



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

TRINIDAD AND TOBAGO

07/06/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

TTConnect
TTBizLink

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

www.ttconnect.gov.tt
www.ttbizlink.gov.tt

- b. E-participation⁴:

TTGovChat: https://secure.livechatinc.com/licence/9890595/v2/open_chat.cgi?groups=0

- c. Open government data:

- d. Public procurement:

[THE OFFICE OF PROCUREMENT REGULATION](#)

- e. Other major portals at the national level:

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

National ICT Division, [Ministry of Public Administration](#).

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

Ministry of Planning and Development <https://www.planning.gov.tt/>

- b. Education

Ministry of Education www.moe.gov.tt/

- c. Health

Ministry of Health www.health.gov.tt/

- d. Social Protection and Welfare

Ministry of Social Development and Family Services www.social.gov.tt/

- e. Employment and Decent Work

Ministry of Labour and Small Enterprise Development <https://www.molsed.gov.tt/>

- f. Environment

Ministry of Planning and Development <https://www.planning.gov.tt/>

- g. Energy/Water

Ministry of Energy and Energy Industries www.energy.gov.tt/

- h. Finance/Taxation

Ministry of Finance <https://www.finance.gov.tt/>

- i. Industry/Trade

Ministry of Trade and Industry <https://tradeind.gov.tt/>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

[Vision 2030](#) – The National Development Strategy of Trinidad and Tobago

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

[The ICT Blueprint – National ICT Plan 2018-2022](#)

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

The ICT Blueprint Plan takes into consideration and is aligned with the OECD Digital Government Agenda.

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

[Electronic Transaction Act, 2011](#)

[Data Protection Act, 2011](#)

Freedom of Information Act

The Public Procurement and Disposal of Public Property Act, 2015

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

TTConnect and TTGovChat usage data is collected and shared with Ministries.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

- Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

Satisfaction surveys are conducted periodically on TTconnect and TTGovChat and shared with relevant Ministries.

⁸ Related to SDG Indicator 16.6.1

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Yes, all Ministries have a social media presence. Each Ministry has their own code of conduct guidelines.

TTGovChat – medium where citizens can interact with GoRTT. Top 10 service request from TTTGovChat:

1. ttconnect ID password reset
2. Update on Income Tax Refund
3. Birth, Marriage, Death Certificates information
4. GATE information
5. Government Jobs
6. On the Job Training information
7. Social Development Grants
8. Passport information
9. Becoming a teacher
10. Driver's Permit information

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

Nil

Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

The National ICT Division, Ministry of Public Administration in conjunction with the (State Company) National ICT Company Limited under the National ICT BluePrint Plan is focusing on ICT solutions and transformative enablers to deliver digital government services. Among the solutions under consideration include, but is not limited to; a data exchange interoperability solution, e-Identity, cybersecurity and more.

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?
(Max. 250 words)

ttGovChat 1st October 2018 to 27th May 2019

Live Chats – 77% Chat Satisfaction

Solved Tickets – 78% Ticket Satisfaction

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

3.5%

<https://www.export.gov/article?id=Trinidad-and-Tobago-Telecommunications>

19. What is the proportion of persons employed in central government organizations routinely using ICTs?
(Max. 250 words)

Estimated at approximately 40% -50%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

Estimated at approximately 45% -55%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Indicators are collected by academic institutions on graduate programs.

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
(Max. 250 words)

CARICOM Single ICT Space initiative
CTU (Caribbean Technology Union)

Commonwealth Association for Public Administration and Management (CAPAM)

CAPAM is the Commonwealth organization that provides a forum for the exchange of innovations, knowledge and practice in:

- citizen-centred service delivery
- leadership development and growth
- public services management and renewal

The Network of Electronic Government of Latin America and the Caribbean (Red GEALC)

The Network of e-Government Leaders of Latin America and the Caribbean (RED GEALC) was created in 2003 as a joint initiative between the Executive Secretariat for Integral Development of the Organization of American States and Institute for the Connectivity in Americas (IDRC/ICA).

Caribbean Centre for Development Administration (CARICAD)

Established under the auspices of the Caribbean Community (CARICOM) in 1980, the Caribbean Centre for Development Administration (CARICAD) has been mandated to transform and modernise the Public Sector of CARICOM States.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Not in the short term.

24. Are there any ongoing public-private partnerships and multi-stakeholder partnerships, focusing on e-government? (Max. 250 words)

e-Business Roundtable – advisory council comprising of the key personnel within the business sector to propel ICT in business.

GILAC - The Government Information Technology Leadership Advisory Council (GILAC) brings together the ICT leadership throughout GoRTT into a forum through which discussions and actions can be taken to advance the ICT agenda for government.

The focus of the GILAC is:

- Encourage and support meaningful participation within the ICT sector of government to promote development of this important sector.
- Develop an environment conducive to collaboration, networking and knowledge sharing.
- Provide expert advice and guidance to support the mandate of the Ministry with responsibility for driving ICT development.

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.