



## FIFTH INTERNET GOVERNANCE FORUM (IGF) REPORT

*“The Impact of Digital Transformation in St. Vincent and the Grenadines.”*



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## ACRONYMS

CaribNOG – Caribbean Network Operators Group

CARDTP - Caribbean Digital Transformation Program

CTU - Caribbean Telecommunications Union

ICANN – Internet Corporation for Assigned Names and Numbers

IGF – Internet Governance Forum

ISOC – Internet Society

ISOC SVG - Internet Society Saint Vincent and the Grenadines

ITSD - Information Technology Services Division

NTRC – National Telecommunications Regulatory Commission

SVGIGF - St. Vincent and the Grenadines Internet Governance Forum

VINLEC – St Vincent Electricity Services

## PARTICIPANTS:

**Moderator** Lennox Browne (Chapter Member)

### Remarks:

ISOC SVG – Roxanne John (President)

ISOC SVG IGF - Willis Williams (Coordinator)

ICANN – Albert Daniels (Sr. Manager, LACGSE – The Caribbean)

CaribNOG – Dr. Claire Craig

### Presenters:

Carlton Browne and Simone Joseph-Ollivierre - Information Technology Services Division (ITSD)

**Topics:** Open-Source Technology, are there Opportunities for business and Digital skills tools for empowering individuals and communities respectively?

Winston George, Zakiya Lett, and assigned Consultants and Experts - Caribbean Digital Transformation Program (CARDTP)

**Topics:** Overview of the Digital Transformation Project, Digital Solutions, Change Management, what will it take?

Krislin Goulbourne-Harry – UA Ambassador Chapter Member)

**Topic:** Universal Acceptance

## SPONSORS:

NTRC  
VINLEC  
Flow  
DIGICEL

## INTRODUCTION

The 2023 (SVG IGF) was held on August 9<sup>th</sup>, 2023. This event was part of a three-day ICT Roadshow which ran up to August 11<sup>th</sup>. It was jointly hosted by ISOC SVG, ICANN, and CaribNOG. The IGF was held under the theme *“The Impact of Digital Transformation in St. Vincent and the Grenadines”*.

## ACKNOWLEDGMENTS

We wish to express gratitude to the following organisations and individuals that contributed to the success of our fifth IGF.

### Financial Support

- Internet Governance Forum Support Organisation (IGFSA) through the Internet Society Foundation, FLOW, Digicel, and VINLEC

### Secretariat

- ISOC SVG Chapter
- Organisation Partners
- National Telecommunications Regulatory Commission (NTRC)
- ICANN

### Multi-stakeholder Coordinating Team

ISOC SVG Board and Events Committee

<ul style="list-style-type: none"><li>• Roxanne John, President</li></ul>	<ul style="list-style-type: none"><li>• Andre Browne, Vice President</li></ul>
<ul style="list-style-type: none"><li>• Rodley Haynes, Treasurer</li></ul>	<ul style="list-style-type: none"><li>• Samantha Robinson</li></ul>
<ul style="list-style-type: none"><li>• Decima Corea, Secretary</li></ul>	<ul style="list-style-type: none"><li>• Lisa Morris Board Member</li></ul>
<ul style="list-style-type: none"><li>• Mark Moses, Head , Projects Committee</li></ul>	<ul style="list-style-type: none"><li>• Eben Wilkins, Events Committee Member</li></ul>

<ul style="list-style-type: none"> <li>• Simone Joseph-Ollivierre, Events Committee Member</li> </ul>	<ul style="list-style-type: none"> <li>• Shirla L. Francis, Events Committee Member</li> </ul>
<ul style="list-style-type: none"> <li>• Jonquil Cadougan, Head, Events Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Marcellus Constance, Deputy SVG IGF Coordinator</li> </ul>
<ul style="list-style-type: none"> <li>• Don Providence, Head, Education Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Willis Williams, SVG IGF Coordinator</li> </ul>

#### Other support

<ul style="list-style-type: none"> <li>• Krislin Gouldbourne-Harry – Website support</li> </ul>
<ul style="list-style-type: none"> <li>• Lennox Browne - Moderator</li> </ul>
<ul style="list-style-type: none"> <li>• Cyron Cyrus – Social Media Support</li> </ul>

## OVERVIEW

The IGF was held under the theme, “The Impact of Digital Transformation in St. Vincent and the Grenadines”. The purpose of the IGF is to bring together multi-stakeholder groups and individuals to discuss and share best practices on Internet Governance issues. The Forum also promoted a common understanding of how to maximize Internet opportunities and address different types of challenges that arise, in a bottom-up, multi-stakeholder, open, and transparent manner.

## PROMOTIONAL ACTIVITIES

The IGF organizing committee arranged flyers and other social media postings to promote both the IGF 2023 and the ICT Roadshow. Additionally, a radio program and a television program were done.

Albert Daniels and Willis Williams appeared on NBC Radio, 8:00 am August 8<sup>th</sup> and Albert Daniels, Winston George & Willis Williams appeared on the Theresa Daniel hosted television program, “The Round Table” at 6:00 pm on August 9<sup>th</sup>. see link: EP12-[RTT \(ROUND TABLE TALK\) - EP127 \(youtube.com\)](#)

## GENERAL AUDIENCE

The target audience was comprised of members of the SVG Chamber of Industry and Commerce, Government and regulators, IT Managers/IT Technicians/IT engineers, tertiary level students, the Elderly, and other Internet users in general. Face-to-face attendance on Day 1 (IGF) was 57. Online attendance was 36.

## HIGHLIGHTS

This year, there was a spirit of collaboration and the IGF joined forces with ICANN and CaribNOG, who also found ways to widen their net to include representation from CTU.

IGF 2023 benefited from the presence of Rodrigo de la Parra (VP of LAC GSE), Albert Daniels, and Nicolas Antionello from the ICANN Management team, along with Dr. Claire Craig (Secretary, LACRALO) and Bevil Wooding (CaribNOG Cofounder and Director of Caribbean Affairs – ARIN). Their presence made the event special as it took on an international feel and sense of a return to normalcy compared to years prior during the pandemic era.

Finally, The IGF collaborated with Mr. Winston George Project Coordinator of the Caribbean Digital Transformation Project (CARDTP) to help realise of the Forum. The IGF was able to negotiate with the Project to make their team of experts available for the event. In addition, the project was able to assist the IGF in having facilitators from various departments in the public sector. Their input contributed immeasurably to the success of IGF 2023.

## KEY TAKEAWAYS AND LESSONS LEARNED

1. Digital transformation will touch the lives of the whole society.
2. There are elements of fear largely due to a lack of knowledge and adequate information about the subject.
3. The greatest challenge seems to be among the elderly who are less exposed to devices and access to the internet and are more resistant to change.
4. The process of transformation will be gradual allowing for phased implementation and application of well-planned change management.
5. There is need for many more sessions like the IGF 2023 to spark the interest, debunk misguided impressions, manage fear, and project clarity to citizens who have concerns.

## LOOKING FORWARD TO IGF 2024

IFG 2024 will continue to echo the concerns of internet users as they emerge. It is expected that, with an exciting period of development ahead, topics concerning Artificial Intelligence, DNSSEC and Universal Acceptance, the continuing digital transformation and more, will demand more ventilation. Our workload will increase as we endeavor to fulfill our purpose. The topics and themes for 2024 will reflect the current times.

## VOTE OF THANKS

The vote of thanks was delivered by Ms. Samantha Robinson (Chapter Member)

IGF 2023 IN PHOTOS





**ANNEXE: PROGRAM OF ACTIVITIES**

St. Vincent and the Grenadines ICT Roadshow  
9 to 11 August 2023

Theme: ***Internet For all: Securing our Digital future***

Dates	
Wed. 9 Aug:	St. Vincent and the Grenadines Internet Governance Forum (SVG IGF)
Thu. 10 Aug:	ICANN Latin America and Caribbean Internet (LAC-i) Road Show
Fri. 11. Aug:	CaribNOG Technical Forum
<b>Venue:</b>	<b>Methodist Church Hall, Kingstown, St. Vincent</b>



TIME	SESSION	FACILITATOR
8:30 a.m.	Registration	
9:00 a.m.		<b>Moderator Lennox Browne - ISOC Member</b>
9:00 a.m.	Prayer	<b>Jonquil Cadougan -</b>

		ISOC SVG Member
9:05 a.m.	National Anthem	Sherika John
9:10	Welcome Remarks-	<b>Roxanne John</b> President, ISOC SVG

## Day 1

Wednesday 9 August 2023

St. Vincent and the Grenadines Internet Governance Forum (SVG IGF)

TIME	SESSION	FACILITATOR
8:30 a.m.	Registration	
9:00 a.m.		<b>Moderator Lennox Browne</b> - ISOC Member
9:00 a.m.	Prayer	<b>Dr. Cecil Richards</b> – Pastor, Kingstown Baptist Church
9:05 a.m.	National Anthem	
9:10	Welcome Remarks-	<b>Roxanne John</b> President, ISOC SVG
9:15	Welcome to IGF Remarks	<b>Willis Williams</b> - Coordinator, Internet Governance Forum (IGF)
9:20	Remarks and Opening of the ICT Week	Albert Daniels, ICANN <u>Bevil Wooding, CaribNOG</u>  At the ministerial level or Senior Officer- TBC
9:35	Overview of the Digital Transformation Project	<b>Winston George</b> Project Coordinator, Caribbean Digital Transformation Program (CARDTP)
10:00	Digital Solutions Part 1	<b>Winston George</b> Project Coordinator, CARDTP
10:30	<b>Tea BREAK</b>	
10:45	Digital Solutions Part 11	<b>Winston George</b> Project Coordinator, CARDTP
11:15	Digital Transformation in the <u>Energy Sector</u>	St. Vincent and the Grenadines Electricity Services Ltd. (VINLEC)
11:30	Plenary Session	<b>Moderator Lennox Browne</b>
12:00	Open Forum	<b>Moderator Lennox Browne</b>
12:30	<b>LUNCH BREAK</b>	
1:30	Open-Source Technology, are there Opportunities for business?	<b>Carlton Browne</b> Director, Information Technology Services Division (ITSD)
2:00	Digital Skills-tools for empowering individuals and communities	Simone Joseph-Ollivierre

		Assistant Director, (ITSD)
2:30	Change Management, what will it take?	<b>Zakiya Lett</b> Manager, People Advisory Services, Ernst & Young Ltd., Change Management Consultant
3:00	Open Forum	<b>Moderator Lennox Browne</b>
3:45	Closing Exercise <b>END OF FORUM</b>	<b>Moderator Lennox Browne</b>
6:00 p.m.	Round Table with Theresa Daniel-VC3	Albert Daniels Willis Williams Winston George
7:30 p.m.	Reception (Gate 3)	Remarks ( <i>Albert Daniels</i> ) <ul style="list-style-type: none"> <li>• Rodrigo de la Parra (ICANN)</li> <li>• <u>Beyil Wooding (CaribNOG)</u></li> <li>• Chamber President</li> <li>• Government Minister</li> <li>• ISOC President (Vote of thanks)</li> </ul>
	Reception Invitees: LOC, Business Leaders, Government Representatives	