

# Monitoring Progress and Medium-Term Policy Priorities to Accelerate Digital Transformation

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# Digital Transformation in Barbados

## Economic context

- Fiscal challenges
- High level of debt
- Low Levels of reserves

## BERT

- Enhance economic growth
- Debt management
- Fiscal consolidation

## Structural transformation

- Social cohesion
- Policies aimed at competitiveness
- Ease of doing business



# Digital Transformation in Barbados

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Public Sector  
Modernisation  
Programme

High transactional costs for citizens and businesses to access public services

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Limited use of digital data for timely decision-making

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Inefficiencies in the civil service

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US\$40 million project aimed at improving the effectiveness of public services

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# Digital Transformation in Barbados

## National Digital Strategy

- eGovernment strategy
- Cybersecurity strategy
- Training and capacity building

## Implementation of Online Services for Businesses and Citizens

- One-stop-shop for online services
- Process reengineering
- Common services for digital transactions
- Communications and digital education

## Core Digital Infrastructure for Online Service Provision

- Upgrading government central data centre
- Hardware
- Service kiosks in government offices

# Digital Transformation in Barbados

## Digital Document and Records Management System

- Digitisation of paper-based records

## Digital dashboard for monitoring investment projects

- Public investment management information systems
- Dashboard for public investment projects
- Open data initiative

# Digital Transformation in Barbados

Workforce  
planning

Skills for high  
performing public  
service

Strengthening HR  
management  
information  
systems

# Outcomes

- Facility to pay for various government services online.
- These include:
  - Land taxes
  - School fees
  - Income taxes

The screenshot shows a web browser window displaying the ezpay+ portal. The browser's address bar shows the URL <https://ezpay.gov.bb/portal/dashboard.php>. The page features the ezpay+ logo with the tagline "Easy as 1, 2, 3....Register, Login, Pay" and a user profile for "Winston Moore". Below the header, there is a "Your Dashboard" section with a "Dashboard" title and a shopping cart icon showing "0 Item(s) : BBD\$ 0.00". The main content area is titled "Government Services" and contains a grid of 24 service tiles, each with an icon and a label: Land Tax, Professional Licence, Official Gazette, Telecom Licence, Police Certificate of Character, NIS Contributions, CAIPO, Government Electrical, International Business, Civil Aviation, Renewal of Driver's Licences, TAMIS, Supreme Court E-Filing, Office of Insolvency, School Payments, Medicinal Cannabis, Medical Practitioners, Nurses, Barbados Fire Service, and Inmates Funds. A search bar is located at the top right of the service grid.

# Outcomes

BARBADOS REVENUE AUTHORITY TAMIS

Need help? Login

Home Login Enquiries

Welcome to **TAMIS**.  
Tax made easy!

TAMIS is the Tax Administration Management Information System of the Barbados Revenue Authority.

New to TAMIS? [Register now](#) or Already registered? [Login >](#)

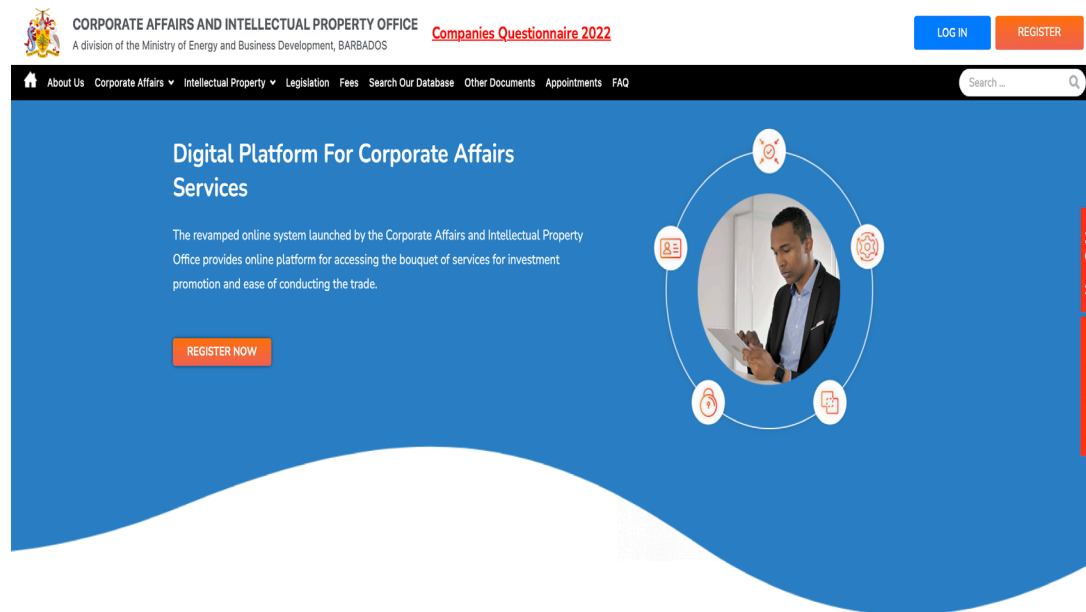
Getting started is easy...

1. Register your details  
Sign-up as a new web user and register
2. Manage your tax  
Once verified you will be sent an email

- Tax Administration Management Information System (TAMIS) will replace the current ETAX and VETAS systems to provide an integrated platform that includes the following new features:
  - Fast notifications
  - Simpler tax forms
  - Easier navigation



# Outcomes



- Corporate Affairs and Intellectual Property Office
  - Facilitate the ease of starting a business in Barbados
  - Search database of business names

## New Simplified User Journey

Easy steps to avail any service



**Select Service**

Select your desired service and



**Upload Documents**

Upload relevant documents as



**Online Secure Payments**



**Track Online Status**

Login first then track your

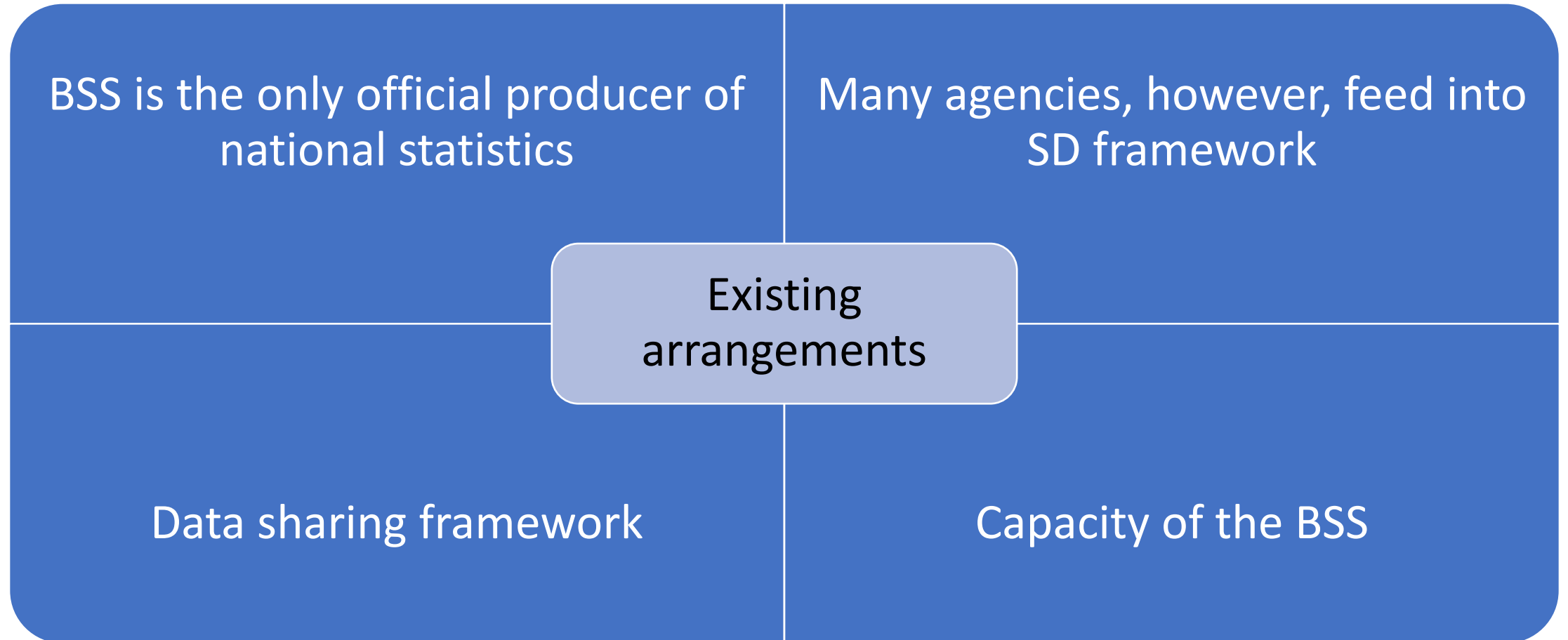


# Potential Opportunities for Monitoring the Impact of Digital Transformation

# Stocktaking Statistical Systems



# Stocktaking Statistical Systems



# Capacity Enhancement

- Gaps in Current Data Analysis and Reporting
  - Lack of metadata
  - Most agencies publish their data as PDF documents
  - Internal data and analysis is not published

# Capacity Enhancement

- Strategies
  - Digital platform
  - Dissemination platforms

# Stocktaking Statistical Systems

Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

|  |                                 |
|--|---------------------------------|
| Access to all-weather road (% access within 0.5 km distance to road) | Ministry of Transport and Works |
|--|---------------------------------|

|  |                         |
|--|-------------------------|
| Mobile broadband subscriptions per 100 inhabitants, by urban/rural | Telecommunications Unit |
|--|-------------------------|

|                       |                         |
|-----------------------|-------------------------|
| Index on ICT maturity | Telecommunications Unit |
|-----------------------|-------------------------|



# Stocktaking Statistical Systems

Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

Manufacturing value added as a percent of GDP

Barbados Statistical Service

Total energy and industry-related GHG emissions by gas and sector, expressed as production and demand-based emissions (tCO<sub>2</sub>e)

Energy Division

Personnel in R&D (per million inhabitants)

Ministry of Labour, Social Security and Human Resource Development

# Stocktaking Statistical Systems

Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.

|  |                                 |
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# Recommendations

- Develop a statistical framework to fill the data
- Enhance the quality of statistics and standardisation
- Enhance the capacity of the Barbados Statistical Service to collect ICT statistics

# Recommendations

- Development of metadata for various statistical products
- Improve data integration and sharing policies and standards across the statistical system
- Enhance the use and harmonisation of ICT strategies for various departments including existing and new hardware and software.
- Continued development of BSS website, dissemination system and release calendar.