

ABSTRACTO DE COOPERACIÓN TÉCNICA

I. Información Básica del Proyecto

▪ País/Región:	REGIONAL/CCB - Grupo Caribe
▪ Nombre de la CT:	El Avance de la Agenda Digital en el Caribe: Aprendiendo de la Experiencia de Estonia
▪ Número de CT:	RG-T3279
▪ Jefe de Equipo/Miembros:	PORRUA VIGON, MIGUEL ANGEL (IFD/ICS) Líder del Equipo; VON HOROCH, JORGE LUIS (CCB/CCB) Jefe Alternativo del Equipo de Proyecto; MEJIA GIRALDO, CAMILA (IFD/ICS); CATANO GUZMAN, MARIANA (IFD/ICS); KAGELMACHER, DARIO GUILLERMO (IFD/ICS); JIMENEZ DE ARECHAGA, MARIA DEL PILAR (LEG/SGO); AZEVEDO, ANDREA PEREIRA (LEG/SGO); HOFFMAN, NATHALIE ALEXANDRA (IFD/ICS)
▪ Taxonomía:	Investigación y Difusión
▪ Número y nombre de la operación que apoyará la CT:	N/A
▪ Fecha del Abstracto de CT:	03 May 2018
▪ Beneficiario:	Member countries of the IDB
▪ Agencia Ejecutora:	INTER-AMERICAN DEVELOPMENT BANK
▪ Financiamiento solicitado del BID:	\$ 138,000.00
▪ Contrapartida Local:	\$ 0.00
▪ Periodo de Desembolso:	30 months
▪ Tipos de consultores:	Individuos; Empresas
▪ Unidad Responsable de Preparación:	División de Innovación para Servir al Ciudadano
▪ Unidad Responsable de Desembolso:	Instituciones Para Desarrollo
▪ CT incluida en la Estrategia de País (s/n):	No
▪ CT incluida en CPD (s/n):	No
▪ Alineación a la Actualización de la Estrategia Institucional 2010-2020:	Capacidad institucional y estado de derecho

II. Objetivos y Justificación de la CT

- 2.1 El objetivo principal de esta TC es compartir la experiencia de Estonia en gobierno electrónico y economía digital con los seis (6) países de la región CCB del Banco, y capacitarlos para liderar la transformación digital en el Caribe. El programa de entrenamiento de una semana contribuirá al fortalecimiento institucional de los gobiernos y a identificar mejores prácticas y conocimiento para mejorar la calidad de los servicios públicos y, como consecuencia, incrementar la satisfacción ciudadana.
- 2.2 The universalization of digital government and digital economy strategies is having a disruptive effect on many sectors, where the boundaries between markets and industries are transitioning rapidly as smart, connected products emerge, and cyber-physical production systems are created. Research supports the argument that digital technologies have a positive economic impact on growth and employment, calculated in the LAC region to be around US\$ 195 billion. Hence, it becomes imperative for the Caribbean region to transition towards a digital economy by using new information and communication technologies (ICT's) strategies. ICT's provide tools for faster and more efficient processing of data by which public service delivery can be not just more cost-effective - by reducing administrative burdens (both, in time and resources) – but also by encouraging citizen participation.
- 2.3 Caribbean countries, despite growing efforts to modernize the public sector, are facing important structural obstacles towards the development of an efficient and effective

public service delivery system. Although there has been an improvement in their digital government capabilities, the fact is that the gap with the rest of the world is becoming more evident. By slowly adopting ICT's, Caribbean countries are missing the opportunity to become more efficient and effective public service providers. A study by the Economic Commission for Latin America and the Caribbean (ECLAC) states that small-island developing states of the Caribbean face difficulties in implementing e-government services, basically due to the lack of a "comprehensive framework, encompassing a common set of government-wide standards, protocols, and processes to be followed by the entire public sector". This scenario demands a quick response to provide the Caribbean region with cutting-edge knowledge on digital government.

- 2.4 A growing interest in cutting-edge knowledge regarding international best practices and innovative solutions for the development of a digital government in the region, particularly focused on the 21-century future on digital societies, citizen-centered government, and cost-effective solutions. Therefore, during the 7th Annual Caribbean Governors Meeting in Jamaica, Caribbean countries expressed a strong interest in further exploring the Estonian experience on digital economy and their know-how. This technical cooperation tackles this particular need identified by Caribbean countries. Estonia has managed to be a role model in the use of ICT's to bolster government effectiveness and efficiency towards a redefinition of citizen-state relations. In a short period of time, Estonia has achieved to be considered among the world most developed countries in the use and implementation of digital government, digital technology, and digital economy. Barclays Digital Development Index ranked Estonia 1st as the more developed country in the world on digital development in 2016.
- 2.5 The Republic of Estonia under the project "Digital Agenda 2020" pursues an ambitious goal by not just merely promoting ICT's in daily life and business, but also as a mechanism to improve economic competitiveness, the well-being of people and the efficiency of the Estonian public administration. This has transformed Estonia as one of the world's most developed digital societies, and one of the champions in the online provision of public services.

III. Descripción de las Actividades y Resultados

- 3.1 Component 1 – Design and implementation of an Executive Training for Caribbean policymakers and managers; The goal of this component is to provide knowledge exchange and learning opportunities through an Executive Training Program in Estonia for two (2) policymakers and managers from six (6) Caribbean countries for one (1) week. The aim of this component is to engage Caribbean countries in dialogue with their Estonian counterparts, to share experiences, perform study visits to digital government experiences, and to exchange the different programs and strategies that their countries are implementing. By participating in these activities, Caribbean policymakers will be able to learn how to apply best practices and knowledge to their specific countries as well as to acquire a clear picture of the Estonian experience on implementing a digital government strategy. During the activity, with the aim of facilitating the understanding of the current situation of digital government in the Caribbean region, there will be an open discussion with Estonian officials and experts on the following topics; i) assessment of the current digital government strategy and development; ii) institutional, legal, infrastructure, and human resources capabilities; iii) digital government plans and policies to be executed; iv) main challenges and opportunities for the implementation of a digital government agenda. In preparation of the Executive Training, Caribbean representatives will be provided with a knowledge document on best practices and key challenges that must overcome to implement a successful e-government strategy. This document will support their engagement and give a basic roadmap of the main characteristics and features of the Estonian experience on e-government.

- 3.2 Component 2 – Follow-up Technical support on the applicability of the Estonian E-government experience in Caribbean countries; After the Executive Training Program, based on the experiences, obstacles, and opportunities identified for Caribbean countries, a technical support follow-up should be developed and prepare an action plan for the six identified countries on how to move towards a digital government. Based on the Caribbean policymaker’s presentations and the experience of Estonia on the matter, the deliverable must consider which policy developments should be implemented in each case. This will be implemented in coordination with the six Caribbean countries and based on their particular needs.
- 3.3 **Componente I: Component 1 – Design and implementation of an Executive Training for Caribbean policymakers and managers;** . The goal of this component is to provide knowledge exchange and learning opportunities through an Executive Training Program in Estonia for two (2) policymakers and managers from six (6) Caribbean countries for one (1) week.
- 3.4 **Componente II: Component 2 – Follow-up Technical support on the applicability of the Estonian E-government experience in Caribbean countries.** After the Executive Training Program, based on the experiences, obstacles, and opportunities identified for Caribbean countries, a technical support follow-up should be developed and prepare an action plan for the six identified countries on how to move towards a digital government.

IV. Presupuesto

Presupuesto Indicativo

Actividad/Componente	BID/Financiamiento por Fondo	Contrapartida Local	Financiamiento Total
Component 1 – Design and implementation of an Executive Training for Caribbean policymakers and managers;	\$ 103,000.00	\$ 0.00	\$ 103,000.00
Component 2 – Follow-up Technical support on the applicability of the Estonian E-government experience in Caribbean countries	\$ 35,000.00	\$ 0.00	\$ 35,000.00

V. Agencia Ejecutora y Estructura de Ejecución

- 5.1 The executing agency for this TC will be the IDB, under responsibility of IFD/ICS
- 5.2 For several years, the Bank has partnered with governments in the region on their challenge to improve service delivery through innovative public management. While interventions have encompassed many sectors, IFD/ICS has been the unit responsible for the management aspects of these interventions. Due to the focus of this TC on the Estonian experience, the Bank will work in close coordination with the Ministry of Economic Affairs and Communications, and the Estonian E-Governance Academy (EGA) further strengthening institutional collaboration and exchange between this country and the LAC region. The Bank will contract all the consultancies in accordance with the policies and procedures of the Bank applicable to TCs.

VI. Riesgos Importantes

- 6.1 The TC is expected to face the risk of low levels of participation of key policy makers in charge of implementing digital economy strategies in their countries. The risk will be mitigated by having frequent dialogue with policymakers through the IDB’s Country

Department Caribbean (CCB) and presenting the activity as part of a novel plan to transfer knowledge to the Caribbean region.

VII. Salvaguardias Ambientales

7.1 La clasificación ESG para esta operación es "indefinida".