



GovTech Barbados

Building the foundations

About GovTech

- State-owned enterprise established in 2023
- CEO hired in 2024
- Reports to the government through a Board



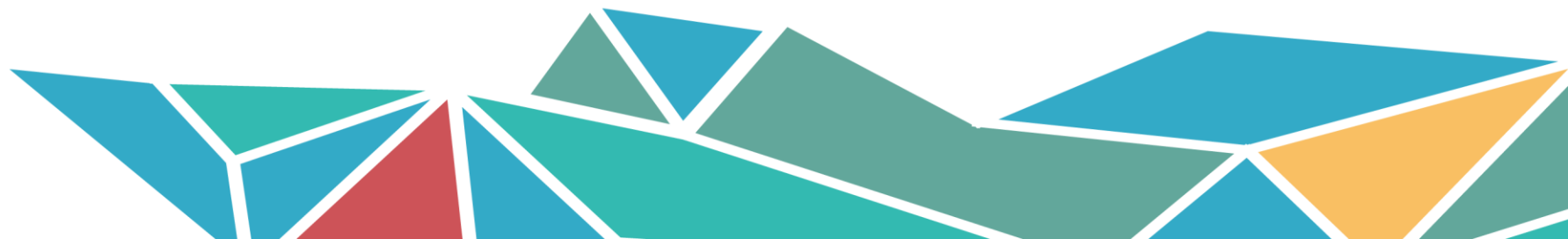
GovTech's remit

To make public services work properly for citizens



Which means...

- Deploy digital services
- Build and maintain digital public infrastructure
- Develop and enforce service standards



We've launched alpha.gov.bb

 Official government website

 Government of Barbados

How you find and use public services is changing

It will be clearer, simpler and faster for citizens to get things done.



We've begun with “entry points”

- Entry points describe how to use a service

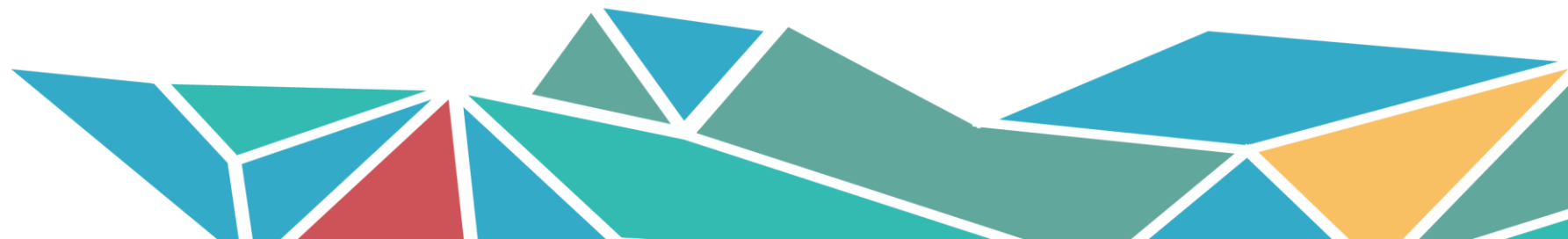
- We're beginning our first deeper service transformation





We're creating multidisciplinary teams

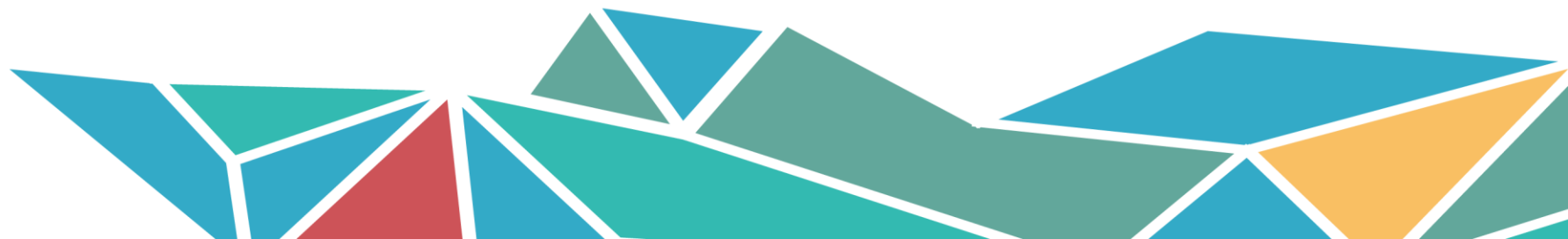
- The team is the unit of delivery
- User research, service design, engineering, and others
- Recruiting to replicate our first team





What does good look like?

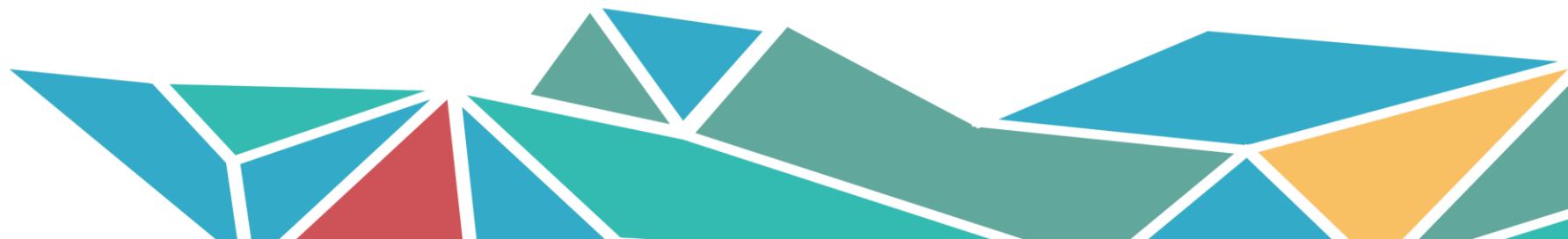
- Service standards
- Service manual
- Service assessments





We're building up skills

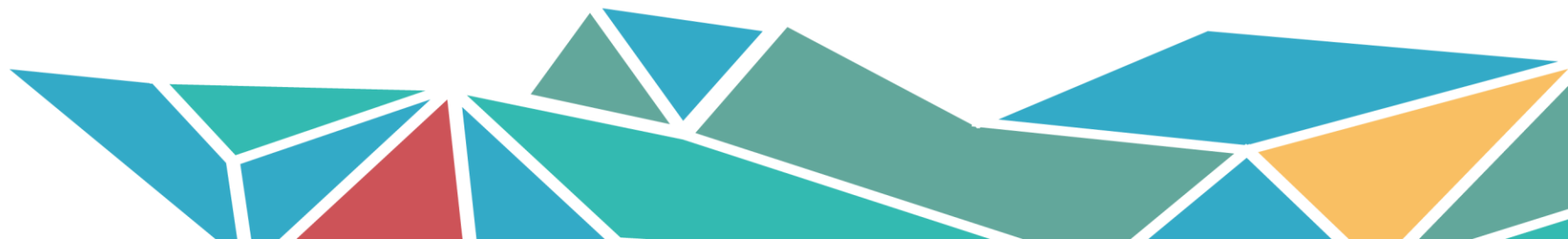
- Some skillsets are scarce in Barbados
- We've launched a training programme
- Including secondments from government





We're communicating differently

- Blogs
- Show-and-tells
- Townhalls

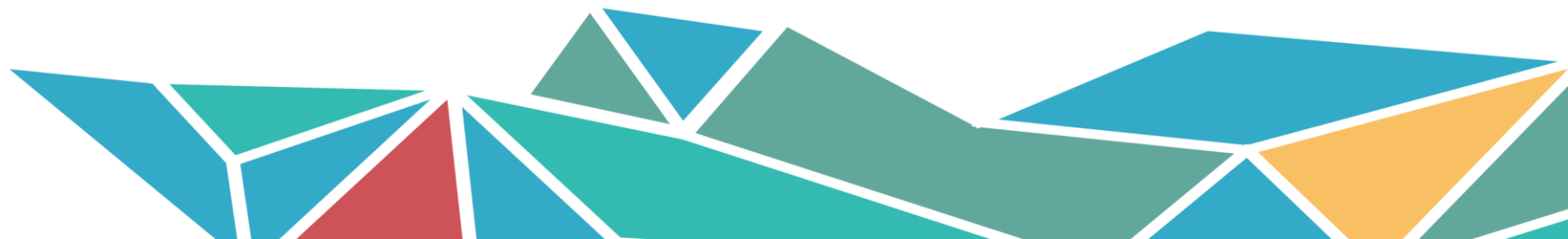




We're just getting started

- Prioritising 100's of services across government

- Building 10-15 teams



Thank you