

## **ANNEX A: TERMS OF REFERENCE**

### **1. Introduction**

- 1.1. The Internet Society St.Vincent and the Grenadines Chapter (ISOCSVG) has received funding from the Internet Society Foundation towards a research project. This project is designed to provide useful and timely information on the adaptation of digital technologies in St.Vincent and the Grenadines.
  - 1.2. The project will be implemented by ISOC SVG, which is a non-profit organization that aims to champion and promote an open and trusted Internet for everyone in Saint Vincent and the Grenadines.
  - 1.3. Digital technologies have been recognized as an important conduit for societal changes, as it empowers persons through increasing access to information and enables individuals to discover new ways of engagement and businesses to become more efficient and impactful in the deliverable of services. It also helps Governments to provide better and faster services to their citizens. The impact of the COVID-19 pandemic has cause educators to think about taking learning to a whole new level and the businesses to find new and innovative ways to deliver their services.
- 1.1. The Internet Society has recognized the importance of digital technology in its 2017 Internet society global internet report, “Paths to Our Digital Future.” The report, under the drivers of change, postulates that, “we can expect the world to change fundamentally over the next five to seven years with the convergence of the Internet and Physical Worlds and the deployment of the Internet of Things (IoT). When everything that can be connected is connected, whole economies and societies will be transformed. Services will become more efficient and data-driven, providing new ways for us to interact with the world around us”.

### **2. Description of Services**

#### **2.1. Objective of the Research**

The objectives of the research are to:

- a) Review the Going Digital Toolkit developed by the Organisation for Economic Co-operation and Development (OECD) which is structured along the seven policy dimensions – access, use, innovation, jobs, social prosperity, trust and market of the Going Digital Integrated Policy Framework. Further, assess the extent that St. Vincent and the Grenadines has adopted these policies.

- b) Identify digital tools - programs, websites or online resources that can be adapted in St. Vincent and the Grenadines including educators, employers and businesses.

## 2.2. Responsibility of the Researcher

The Researcher is expected to do the following:

- a) Conduct a review of the OECD (2019), Going Digital: Shaping Policies, Improving Lives, OECD Publishing, Paris, and OECD (2019), Going Digital Toolkit, <https://doi.org/10.1787/9789264312012-en> and determine the extent that the policies have been adapted in St. Vincent and the Grenadines;
- b) Review any other literature relevant to the research;
- c) Identify digital tools that can be adapted to enhance learning, living, working environment and business delivery;
- d) Make recommendations for improvement and adaptation of the various digital tools and polices; and
- e) Present findings to ISOC-SVG Chapter.

## 3. Deliverables

- A draft digital copy of a well-written and organized report acceptable to the Client (ISOC SVG) within six weeks of assignment. The report must include the methodology for conducting the assignment.
- A final digital copy of the report, two weeks following the review by the Client.

## 4. Qualification and Experience

- A working knowledge of digital technologies and current tools and policies that can be used for economic and social development within the Caribbean;
- Demonstrate the ability to conduct research and write a report;
- Demonstrate computer skills using Microsoft Office suite.

## **5. Inputs by the Client**

- Review the draft report and provide feedback within seven (7) working days of submission of the report;
- Approve the final inception and draft digital reports.

## **6. Compensation**

- The Researcher will be paid an amount commensurate with services provided.