

DOCUMENT OF THE INTER-AMERICAN DEVELOPMENT BANK

**JAMAICA**

**SUPPORTING THE STATE MODERNIZATION AND DIGITAL GOVERNMENT AGENDA IN  
JAMAICA**

**(JA-T1242)**

**PROJECT DOCUMENT**

Team Leader: Garcia Mejia, Mauricio (IFD/ICS); Alternate Team Leader: N/A; Attorney: Becker Seco Rosario Paz (LEG/SGO); Team Members: Benedettelli, Veronica (VPC/FMP); Foronda Nogales, Shirley Mabel (VPC/FMP); Gonzalez Chacon Marianna Jose (IFD/ICS); Ho Lung, Jodi (CCB/CJA); Porrua Vigon, Miguel Angel (IFD/ICS); Rojas Gonzalez, Sonia Amalia (IFD/ICS); Roseth, Benjamin David (IFD/ICS);.

**JAMAICA**  
**SUPPORTING THE STATE MODERNIZATION AND DIGITAL GOVERNMENT AGENDA IN JAMAICA**  
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**PROJECT SUMMARY**

Operation Type:	Technical Cooperation
Sector:	REFORM / MODERNIZATION OF THE STATE
Subsector:	REFORM AND PUBLIC SECTOR SUPPORT
TC Taxonomy:	Client Support
Project Number under the Operational Support Taxonomy:	N/A
Technical Responsible Unit:	IFD/ICS-Innovation in Citizen Services Division
Unit with Disbursement Responsibility (UDR):	CCB/CJA-Country Office Jamaica
Executing Agency:	Inter-American Development Bank

**PROJECT OBJECTIVE**

The general objective of this Technical Cooperation (TC) is to strengthen the institutional and technical capacity of the Government of Jamaica to design, deliver, and sustain inclusive, secure, and user-centric digital public services. The specific objectives are to: (i) generate actionable insights through the collection and analysis of critical data to inform evidence-based policymaking for digital government transformation; and (ii) provide strategic and operational guidance for the formulation, implementation, and evaluation of public policies that enable digital transformation across government institutions.

**FINANCIAL INFORMATION**

Financing Type	Fund	Amount in US\$
TCN - Nonreimbursable	W2C - OC SDP Window 2 - Institutions	140,000
<b>Total IDB Financing</b>		<b>140,000</b>
<b>Counterpart Financing</b>		<b>0</b>
<b>Total Project Budget</b>		<b>140,000</b>
Donors:	N/A	
Disbursement Period:	36	
Execution Period:	36	

**ADDITIONAL FINANCIAL INFORMATION**

N/A

## I. JUSTIFICATION AND OBJECTIVE

- 1.1 **Diagnostic.** Jamaica is gradually becoming a digital society. In the last decade, the percentage of the population using the internet doubled, reaching 82% in 2021. As of 2022, half of Jamaicans had made or received a digital payment in the past year. One out of five Jamaicans use the internet for digital transactions, such as online banking and shopping. However, the government continues to face significant challenges in the provision of digital services. In the 2022 edition of the United Nations E-Government Development Index, specifically the subdimension that measures the availability of various online government services, Jamaica obtained 53% of the possible points while Bahamas -the Caribbean leader- scored 70%. The lack of availability of online services contributes to inefficient service delivery overall, which has significant implications for individuals and firms. From a citizens' perspective, high transaction costs are associated with difficult access to government services, particularly for low-income individuals.
- 1.2 Jamaica has taken important steps towards the creation of an institutional framework for digital government. Since 2013, eGov Jamaica Limited has held responsibility for implementing digital government projects across the Government of Jamaica. In 2019 the Information and Communication Technology (ICT) Authority Act was passed, authorizing the transition of eGov Jamaica to the ICT Authority, which would serve as the government's lead digital institution with an expanded remit and faculties. In 2020 it passed both a Data Protection Act, laying the foundation for the protection of personal data and authorizing the creation of the Office of the Information Commissioner, charged with enforcing the Act, and the National Identification and Registration Act, establishing a national identification system inclusive of digital identification, to be managed by a new National Identification and Registration Authority. As of 2023, most institutions pertaining to digital government had been consolidated in the Office of the Prime Minister (OPM), including eGov Jamaica, the ICT Policy Division, the Office of the Information Commissioner, the Jamaica Cyber Incident Response Team (JaCIRT), and Jamaica Post, under the leadership of a Minister without Portfolio with Responsibility for Digital Transformation and Skills. Nevertheless, important policy gaps remain, including for interoperability, digital signature, and cloud, among other topics.
- 1.3 **Objective.** The general objective of this Technical Cooperation (TC) is to strengthen the institutional and technical capacity of the Government of Jamaica to design, deliver, and sustain inclusive, secure, and user-centric digital public services. The specific objectives are to: (i) generate actionable insights through the collection and analysis of critical data to inform evidence-based policymaking for digital government transformation; and (ii) provide strategic and operational guidance for the formulation, implementation, and evaluation of public policies that enable digital transformation across government institutions.
- 1.4 **Complementary.** This TC complements ongoing regional efforts to strengthen digital transformation and cybersecurity in the Caribbean. It is aligned with [ATN/OC-21795-RG](#): ONE Caribbean Digital Health Solutions, which aims to enhance health information exchange and interoperability across seven Caribbean countries. By generating insights on the differential uptake of digital public services and developing inclusive digital transformation policies, this TC supports the equitable design and implementation of digital health systems, ensuring that

vulnerable populations are not left behind in the digitalization of healthcare. Additionally, it complements [ATN/OC-21435-RG](#): Strengthening Cybersecurity Policy and Incident Response in the Caribbean, by contributing to the development of foundational governance frameworks for emerging technologies such as cloud computing and artificial intelligence. These frameworks incorporate principles of information security and interoperability, which are essential for building resilient digital infrastructure and responding effectively to cyber threats. Together, these TCs reinforce the institutional capacity of Caribbean governments to deliver secure, inclusive, and efficient digital public services, in line with the strategic objectives of the ONE Caribbean initiative.

- 1.5 **Strategic Alignment.** This TC is consistent with the IDB Group’s Institutional Strategy Transforming for Scale and Impact (CA-631), and is aligned with the objective of “bolster sustainable regional growth” through the enhancement of institutional capacity, considering strong institutions are widely recognized as a key driver of long-term growth, and this TC seeks to generate information on institutional capacity across multiple IDB sectors to improve the quality of public management and service delivery. The TC will directly support the design, implementation, and iterative adaptation of interventions to address institutional gaps. It also aligns with the operational focus area of institutional capacity, rule of law, and citizen security, as it aims to strengthen public sector performance and development outcomes by translating improvements in institutional frameworks into practice. Additionally, the TC supports the priority area of “Effective, Efficient, and Transparent Institutions” outlined in the Ordinary Capital Strategic Development Program (GN-2819-14). The TC is also aligned with the IDB Group Country Strategy with Jamaica 2022-2026 (GN-3138) as it supports digital transformation and institutional capacity building, which are key cross-cutting priorities of the strategy; contributes to inclusive service delivery by addressing social gaps and improving access to digital public services for vulnerable populations; and strengthens governance frameworks for emerging technologies, directly advancing Jamaica’s strategic objective to modernize public administration and improve service efficiency.
- 1.6 Additionally, the TC is aligned to the digital transformation and institutional capacity strengthening crosscutting areas of the ONE Caribbean regional strategic framework (GN-3201-5) as the work aims to increase institutional capacity to advance on digital transformation through the integration of digital technology to enhance public services, increasing competitiveness, digital literacy and innovation. The work in Jamaica will contribute to the foundation of continued digital transformation of the region and can be replicated in other countries to advance on the agenda.

## II. COMPONENTS

- 2.1 **Component 1. Evaluation on differential uptake of digital public services by diverse population segments (US\$70,000.00).** This component will finance: (i) a nationally representative survey about citizen transactions with government institutions with a sample design that allows for breakdowns by gender, age, education level, urban/rural, and disability status, as well as a diagnostic on government capacities to provide digital services; (ii) a report summarizing the findings of the surveys. Output: (i) report on public service digitization and equity.

- 2.2 **Component 2. Policy development, training and dissemination (US\$70,000.00).** This component will finance the activities the development, specific training and dissemination of draft digital transformation policies (v.g. AI and cloud policy) for the Government of Jamaica. The policies will propose objectives for the use of such technologies, such as information security, cost savings, service delivery efficiency, and interoperability; identify principles for guiding the use of cloud and AI; and provide guidance on procurement, vendor management, and other topics. Output: draft digital transformation policies for the Government of Jamaica.
- 2.3 **Expected Results.** The TC is expected to produce actionable insights and policy instruments that directly enhance the Government of Jamaica’s capacity to deliver inclusive and efficient digital public services. Specifically, it will result in: (i) a comprehensive diagnostic report based on a nationally representative survey, detailing the differential uptake of digital services across population segments including gender, age, education level, urban/rural location, and disability status;(ii) the development and dissemination of draft digital transformation policies—such as cloud computing and artificial intelligence policies—tailored to Jamaica’s institutional context, with clear objectives for improving service delivery, ensuring information security, and promoting interoperability; and (iii) targeted training sessions for public officials to support the implementation of these policies. These outputs will contribute to measurable improvements in digital service availability, policy coherence, and institutional readiness for digital transformation.
- 2.4 **Beneficiaries.** The direct beneficiaries of this Technical Cooperation are public sector institutions under the Office of the Prime Minister of Jamaica, particularly those involved in digital transformation, including eGov Jamaica, the ICT Policy Division, and the Office of the Information Commissioner. These entities will benefit from enhanced technical capacity, policy guidance, and training to support the design and implementation of digital government initiatives. The final beneficiaries are Jamaican citizens and businesses who will gain improved access to inclusive, secure, and efficient digital public services. Special attention will be given to understanding and addressing the needs of diverse population segments - such as women, youth, persons with disabilities, and rural communities - through data-driven insights and targeted policy interventions.

### III. BUDGET

- 3.1 **Budget.** The total cost of this TC will be US\$140,000.00, which will be financed by the Priority Area 3: Effective, Efficient and Transparent Institutions (W2C) of the Bank’s Ordinary Capital Strategic Development Program (OC-SDP).

Components	IDB Total (W2C)
Component 1: Evaluation on differential uptake of digital public services by diverse population segments	US\$70,000

Component 2: Policy development, training and dissemination	<b>US\$70,000</b>
<b>Total</b>	<b>US\$140,000</b>

#### **IV. EXECUTION STRUCTURE**

- 4.1 **The IDB as Executing Agency.** The TC will be executed by the Inter-American Development Bank (IDB), based on a request by the beneficiaries, in accordance with the Bank's Technical Cooperation Policy (GN-2470-2) and the Procedures for the Processing of Technical Cooperation Operations and Related Matters (OP-619-4), through the Institutional Capacity of the State Division (IFD/ICS). The execution by the Bank is justified given the requesting entity does not have the necessary operational and institutional capacity to duly and timely execute the activities provided in the project.
- 4.2 **Procurement.** The Team Leader, in coordination with team members, will coordinate the execution of the activities of the TC. The activities to be executed under this TC will be included in the Procurement Plan and will be executed following the IDB policies for: (i) contracting of individual consultancies (AM-650); (ii) hiring of consulting firms for services of an intellectual nature and the contracting of logistics services and non-consulting services, according to Corporate Procurement Policy (GN-2303-33) and its associated Guidelines. The beneficiary institution of this project will be the Office of the Prime Minister of the Government of Jamaica.
- 4.3 **Execution and Disbursement Period.** The execution and disbursement period is 36 months. This information is consistent with the implementation periods considered in the Result Matrix and Procurement Plan.

#### **V. POTENTIAL RISKS**

- 5.1 The two main risks associated with this project are: (i) citizen unwillingness to participate in the survey. This will be mitigated by using a sampling method that allows enumerators to replace survey participants that decline or drop out with others of similar sociodemographic profiles; and (ii) limited availability of policymakers and technical professions to participate in the design of the cloud policy. This risk will be mitigated through early dialogue with key Government of Jamaica decision-makers to ensure the policy design process and objectives are aligned with local needs.

#### **VI. EXCEPTIONS TO BANK POLICIES**

- 6.1 There are no exceptions to the Bank's policies for this operation.

## **VII. ENVIRONMENTAL AND SOCIAL ASPECTS**

- 7.1 This Technical Cooperation is not intended to finance pre-feasibility or feasibility studies of specific investment projects or environmental and social studies associated with them; therefore, this TC does not have applicable requirements of the Bank's Environmental and Social Policy Framework (ESPF).
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### **REQUIRED ANNEXES:**

- Annex I: Request from Client
  - Annex II: Results Matrix
  - Annex III: Terms of Reference
  - Annex IV: Procurement Plan
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