



Summary of Kick-off Session and Survey” Suriname Digital Readiness Assessment “,  
 Wednesday, November 17, 2021, 09.00 – 15:00

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| <p><b>Introduction to the Workshop by Mr. Prewien Ramadhin, Deputy Director of E-Government Suriname</b></p> | <ul style="list-style-type: none"> <li>Mr. Ramadhin welcomed the participants to the workshop on behalf of the E-gov office and UNDP</li> </ul>   |
| <p><b>Opening Remarks by Ms. Margaret Jones Williams, UNDP Deputy Resident Representative</b></p>            | <p>Ms. Jones Williams welcomed the government representatives, the Accelerator Labs Team of the UNDP and the rest of the colleagues to this event.</p> <ul style="list-style-type: none"> <li>In her remarks Ms. Jones Williams pointed out that over the last twenty months the world has moved from in-person interaction to a virtual, online way of life.</li> <li>While this has been easy and productive for some people and for some sectors, it has been very challenging for others.</li> <li>Lack of capacity, insufficient hardware, expired software, inadequate digital literacy, inconsistent energy supply, lack of internet connectivity</li> </ul> |

is some of the issues that have created these challenges, and which has led to digital exclusion for many persons, businesses, and sectors.

- Across the globe all Governments have had to retrofit how goods and services are offered to their citizens in order to continue to serve them while ensuring all are included.
- The first task in this process is to know what exists, what the capacities are and what the various needs of the citizenry.
- The Government of Suriname must be commended for being a step ahead with the establishment of the E-Government Office in the Cabinet of the President, which seeks to mainstream a digital way of life.
- UNDP is a proud to be a partner with the Government and the E-Gov Office in seeking to improve the digital awareness, digital capacity, and digital access in Suriname.
- With the expertise of our Global Team, we are here working closely with the Government to roll out this survey on the current digital capacity and the existing needs.
- UNDP is also offering opportunities for training and capacity building through online and offline channels.
- For UNDP in Suriname, this is an important step as we continue to build on the support offered to the Government and the people of Suriname following on from the four webinars series that we had earlier this year.
- That webinar series benefitted from the strong contribution and commitment of various stakeholders including Government Ministries, private sector, youth and Indigenous and Tribal People and was very important as we continue to ensure that we Leave No One Behind.
- Through the Digital Readiness Assessment, which we are launching today, we will be able to take stock of the current digital context of the country, with which we can then determine where basic digital foundations may be lacking, or incomplete, and where digital modalities are a central tenet of national growth and development.
- The assessment is structured around five core pillars of digital transformation – these are infrastructure, government, regulation, business, and people.

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| <p><b>Presentation by the Accelerator Labs team:</b></p> <p><b>Morning session by Mr. Mark Belinsky, Digital Innovation and Scaling Specialist with the UNDP Chief of the Digital Office</b></p> <p><b>Afternoon session by Mrs. Laura Hildebrandt, Digital transformation Specialist for SIDS</b></p> | <p>The session was opened by thanking the participants for attending the workshop.</p> <ul style="list-style-type: none"> <li>• Digital technologies have become an integral part of every aspect of our lives in a very short time, especially since COVID, some studies have even estimated that the pandemic has advanced digital transformation by around a decade in a single year.</li> <li>• On one hand it puts governments and business services online, connecting people virtually like never, on the other hand, we've also witnessed how this situation has exacerbated the Digital division and those without affordable, inclusive access to devices, Internet and tools have been pushed even further behind.</li> <li>• At UNDP have recognized that inclusive digital transformation is really a key pillar for SIDS to build forward better from pandemic and for accelerating progress across the SDGs to create more sustainable and resilient societies in the future.</li> <li>• UNDP has expanded its capacity to support governments on their digital transformation journey and to drive innovation. Here are a few examples from SIDS that we are particularly proud of.             <ul style="list-style-type: none"> <li>○ For example, in Barbados we are building an app to support the digital traceability and sustainability along the blue economy supply chain at the global level, UNDP household building and damage assessment tools support governments quickly assess impacts of natural disasters.</li> <li>○ In the Dominican Republic, UNDP is piloting an E-hospital app to offer medical care for rural people through remote consultations with doctors,</li> <li>○ In the Solomon Islands, UNDP has equipped the national and provincial governments to maintain connectivity during the pandemic and</li> <li>○ In Tuvalu we are capturing LIDAR data to monitor sea level changes in its ecosystems and the surrounding islands.</li> </ul> </li> <li>• UNDP is aiming to assist governments in taking a step back from sectoral interventions and better understand and plan for digital transformation journey to ensure a whole government approach that is not leaving people behind.</li> <li>• The digital assessment was developed to assist governments to assess the digital transformation pathways to identify priorities and gaps across government, business, infrastructure, regulatory, environment and human capacity.</li> <li>• At the highest level, it's a survey tool to provide a rapid mapping of strengths, challenges and opportunities.</li> <li>• We match this survey data to international data sets as well to get a more holistic perspective on the country and it's a resource where UNDP can best support you in driving and accelerating your efforts.</li> </ul> |
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|   | <ul style="list-style-type: none"> <li>• It's also a useful tool to improve coordination as you work toward a whole government approach and provides clarity and looking beyond government to see digital needs and realities of societies:             <ul style="list-style-type: none"> <li>○ It aims to be very fast and easy to complete.</li> <li>○ It's largely quantitative.</li> <li>○ It's real time you'll see as you finish it. There will be a dashboard that has all of the information on who has responded, and we can look at the data in really interesting and unique ways from that.</li> <li>○ It is SDG, focused with technology as a foundation.</li> <li>○ It's a tool that's constantly iterating and improving over time and really focused uniquely on this inclusivity piece.</li> <li>○ Is important to note there is no right answer.</li> <li>○ Strictly confidential.</li> </ul> </li> </ul>   |
| <p><b>Open session with the participants and Introduction to the breakout rooms</b></p> | <ul style="list-style-type: none"> <li>• Participants were invited to open up their cameras and introduce themselves</li> <li>• Instructions were given on how to join the breakout rooms and how to fill the survey which link was shared in the meeting chat:             <ul style="list-style-type: none"> <li>○ The survey can be accessed in multiple languages. English, Dutch, Portuguese, Spanish, French, Armenian etc.</li> <li>○ The first page shows a welcome page that means that the survey is ready to be filled</li> <li>○ The next option will be to choose the type of organization that you represent. So, whether you represent a private sector organization, a Business Association, a civil society, organization, or even academia, in the case of the NGO's and multilateral agencies, you can select civil society organizations.</li> <li>○ in the top left corner of the screen, you will see a number that represents the number of saved versions of the survey that are saved under your name.<br/>You'll see a zero when you first access. If you decide to save the survey and submit it some other time it may change to a one and at the end after you click submit it should switch back to a 0, That will let you know that the survey has been submitted.</li> <li>○ In the breakout rooms there will be a facilitator to help answer any questions that you may have and to guide you through as you go along completing the survey.</li> <li>○ It should take about 20 to 30 minutes to complete the survey, after which we'll all come back together into a plenary session.</li> </ul> </li> </ul> |

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| <p><b>Plenary Questions and Answers</b><br/><b>Morning Session:</b></p> <p><b>Workshop with the Government.</b></p> | <ul style="list-style-type: none"> <li>• Plenary session moderated by Ruben Martoredjo, where the participants have the opportunity to share their impressions about the survey:</li> </ul> <p>Suggestion 1</p> <ul style="list-style-type: none"> <li>• The survey was very clear with enough room to provide comments on the open fields.</li> <li>• The option to respond “I don’t know” for some questions is very practical because sometimes people are not correctly informed and that needs to be improved.</li> <li>• The submit / upload button was a little bit confusing. It is great to have confirmation screen after submitting the survey, but the addition of a confirmation email after submitting the survey will be a better proof of completion because at the end the survey goes back to the front page and the participant receives a blank survey only.</li> <li>• Also, maybe the opportunity to do a final review of the responses or to print them after the submission of the form.</li> </ul> <p>Feedback from the Accelerator Labs team:</p> <ul style="list-style-type: none"> <li>• These are really great suggestions, as mentioned in the beginning, this is an iterative tool, so we certainly want to make these improvements and we'll make them as soon as possible so that that helps future respondents.</li> </ul> <p>Suggestion 2</p> <ul style="list-style-type: none"> <li>• It was a quite extensive survey.</li> <li>• The Text field for the feedback is very narrow it will be great if the whole text is visible so when entering the data, the participant is able to read the full text / review before clicking submit.</li> </ul> <p>Feedback from the Accelerator Labs team:</p> <ul style="list-style-type: none"> <li>• That is a quick fix on our side, so happy to update that.</li> </ul> |
|   | <p>Suggestion 3</p> <ul style="list-style-type: none"> <li>• To have a look to the digital transformation maturity analysis method from the <a href="#">TM Forum</a>, to make use of some of the components offered in their assessment basically to break up the survey in different types of subjects that can help to cope with the larger number of questions at one time.</li> </ul> <p>Feedback from the Accelerator Labs team:</p> <ul style="list-style-type: none"> <li>• UNDP is really focused on ensuring that this framework would be the most comprehensive, and so that we could leverage additional data from groups such as the World Bank or UN CDF and incorporate that into our larger analysis. So, we're always on the lookout for tools and we'll definitely take a look at this specifically.</li> </ul>  |

- If you can share any other results from TM Forum work that had been done previously, that would be also quite appreciated.

#### Suggestion 4

- There wasn't considered the local situation. In Suriname we have fiber optic Internet and we also have the old copper Internet connection. So that is something that needs to be distinguished, because it was very difficult to answer all the questions truthfully.

#### Feedback from Telesur

- Telesur has several strategies. The inner city of Paramaribo and the district of Wanica have been deployed with [FTTC](#), that is fiber to the curb, so fiber goes into the cabinet and from the cabinet to the households we have around 800 meters to 1 kilometers of copper, and we use VDSL 2 technologies,
- Telesur has done this project within two years of time and the number of customers that have ADSL modems is around 68 thousand and we need to replace the ADSL modems with VDSL 2. At this moment of time Telesur has replaced almost 30,000 so the remaining 38,000.
- Telesur also has replaced all aerial copper cable by aerial fiber, and this has been done mainly in the district Wanica because it is after Paramaribo the largest populated district in Suriname
- Telesur is talking with the government now, to have a large-scale project in the coming three years, to continue the replacement of the copper cable with aerial fiber in the other districts but such investments are long term investment. Fiber optic is a 25-year investment and the cost needs to be shared not only by telesur but by both sides. At the end if you want to have a digital community then you need to do the investment.

#### Suggestion / question 5

- How will the UNDP use the results of the survey? And will UNDP also visit the targeted ministries in person to do some kind of audit?

#### Feedback from the Accelerator Labs Team:

- The survey results will be used to compile analytical data in addition to a lot of desk research and research from various data sources internationally, to create a report that will be shared with the government of Suriname.
- The intention of the report is to spark further conversations of guidance for follow up activities that may involve a stakeholder consultation with the ministries to get more information towards the developing of a digital strategy.

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|   | <ul style="list-style-type: none"> <li>• The purpose of the survey is to give a quick baseline to understand where we are right now and to figure out what could be the next steps.</li> <li>• The team shared the first results of the survey, where a small analysis of the results that were collected during the workshop</li> <li>• The insights that are derived from the reports at a high level will be shared with the participants as well as with other groups of respondents in terms of the level of detail that is shared, that is often determined in consultation with the government.</li> </ul>  |
| <p><b>Questions and Answers Afternoon Session:</b></p> <p><b>Workshop with Civil Society and Private sector</b></p> | <ul style="list-style-type: none"> <li>• Plenary session moderated by Ruben Martoredjo, where the participants have the opportunity to share their impressions about the survey:</li> </ul> <p>Suggestion / question 1</p> <ul style="list-style-type: none"> <li>• To fill out the survey during the workshop is a good way to make the participants give their input, which otherwise if for example was sent over email would be left for another moment and the deadline may be missed.</li> <li>• It will be useful to receive a presentation or some background information: initiatives, projects etc. from the groups that are involved like the government, business sector etc.</li> <li>• It will be better to have the government sector and the private sector together in one session instead of holding two different sessions to help the participants to have a better insight into the questions that may be asked in the survey.</li> </ul> <p>Feedback from the Accelerator Labs Team:</p> <ul style="list-style-type: none"> <li>• One of the objectives of the survey is to identify the gap between the different sectors.</li> <li>• As with any tool, we are iterating and improving every time we roll this out and the feedback is very welcome and indeed it's not the first time we've heard that people do not have the answers to the questions to some of the questions, so we may be tweaking the questions in the future or changing the format as you suggest. And I like the idea of bringing the governments and the non-governmental stakeholders together, because indeed, one of the objectives really is to start building some bridges across stakeholders.</li> </ul> <p>Suggestion / question 2</p> <ul style="list-style-type: none"> <li>• It will be interesting to see the final results of the survey and see how two individuals from different sectors of the society responds to the same question: if you ask government officials, you will get a different image and a distinct perspective than the one you receive when you ask the same question to the other side, citizens, and companies, and then see the gap in the perception of government and society</li> </ul> <p>Feedback from the Accelerator Labs Team:</p> |

As with any tool, we are iterating and improving every time we roll this out and the feedback is very welcome. And indeed, it's not the first time we've heard that people do not have the answers to some of the questions.

- There is an [International Broadband Commission from the ITU and UNESCO](#), the commission has 7 global broadband targets. The first target is that each country needs to have a National Broadband Plan, being ICT, the foundation and the core of ICT is the infrastructure. The objective of this plan is to be taken into consideration in all projects of the country. In the report of the Broadband Commission of 2020, it was reported that 174 countries in the world already have a National Broadband Plan. Suriname doesn't have a National Broadband Plan yet. I think we have to work together in the public and private sector to start with that because without efficiency without a plan we can do a lot but it is very important to work together

Feedback from the Accelerator Labs Team and Government:

- The E-gov Will make it a priority

***Suggestion / question 4***

- It was a bit difficult to fill up the survey because the institution I represent, The Medical Mission, cover almost 80% of the country and each location present their own Telecommunication challenges for example the situation of the internet connectivity in the city is different from the situation in the interior of the country.

Feedback from the Accelerator Labs Team:

- This is one of the reasons why we are running this exercise to identify those challenges in this process of digital inclusion to make sure that those communities are being included.

***Suggestion / question 5***

- We have had the world biggest lab experiment in digitalization, the Covid pandemic, an alternative or an additional approach could be to evaluate the impacts of the pandemic, because any sector be it education, home delivery, business, whatever, anything that was kept behind from moving further during COVID. It could be an indicator that something is lacking.

***Suggestion / question 6***

- I want to address the problem with ICT Education. Right now, only one high school gives that type of education, NATIN.

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|   | <p>The NATIN can only accommodate 40 students every year. This number needs to be increased to at least 200 or 300 students. Also, another challenge is that those students need to do internship and that was not possible during the pandemic.</p> <p><b>Suggestion / question 7</b></p> <ul style="list-style-type: none"> <li>• There was a question regarding the development priorities in the country, the answers to that question may vary because even though there is a development Plan for Suriname running from 2017-2021, a lot of things changed in the last years and there is a new government that may have other priorities.</li> <li>• From someone coming from the private sector it may be very difficult to answer some questions from the legislation point of view and sometimes the questions had only Yes and No answers making it a bit difficult to narrow the correct answer</li> </ul> <p>Feedback from the Accelerator Labs Team:</p> <ul style="list-style-type: none"> <li>• We receive very good feedback that will be taken into consideration when choosing the way people respond to the questions. Giving more options and including more open responses to specific questions</li> </ul> <p><b>Suggestion / question 8</b></p> <ul style="list-style-type: none"> <li>• I was missing questions on leadership. The survey doesn't have a lot of questions regarding leadership.</li> </ul> |
| <p><b>Closing remarks and Salutations</b></p> | <ul style="list-style-type: none"> <li>• Mr. Ramadhin thanked everybody for their participation and the input on the Digital Readiness assessment</li> <li>• Mr. Martoredjo also thanked the participants for their active participation</li> <li>• Mrs. Margaret closed the meeting thanking the participants for their feedback on the questionnaire and the E-gov team for their commitment, UNDP team for all their support.</li> <li>• Announcement of the meeting with the civil society in the afternoon</li> <li>• Announcement of the Launch of the Public survey</li> </ul>   |



# Annexes

## Annex 1

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### **Opening Remarks by Ms. Margaret Jones Williams, UNDP Deputy Resident Representative**

#### Salutations

His Excellency, Minister Albert Jubithana, Minister of Communications, Transportation and Tourism

Mr. Prewien Ramadhin, Deputy Director, E-Gov Office in the Cabinet of the President

Representatives from Central and Local Governments

UNDP Colleagues from the UNDP Digital Transformation Team, UNDP Global Centre for Technology, Innovation and Sustainable Development and the UNDP Accelerator Lab

Ladies and Gentlemen

It is indeed an honour to be here today with His Excellency Minister Jubithana to open this event for the Digital Readiness Assessment Tool - the Kick-off Session and Start of the Survey for Suriname.

As we know, over the last twenty months the world has moved from in-person schooling, shopping, meetings and entertainment to a virtual, online way of life. While this has been easy and productive for some persons and for some sectors, it has been very challenging for others.

Lack of capacity, insufficient hardware, expired software, inadequate digital literacy, inconsistent energy supply and no internet connectivity are some of the issues that have created these challenges and which has led to digital exclusion for many persons, businesses and sectors.

Across the globe all Governments have had to retrofit how goods and services are offered to their citizens in order to continue to serve them while ensuring all are included. This cuts across all sectors including banking and financial services, registry services, health care, food and beverage industries and education. The first task in this process is to know what exists, what the capacities are and what the needs are of various groups of the citizenry.

The Government of Suriname must be commended for being a step ahead with the establishment of the E-Government Office in the Cabinet of the President, which seeks to mainstream a digital way of life. UNDP is proud to be a partner with the Government and the E-Gov Office in seeking to improve the digital awareness, capacity and access in Suriname.

With the expertise of the UNDP Digital Transformation Team, UNDP Global Centre for Technology, Innovation and Sustainable Development and UNDPs Accelerator Lab, the UNDP Suriname Country Office is working closely with the E-Gov Office on rolling out a survey to assess the current digital capacity and digital needs with analyses that will seek to inform the Government on the next steps to take to enhance Digital Literacy, to improve Digital Access and to increase Digital Inclusion. UNDP is also offering opportunities for training and capacity building through online and offline channels, for Government staff.

For UNDP in Suriname, this is an important step as we continue to build on the support offered to the Government and people of Suriname following on from the four-part series of webinars on Digital Inclusion for Sustainable Development organized in partnership with the Suriname ICT Association earlier this year. That webinar series benefitted from the strong contribution and commitment of various stakeholders including Government Ministries, private sector, youth and Indigenous and Tribal People and was important in providing avenues for ensuring we Leave No One Behind. The assessment is structured around five core pillars of digital transformation – these are infrastructure, government, regulation, business and people.

We will hear from the team on the Digital Readiness Assessment Tool and how you can participate today in this assessment and therefore be fully engaged and contribute to this process.

We look forward to your participation.

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## Annex 2

### Agenda Morning Session



**Suriname Digital Readiness Assessment  
Kick-off Session and Survey  
Wednesday, November 17, 2021  
Virtual via Zoom  
9:00 – 11:00 a.m.**

**Government Participants**

**Moderator:** Mr. Prewien Ramadhin Deputy Director, E-Gov Office, Cabinet of the President

**Agenda:**

- 9:00 Opening by Moderator
- 9:05 Opening Remarks, Ms. Margaret Jones Williams, Deputy Resident Representative, UNDP Suriname
- 9:10 Introduction of the DRA Tool  
UNDP Facilitator Calum Handforth, Digital Advisor UNDP Global Centre for Technology, Innovation and Sustainable Development
- 9:15 Introduction of Participants and Photo Opportunity
- 9:30 Survey workshop with breakout rooms  
Facilitated by UNDP Digital Transformation Team
- 10:15 Plenary Session, Mr. Ruben Martoredjo, UNDP Suriname
- 10:30 Closing by Moderator, Mr. Prewien Ramadhin, E-Gov Suriname

### Annex 3

#### List of Participants morning session:

1. Akaash Baboelal
2. Alan Cooper
3. Angelo Morales
4. Anvit Ramlakhan
5. Astrando Kranenburg (Kranenburg)
6. Audrey Koenders
7. Bradley R. Fraser
8. Chavirio Van kallen
9. Commissariaat Nickerie
10. Denise Muler
11. Dewindrie Kewal
12. Doric Ramlakhan
13. Effendy Karto
14. Feroz Raafenberg
15. Frans Amatali
16. Gerrit Michely
17. Gloria Pahlad
18. Gregory Smith
19. Haidy Akoeba
20. Ignaaz Janmohamed
21. Joanna Baank
22. Joao Wong A Foe
23. Julissa Marte
24. Kabinet D.C
25. Kranenburg
26. Laura Hildebrandt
27. Lloyd Playfair
28. Marfiër Janssen
29. Margaret Jones Williams
30. Marino Amathardji
31. Mark Belinsky | UNDP Digital (Mark Belinsky)
32. Meredith Spong
33. Michael Kromodimedjo
34. Monique Faria
35. Name (Original Name)
36. pinte jurrin
37. Prewien Ramadhin
38. Rakesh-kumar Autar
39. Ratna Ramsukul
40. Registry SR
41. Rita Tjien Foooh
42. Roël Bhagwandien



43. Ruben Martoredjo
44. Tayyiba Naarden
45. Vidjay Sewdajalsingh
46. Vikash Chotkoe
47. Widjai-Koemar Jaisri

## Annex 3

### Agenda Afternoon Session



**Suriname Digital Readiness Assessment  
Kick-off Session and Survey  
Wednesday, November 17, 2021  
Virtual via Zoom  
13:00 – 15:00**

**Civil Society and Private Sector Participants**

**Moderator:** Mr. Prewien Ramadhin or representative from e-Gov

**Agenda:**

- 13:00 Opening by Moderator
- 13:05 Opening Remarks, Ms. Margaret Jones Williams, Deputy Resident Representative, UNDP Suriname
- 13:10 Introduction of the DRA Tool  
UNDP Facilitator Laura Hildebrandt, Digital transformation Specialist for SIDS
- 13:15 Introduction of Participants and Photo Opportunity
- 13:30 Survey workshop with breakout rooms  
Facilitated by UNDP Digital Transformation Team
- 14:15 Plenary Session, Mr. Ruben Martoredjo, UNDP Suriname
- 14:30 Closing by Moderator, Mr. Prewien Ramadhin, E-Gov Suriname

## Annex 4

### List of Participants Afternoon' session:

1. Abigaïl de Rijp
2. Alan Cooper
3. Andrew Nataprawira
4. Angelo Morales
5. Anuskha Sonai
6. Brian Imambaks
7. Cherida Pollack-Hoogvliets
8. Dion Bruce
9. Gerard den Dekker
10. Gregory Smith
11. Gregory Tai-Apin
12. Herman Jintie Director MM
13. Jean-Paul van Ewijk
14. John Ramdat Tewarie
15. Judith Brielle UNFPA-LO (Judith Brielle)
16. Julissa Marte
17. Karen Lewis-Bell
18. kenneth Welzijn
19. KRIESHEN RAMKHELAWAN
20. Laura Hildebrandt
21. Leah-Mari Richards
22. Malty Dwarkasing
23. Margaret Jones Williams
24. Maureen van Dijk
25. Melvin Uiterloo
26. Michel Hardjodikromo
27. Milton Kensenhuis
28. Miriam weekers
29. Nathaly de Man
30. Prewien Ramadhin
31. Rachel Zschuschen
32. Rajiv Hialal
33. Raoul Oesmanadi
34. Ratan Kalka
35. Registry SR
36. Renatha Simson
37. Reno Siswowitzo
38. Ruben Martoredjo
39. Whitney De Rijp
40. Xiomara Wittenberg