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REPORT ON THE
CARIBBEAN FORUM ON THE INFORMATION SOCIETY

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Table of Contents

Acknowledgements

INTRODUCTION

The Caribbean Forum on the Information Society (CFIS) was convened by the Economic Commission for Latin America and the Caribbean (ECLAC) Subregional Headquarters for the Caribbean on 26-27 October 2004, as part of its preparatory process for the World Summit on the Information Society (WSIS). The meeting, convened with the co-sponsorship of the United Nations Information and Communications Technologies (UN ICT) Task Force and the Internet Corporation for Assigned Names and Numbers (ICANN) At-Large, took place at a time of increasing activity in Information and Communications Technologies (ICT) development and followed another significant event - the Caribbean Community (CARICOM) meeting of ICT Ministers (October 2004).

Amidst major mandates and initiatives of several intergovernmental agencies, research institutions and specialized international agencies, approximately 70 ICT practitioners and representatives from member countries of the Caribbean Development and Cooperation Committee (CDCC) came together to formulate common positions and identify stakeholder interests regarding the development of an Information Society in the Caribbean (see Annex 1). Further, the Forum sought to respond to the specific mandates of ECLAC regarding the WSIS and Internet Governance. In so doing, ECLAC determined to strengthen its unique contribution to the body of work in progress.

The WSIS (Geneva, 2003) gave rise to the WSIS Declaration of Principles and the Plan of Action. The Plan of Action prescribes 11 action lines, which countries may follow in creating the Information Society. The prescribed actions pertain to all aspects of the society and the economy – policy and regulatory reform; content creation; social inclusion; connectivity/access; e-government. The regional experiences discussed at the CFIS covered many aspects of those topics and served to convey a sense of the significant strides being made in the Caribbean as well as a sense of the critical requirements for further dialogue (wealth creation, new ICT platforms such as mobile, etc.).

Special attention was focused on Grenada, which had recently been devastated by Hurricane Ivan. The housing, school, tourism and commercial plant as well as the agricultural stock had been wiped out by the storm and the economy was destroyed. Led by a panel which included the Minister of Education of Grenada and other government officials, participants discussed the current circumstances in that country and the options for restoration. It was noted that apart from the relatively low loss of life, Grenada had been given a "blank slate" in the face of very adverse circumstances. It was felt that that "blank slate" offered a unique opportunity to launch the construction of an ICT-based society without any of the usual resistances to change. Thus, using the Scenario Planning Methodology, the Forum considered the immediate development of a knowledge society with innovative approaches to education, agriculture, communication, energy and commerce.

Finally, there were several areas of consensus on matters of Internet governance, content and wealth creation. These represented fundamental concerns to Caribbean interests in the preparation for the WSIS and the development of an Information Society (see Annex 2).

Relevant mandates

The meeting was guided by the following mandates:

[ECLAC (among others) had been asked] *"... to support the countries in following upon the agreements adopted in this Declaration and in implementing the conclusions and recommendations of the World Summit on the Information Society."* (Bavaro Declaration, January 2003, Dominican Republic)

The Caribbean Development and Cooperation Committee:

Requests the Executive Secretary to continue to provide such extrabudgetary support for important ECLAC activities in the Caribbean, among others:

> The project designed to implement the plan of action of the World Summit on the Information Society (WSIS) in the Caribbean, entitled "World Summit on the Information society – supporting the transition". (Twentieth session of the CDCC, resolution 60(XX), 22-23 April 2004)

...Recognizing the vast ICT potential for enhancing and integrating the Region, as well as driving its trade and economic agendas, Heads of Government adopted the CARICOM ICT/Connectivity Agenda 2003 and Platform for Action. They embraced the regional strategic approach to development of a sector/industry founded on universal access, utilization and production of relevant content ...(CARICOM Heads of Government Meeting, July 2003, Jamaica)

Goals of the forum

The goals of the Forum were:

- To advance the work programme of ECLAC with regard to the WSIS;

- To gauge the current status of the Caribbean Information Society;

- To examine strategies for further endeavour (particularly in regard to wealth creation and ensuring a holistic, enabling environment).

Objectives of the forum

The objectives of the meeting were:

- To build the inclusion of the CDCC member countries and their vital constituents in the WSIS;

- To address lessons and opportunities of specific ICT experiences in the CDCC member States;

- To build partnerships for the Caribbean Information Society;

- To advance proposals for Internet Governance.

Contextual background

Opening statements

Mr. Rudolf Buitelaar, Officer-in-Charge, ECLAC Subregional Headquarters for the Caribbean, stated that the purpose of the Forum was to strengthen Caribbean participation in the regional and global processes to establish the Information Society contained in, but not limited to, the WSIS process. In view of the role inscribed for ECLAC in the Bávaro Declaration, ECLAC proposed to execute several initiatives including the Economic Commission for Latin America and the Caribbean/European Union (EU) project to build E-LAC strategies for ICT development.

He also outlined the role of the ECLAC/CDCC secretariat in assisting non-independent Caribbean countries to prepare for various United Nations World Summits and also to achieve the socio-economic goals of the Millennium Declaration. In the specific case of the Working Group on Internet Governance (WGIG), ECLAC/CDCC had been mandated to bring the global discussion to the Caribbean and assist countries in taking the Caribbean perspective to the global forum.

Despite the wide range of important global issues to be considered in the development of the Information Society, the CFIS was designed to give focus to a few specific issues that pertain to the current stages of the Caribbean discussion on the WSIS and ICT including Internet Governance, content matters and building the WSIS process. Some of the important matters include:

- Formulating a definition and operational context for Internet Governance;

- Establishing the Caribbean interests in the WSIS process and the identification of some initial proposals for action/negotiation;

- Identifying approaches to stimulate the production of Caribbean content for world consumption while at the same time administering (protecting) ownership rights for wealth creation;

- Identifying special approaches/arrangements for Haiti and other places;

- Identifying how ICT could contribute to the recovery of Grenada (post Hurricane Ivan) to build the foundations of a new, smart economy.

The results of the meeting (report and video documentary) were intended to be part of the ongoing WSIS preparatory process and other relevant discussions in the region. The following meetings would form part of the timeline for the preparatory process, leading up to the WSIS Phase II in Tunis in (November 2005)

- UN-ICT Global Forum (Berlin, November 2004)

- Caribbean inter-agency meeting (Caribbean, January 2005)

- Geneva preparatory committee meeting (Geneva, February 2005)

- Regional preparatory meeting (Brazil, June 2005)

The Forum results would be used to ensure that the Caribbean perspectives and experiences were adequately represented and taken into account in the wider Latin America and Caribbean discussion. More importantly, the CFIS could help to ensure that the results of the global conference in Tunis would be more favourable to the development of the Caribbean region.

Mr. Tadao Takahashi of the UN ICT Task Force, ICANN, stated that early in 2004, the Task Force began consultations with various relevant parties in Latin America and the Caribbean, which led to proposals for a series of meetings including the Forum in the Caribbean. The intention had been to focus on Internet Governance and other pertinent issues. The Task Force anticipated that the CFIS would contribute constructive inputs to the regional (Latin America and the Caribbean) debates on the Internet Governance and ICT Governance issues for development. Particularly there should be clarification and consensus regarding national ICT programmes led by government in collaboration with stakeholders such as the private sector and civil society.

The Honourable Martin Joseph, Minister (Ag.) of Public Administration and Information of Trinidad and Tobago, delivered the feature address. He stated that like other countries of the Latin American and Caribbean (LAC) region, Trinidad and Tobago had recognized the importance of ICT for their economic and social development and had embarked on an ICT development process for advancement of its society. As such, the country encouraged full regional cooperation and collaboration to develop common positions for Phase II of the WSIS and to attend to the several important issues.

One of these important issues was the matter of Internet Governance, which remained unresolved after the Geneva Summit. Along with other developing countries, Trinidad and Tobago was in favour of greater multilateral cooperation under the United Nations framework. The management of the Internet should be multilateral, transparent and democratic with the full

involvement of government, the private sector, civil society and international organizations promoting access for all and ensuring a stable and secure functioning Internet.

He stated that developing a working definition of Internet Governance along with relevant public policy issues was necessary and he emphasized the need for a model, which took account of the Caribbean environment.

A significant aspect of the regional ICT development thrust was to establish an appropriate enabling environment. In essence, the regulatory and policy environment should be transparent and non discriminatory. Furthermore, national strategies could be created to mutually enhance regional efforts.

He highlighted yet another matter to be resolved in the WSIS process, essentially that of financing arrangements for ICT development. It was suggested that the region take an informed and common position on the concept of a Digital Solidarity Fund which was being created to provide funding assistance to developing countries. At the same time, the challenges to existing and potential Overseas Development Assistance (ODA) programmes should be examined, and understood, with a view to raising the priority of ICT projects in requests for cooperation and assistance.

A final issue was the development and delivery of content. In the first instance, the region needed to address the preservation and enrichment of its cultural identity and heritage. Additionally, the region was exhorted to produce, market and deliver suitable content to the various segments of the society and the global market while ensuring universal access.

Content creation was seen to offer new avenues for wealth creation through the strategic definition and application of ownership rights. In fact, it was felt that along with effective growth of the ICT business culture, the region could effect considerable social, economic and cultural transformation.

SUMMARY OF PRESENTATIONS AND DISCUSSIONS

Agenda item 1:
Internet Governance

(a)   An approach to Internet Governance

The presenter described the experiences of introducing Internet Gaming Industry in Antigua and the impact of Internet Governance issues on the growth in that fledgling sector. He stated that technical issues and social issues had fostered, but also stymied, what initially had been an extremely lucrative business in Antigua.

The industry was introduced at a time when Internet Governance (including regulation) was minimal. However, significant growth occurred drawing the attention of individual organizations in the United States to what was taking place in Antigua. At its peak, the gaming industry provided two thousand jobs, many of these to young persons. Suddenly, young persons were able to invest in properties and other financial opportunities at an earlier age than had been the norm for generations.

Subsequently, United States pressures were exerted to increase the management and regulation of the Internet gaming activity. That tactic caused the drastic contraction of the industry in Antigua, strangling growth, innovation as well as social and economic benefits.

The Government of Antigua and Barbuda responded by taking the issue to the World Trade Organization (WTO) for settlement. The experience raised some of the following concerns regarding governance issues:

- The technical issues as addressed by organizations such as ICANN. It was clear that Caribbean interests were wider than ICANN's purview.

- The trade off between regulation and the socio-economic benefits in a sector, which enjoyed minimal regulation.

- Fair access to the United States markets for Internet commerce/trade for countries such as Antigua and Barbuda.

- The need to ensure a level playing field for negotiation. (While the Internet itself appears to offer equal opportunity in some areas, there is a concern that governance and regulatory arrangements could be negotiated to favour the more developed countries).

- A high level of regulation should be provided for security, intellectual property and protocols. However other areas should be far more lightly regulated in order to foster a dynamic environment.

- The definition of Internet Governance should be negotiated such that it was consistent with socio-economic and technological interests of the region.

(b)   ICT Governance

In setting the context for his comments, the presenter made a distinction between the following:

- Internet Governance: Matters directly related to the deployment and operation of Internet Services.

- ICT Governance: Policies to harass ICT for development.

- Information Society Governance: The intensive use of ICT in all areas of society.

He identified various ICT initiatives, which dealt in part with issues of Internet Governance, including:

- ITAFE – A consortium launched by the World Economic Forum. The group included Dell, Intel, AMD (Motorola) and its purpose was to design equipment, which would be manufactured in developing countries. A key feature of the initiative was that it facilitated the role of the private sector in creating the future of the Information Society.

- GESCI – Established by the UNICT Task Force. That forum was led by Switzerland, Sweden, Canada and Ireland. It sought to develop a framework for developing countries to provide access, and enhance educational opportunities through the effective use of ICT in schools and communities.

- ELAC – An ECLAC initiative aimed at devising a regional ICT strategy to establish common ground within a region with diverse interests in policy, regulation and market access.

The role of ICANN was noted as a private organization operating on an international basis to assign Internet (IP) numbers, domain names and coordinate the location of servers worldwide. He emphasized however, that there was a need for increased Caribbean participation in the various ICANN processes of assigning IP numbers and domain names. In addition only Barbados and Trinidad and Tobago participated in the Government Advisory Committee (ICANN) indicating that there too was an area for greater Caribbean involvement.

(c)   ICT Governance – Relevance to the national ICT Plan

The presenter described the formulation of the national ICT development programme in Trinidad and Tobago and the relevance of Internet Governance issues. The specific issues included:

- Definition of Internet Governance – It was necessary to consider the impact of a definition on attempts to use the Internet as a development mechanism. The selected definition should be one that was most relevant and beneficial to the local environment while conforming to international standards.

- Public policy matters which should ensure a minimum standard for fair play while allowing protection for the society at large

- The regulatory environment, which should foster free enterprise but militate against the disadvantages of a near monopolistic regime. It must determine a response to competition in the provision of services by the Internet medium in relation to other existing media.

- The need for a technology neutral policy that works in tandem with the dynamic ICT environment

- Trade-offs in the transit arrangement for Internet Service Providers (ISPs) that exist globally and which often are disadvantageous to operators in smaller island States.

In view of those concerns the public policy objective was to participate in the process of defining and implementing Internet Governance to ensure that the following country/region specific interests were addressed:

- The development and delivery of services to enhance the competitiveness of business and the quality of life of citizens who use them.

- Promoting citizen trust, through mechanisms that create and deliver protection for users

- Content Management and the protection of intellectual property and indigenous/heritage material as a valuable country resource.

- The regulation and assignment of IP addresses through the Domain Name Registry system for the '.tt' domain (a Cabinet appointed committee review the administrative arrangement for the Domain Name Registration of the '.tt' top level domain to establish national policy and ensure alignment with IANA and ICANN).

- The participation and contribution of all stakeholders in the national interests (including academia, private sector and civil society)

While the implementation of the national strategic plan, Fastforward, in Trinidad and Tobago has been fruitful, there have also been tactical initiatives on the international front. Thus Trinidad and Tobago continued to participate in negotiations at forums such as the General Advisory Council of ICANN and the International Telecommunications Union (ITU) where international standards on Internet Governance are determined.

(d)   *Country commentary: Towards a knowledge-based society*

The presenter introduced the Jamaican ICT vision aimed at transforming that country into a knowledge-based society/economy. He described the current profile regarding the deployment of ICT in Jamaica emphasizing the following:

- The ICT landscape (e.g. 100,000 households have Internet access).

- Capital investment by Telecom companies (a total of J$8b., excluding Cable and Wireless).

- The phased approach that was taken to liberalization of the Telecom market resulting in all facilities and services (including voice and data) being open to competition (March 2003).

- Internet Access capability in Jamaica (narrowband, fibre wireless, cable).

- Deployment in the education sector.

There was the need to address the following conditions:

- Creating an investor friendly regulatory framework (taking into account the CARICOM Single Market and Economy (CSME) commitment).

- Enhancing affordability of and access to the Internet.

- Compensation for disparate levels of development between individuals/organizations (in a country) and also among countries in region/world.

- Consideration of initiatives to ensure a more cohesive development process in Jamaica.

(e)   *Country commentary: Some considerations for the Internet Governance debate*

Two concepts of Internet Governance were cited:

- Narrow concept: The technical management of key Internet resources, such as domain names and IP addresses.

- Wider concept: In addition to technical issues, areas treated should include security, jurisdiction, multilinguism, access, connectivity and interconnection.

After a brief history of Internet Governance beginning with the birth of the Internet (in the United States) and leading up to the WSIS (in Geneva, December 2003), the presenter focused attention on the WGIG which was established by the Secretary General of the United Nations in response to a corresponding request from the WSIS.

The need for the WGIG arose because of different perspectives on key areas leading to the following points of contention:

- Underdeveloped countries were marginalized and underrepresented in global mechanisms for Internet Governance.

- The management of the domain name registry was centralized and under the control of one country (compromising the ability of sovereign States to administrate and regulate in various areas of Internet operation).

- Development issues for non-industrialized countries were not properly addressed in a 100% market oriented Internet.

As a consequence, the relevant issues for the Latin American and Caribbean region were:

- Governments' role in domain name system management and supervision.

- The creation and development of regional ICT backbones and Internet exchange points to reduce interconnection costs and broaden network access.

- Internet transit and interconnection costs should be objective, transparent and non-discriminatory.

- Regional root servers and the use of "internationalised" domain names should be instituted.

- The mechanisms to be established for Internet content jurisdiction and dispute resolution.

- Multisectoral and multi-stakeholder participation in IG.

- Identification/creation of appropriate governance bodies.

(f) *View from civil society: Global governance of ICT and communications – shaping Information Societies for human needs*

The presenter drew reference to the work that civil society entities had been conducting in relation to governance issues. The work of those groups had brought focus to several issues of concern including the following:-

- The need for decision-making and governance to be participatory, transparent and provide accountability.

- Global governance frameworks, which should reflect the diverse views and interests[1] of the international community as a whole. They should also promote a

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[1] Including linguistic, cultural and informational diversity

more equitable distribution of benefits across nations and social groups striking a balance between commercial interests2 and other social objectives.

Gender justice and related matters were considered as being a vital element in ICT development. Civil society proposed that specific policies and programmes should be developed for women as active and primary agents of change in owning, designing, using and adapting ICT.

The group also supported international arrangements such as the Digital Solidarity Fund, to promote financial support for sustainable e-development.

In conclusion, the presenter reiterated the view that "…Internet Governance arrangements should be based on an open, global, multi-stakeholder and flexible approach in order to deliver growth and transformation of the Internet into a viable, vibrant and multicultural medium…"

(g)   Private sector view

The presenter stated that his research suggested that in many industrialized countries the cost of broadband access to the Internet was considerably less than in developing countries. Furthermore, he inferred that the treatment of IG was based on having an actual Internet (access/use) experience to be governed and that this experience was only effectively achieved by having affordable, broadband access.

His experience as a private sector supplier of Internet services/access in the current market environment, reflected the challenging reality of a near-monopolistic regime. In such an environment, the dominant players subjected an independent ISP to predatory pricing strategies. Additionally, adequate off-island access capability provided by the incumbent provider was usually denied. Thus, new entrant ISP companies were often incapable of servicing the demand for dial-up access. The request for broadband capability had also been inadequate with the net effect that Internet penetration was considerably lower than what the providers would have wished to create.

In spite of the broadband access reality and given the divergent positions between developed and developing agendas in the information society on Internet gaming and governance, there were some areas of commonality. Common positions could be reached in areas such as protecting intellectual property rights. The common perspectives could form a vital part of the development mechanisms in Caribbean nations and in arriving at the definition and mechanisms of Internet Governance.

Consequently he urged that a broad definition of Internet Governance to include social and economic development issues would be more appropriate. It was clear that in order to achieve many of the socio-economic benchmarks, a competitive Internet provision regime should exist. Moreover, sustainable competition would be accomplished if the system in which the dominant player controlled most of the public 'off-island' access, was dismantled. By removing that "bottleneck", more competitive access packages could be offered thereby increasing demand, usage and Internet penetration rates. Such a scenario would necessitate unbundling the existing backbone to allow fair economic access to broadband capability.

Finally, he stressed that government should play the role of 'anchor tenant' leading the transformation process as a user, facilitator and catalyst, thereby accelerating the process of Internet penetration and ICT development.

Agenda item 2:
Advancing the WSIS Agenda in the Caribbean

The focused on specific initiatives aimed at moving forward the objectives and goals of the WSIS. These included the work of organizations such as the Fundación Redes y Desarrollo (FUNREDES), Media Alternatif, the Caribbean Association of Feminist Research and Action (CAFRA) and ECLAC. The presenters explained that the Caribbean still had the opportunity to participate effectively and lucratively in the economic and social movements being fuelled by the ICT revolution. However, the implications of the WSIS for the region were significantly different to those for more industrialized countries such as the United States.

In the developed countries the push for a seamless, global information network had been premised on the fact that their local/national networks were mature with high penetration levels. The next logical stage therefore was to connect communities of interest and ensure market access worldwide. Developing countries however recognized that their own sequence of development events was different to and trailing the industrialized world. Even their statistical data gathering methodologies and information technology indicators had not been adequately developed.

Consequently for regions such as the Caribbean, while market access and global linkages were key factors in the ICT development process, other important elements contributed to the overall strategy for national socio-economic development. Thus connectivity and access issues, content and wealth creation, regulatory measures and human rights issues were essential to ensure language/cultural preservation and representation in a global information society.

Caribbean specifics of the WSIS

In pursuing the WSIS agenda, many CDCC member States are well into reform processes with a lot more still to be addressed. As one participant noted, there was not only "... a digital divide but also educational and prosperity divides. ICT does not solve the digital divide if the others are not also adequately addressed."

The areas listed below were cited as key aspects of the Information Society being developed in the Caribbean:

- The issues of access – broadband, universal, cost.

- The technology platforms – new mobile capability.

- E-government programmes.

- The content creation for wealth creation (including intellectual property rights issues).

- The preservation and representation of language and culture.

- Internet Governance – definition, implementation, implications for development.

- The preservation of human rights with an emphasis on gender equality and special strategies to strengthen the role and opportunities for women in the information society.

- Statistical data gathering and measurement.

Agenda item 3:
Scenarios/opportunities for Grenada (considerations for building a "smart"
economy in Grenada, post Hurricane Ivan)

In the wake of Hurricane Ivan and the catastrophic devastation of Grenada a macroeconomic assessment of the damage (conducted by ECLAC) had estimated an impact at more than twice the nominal GDP of the country. Major industry (such as tourism and agriculture) had been obliterated. Even more significantly, there had been severe destruction of infrastructure and disruption of living conditions.

First hand accounts by Grenada government officials at the CFIS painted a picture of the tremendous need for reconstruction and rehabilitation. However, they indicated that using ICT tools, the country was prepared to forge a new knowledge-based society and economy hinged to ICT-based educational systems and business activity. Thus taking a case study approach and utilizing Scenario Planning Methodology, the CFIS considered a proposal for a "smart" economy.

A 10-point action plan called for moving Grenada from a "ship wrecked" scenario of low ICT diffusion/innovation, environmental disaster and severe development challenges to a more visionary one in which there was high ICT diffusion/innovation, environment safety and sustainable development. The plan was described as a comprehensive and strategic input to rebuilding, which would address societal needs in the short term, i.e. food, clothing and shelter. In the medium to long term, technical assistance, ICT training and investment partnerships would be developed. The process would also include the extensive use of innovative technology in ensuring food security (providing fresh and processed products for export); ensuring renewable energy applications and also in areas such as the ICT sector.

The organizational structures for the administration and financial management had also been considered for the ICT Development Plan. The plan foresaw a multi-stakeholder structure to be led by the private sector. The role of government would be to create a user and investment friendly enabling environment. Financing arrangements would include donors as well as investors.

Two strategic priorities were outlined to carry forward the agenda. Firstly a series of 'smart' schools would be established to replace the plant that was destroyed nationwide. Secondly, a multidisciplinary advisory team of experienced regional and international professional expertise would assist in the coordination effort.

Smart Schools

The vision of the Smart School enterprise is to transform Grenada into a knowledge-based society and economy. The Smart Schools (or Empowerment Centres) would allow students, teachers, parents and members of the business community to interact and use state of the art technologies to enhance and achieve educational and business goals.

Normally, the introduction of innovations in any environment would encounter significant resistance to change. In the case of Grenada, the hurricane had effectively removed the need to overcome any resistance by creating a 'blank slate'. That was viewed as a positive factor, which would facilitate the rapid deployment and integration of new ICT based methods of commerce, education and social interaction.

The Smart School then would be delivered in the following phases:

- Phase I   -   Develop the pilot design concept and model of a typical Center
  Develop curricula and identify media to be used
  Secure funding

- Phase II   -   Reach consensus on location
  Initiate building/renovation cycle

- Phase III   -   Deploy and test equipment, curricula

- Phase IV   -   Establish international on-line communications and teleconference capability

- Phase V   -   Implement e-learning curricula and media

The outputs of a Smart School educational/training system would be fed directly into the socio-economic activity of the countries. Consequently, several 'smart-economy' strategies have been identified for long-term sustainability of the economy and hence the programme. These are related to the following:

- Energy   -   Explore alternatives such as wind and solar energy

- Agriculture   -   Employ scientific farming techniques (e.g. harvesting techniques, design/construction of soil composition) to enhance yield; expand to non-traditional produce areas; explore short-term crops to meet immediate local food demands and in the longer term rebuild export market.

- Entrepreneurship -   Create new job opportunities; soft loan support; launch new product offerings

- Business ventures-   Create jobs to combat exponential increase in Unemployment

- ICT Infrastructure -   Strategic review of national ICT plan; create a functional Government Intranet, provide web-based education.

Discussion at the CFIS yielded the following key suggestions:

- Government policy must ensure the provision of broadband services. Thus new service providers should be accommodated and adequate interconnection and broadband access facilitated.

- ICT (data, systems) must be redundant if they are to be the basis of the new society and economy. Hence ICT disaster prevention, mitigation and recovery must be integral to the plan.

- The realities of the ongoing telecom liberalization process in the Organisation of Eastern Caribbean States (OECS) countries should form a useful overlay in developing the smart schools providing social/political realities that could enrich the Grenada effort.

- Ongoing government-to-people communication/dialogue was vital.

- The Smart Schools should be extended to a Smart Education System, which engages government, teachers, parents and students in new ways of thinking and acting.

- State-of-the-art technology applications should include broadband, high-speed capability such as WIMAX. The last mile options of electricity power lines, cable could be explored.

- The 'roll-out' of technology is usually rapid. By comparison the rollout of content (teaching software, learning software, course content) tends to be much slower. The content development process should begin immediately and could build on experience and products available in the Caribbean and internationally.

Agenda item 4:
Content issues - Ownership and wealth creation

Throughout the Caribbean there have been significant experiences and approaches in the development and delivery of content. One important focus has been the development of applications for significant social and economic transformation including wealth creation. Thus, the issue of ownership rights is a key area in bilateral and multilateral trade negotiations, impacting on the Caribbean.

A main challenge facing the region in the delivery of content and "wealth creation from content" is the method of documentation and the methods of preservation of content. There is the need to digitize the vast volumes of material stored in analogue and other traditional formats in order to facilitate their manipulation as part of the ICT technology based information society.

In terms of music downloads and other information downloads, questions arise as to the relevance of the materials to Caribbean realities e.g. cultural relevance, wealth creation opportunities. Therefore the work of organizations, which protect the rights and give support to the creators of cultural products and intellectual property is important. Also, 'bearers' of traditional culture who are not necessarily producers should continuously be connected to the wider society. This speaks to a role for packaging and transferring that cultural data into a format that can be accessible by the local community.

The CFIS considered several enterprises dealing with content throughout the region – from Suriname in South America across to Belize in Central America and including the Caribbean island States.

Caribbean Digital Library (CDL)

The speaker focused on the Caribbean Digital Library and information services provided by the Caribbean Documentation Centre at the ECLAC Subregional Headquarters for the Caribbean. The CDL is a virtual collection of substantive Caribbean documents and other information resources available on the World Wide Web, organized for easy retrieval under 27 broad subject headings. By establishing the CDL, ECLAC was responding to two realities: there was insufficient information on the Web that dealt with Caribbean development issues; and it was difficult to locate much of the content that was there. The CDL now provides access to more than 1,000 documents and an average of 31,000 searches per month was recorded during the first nine months of 2004.

Leveling the Playing Field (The role of NALIS)

The National Library and Information System Authority (NALIS) of Trinidad and Tobago provides a national library and information service to members of the public (including physically disadvantaged persons) in order to facilitate cultural, social, economic, educational and political development. The agency coordinates and supervises the operation of 23 public library service points as well as special libraries in government ministries and in schools.

Despite early challenges (technology and staff) in meeting information requests, NALIS has been able to secure achievements in deploying ICT to enhance its service offering to the public, even going so far as to offer free Internet access. Additional facilities include access to the online public access catalogue and to full text documents (via an Intranet).

The role of NALIS as a national information service provider has been strengthened by many recent initiatives including the historic opening of the National Library Building offering a plethora of state-of-the-art library and information services. Some of the outstanding features include:

- The Learie Constantine collections;

- A collection of slave deeds;

- Computer literacy training programmes for visually impaired persons (VIPs);

- Special facilities for VIPs in the children's Adult and Heritage Libraries (Systems included are JAWS, POET, Duxbury, MAGIC, Braille embosser;

- Special facilities for hearing impaired and mobility impaired;

- Information literacy classes;

- A Content Management Framework to facilitate the creation and publishing of information in the community.

NALIS has been included as a vital element in the E-government communications backbone of the country.

Playing the Global Music Industry

Sanch Electronix Ltd. has been a pioneer in recording Caribbean indigenous music. The company specializes in recording steel pan music and has produced the largest collection of digital steel pan recordings in the world (over 50 compact disc recordings have been manufactured in the last 10 years under the Sanch Electronix label).

The Company records steelband orchestras on location and has employed advanced technology, (HDCD-High Definition Compatible Digital) to capture every nuance of the instruments in the recording. The sophisticated encoding/decoding system greatly reduces both

additive and subtractive distortions, which are manifested during conventional digital recording playback. The information is stored on a digital recorder and may be monitored and played back.

The HDCD technology is capable of interpolating information. This feature is used to enhance older recordings, which were not recorded under the HDCD technology. Those recordings of the older catalogue have now been "re-released." The technology also facilitates computer manipulation and transportation of the music contents.

The company has a national and international focus in its marketing strategies. Its CD titles are listed on Microsoft websites (as part of that company's support for HDCD users). International acceptance of the indigenous music is not yet at acceptable levels. As such, efforts are being made to promote the catalogue at media conglomerates in the USA as well as in Latin American markets.

Sanch Electronix has embarked on a major project called 'Pan in Education'. The main product is a double CD, multi-media learning tool designed to assist those learning to play the steel pan. The material consists of several six-minute arrangements of local compositions for the steel pan to be used as practice and test pieces; digital files (in finale and PDF formats) of the corresponding musical scores; and information on various steel band orchestras and arrangers. All the music has been categorized at various levels of difficulty making it a useful tool for the 'Pan in the Classroom' programme conducted by the Ministry of Education in Trinidad and Tobago.

Throughout the work of the organization there is an active emphasis on the lucrative use/protection of intellectual property and on wealth creation from sources of income such as:-

- Performances   radio, television, Internet broadcasts, live and recorded events, etc.

- Reproduction   mechanical, synchronization, private copying and reprography

- Distribution   printed music, rental and public lending, Internet.

Sanch Electronix continues to take an active role in implementing strategies to increases the competitiveness of local culture products/services and to increase market share.

ICT for development: Education (Educons Foundation Suriname)

The Education and Communication Network Suriname was founded in 1999 to contribute to the accelerated development of Suriname, by the strategic deployment of ICT in society with a particular emphasis on education. In view of this, the group has made several initiatives in the ICT and education sectors.

Despite several challenge, EDUCONS has been able to:

- Set up an ISP and a high speed wireless network;

- Establish a virtual network for the education sector in Suriname;

- Establish a distance education platform (STUDINET) and a National Distance Education Committee;

- Develop educational content for primary, secondary levels, religions organizations and the agricultural sector;

- Train more than 30,000 people in various levels of computer literacy and ICT technical skills;

- Increase ICT penetration to the interior of Suriname to enhance literacy and employment skills using locally produced, tailored software.

More recently, in collaboration with the Ministry of Education of Suriname, EDUCONS has begun a programme to integrate ICT into the secondary school curriculum.

The work of the organization has taken place in three phases. The first phase involved activities to raise ICT awareness to effect the integration of ICT in the creation and delivery of educational services. Next, the group established a network of technology knowledge centers (LANS, WANS). They also began an ongoing programme of content development and distance education. The most recent phase has seen significant penetration into the vast interior of Suriname. Rural schools (primary level) have been connected to the network using VSAT technology. Also secondary education has been introduced to the interior using distance education technology and course content.

Future development of the EDUCONS process will include improvement of Internet connectivity to the Surinamese hinterland; the provision of on-line education and continuing education (medicine, economics/finance, education) for children and adults (including professionals); and regional cooperation with the Caribbean and the Americas.

Community access to IT in Barbados

In response to the perceived gap between those with access to computer technology and those without, the Government of Barbados implemented the Community Technology Programme (CTP). The purpose of the programme is to provide effective access to technology and the Internet for economically disadvantaged community members. This is done using two thrusts: firstly, the development of the technological and building infrastructure; and secondly, the provision of IT training/Internet access to the community linked to the EDUTECH 20002 programme in schools.

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[2] Special Education reform programme adopted by Government of Barbados

Selected community centres have been transformed into resource centres. The building plant has been installed, upgraded and equipped with networks (with broadband Internet access capability). The centres are available to the public (from 10:00 a.m. to 10:00 p.m.) everyday, expect Sundays.

The course content provides users with basic computers and Internet literacy skills. Additionally, there are specialized IT course projects on the CSME and the Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS). The course delivery and resource centre administration procedures also incorporate IT applications.

To date the CTP has provided some 3,600 persons (between the ages of 17 and 82 years) with computer literacy training. Some 10,200 persons use the facilities for Internet access. The popularity of the programme is also reflected in increasing budgetary allocations. The programme is government funded and has moved from an initial budget of $1.82m. to some $3m.

The CTP has become an integral part of the development of the Information Society in Barbados as it increases access to public services, supports wider communication and enhances job, career and business opportunities for adults.

Belize ICT Experiences

The use of ICT/Internet in Belize has manifested in the form of:

• Net Cafes	Essentially virtual multi-media meeting centres. There are many of these sites throughout Belize which are used for VOIP, email/web-surfing; student research projects and the printing of digital pictures. Access to the Internet is via satellite, cable and DSL (replacing the initial use of dial-up).
• SWAN	Schools Wide Area Network. A government sponsored initiative to provide Internet access to schools. The project has not been highly sustainable and remains limited to a few schools in the major towns and cities.
• Public access	Other Internet access services are also provided to the general public by the dominant telecommunications provider. Also satellite companies (such as Starband) offer alternative services. There is also some 'illegal' cross border provision of satellite service from neighbouring countries.

Computers are employed in conventional areas such as computer literacy training and productivity tools for offices and school administration. However, it is also being used in the commercial production of indigenous music on CD. That innovation is challenged by inadequate copyright protection.

The use of open source software (OSS) has been growing.   In the face of more costly software from well-known suppliers, OSS has proven to be a cost effective, robust and versatile solution.   In fact, a community college in North Belize uses OSS (Linux) throughout its entire network of 30 workstations served by a Linux server workstation (1.29Hz server, 2GHz RAM). The maintenance demands are minimal and the school administration has significant control of the resource. A Linux based system is also being deployed in the police service.

The local software industry is also quite significant with many local applications being developed for areas such as the local accounting environment (which takes into account the local social security deductions and income tax deductions) and school management.

Ownership Rights/Wealth Creation (The Copyright Organization of Trinidad and Tobago, COTT)

Content consists of raw data, information, facts and figures which are in the public domain and freely accessible by everyone. On the Internet a great deal of the graphics, photos, music and film material is copyright protected. Thus, content is fundamental to the ICT debate and thus to the issues of intellectual property rights.

The Caribbean challenge is to protect ownership rights and at the same time to leverage (commercially exploit) the copyrighted material for the benefit of creators and the benefit of those who invest in creativity.

In the creative industry, the Internet poses a threat in areas such as piracy while offering genuinely lucrative opportunities to access international markets. In order to capitalize on such a scenario, the Copyright Organization of Trinidad and Tobago (COTT) has embarked on several initiatives.

The Caribbean Copyright Link is one such project to establish a database of copyright musical work in the Caribbean.   It is being undertaken in collaboration with the World Intellectual Property Organization (WIPO) and the musical rights organizations in Jamaica (JCAP), Saint Lucia (HMS) and Barbados (COSCAP) with the organizations in Cuba and Belize soon to join.

The organizations anticipate that they would be able to stem the loss of royalties due to inadequate labeling/documentation of creative material.   At the same time, there will be enhanced facilities to increase revenues for locally produced material being used or sold in international markets.

The Internet exposure and other tactics are part of the overall COTT strategy for the global music industry, which seeks in part to:

- Change the business culture by ensuring that the music of Trinidad and Tobago reaches a global audience at a more competitive level;

- Develop exportable services (main and ancillary) such as musical arrangement, archive restoration, scoring, animation, studio and on-location recording;

- Provide leadership in copyright services to the Caribbean and Latin America.

Agenda item 5:
Creating an enabling environment through national planning

Within the last 5-10 years Caribbean governments have aggressively implemented various strategies for the development of ICT. Programmes have started with sector specific reform in areas such as telecommunications regulations and policy, finance and education. Some initiatives have been wider with total public sector reform and the implementation of national ICT programmes.

Caribbean governments such as Saint Lucia and Trinidad and Tobago have conducted extensive research and public consultation in developing national ICT agendas (policy and implementation programmes). In all cases, the drive has been spearheaded by the governments and public services, which themselves have undergone various degrees of reform utilising ICT. There has been ongoing national debate on the full array of issues involved, as progressive and inclusive policies are hammered out. The policies affect business, government and civil society practice. They also call for behaviour modification at a national level to ensure their success. Just as importantly the agendas stipulate and assume a robust, available, accessible and adequate technology platform.

In most instances, there has been reform in the telecommunications sector (policy, regulations, new entrants) since that is the sector upon which all other ICT activities reside. Otherwise, countries have selected strategic sectors as the first candidates for reform.

In Anguilla, for example, the tourism and financial services sectors were the flagship sectors. These industries are the twin pillars of development in Anguilla and represent the highest foreign revenue income streams. Thus they were subjected to a comprehensive ICT-based growth strategy that ensured the provision of an enhanced telecommunications regime, legal and regulatory certainty, innovative e-commerce capability and a skilled labour force (see Table 1). The results have been significant for the country yielding tremendous returns in the chosen sectors in terms of revenue, international profiling and social development.

In many cases the national activities have taken place with the collaboration of regional and international institutions. Thus organisations such as the Inter-American Development Bank (IDB), ITU, WIPO and the EU have played key roles in the various efforts.

The CFIS highlighted some of these examples, which gave a picture of the ICT development profile in the Caribbean (see Table 1).

CONCLUSION

Areas of consensus

(a) ***Internet Governance***

The CFIS held that there were two areas of fundamental concern to Caribbean interests:

- The definition of IG – the factors which should constitute a definition of IG

- The social and economic aspects of IG in operation

<u>The definition of IG</u>

In principle, the CFIS concluded that any working definition of IG should be directly relevant to the Caribbean reality and the development process. It should address public policy issues that are pertinent to the Caribbean. Additionally, it should be based on an appropriate model for the Caribbean environment which takes into account the rights and roles of various stakeholders. The CFIS agreed that the definition of IG should address social and economic issues in the Caribbean as well as the usual technology and protocol matters.

<u>Social and economic aspects of IG framework</u>

The CFIS identified several elements that would deliver an IG framework appropriate for Caribbean environment and its development objectives:

- The engagement of multilateral cooperation under the United Nations framework;

- The establishment/operation of transparent and democratic procedures with full involvement of government, private sector, civil society and international organizations;

- The provision of Universal Access to a stable and secure Internet system;

- The protection of Intellectual Property Rights and the creation of wealth;

- The realization and protection of human rights and compliance with international standards;

- A treatment of gender issues which promote policies and programmes for women and girls in the Information Society/economy;

- A judicious application of regulation since 'over-regulation' along with fierce, international competition can strangle fledgling but lucrative industries in the Caribbean (e.g. Antigua and Barbuda Internet gaming industry);

- The provision of affordable access to broadband capacity and capability. The Caribbean region is still in transition towards liberalisation of telecommunications/ICT markets. Thus there are still significant monopoly and anti-competitive challenges to be resolved);

- The Internet is both a public utility and part of the global commons. As such it requires multilateral management and supervision arrangements;

- The 'Anchor Tenant' model could be considered with government as the main user to facilitate and catalyse viable competition and economic growth.

(b) ***The WSIS agenda in the Caribbean***

The CFIS agreed that:

- The implications of the WSIS for the region were significantly different to those for more industrialized countries such as the United States;

- Along with the digital divide the educational and prosperity divides should be addressed;

- Despite several common elements there was disparity in the ICT development processes among countries of the region;

- The key focus/work areas for the Caribbean in developing the Information Society were technology and network access issues; E-government programmes; wealth creation; content creation (including preservation and representation of language and culture);

- Internet Governance (definition, implementation, implications for development);

- Statistical data gathering and analysis.

(c) ***Building a "smart" economy in Grenada***

In lending its support to the efforts in Grenada, the CFIS recommended that:

- Government policy must ensure the provision of broadband services. Thus new service providers should be accommodated and adequate interconnection and broadband access facilitated.

- ICT (data, systems) must be redundant if they are to be the basis of the new society and economy. Hence ICT disaster prevention, mitigation and recovery must be integral to the plan

- The realities of the ongoing telecom liberalization process in the OECS countries should form a useful overlay in developing the smart schools providing social/political realities that could enrich the Grenada effort.

- On-going government-to-people communication/dialogue was vital.

- The Smart Schools should be extended to a Smart Education System, which engages government, teachers, parents and students in new ways of thinking and acting.

- State-of-the-art technology applications should include broadband, high-speed capability. "Last mile" options of electricity power lines, cable, etc. could be explored.

- The content development process should begin immediately and could build on experience and products available in the Caribbean and internationally.

(d)   *Content issues – Ownership and wealth creation*

The group agreed that:

- The region held a vast reserve of intellectual property and culture products that could be leveraged at the global level for economic gain and social development;

- The region should digitize the vast volumes of material stored in analogue and other traditional formats in order to facilitate their manipulation as part of the ICT technology based information society;

- There were many outstanding and relevant content creation enterprises within countries with the potential for replication elsewhere in the region;

- Ownership rights and wealth creation are key considerations for economic exploitation and international trade negotiations;

- Regional collaboration for content and wealth creation were essential requirements for a viable role in the Information Society.

(e)　*Creating an enabling environment*

The CFIS recognized that countries had been able to make strides in the formation of the Information Society because of the appropriate enabling environment. The group therefore emphasized that:

- There should be ongoing initiatives to institute total public sector reform and the implementation of national ICT programmes;

- In particular, there should be full liberalization of the telecommunications sector;

- Flagship sectors such as tourism, finance, education in which there had been outstanding ICT implementation were valuable catalysts for implementation in the wider society;

- Collaboration/coordination with regional and international organizations was essential.

Benchmarking the CFIS against the WSIS (Action Plan)

The CFIS represented a key event in the ongoing preparations for the WSIS. Clearly, the Forum could not address all aspects of the WSIS Action Plan. Indeed, the CFIS recommended that there should be continued dialogue on the various aspects of the development plan especially in those areas that did not receive specific treatment at the meeting. However it is useful to link the experiences described at the CFIS into the WSIS Action Plan

Like the rest of the world, the Caribbean has been a part of the information revolution for many years now. Over the last two decades, there have been numerous global initiatives and country ventures in building an information society. One of the challenges in the process has been to forge cohesion among these individual and disparate enterprises to arrive at an integrated whole. Therefore, in benchmarking the CFIS (and ensuing activities) versus the WSIS, it would be necessary to consider each individual activity/experience on its own merit as well as (at a later stage) to assess some factor such as "capacity for integration" (replication, sharing/cross border delivery of common resources and services and sustainability).

At this preliminary stage, the benchmarking process is merely a checklist exercise. It serves to situate and categorise the regional experiences in the context of the WSIS and also to indicate areas of commonality, which may be useful for future technical cooperation programmes. This is a rudimentary exercise. However if the follow-up to the CFIS is successful, one of the ultimate results could be the design of an integrated, cohesive, regional information society (with corresponding "infoculture") – the ultimate Caribbean contribution to the WSIS.

Table 1 below indicates some key presentations at the CFIS, which described programmes that were consistent with specific action lines of the WSIS Plan of Action. Each of the 11 Action Lines of the WSIS had associated with it, several tasks items. The task items listed in the table were those that were most recognizable in the country /organizational experience

described. The task items refer to critical areas such as broadband access services, universal access, role of stakeholders, cultural preservation. (Paper reference: CFIS Conference Room paper 2 – World Summit on the Information Society: Plan of Action). Any task items not included in Table 1 did not emerge as key themes during the CFIS. Nevertheless, they are important aspects of the Action Plan and should be pursued during follow-up activities.

Table 1
Benchmarking the CFIS vs. the WSIS
(Preliminary checklist)

WSIS Action Lines	Key illustrations from the CFIS
1. The role of governments and all stakeholders in the promotion of ICTs for development [treats with areas including national e-strategies, partnerships among stakeholders, participation of indigenous peoples and investment] Task items: (a)-(f), (h) Addressed **7** task items out of **9**	An Approach to Internet Governance **(Antigua & Barbuda)** Internet Governance – Relevance to the National ICT Plan **(E-Commerce Secretariat, Government of Trinidad & Tobago)** Towards a knowledge-based society: The Jamaican Perspective **(Jamaica)** Shaping Information Societies for Human Needs **(Network of NGOs, Trinidad & Tobago)** Private Sector (Internet Service Provider) Views **(Gillette Group, Trinidad & Tobago)**
2. Information and communication infrastructure: an essential foundation for the Information Society [treats with areas including broadband network infrastructure, infrastructure to include elderly, children marginalised communities and the disabled] Task items: (a), (b), (d), (e), (g), (i), (l) Addressed **7** task items out of **12**	Internet Governance – Relevance to the National ICT Plan **(E-Commerce Secretariat, Government of Trinidad & Tobago)** Towards a knowledge-based society: The Jamaican Perspective **(Jamaica)** Private Sector (Internet Service Provider) Views **(Gillette Group, Trinidad & Tobago)** Innovations in Community Access **(Barbados)** Innovations in the National Information System **(NALIS, Trinidad and Tobago)** Belize ICT experiences **(Belize)**
3. Access to information and	Towards a knowledge-based society: The Jamaican Perspective

knowledge [treats with areas including development and promotion of public domain information, community public access points to various communication resources, notably the Internet] Task items: (a)-(f), (h), (i) Addressed **8** task items out of **10**	**(Jamaica)** Innovations in Community Access **(Barbados)** Innovations in the National Information System **(NALIS, Trinidad and Tobago)** Belize ICT experiences **(Belize)** Caribbean Digital Library **(ECLAC)** Networks and Development Foundation **(FUNREDES, Dominican Republic)** ICT for development: Education **(EDUCONS Foundation, Suriname)**
4. Capacity building [treats with areas including use of ICT in education, training and increasing literacy; regional and international cooperation programmes, and development of information professionals Task items: (a)-(f), (h), (i), (k), (l), (m) Addressed **11** task items out of **16**	Towards a knowledge-based society: The Jamaican Perspective **(Jamaica)** Innovations in Community Access **(Barbados)** Innovations in the National Information System **(NALIS, Trinidad and Tobago)** Belize ICT experiences **(Belize)** Caribbean Digital Library **(ECLAC)** Networks and Development Foundation **(FUNREDES, Dominican Republic)** ICT for development: Education **(EDUCONS Foundation, Suriname)** Shaping Information Societies for Human Needs **(Network of NGOs, Trinidad & Tobago)** Gender Issues for the WSIS **(CAFRA, Trinidad & Tobago)** Information Society in Haiti **(Haiti)**
5. Building confidence and security in the use of ICTs **[treats with areas including data protection , network integrity, mitigating spam, consumer protection and secure online transactions]** Addressed **4** task items out of **10**	Creating an enabling environment through National Planning **(Anguilla)**

6. Enabling environment [treats with areas including the regulatory framework, Internet governance, e-government, entrepreneurship , access to capital, dispute settlement systems] Task items: All task items were treated to some extent	All parties involved [Key overview provided – Facing the WSIS Challenges **(ECLAC)**]
7. ICT applications: benefits in all aspects of life Task items: E-government, E-business, E-learning, E-employment, E-environment Not given any focus at meeting: E-health, E-science, E-agriculture	All parties involved in some aspect (**Grenada** provided a current example of a plan to restructure a devastated traditional society as a full-fledged Information Society)
8. Cultural diversity and identity, linguistic diversity and local content [treats with areas including natural and cultural heritage, cultural diversity, digitization of educational, scientific and cultural heritage] Addressed **12** task items out of **15**	Playing the Global Music Industry **(Sanch Electronix, Trinidad & Tobago)** Ownership rights & Wealth creation **(Copyright Organisation of Trinidad & Tobago)** Innovations in the National Information System **(NALIS, Trinidad and Tobago)** Caribbean Digital Library **(ECLAC)** Networks and Development Foundation **(FUNREDES, Dominican Republic)** Shaping Information Societies for Human Needs **(Network of NGOs, Trinidad & Tobago)** Gender Issues for the WSIS **(CAFRA, Trinidad & Tobago)** Innovations in Community Access **(Barbados)** Belize ICT experiences **(Belize)** ICT for development: Education **(EDUCONS Foundation, Suriname)** Information Society in Haiti **(Haiti)**

9. Media [treats with areas independence and plurality of the media, balanced and diverse portrayals of women and men, role of the media in the Information Society] Addressed **6** task items out of **7**	Playing the Global Music Industry **(Sanch Electronix, Trinidad & Tobago)** Ownership rights & Wealth creation **(Copyright Organisation of Trinidad & Tobago)** Information Society in Haiti **(Haiti)**
10. Ethical dimensions of the Information Society [treats with areas including human rights] All task items were treated to some extent	Implied in all programmes. Explicitly treated by **CAFRA** and the **Network of NGOs (Trinidad & Tobago)**
11. International and regional cooperation [treats with cooperation among various national regional and international stakeholders] All task items were treated to some extent	Many countries in the Caribbean are involved in various cooperation initiatives

Final note

The WSIS Action Plan does not explicitly make reference to wealth creation and ownership rights even though it treats extensively with matters that are pertinent to IPR considerations. Yet, content creation, IPR, wealth creation and commercial leverage/exploitation are vital considerations for regions such as the Caribbean where content and artistic creators have a history of non-recognition and denial of rightful entitlements for their endeavors. Perhaps this inadequacy could be redressed for content creators and keepers of traditions as the information society emerges.

In an Information Society and a knowledge economy, intellectual property is the most valuable commodity. Thus appropriate policy, regulatory, institutional and fiscal measures should be put in place to leverage this resource for the economic benefit of the region while ensuring the region's social and cultural contribution to the World Information Society.

Table 2
ICT for Development: Creating an Enabling Environment
(Highlights from the CFIS)

Creating an Enabling Environment	Saint Lucia	Anguilla	Guyana	Trinidad and Tobago
1. Policy Formulation • Strategic Process • Government as leader of the process and primary user • Objectives and measures	√ [Extensive Empirical research and assessment of National environment, evident based policy development]	√ [Initially research assessment and identification of basic requirements to propel ICT strategy in tourism and financial services]	√ Indicate information gaps between countries in the Region and also between communities in a country	√ [Extensive research; assessment; benchmarking versus specific countries worldwide in areas such as telecommunications services and reform, on-line government services]
2. Telecommunications reform • Liberalization of Telecommunications Sector • ICT/Internet penetration/access	√ [New regulatory body, etc.]	√ [Liberalization features including: Immediate data liberalization; no licensing of ISPs; local participation in service provision; broadband service provision]		√ [Telecommunication Act (June 2004)]
3. E-government • Participatory • Cohesive ICT Administration and operation • Delivery of services	√ [E-government Internet Fiesta carried to local communities. Highly participatory – school children, professionals, unemployed, labourers]	√ [Special ICT department, DITES. Government IT Networks. IT based service delivery: On-line company registration	√ [ICT Unit in government, Enhanced transparency, improve communication among government citizens and business]	√ [Fastforward Secretariat: National high level entity for definition and implementation of national ICT strategy]

		(ACORN); remote control of Lighthouse facility; census taking; top level domain administration]		
4. E-commerce (Regulatory and Administrative environment)	√ Assessment and Identification of priority areas for Government to Business online services, Business to Consumer and Business to Business e-commerce activities	√ • Published National E-Commerce Policy • National Development Strategy • Introduced Electronic Transaction Act	√ [Call centres, software programming operations One of the two call centres has been significantly challenged by FCC Rulings in the USA]	√ E-business round table proposed
5. Target Sectors • Regulatory and Legal Certainty (Amendments to existing Acts, new legislation, etc.) • Reaffirm and enhance Product definition • Create secure and trustworthy operational system and Internet presence • Directly accessible by national and (where appropriate) international community	√ E-government Services (in progress) • IT Adoption and use in public sector • National Electronic network (cross culture and language	√ E-government Services (in progress) Tourism Services (in progress) Financial Services (in progress) • Specially Developed Acts (2000 and beyond) • Consolidate laws with flexible and innovative	√ E-government Services (in progress) E-export focus on low value added services e.g. call centres high value added services e.g. software development	√ E-government Services (in progress) • 5 yr national programme in collaboration with IADB ($82 M budget) • consolidate fragmented ICT units across public service into one secretariat • Develop e-government vision and streamline ICT processes • National infrastructure task

• Telecommunication Reform		provisions • Joint legislation committee (government and private sector)		force
6. Social Impact and National Transformation • National/Government level • Organisational level • Community level • Individual level • Communication and awareness building • Issues of connectivity and penetration • Preservation of values, development of new attitudes	√ Internet Fiesta Social inclusion Individual – capacity building; decision making Organisational – IT enabled process change and reengineering National/Regional – Connectivity Agenda vs. Productivity Paradox; Developmental goals vs. Political	√ Deploy technology in homes and government • IT Scholarships to public service • Academic grants to private citizens • Low duties, low interest loans to citizens via indigenous banks for computer purchases	√ • Awareness campaigns • Net cafes give high access rates even in under privileged neighbourhoods. • Grants to finance ICT initiatives in communities • IT centre at University	
7. Decentralising Government Services with ICT (COMMNETT)	The private sector has played a significant role in regional efforts to decentralizing government operations and provide e-government services. Some innovations include: • E-mail services to Senior Public Officials in Trinidad and Tobago, which facilitates quick decision-making; regional consultations or policy, administration of justice, etc.			

	• Computerized Hospital Information System (Trinidad and Tobago)
	• Teaching service system – on-line training, assessments and records (Jamaica)
	• Cruise ship policing system (Grenada)
	• Computerized Police Information Network (Trinidad and Tobago)
8. International/Regional Agencies **EU, IADB, ITU, WIPO**	These agencies have several initiatives with the Caribbean and wider Latin America. These include: • A major IADB project with the Government of Trinidad and Tobago to define and implement its National ICT Strategy, Fastfoward. • EU/CARICOM programmes including CARIBIS which is a regional ICT programme. • WIPO programmes to inform, advise and lead matters on Intellectual Property e.g. WIPOnet, Agreement for Cooperation for Development in Intellectual Property (Eleven (11) Member States of CARICOM and WIPO)

Annex 1

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PROGRAMME

CONVENOR: **ECLAC**
SPONSORS: **ECLAC, UN ICT Task Force, ICANN At-Large**

PROCEEDINGS CHAIRMAN - Mr. Rudolf Buitelaar, Officer-in-Charge, ECLAC

DAY 1 – October 26, 2004

8:00 a.m.	-	Registration

9:00a.m. -9:45a.m.   **Opening Session**
                        Chairman: Mr. Arthur Gray, Regional Advisor, ECLAC
Welcome   -   Mr. Rudolf Buitelaar, Officer-in-Charge, ECLAC
Address   -   Mr. Tadao Takahashi, UNICT Task Force
Address   -   Hon. Mr. Martin Joseph, Minister of Public Administration
                        (Ag.), Government of Trinidad and Tobago

10:00a.m. – 10:15a.m.   *Coffee Break*

10:15a.m. – 12:15p.m. **Session 1:**   **Internet Governance**

Moderator/Presenter: **An Approach to Internet Governance**
                        Mr. Nelson Simon, Lead Software Engineer/Director, Technology
                        Institute, Antigua & Barbuda

Presentation: **ICT Governance (Recent Global efforts and ICT for Development)**
                        Mr. Tadao Takahashi, UN ICT Task Force

Resource   panel: **Internet Governance – Relevance to the National ICT Plan**
                        Ms. Denyse White, E-Business Analyst, E-Commerce Secretariat,
                        Government of Trinidad & Tobago

                        Country Commentary
                        Mr. Rowland Phillips, Advisor, Commerce & Technology, Government of
                        Jamaica
                        Mr. Juan Fernandez Gonzalez, Government of Cuba

                        View from Civil Society
                        Ms. Hazel Brown, Coordinator, Network of NGOs, Trinidad & Tobago

Private Sector (Internet Service Provider) Views
Mr. Peter Gillette, Chairman, Gillette Group, Trinidad & Tobago

12:15p.m. - 2:00p.m.   *Lunch*

2:00p.m. - 4:30p.m.   **Session 2: Advancing the WSIS Agenda in the Caribbean**

Moderator/Presenter: Ms. Jacqueline Wiltshire Forde, Senior Advisor, Government of Barbados

Presentation: **Facing the WSIS Challenges**
Mr. Roderick Sanatan, Science & Technology Officer, ECLAC

Resource   panel: **Country Commentary**
Hon. Carlyle Corbin, Minister of State for External Affairs, US Virgin
Islands
Mr. Jean Claude Louis, Group Media Alternatif, Haiti
Mr. Pablo Liendo, Network & Development Foundation (FUNREDES,
Dominican Republic)

View from Civil Society
Ms. Verna St. Rose-Greaves, Caribbean Association for Feminist
Research and Action (CAFRA)

Measuring the Information Society in the Caribbean
Mr. Bryan Boxill, Economic Affairs Officer (Statistics), ECLAC, Port of
Spain

E-Strategies for Latin America & the Caribbean
Mr. Martin Hilbert, ECLAC, Santiago

DAY 2 – October 27, 2004

8:30a.m. – 10:15a.m.   **Session 3:   Scenarios/Opportunities for Grenada**
considerations for building a "smart" economy in
Grenada, post Hurricane Ivan

Moderator/Discussant: Dr. Annalee Babb, CEO, ACB Knowledge Consultants

Resource   panel: **Commentary**
Mr. Esteban Perez, Economic Affairs Officer, ECLAC

Commonwealth Partnership for Technology Management:
Hon. Clarice Charles, Minister of Education, Grenada
Dr. Basil Springer, Columnist & Change-Engine Consultant

Mr. Hollis Charles, Managing Director, Institute for Management Development
Mr. Cecil Bartholomew, ICT Director & Adviser, Dominica
Dr. Jeff Dellimore, Coordinator, CPTM Network

10:15a.m. – 10:30a.m   *Coffee Break*

10:30a.m. – 1:00p.m   **Session 4: Content Issues – Ownership and Wealth Creation**

Moderator/Presenter: **Mr. Embert Charles,** Director of Information Services, Office of the Prime Minister, St. Lucia

Resource panel: **ECLAC's Digital Library**
Ms. Sandra John, Chief, Caribbean Documentation Centre, ECLAC

Innovations in the National Information System
Ms. Lucia Phillip, Director, Information Networks, NALIS

Entrepreneurial Experience (Music industry)
Mr. Simeon Sandiford, General Manager, Sanch Elextronix Ltd.

Innovations in Education
Mr. Glenn Geerlings, Chairman, EDUCONS and
Dr. Jennifer Simon, Board Member, EDUCONS, Suriname

Innovations in Community Access
Mr. Harold Britton, Head, Government Community Access Programme, Government of Barbados
Mr. Harry Noble, CEO, BITS, Belize

Ownership Rights/Wealth creation
Ms. Allison Demas, CEO, Copyright Organisation of Trinidad & Tobago

1:00p.m. - 2:30p.m.   *Lunch*

2:30p.m. 4:00p.m.   **Session 5: Creating an Enabling Environment through National Planning (Financing, Partnerships, Infrastructure, Regulatory systems)**

Moderator/Presenter: Dr. Cletus Bertin, Dep. Director, Public Sector Reform, Government of Saint Lucia

Resource panel: **Country Case Studies**
Mr. Ken Banks, Permanent Secretary, Anguilla
Mr. Samuel Braithwaite, University of Guyana
Fastforward (creating the enabling environment)

Mr. Quentin Questel, Director, E-Commerce Secretariat, Government of Trinidad & Tobago

Decentralising government Services with ICT (Industry considerations)
Mr. Anthony Lee Kong, CEO, COMMNETT

International/Regional Agencies:
Mr. Anthony Smallwood, European Union
Mr. Phillip Cross, International Telecommunications Union
Ms. Mary-Ann Richards, Regional Coordinator, World Intellectual Property Organisation
Mr. William Robinson, Inter-American Development Bank

4:00p.m. – 4:15p.m.	*Coffee Break*
4:15p.m.	**Closing session**
Closing Address:	Mr. Rudolf Buitelaar, Proceedings Chairman/Officer-in-Charge, ECLAC

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Jean Claude Louis, ICT Development in Haiti (CFIS, October 2004)

Verna St.Rose-Greaves, Gender Issues in the WSIS within the framework of the Beijing Platform for Action (CFIS, October 2004)

Carlyle Corbin, The Participation of the Wider Caribbean in the WSIS process (CFIS, October 2004)

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Samuel Braithwaite, Creating an Enabling Environment for ICT Development in Guyana (CFIS, October 2004)

Kenn Banks, Creating and Enabling Environment through National Planning: Anguilla – Better for Business and Pleasure (CFIS, October 2004)

Glen Geerlings, Jennifer Simons, ICT for Development: Education (CFIS, October 2004)

Harold A. Britton, Community Access to Information Technology in Barbados (CFIS, Paper 13, October 2004)

Lucia Phillip, Leveling the Playing Field: The role of NALIS (CFIS, October 2004)

Martin Hilbert, Toward a Regional Action Plan for the Information Society in Latin America and the Caribbean (CFIS, October 2004)

Bryan Boxill, Statistical Indicators for the Information Society: An Assessment of the Capabilities of CDCC Member States Statistical Offices (CFIS, October 2004)

Simeon Sandiford, Playing the Global Music Industry (CFIS, October 2004)

Roderick Sanatan, Facing the WSIS Challenges (CFIS, October 2004)

Disaster Recovery: Scenarios/Opportunities for Grenada – Considerations for building a "Smart" Economy post – Hurricane Ivan (Panel Discussion, CFIS, October 2004)

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