

**MINISTRY PAPER NO. \_\_\_\_\_**

**PERFORMANCE OF THE INFORMATION TECHNOLOGY  
RESEARCH AND DEVELOPMENT (INTEC) PROJECT FOR  
2000/2001 AND FOCUS FOR FISCAL YEAR 2001/2002**

**1.0 Purpose of the Ministry Paper.**

This Ministry Paper is intended to provide highlights of the Achievements of the INTEC Project during the 2000/2001 Financial Year and the main focus for the 2001/2002 Financial Year.

**2.0 Overview of the Project**

The Information Technology (INTEC) Project was initiated in April 2000, in support of the National Strategic Plan for Information Technology. The plan puts information and communication technology (ICT) at the centre of Jamaica's economic development, as a dynamic industry and in supporting the development of other sectors of the economy.

The INTEC Project is a three-year Project, which is intended to establish the framework for the knowledge-based society within the plan for long-term economic development.

**Three basic objectives are the drivers for the project:**

- (a) The creation of jobs in the short term
- (b) The development of a knowledge based society through life long learning, the training and retraining of our human resource, and access to technology
- (c) The development of a vibrant local information technology industry

In order to achieve these objectives, the project is being managed through the following subprojects –

- **Build out of Infrastructure** to provide office space for ICT related projects in support of job creation.
- **Human Resource Development** to provide a pool of workers able to support the establishment of a range of ICT technologies
- **A Venture Capital Fund** in order to promote a business culture, which focuses on intellectual property as an asset.
- **Establishing Community Access** points in support of an ICT culture and environment, by exposing community stakeholders to the use of ICT in the creative and entrepreneurial context.
- **Research and Development** of the existing ICT infrastructure in order to more fully understand the environment, and for efficient and effective deployment of resources, for sustainability, and to support the strategic planning process.

### **3.0 Highlights of Performance/Achievements**

#### **3.1 Job Creation**

Two aspects of the project, office infrastructure and human resource development are directly related to job creation, while the other aspects, Venture Capital Fund, Community Access points and Research and Development are expected to ensure long term sustainability, and support of an ICT environment.

Reports indicate that a minimum of approximately four thousand one hundred (4100) jobs have been created. Two thousand, two hundred and eighty six (2286) direct jobs have been created in the Free Zones, with an additional one hundred and forty six (146) being categorized as non- free zone. The balance numbering over one thousand six hundred and sixty were created indirectly, as a result of the growth of the ICT industry.

### **3.2 Office Infrastructure**

The project is designed to provide at least forty thousand (40,000) jobs over three years. Assuming four square metres (40 square feet) per employee in call centre-type operations, the required office space would be approximately 160,000 square metres (1,600,000 sq.ft.). It is envisaged that a portion of this space will be provided by Factories Corporation of Jamaica and the rest by private companies through funding provided by the IT Loan Fund and other funding.

The provision of suitable space has provided a challenge but a total of 26 060 square metres (260 600 square feet), are being built out in Montego Bay, Kingston, Portmore and Savanna La Mar.

Details of the space accounted for by the Factories Corporation of Jamaica, a Government agency, are provided in the table below. The factory spaces slated for conversion and refurbishing are as follows:-

Table 1: Office Space under Consideration

Space assessed to date	Size Square Metres	Total project cost (J\$M)	Remarks/Status
Garmex 10 <sup>A</sup>	1 960	42	Contract signed March 27, 2001
Garmex 10 <sup>B</sup>	2 500	55	Architectural drawings are being prepared
Montego Bay Freeport	4 200	144	Contract signed, work started January 2001
Naggo Head	15 700	150	Final design completed. Working drawings in progress
Fellowship Hall	7 510	82	Architectural drawings are being prepared.
United Bedding – complex Old Harbour	4 600	50	Awaiting acceptance from owners re their acceptance of offer for the building.
Boundbrook	1 580	66	Possibility exists area may be served by a larger project.
<b>Total</b>	<b>38 050</b>	<b>589.0</b>	

The Factories Corporation of Jamaica (FCJ) has been leading in the build-out of space. Present plans are to build out a total of 43 850 square metres (438,500 square feet) up to 2003.

Seventy two million and seven hundred and forty thousand dollars (\$72.74M) of the projected (\$547 M) was spent to begin the refurbishing of the Goodyear Factory, Garmex, Montego Bay Free Port, Boundbrook and Fellowship Hall.

Other initiatives include -

- Construction of a 2600 square metre (26 000 square feet) building in the Cazoumar Freezone in Montego Bay.

- Construction of a 5000 square metre (50 000 square feet) building in the Portmore Informatics Park, which is shortly to be occupied.
- Construction of a 4000 square metre (40 000 square feet) building in the Montego Bay Freezone.

Projects, initiated by the private sector, will offer approximately 30 000 square metres (300,000 square feet) of additional office space.

This space includes –  
Montego Bay Free Zone (42 000 sq ft), which three companies are expected to occupy.

Portmore Informatics Park – In addition to the 50,000 sq ft of space in Phase 1, which is now being prepared for occupancy, construction of the remaining three phases of the Park will be managed by the Factories Corporation of Jamaica in conjunction with the Urban Development Corporation. Interest in occupying the remaining space has already been expressed by clients.

Kingston Free Zone, Kingston - 72, 000 sq. ft. of existing factory space in the zone is being retrofitted for occupancy by Jamaica Call Centre Ltd.

### **3.3 The Infrastructure loan facility managed by NIBJ**

The projects on hand for funding represent a total of 40 500 square metres (405 000 square feet) of space.

As of March 2001, approximately three hundred and thirty nine million dollars (\$339M), have been disbursed through NIBJ against an approved commitment of approximately nine hundred and ninety nine million dollars (\$999M) for the companies indicated in Table 2 below.

As of March 31, 2001, one hundred and twenty one (121) proposals have been received for funding. Nine (9) were recommended for funding through the NIBJ (see Table 2) and ten through the Self-Start Fund Small Business IT Window.

It is of interest to note that over 30 proposals were returned for additional information.

Shortfalls for 2000/01 are expected to be dealt with during the current Financial Year.

### **3.4 Human Resource Development**

The development of the human resources in respect of job creation is being managed as follows –

- a. Training of students in existing institutions
- b. Retraining of existing work force
- c. Scholarship support for talented students
- d. Development of an appropriate IT curriculum to inculcate the IT culture from the Primary to the Post secondary levels in support of the new objectives.
- e. Training of trainers to deliver the high end programming curriculum.
- f. Informal training at the level of the community, including the Physically Challenged and inmates of the Correctional Institutions

Several private and public sector agencies support the objective to provide training at all levels in the ICT sector. HEART NTA coordinates the creation of the human resource needed to facilitate the employment opportunities. They are supported by other private sector agencies such as Dynamic Dimensions Inc., (DDI), Work Force Development Consortium. Others are listed in the table below.

**Table 2: Projects Approved, Disbursement through NIBJ & Employment**

<b>Name of Company</b>	<b>Amt. Approved (J\$M)</b>	<b>Amt. Disbursed (J\$m)</b>	<b>Projected No. of Jobs at full Development</b>
Kingston Free Zone/Port Authority (Space to be rented to Jamaica Call Centre)	64.0	64.0	5,000
Netserv Comm. (Ja) Ltd.	180.0	109.2	10,000
Baytel	35.0	31.0	150
Teleservices	226.0	135.0	14,000
Caribbean Telecom	19.0	0	250
Pathway Technologies	153.0	0	6,000
Teleconnections Ltd.	128.025	0	1,200
Savilent Inc.	135.0	0	500
Caytech Ja. Ltd.	59.2	0	1,370
<b>TOTAL</b>	<b>999.225</b>	<b>339.2</b>	<b>38,470</b>

In excess of twenty training-specific proposals have been received. Over 10,000 persons will receive training in various disciplines such as Word Processing, Spread-sheet analysis, computer programming (using the CIT curriculum), medical transcription, data processing (MOUS certification), CXC Information Technology and computer aided blue print designing (CAD).

The Caribbean Institute of Technology (CIT) curriculum, is to be replicated in Community Colleges, Teacher Training Colleges and Private Institutions across Jamaica, with the following Institutions beginning to offer the CIT Programmers course:

- Exed Community College
- Institute of Management and Production
- Infoserv Limited

The programme is expected to be implemented across Jamaica as indicated in Table 3. The amount disbursed to HEART in this regard in the 2000/01 financial year was two hundred and three million and five hundred thousand dollars (\$203.5M). Of this amount, approximately fourteen million dollars (\$14M) was provided to Dynamic Dimensions Limited for the recruitment and training of 700 persons in Customer Care for Jamaica Call Centre Limited. Mid March saw the graduation of 659 trainees. In addition, five hundred (500) persons began training for telemarketing jobs with Netserv; One hundred and sixty (160), for E-publishing jobs with Overdrive; One hundred and eighty (180), for telemarketing jobs with Teleservices and three hundred and fifty as Call Centre Operators with Pathways.

In keeping with projections for year 1, eighteen (18) public/private) institutions were established and equipped with the requisite resources for training.

Table 3: Training through Private Institutions

<b>Institutions</b>	<b>Amt. Allocated J\$M</b>	<b>Training Done</b>	<b>Status</b>
Institute of Management & Production	1.474	Programming & Web Master	Start-up of training - 1 <sup>st</sup> Q of 2001
Infoserv Limited St. Andrew	1.491		Training of 50 students currently underway
Arionox Business & Training College		Web Master Multimedia, E-publishing	Training of 50 students to start end of 2 <sup>nd</sup> Q 2001
International Information Processor Ltd./ (Int'l Training Inst.	8.681	NVQ-J Level 1	To train 300 persons in 1 year
Infoserv Limited St. Catherine		Telemarketing	To train 90 persons per cycle. Start-up of training - end of 1 <sup>st</sup> Q 2001
Caribbean Institute of Technology	8.060	Programming	140 already graduated. 103 currently being trained.
<b>Sub total (Private)</b>	<b>19.706</b>		

Training at the Caribbean Institute of Technology (CIT) has so far accounted for the training and placement of 140 IT programmers. Another batch of 100 is expected to graduate in October 2001. The project recognised that an adequate number of trained instructors was not available locally and cannot be attracted to the CIT training programme without adversely affecting private industry. Particular care and emphasis is therefore being placed on the recruitment drive. Graduates of the CIT course were granted scholarships through funds made available by Cable & Wireless.

**Table 4: Training through Public Institutions**

<b>Public Institutions</b>	<b>Amt. Allocated J\$ M</b>	<b>Level of Training</b>	<b>Status</b>
Exed Community College	6.163	CIT Programme	49 students enrolled Sept. 2000 in the CIT programme.
Portmore Community College	3.7	Programming & Web Master	Training of 80 persons to start 1 <sup>st</sup> Q. of 2001. Facilities will accommodate the disabled
University of Technology	-	Programming	Training of 50 to begin 2 <sup>nd</sup> Q. of 2001
Moneague Community College	0.955	Programming & Web Master	Training of 50 to begin April 2001, with batch 2 in June '01.
Brown's Town Community Coll.	0.824	Programming & Web Master	Training of 50 to begin April 2001, with batch 2 in June '01.
Bethlehem Community Coll.	-	Programming & Web Master	Training of approximately 50 to start end of 2 <sup>nd</sup> Q 2001
MoBay Community College	-	Programming & Web Master, E. Publishing	Training of approximately 50 to start end of 2 <sup>nd</sup> Q 2001
Knox Community College	0.864	Programming & Web Master	Training of approximately 50 to start end of 2 <sup>nd</sup> Q 2001
Stony Hill HEART Acad.	0.570	Networking	Approximately 50 students to be trained
Rockfort HEART Academy	4.113	Basic IT Skills, Call Centre operations	Training to commence 2 <sup>nd</sup> Q. of 2001. 100 to be trained per training cycle
VDTI	4.237	Multi disciplinary	Training started in Web Master, Multimedia IT Trainer Development Programme
Garmex	0.836	Industry based training	
<b>Sub-Total(Public)</b>	<b>22.262</b>		
<b>Total</b>	<b>41.968</b>		

In addition to training at the high end HEART NTA has provided training in Industry Based IT (Data Entry), Computer Maintenance, Programming and Web Based Design, Customer Service Applications, Advance Word and Excel, to a total of two

thousand, four hundred and forty eight (2448). A total of three thousand six hundred and thirty four (3634) trainees are presently being trained.

**Establishing an ICT Culture and Environment is a long term objective supported by -**

**Assisting communities to build a knowledge base** that can be used as a tool for supporting alternative industries, and opportunities for small and micro-enterprises, which will facilitate sustained growth.

**Empowering citizens and communities**, through the establishment of partnerships at all levels, as a mechanism for achieving sustainable development

**Providing for strategic interventions for specific groups** with limited opportunity for upward mobility, through access to appropriate technologies in groups such as youths, the disabled, inmates in rehabilitation institutions, and other groups in wider communities.

### **3.5 Assisting Community Access**

The sum of one hundred and thirty two million dollars (\$132M) had been budgeted to facilitate national community access. Thirty one million and six hundred and thirty thousand dollars (31.63M) was used to provide access in Post Offices island-wide. In excess of thirty million dollars was spent to establish community access points in community centers, and to support the enable the disabled project, and to provide IT training under the National Youth Service programme.

### **3.6 Access through Post Offices**

Access through the Post Offices, have been facilitated through partnerships with the private sector.

An information technology firm has been selected to deal with the specifications and installation of the technology backbone.

As of March 2001, a total of forty five (45) Post Offices experienced limited refurbishing to accommodate new commercial services. The provision of money-transfer, bill payment and Cambio services have begun in the Post Offices. Forty-eight (48) have been selected for Internet Kiosks and five (5) have been outfitted with equipment provided by Cable and Wireless Jamaica Limited. Thirteen (13) Post Offices are now offering Paymaster Services, while twenty eight (28) are now offering lotto services and another thirteen (13) are being prepared for access in that regard.

The staff of the Postal Corporation is being retrained to use the technology.

### **3.7 Community Access Points (CAP)**

The Social Development Commission (SDC) used eleven million dollars to establish CAP sites in the St. Catherine Capacity Building Resource Centre, the Porus Community Centre, and the Clarendon Community Centre.

Five million dollars was provided community training projects in the parishes of St Thomas and St. Andrew.

Four additional CAP sites are to be established in St Elisabeth, Portland, Trench Town and Manchester in this first quarter.

The Enabling the Disabled sub-project for training persons with disabilities, will ensure that over three years, 2000 persons with disabilities are trained in information technology, with support from the NYS and the Abilities Foundation.

The project has been provided with ten million dollars (\$10M), and to date three outposts have been launched in Kingston and St Catherine, and forty five person are now at the end of their

training cycles. Jobs are to be secured for graduates in Call Centres.

Support for this project allowed for the purchase of special equipment such as the Kurzweil or reading edge machines, which reads printed text for the blind, and computers with the necessary accessories such as Jaws screen readers also for the visually impaired.

### **3.8 National Youth Service IT Orientation Programme**

This programme is designed to facilitate the training of eight hundred young people between the ages of seventeen to twenty four years, in specific components of research to provide base line IT data to inform community and parish planning processes, in computer orientation and in behavioural development.

The graduates of the programme would provide support for the Community Access Points, and the Libraries in the Community.

The NYS has graduated two hundred and thirty-one (231) trainees from the programme.

### **3.9 Rehabilitation of Inmates Programme**

Rehabilitation of inmates in the Correctional Services Project proposal has been finalized. Implementation will take place in 2001/2002 with the assistance of relevant stakeholders – the Social Development Commission, the Ministry of National Security and Justice, the Department of Correctional Services, Cornerstone Ministries, the Reverence for Life Foundation and HEART NTA.

### **3.10 Other Proposed Community based ICT training**

- Container project to provide mobile access to urban and rural youth in multimedia technology skills using a mobile computer resource facility such as an outfitted 40ft container.
- School's Programme in which thirty (30) schools across the island, already equipped with computer laboratories will be established as community outreach centres. Key partners in this process are the Ministry of Education, The Jamaica Computer Society Education Foundation and the Social Development Commission.

### **3.11 Venture Capital Fund**

This was intended to

- seed the development of an ICT industry in order to ensure sustainability, and
- encourage the establishment of a venture capital industry in Jamaica, in order to meet the broader economic objective of improving the climate for entrepreneurship.

The viability of the fund was predicated on the financial participation of the private sector, and the mobilising of private sector capital for the purpose of equity and other risk-taking investments in new and early stage companies.

To date recommendations have been received from consultants, and discussions are being held with potential financial partners of the private sector.

### **3.12 Research and Development**

This would ensure that information be collected on the existing ICT infrastructure in order to more fully understand the environment in support of the strategic planning process.

Thirty million dollars (\$30M) were budgeted, and of this amount ten million and four hundred thousand dollars (\$10.4M) were disbursed in respect of base line studies as follows

- The Labour Market Information (LMI) study, would provide for the comprehensive documentation of employer demographics, education, and a mechanism for the ongoing collection, storage and dissemination of local and international labour market information.

The first phase of the project was completed with the delivery of the Labour Market Information Electronic site, and an LMI report which provides a vehicle for documenting critical trends and practices in labour force activities in the Jamaican economy. The LMI website has links to national and international LMI sites.

- The Legislative environment study, to support the establishment of an enabling regulatory environment for the development of an information technology legislative framework, is to be commissioned.

The E-Commerce Advisory Committee has provided the framework for the Terms of Reference and the basis on which the consultant would do a thorough examination of the Jamaican Statute Law, and make recommendations in respect of amendments to the Statute Laws that would be needed, to enable electronic commerce transactions in Jamaica. Requests for proposals will be invited shortly.

- The Technical infrastructure baseline study, to provide information of the IT backbone in place, the hardware and software being used in private and public sector, the standards being applied, the levels of compatibility and the interoperability in the networks. This is expected to provide a realistic guide for the development plans in respect of providing a portal and IT backbone for the establishment of smart communities in Jamaica.

An audit of the National IT resources and infrastructure is to be undertaken. The University of the West Indies has developed a plan of action to undertake such a study, which is expected to begin in the first quarter of 2001/2002 financial year.

### **3.13 Marketing and Administrative Support**

This was allocated a total of eighty two million dollars (\$82M) with fifty five million dollars (\$55M) being disbursed, to manage the project and to establish Jamaica as a serious player in the international IT community.

During the year, Conferences were held in collaboration with international partners, and outreach projects were undertaken to reach the rural community.

The focus was to create an environment that was consultative and participatory and to develop partnerships between private sector the public sector and other stakeholders in the community.

## **4.0 The Budget**

The three-year project was initially supported by the Government of Jamaica, with a budget of 5.06 billion Jamaican dollars (J\$5.06B), for the three-year period. The allocation requested for 2000/2001 was 2.028 billion dollars (J\$2.028b). Approximately one billion dollars (J\$1.0 B), or forty eight percent (48%) of the budget was received for the year.

The funds were allocated and disbursed as follows:

**TABLE 5: INTEC PROJECT BUDGET ALLOCATION AND EXPENDITURE**  
2000/01

<b>Item</b>	<b>PROJECT COMPONENT</b>	<b>Budget (J\$M)</b>	<b>Amt. Disbursed (J\$M)</b>
1a.	Office Infrastructure (Factories Corporation of Jamaica)	300	72.74
1b.	Office Infrastructure (Loans through NIBJ)	480	554.36
2.	Venture Capital Fund	500	36.30
3.	Human Resource Development (HEART)	448	203.50
4.	Community, Disabled & NYS Training	60	31
5.	Establishment of ICT Access in Post Offices	50	31.63
6.	ICT Development Work (R & D)	34	10.42
7.	Legislative and related work re E-Business	50	0
8.	Spectrum Management Authority	24 *	0
9.	Promotions and Marketing	64	54.92
10.	Project Management /Administration & Contingencies	18	7.33
	<b>TOTAL</b>	<b>2028</b>	<b>1002.20</b>

\* Funds originally budgeted for Spectrum Management Authority have been re-allocated to Post Office ICT Access component.

## **Budget for 2001/2002**

The budget support for the 2001/02 Financial Year is Six hundred and twenty five million (\$625 M). The implications for satisfying outstanding request from 2000/2001 as well as meeting the projections for 2001/2002 are clear. The strategy for ensuring that the project maintains its momentum will depend more heavily on partnerships between the public and private sector and the support of the international community.

The Ministry is in discussion with several funding agencies, which have expressed a willingness to support the ICT initiatives at various levels.

## **5.0 Conclusion**

We are heartened by the interest in the project and all it connotes for Jamaica's future. Satisfying the requirements of the investors in terms of space has been a challenge which challenge contributed significantly to the slippage in meeting targets. It is expected however, that the overall targets of 40,000 jobs will be achieved within the three years.

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**2001 April 18**