# Information and Communication Technology (ICT) Sector Strategy & Action Plan

## Saint Lucia

Technology

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## Definitions of Data:

n/a

## Main Focus of Document:

Outlines plans to develop the ICT industry for the country

## Target Beneficiaries or Sectors:

citizens

## Key Elements:

The Sector Strategy aims to:

- Present and promote Saint Lucia as a location for both ICT investment and as one offering high quality ICT services (which the offshore sector can utilize). Ensure that this information is captured online on the Invest Saint Lucia website (as well as others).
- Work with the ICT association to develop a national skills database in this sector.
- Support the ICT association's advocacy efforts.
- Discourage the use of pirated software.
- Proactively research, and inform ICT businesses of, regional and international procurement opportunities (public or private).
- Facilitate partnering (consortium building) of Saint Lucian businesses with other businesses or regional/international partners.
- Promote ICT services to investors and potential investors.

ACTION PLAN FOR GOVERNMENT

- Upgrade National ICT Strategy to include stronger industry and export focus or develop a separate ICT Services Sector strategy.

A policy position by public institutions to develop their own software assets is necessary for two reasons. 1 – custom software is the best way to ensure competitive advantage and best service delivery. 2 – purchasing software development services locally is the easiest way to "invest" and grow the software production industry and secure high levels of market access for ICT businesses and professionals (especially as "contractual service providers" / "independent professionals" in mode 4) to trade partners' markets (e.g. Canada). Assist national ICT businesses and professionals to make use of corresponding opportunities in Europe already secured under the EPA (Article 83).

- Update the Electronic Transactions Act, 2011 to comply with the provisions of the UN Convention on Electronic Contracting;

- Enact and bring into force legislation on data protection including Privacy Impact Assessment and Health Information Systems. Introduce legislation on the issue of integration and sharing of data systems within and across administrations;

- Introduce Consumer Protection Guidelines for Online Transactions.

- Introduce a specific Electronic Evidence law;

- Introduce Freedom of Information legislation;

- Continue with policies and regulations to promote broadband access including the draft legislation from the on-going CARCIP project.

- Implement the WIPO Copyright Treaty which provides protection for (i) computer programs, whatever the mode or form of their expression; and (ii) compilations of data or other material ("databases").

- Identify international trends and opportunities, as well as national skills gaps. Ensure that what is being taught reflects the latter.

- Build on and further expand the various successful initiatives in the sector: ICT Business Incubator Grants; island-wide wi-fi; community access centers across the island; school laptop programme; skills development programme.

- Ensure that an ICT curriculum is developed alongside the school laptop programme.

When the GOSL engages in ICT training, typically under some project which deploys some ICT technology, such training should be extended to

the private sector wherever possible (particularly when the training is being hosted or provided locally). This allows for a larger pool of potential expertise available both to the government and also within the private sector. Continue to provide ICT grants. But the grants process needs to be streamlined and responsive to real-time business and market demands. It is too bureaucratic in its current form, leading to frustration and disinterest among ICT business grant applicants.

- Extend the Prime Minister's Awards programme. Offer monetary prizes for entrepreneurship in the ICT sector. Ensure awards for youth in the sector as well.

- Partner with national BSOs to host applications (app) development contests.

- Provide separate grants, prizes and awards for males and females in the ICT sector.

Encourage win-win procurement opportunities by:

- Proactively soliciting and sourcing local, tailor-made educational content for the school laptop programme
- Proactively soliciting and sourcing ICT solutions for the Saint Lucia tourism product (apps; websites; databases; games; SMS services; this may include very targeted solutions such as, for example, an app providing a self-health-check, leading to specific suggestions how and where the resulting spa/wellness needs could be satisfied).

Broadband Data Data privacy Data protection Electronic evidence ICT Services Private sector Procurement Wi-Fi Youth

**Policy/regulation mirrored:**

**Countries:**