



**Remarks**  
**delivered by**  
**Jacqueline Syms, Chairman, iGovTT**  
**at the**  
**Launch of the WEF GITR 2015**  
**April 15, 2015**

Thank You Professor Carrillo

- Dr. the Honourable Rupert Griffith, Minister of Science and Technology
- Ms. Ingrid Seerattan, Permanent Secretary in the Ministry of Science and Technology
- Mr. Cornell Buckradee – Advisor to the Minister, Ministry of Science & Technology
- Members of today’s Panel:
  - Mr. Chris Seecharan, Chief Executive Officer, Telecommunications Authority of Trinidad and Tobago (TATT)
  - Mr. Sherwin Ragoonanan, Head, Operations, iGovTT
  - Ms. Glynis Alexander Tam, General Manager, InfoLink Services Limited
  - Mr. Edgar Urrutia, President, Inforum
- Distinguished members of the audience,
- Members of the media,
- Ladies and gentlemen,

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Good Morning.

I am honoured to bring greetings to you today at the national launch of the World Economic Forum's Global Information and Technology Report 2015. The GTR has become the most comprehensive and respected international assessment of the preparedness of economies, to apply the benefits of ICTs to promote economic growth and well-being. Over the years, an increasing number of countries around the world have adopted the GTR as a cornerstone of their national ICT strategies.

iGovTT, is proud to once again partner with the Arthur Lok Jack Graduate School of Business for the local launch of the GTR. We will continue to pledge our support for this event, as we seek to play a vital role in the Government's strategy for using ICT as a key driver for socio-economic development in Trinidad and Tobago.

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Given our company's mission of creating a platform through stakeholder collaboration and strategic partnerships, that leverages economies of scale and delivers innovative Government ICT solutions, we see our role in partnering with the School of Business as a critical one. The research from the GTR, provides a

unique platform for public and private sector dialogue on policy development and for determining what actions will further our national ICT readiness and innovation potential.

iGovTT is a state enterprise with a mandate to provide ICT consulting and support services to Government ministries, divisions and agencies. It is also tasked with ensuring effective alignment, co-ordination and cost effectiveness across Government for ICT related projects and initiatives. In our preliminary view of the release put out by the World Economic Forum, it was interesting to note this year's theme, ICTs for Inclusive Growth, especially as iGovTT continues to make strides as it relates to the growth agenda. As shown in the Report, ICTs act as a vector of social development and transformation by improving access to basic services, enhancing connectivity and creating employment opportunities.

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With tconnect, the public arm of iGovTT, we have managed to grow our complement of government application forms providing an alternative and more convenient means for the citizenry to access government services. The multi-faceted and integrated nature of tconnect underscores the merits of decentralisation particularly as it pertains to the dissemination of government

information and services. We have embraced the paradigm of citizen-centric governance and through various channels, including assisted citizen service centers, call centers, automated self-service kiosks and express bus, we provide a citizen-centric one-stop delivery of various Government services. The contribution of ICT in enabling inclusive growth and in ensuring that people across the length and breadth of Trinidad and Tobago have access to services as well as the opportunities generated by growth is critical.

In November 2014, in collaboration with the e-Business Roundtable and the Ministry of Science and Technology, iGovTT hosted the biennial National ICT Business and Innovation Symposium. This Symposium brought to the fore, local, regional, and international developments in the role of ICT, innovation and its impact on our country's livelihood and economic development. Not only was this event a coming together of the minds, but it was a coming together of ideas, experiences and a true inspiration.

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iGovTT will continue to support efforts to raise awareness of the GTR particularly because of what this report tells us about our overall progress in adapting ICTs for economic sustainability. Just as the Report has registered improvements with

respect to measurement indicators and country coverage so too must we, as individual institutions and as a collective, be prepared to improve our country's state of ICT readiness.

ICT competency and readiness in Trinidad and Tobago is no longer a far-reaching goal, but rather a natural step in our development journey. A step which we at iGovTT continue to support and therefore will do our utmost to ensure that we continue to rise in the rankings, and thus compete on a regional and global scale in one of the fastest growing industries in the world.

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In closing, I thank the Directorate and organising committee at the Arthur Lok Jack Graduate School of Business for once again hosting this launch. This forum is an excellent opportunity to bring key ICT-centred discussions to the fore. I thank you for your commitment and look forward to this morning's panel discussion.

Thank You.