationship Management (CRM)
- Knowledge Management
- Intelligent Systems
- **Free and Open Source Software**

From e-readiness to achieving MDGs



Bridging the Divide ...

- Develop a digital Maturity (Effectiveness) Continuum
 - 1. Awareness, 2. Access, 3 Adoption, 4. Exploitation, 5. Innovation
 - Assess Digital effectiveness as baseline for targeted action
 - ✓ Develop core set of indicators - capabilities
- Provide framework for linking capabilities to associated benefits along awareness to innovation continuum
- Develop human capital
- Research factors that influence the development of a viable, sustainable ICT industry
- Identify competencies required for software development
 - local consumption
 - participation in the software export market
- Environmental Scanning
- Promote e-inclusiveness to advance education and social mobility
- **Special emphasis on SME's**

Thank you for your attention!

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