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Issue 4

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November 26, 2025

Focus: eID Architecture, Legal Sequencing, and Appointment Layers

1. St Kitts & Nevis eID: Now the De-Facto PKI Blueprint for Small States

St Kitts & Nevis' Digital Identity Authentication Project continues to advance, with Taiwan's technical mission supporting a PKI-based infrastructure that links the Civil Registry to a Digital Identity Authentication Management System, plus chip-based ID cards compliant with ICAO anti-counterfeiting standards and ISO 29115, ISO 7816, ISO 14443 and ISO 21188. The project has completed third-phase user testing, delivered API documentation and verified sample cards, and targets issuing over 25,000 national digital ID cards by mid-2026, under a roadmap running through December 2026. **Biometric Update**

Why it matters for Caribbean CTOs This is now the cleanest, most explicit example in the region of eID as **digital public infrastructure**: PKI, civil registry integration, biometrics and chip cards all wired to international standards, with a clear implementation schedule and external technical partner. It's effectively the template donors, vendors and multilaterals will expect to see echoed in other national ID and digital-wallet projects.

Impact rating High – sets a concrete, standards-based floor for future Caribbean eID procurements.

Pilot Watch – Language you can almost copy-paste into RFPs For T&T, Barbados, Jamaica and OECS states drafting or refreshing ID/wallet tenders, you can safely adopt requirements aligned with what SKN is already doing:

- *Standards*: "The solution SHALL use a public key infrastructure (PKI) aligned with ISO 21188 and SHALL issue chip-based cards compliant with ICAO anti-counterfeiting standards, ISO 29115 (assurance levels), ISO 7816 (contact cards) and ISO 14443 (contactless cards)."
- *Registry integration*: "The identity platform SHALL integrate natively with the civil registry (or equivalent foundational registry) and provide a unified identity data model across all islands/territories."
- *APIs*: "Vendors MUST provide full API documentation for authentication, digital signatures and verification services to support third-party government and regulated private-sector use (banks, telcos, utilities)."

Source Biometric Update – "Taiwan Technical Mission advances Digital ID rollout in St. Kitts and Nevis", Nov 24, 2025 Biometric Update

2. Guyana Digital ID Rollout: Adoption Sprint Built on Unactivated Laws – a Red-Flag Pattern

Guyana has begun distributing digital ID cards to public servants, with registration and issuance underway across multiple ministries. At the same time, Demerara Waves confirms that **no commencement orders have yet been issued** to activate either the Digital Identity Card Act or the Data Protection Act, even though government is instructing staff at ministries such as Health and Education to register. The Data Identity Card Act envisages a Digital Identity Card Registry administered by a Data Protection Commissioner, but that office is not yet operational.

Why it matters for Caribbean CTOs Technically, onboarding public servants first is sensible; legally, doing so **before** the ID and data-protection laws are in force is the exact sequencing you *do not* want to replicate. It exposes the whole programme to legal challenge, erodes trust before scale, and undercuts any "we care about your data" messaging you will later send to citizens.

Explicit warning – Utilize good practices

- *Good practice*: pilot with public servants, tighten ops, then expand.
- *Not optimal practice*: enroll people and start issuing cards **before** the commencement orders, regulator, registry and DPO functions are active.

Any Caribbean CTO should be clearly advising ministers that **laws, commencement orders, and the independent watchdog must be live** before large-scale issuance.

Source Stabroek News – "Public servants getting Digital ID cards", Nov 23, 2025 Stabroek News Demerara Waves – "Gov't registering workers for digital ID cards without activated laws", Nov 12, 2025 Demerara Waves Online News- Guyana

3. Guyana's "Guaranteed Go-Times" vs Trinidad & Tobago's eAppointment Platform

Guyana is testing a government app that will allow citizens to book appointments at **any government agency**, selecting specific dates and times and receiving confirmed slots, alongside an eight-month mandate to fully digitise the National Insurance Scheme (NIS) and an executive dashboard for real-time project monitoring.

Trinidad & Tobago, meanwhile, already runs **eAppointment**, a national online booking platform (appointments.gov.tt) that lets users register once and schedule appointments across multiple ministries, departments and agencies (Immigration, Registrar General, TT Bureau of Standards, FIU, THA Office of the Chief Secretary and others).

Why it matters for Caribbean CTOs Guyana's initiative is directionally right, but relative to T&T's already-live, multi-agency platform it is not a frontier innovation. Until Guyana shows real adoption, cross-agency coverage and demonstrable reductions in wait times, the impact sits squarely at "promising but unproven".

Impact rating Medium – positive signal on intent and timelines; impact contingent on execution and multi-agency integration.

Pilot Watch – Using T&T as a reality benchmark When pitching or designing appointment systems in your own state, use T&T's eAppointment as the baseline "table stakes":

- *Coverage*: one login, many MDAs. eAppointment already lists services from justice, social, regulatory and central-government entities in a single interface.
- *Channel mix*: web-first with the potential for call-centre/assisted channels; Guyana should ensure its app doesn't become mobile-only exclusion.
- *Metrics*: both systems should be instrumented to track **no-show rates, average wait times, SLA adherence and queue abandonment**. Make these metrics part of your SOW, not an afterthought.

For a Caribbean CTO, the question is simple: **does your appointment layer at least match** appointments.gov.tt **in breadth and user journey? If not, that's your 12-month target.**

Source St Kitts–Nevis Observer – "Guyana Government App to Give Guaranteed Go-Times", Nov 25, 2025 The St Kitts Nevis Observer

4. Trinidad & Tobago eAppointment: Quiet, Early Digital-Service Infrastructure Worth Copying

T&T's **eAppointment** platform has quietly become a shared digital front door for a growing set of services – from registration of births at the Registrar General's Department to NIBTT's web appointment portal, TTBS remote inspections, FIU supervised-entity registration, CSME skills certificate consultations and public days with the THA Chief Secretary.

Why it matters for Caribbean CTOs This is a working example of **cross-government service plumbing** built around appointments, not just information pages: a single login, central scheduling, reusable UX and a pattern that other Caribbean states can adapt rather than reinvent. Its quiet existence is also a reminder that many "new" ideas being pitched around the region (booking, dashboards, basic SLAs) already exist nearby in production.

Pilot Watch – How to clone this pattern in 6–12 months For governments outside T&T:

- Start with **3–5 high-volume services** (birth registration, passports, business registration, NIS, driver licensing).
- Implement a shared appointment layer (even if back-ends remain legacy) with:

- A single citizen account and **consistent look-and-feel**
- Basic analytics (appointments per day, per MDA, per location; wait times; no-shows) baked into the platform.
- A design assumption that **call-centre staff and kiosks can book on behalf of offline users**.
- Negotiate SLAs and staffing commitments *before* going live, so the system doesn't become a new bottleneck with a glossy UI.

Source appointments.gov.tt – homepage, FAQs, services listing; NIBTT Web Appointment Portal

5. Caribbean eID Playbook: SKN Architecture + Barbados' Trident + Jamaica's NIDS

Three Caribbean cases now provide a usable "playbook" for eID design and rollout:

- **St Kitts & Nevis** – PKI-based eID with chip cards meeting ICAO anti-counterfeiting norms and ISO security, authentication and contactless standards; integrated with the civil registry and developed as foundational DPI with external technical support.
- **Barbados (Trident ID)** – physical Trident card replaces legacy voter-registration IDs with a more secure PVC card supporting service access (e.g. bus fares) and enabling a mobile ID for remote authentication and digital signing; government is relaunching a nationwide communications campaign to address lingering doubts and emphasise that the digital ID remains **optional** but central to a broader digital-trust agenda.
- **Jamaica (NIDS)** – phased roll-out of a biometric digital ID, starting with about 300 pilot participants (including the PM, Governor-General and other leaders), backed by advanced biometrics, and explicitly framed as the "most secure" national card, with strong emphasis on overcoming a low-trust environment through robust regulation and security.

Why it matters for Caribbean CTOs Taken together, these three give you a **reference stack**: robust PKI and chip standards (SKN), clear physical+mobile credential design and optional participation (Barbados), and a trust-first, phased adoption strategy (Jamaica). This is the minimum level of sophistication that any new or refreshed eID proposal in T&T or the wider region will be judged against.

Pilot Watch – Concrete questions to drive your next eID decision

When scoping or reviewing your own eID plans, your team should be answering "yes" to questions like:

1. **Standards & tech** – "Are we at least matching SKN's standard set (PKI + ICAO + ISO 29115/7816/14443/21188) and producing full integration-grade API documentation?" Biometric Update
2. **Credential design** – "Does our card/mobile combo look at least as capable as Trident (durable, multi-layer security, service access, mobile ID and remote signing support)?" ebc.gov.bb
3. **Adoption & trust** – "Do we have a **funded, time-bound national trust campaign** like Barbados is now rolling out, and a phased roll-out strategy that starts with pilots and high-trust cohorts as Jamaica did, instead of going straight to mass issuance?" Biometric Update

If your answer to any of these is "no" or "not yet", that gap is where your next budget request or project revision should go.

Verified Future – Building a "Digital Trust Portfolio" by 2027 (with CCSCAP as the Spine)

Looking 18–24 months out, the actionable foresight for Caribbean CTOs is not another strategy document; it is a **consolidated Digital Trust Portfolio** with clear line items and owners. Anchored on CCSCAP and the eID/appointment work above, that portfolio should minimally cover:

1. **eID + Verifiable Credentials**

- SKN/Barbados/Jamaica-style eID stacks as the base credential, with explicit roadmaps to **verifiable credentials and mobile IDs** for government and regulated private-sector use (banks, telcos, fintech, utilities).

1. **Cyber & Incident Response**

- Full alignment with CCSCAP 2025's six pillars, especially the new **Incident Response** pillar that emphasises regional coordination and critical-infrastructure resilience. winnmediaskn.com
- Regular regional exercises that assume **AI-powered identity threats** (deepfake IDs, AI-generated phishing, synthetic identities), reflecting live trends where identity-related attacks and impersonation scams are surging globally. TechRadar

More on CCSCAP: https://caricom.org/updated-caricom-cyber-security-and-cybercrime-action-plan-ccscap-launched/

If you are a Caribbean CTO, your 2026 budget and project pipeline should explicitly show these three clusters as one integrated Digital Trust Portfolio – not scattered across separate ministries and line items. That is how you make CCSCAP more than a press release and turn eID from a political talking point into a durable regional asset.

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Matthew Chickoree 🛡️ · 1st   2w •••
Senior Software Test Automation Engineer

Good stuff. Very long (for me 😊)

I love the comparisons especially highlighting TT existing appointment service and where it can be improved (either internally or by other countries)   ...more

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Irwin Williams 🛡️ Author   2w •••
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Matthew Chickoree yeah, there's a lot of stuff going on, so working on a better approach to keeping it condense.

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