Governments within the Caribbean region have been increasingly utilizing e-government tools and introducing a wide range of initiatives in order to advance public sector reform, improve government services, enhance knowledge management and decision-making and promote economic and social development. The application of ICT to government functions is also undertaken with the realization of the urgent need to enhance the process of regional integration, as well as increase regional productivity and competition. There is, however, an increasing awareness of the need to exchange experiences and expertise across the Caribbean region as a whole in the area of e-government, and through regional cooperation accelerate the pace of e-government development.

Towards this end, UN/DESA, in collaboration with CARICAD and with the sponsorship of the Government of Italy, has supported three Ministerial Consultations and High Level Workshops on Capacity Building in Public Administration and Governance. These meetings have resulted in a number of recommendations inclusive of a call for “attention to capacity building for governance and state”, “creating an organizational culture that is results-oriented, promoting creativity and continuous high performance...[as] a major goal of reform”, the need for “greater access to and better utilization and management of information technology in order to take advantage of global opportunities and to provide a higher quality of services” and finally, the Third Ministerial meeting specifically called upon governments to turn their attention to e-government as a tool for public sector reform.

Based on these recommendations a project has been formulated with the overall objective being the elaboration of an e-Government Strategy and Plan of Action for the region, as well the implementation of an effective Caribbean E-Government Network. The project will also focus on Raising Awareness; Connecting E-Government to Good Government and Development; Coordination in Policy and Project Implementation and Development and Capacity Building & Knowledge Sharing at Regional and National Levels.

To achieve these objectives and in order to assist the preparation of the Regional e-Government Strategy and Action Plan, an e-Government Pre-Feasibility and Needs Assessment will be undertaken in the Caribbean countries, either through in country visits, or through a self-assessment. This process will provide knowledge of the capacities, needs and the requirements within the region. This, combined with background research, will provide an overview of the challenges and opportunities facing the region and at the same time help to raise awareness at the national level.
An initial draft of the methodology was presented at the Grenada Ministerial Meeting held in January 2003. This draft has since undergone revision in response to multiple inputs from various sources. Therefore, a second iteration has been prepared for review and further improvement.

With this background in mind, we ask for your full co-operation in the completion of the development of this draft survey in the context of the Caribbean e-Government Strategy and Action Plan initiative. When reviewing the Draft e-Government Readiness Survey, we ask that you consider the following issues:

**General**

Explanation of purpose and definition of e-government  
Methodology  
Structure and logic  
How responses will be assigned numeric value, weighted and analyzed

**Section by Section**

Focus of questions (general focus, major gaps, pertinent)  
Number of questions (too detailed or not enough)  
Formulation of questions and explanatory text  
How questions are measured/rated  
Are the questions appropriate for the Caribbean region

**Way Forward**

How it can be adapted to self-assessment survey  
Which countries should be selected for in-country assessments  
Time frame for implementation