Saint Kitts and Nevis — Two islands, two sign-offs, one service test



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A federation can pool test design without assuming that a result in Basseterre answers a question in Charlestown. This proposal starts with decisions residents can challenge: a benefit application on hold, a water delivery and a forecast used to hire staff. Each service would record the island, the owner and the person who can reverse the decision.

The decision before local leaders

This paper proposes two starting points for Saint Kitts and Nevis. Before either begins, the service owner should agree on an existing comparison service, a way to challenge an error and the conditions for ending the trial.

Run the same water-allocation exercise using two separately approved sets of local records.

Proposed lead. Participating water operations leads on each island

What to measure. Record false low-demand readings and whether a reviewer corrected the proposed allocation before dispatch.

Test whether a claimant can correct one LIFT application without starting a second.

Proposed lead. Programme casework supervisor

What to measure. Count duplicate cases, days to resolution and applicants who needed a return visit.

Local evidence in context

Indicator	Value	Observation	Source
Population	46,922	2025	World Bank WDI
GDP per person, current US dollars	25,223	2025	World Bank WDI
Residents aged 65 and over	11.7%	2025	World Bank WDI
People using the internet	76.9%	2024	ITU / World Bank

The year and geographic coverage belong to each observation. These figures describe the jurisdiction as a whole. Collect service-level figures before setting a cost target, staff requirement or digital access threshold.

Economic and social needs

Count what visitors actually buy

The federal Department of Statistics publishes information on cruise calls, visitor arrivals and tourist spending. These measures answer different questions. A forecast trained to count ships could lead a vendor to hire staff or buy fruit for customers who never reach the stall. A local trial should compare the forecast with actual sales and distinguish days when a call changed, a party travelled elsewhere or goods went unsold.

Policy response. Compare projected demand with sellers' voluntary sales summaries and report errors separately for the two islands.

Department of Statistics, Tourism and Travel

Let a family correct its application

The government describes LIFT as a cash-transfer programme with an online route for applications and status checks. A tool that sorts applications might read two uploads from one household as competing claims. The applicant needs a reference that works at a staffed desk as well as online. A case officer should see the original documents and be able to join, correct or separate records before support is affected.

Policy response. Test duplicate uploads and corrections with invented household records before connecting a tool to live applications.

Department of Information Technology, LIFT programme and application service

Public institutions and environmental needs

Put the decision with the right administration

The Constitution establishes the Nevis Island Administration and lists specified matters including conservation and supply of water. A joint purchase of software should therefore identify the office responsible for each proposed use on Nevis and on Saint Kitts. Sharing a supplier does not confer authority to publish a restriction or change a service. Each participating office should sign a record describing its power, evidence and appeal route.

Policy response. Attach separate approval records to a shared test where responsibilities differ between islands.

Constitution of Saint Christopher and Nevis, section 102 and Schedule 5

Distinguish water demand from available supply

The public infrastructure ministry’s desalination brief describes a gap between estimated water demand and yields from surface and groundwater sources at the end of 2024. An allocation tool should distinguish expected demand, measured production and the quantity reaching a neighbourhood. A low reading after an interruption can mean people received little water. Treating it as low need could direct the next delivery away from the same households.

Policy response. Pair demand forecasts with supply and interruption logs, then have a duty officer verify unusual readings locally.

Ministry of Public Infrastructure, Why Desalination Matters for St. Kitts and Nevis

How the policy would change a decision

Try changing a departure date after seeing the fare. The review screen should display the new sailing and terms, and the passenger should be able to go back. Check that only the confirmation action issues a ticket and that the receipt shows the agreed date.

- Test duplicate orders, corrections and cancellations. Check exactly what each button tells the passenger will happen.
- Provide a visible correction option before purchase and a staffed contact afterwards. Keep the booking confirmation and the resolution of disputed charges.
- Set separate retention periods for payment references and chat transcripts. Check who can retrieve either from backups.

The booking manager should sign off on a test showing one confirmation, one charge and one correct ticket after a change of sailing. Keep the terms shown during that test. Hold ticket issuance if an enquiry alone can generate a charge.

Source: CAIA jurisdiction guide for Saint Kitts and Nevis. The worked example illustrates the proposal.

Check meter readings on both islands

Have staff on Saint Kitts and Nevis review meter coverage, reservoir records and place names for their own island. Compare forecasts with actual use on each island before you add the figures together.

The local pilot connects to Energy, water and data centres. Review R09 · R11 in the regional risk register.

Implementation and public review

Stage	Evidence or decision	Proposed responsibility
Before the trial	Define a completed case and sample the current process. Include people who use the phone, desk or an offline route.	Participating water operations leads on each island
During shadow testing	Record false low-demand readings and whether a reviewer corrected the proposed allocation before dispatch. Compare the same cases through both routes and record every override.	Participating water operations leads on each island
At the local decision	Count duplicate cases, days to resolution and applicants who needed a return visit. Record whether the result justifies a live trial and identify the person who can stop it.	Programme casework supervisor
After six months	Publish results by channel, the correction time, unresolved complaints and the decision to continue, revise or stop.	Local service owner

What partners can share

Other small utilities could compare drought forecasts using the same measures. Saint Kitts and Nevis would decide which operational records to disclose; no regional model would allocate household water.

Record the local approval, correction route and stop authority before exchanging results. Other jurisdictions can reuse the method and run their own tests. Regional recommendation 5.

Where to draw the boundary

An office adopting this proposal would still need to check its own powers, contracts and data permissions. Organisations named as possible reviewers or leads have not been appointed by this publication. Publish any accepted role and its date with the local trial record.

A 90-day plan for the first service

Run the same water-allocation exercise using two separately approved sets of local records.

Proposed pilot lead. Participating water operations leads on each island

A shared allocation model merges two islands’ water records

Failure to test. A model uses one island’s demand or asset readings to recommend an allocation on the other.

Evidence to retain. Keep separately approved records and the result of each island’s manual review.

Pause condition. A proposed allocation could change while the island or meter identifier remains disputed.

When	Proposed action and evidence
Days 1–30	Participating water operations leads on each island agrees the eligible cases, existing service measures, staffed alternative and authorised decision owner. Record reviewers and a cost estimate in local currency for staff time, testing, access and recovery. Identify the funding source and who would approve it.
Days 31–60	Run the original and proposed routes on the same sample. Record false low-demand readings and whether a reviewer corrected the proposed allocation before dispatch. Report counted errors and eligible cases by channel and language where lawful, plus the time from error report to correction.
Days 61–90	Witness the fallback, correction and restart before asking the accountable officer for a decision. Pause on the condition above. Record affected cases, unresolved issues, costs and the date for the next check.
Six months after live launch	Publish a lawful comparison with the baseline, including corrections, open complaints and the decision to continue, change or end the use.

Sponsorship, funding and the proposed lead’s acceptance require a recorded local decision. Share test methods with Caribbean partners using the local data permissions.

Sector guide · Ministry of Public Infrastructure, Why Desalination Matters for St. Kitts and Nevis · Local evidence and sources · Regional high-impact use rules · Local risk scenario

Sources and method

The committee used published local evidence to select the four priorities and compared them with the Caribbean AI Framework's requirements for access, data, skills, oversight and adoption. Recommendations and stories are editorial proposals. This edition reports no results from a completed local pilot.

1. Department of Statistics, Tourism and Travel
2. Department of Information Technology, LIFT programme and application service
3. Constitution of Saint Christopher and Nevis, section 102 and Schedule 5
4. Ministry of Public Infrastructure, Why Desalination Matters for St. Kitts and Nevis
5. World Bank WDI — Population
6. World Bank WDI — GDP per person, current US dollars
7. World Bank WDI — Residents aged 65 and over
8. ITU / World Bank — People using the internet
9. Saint Kitts and Nevis jurisdiction guide, Caribbean AI Association
10. Saint Kitts and Nevis pilot note, Caribbean AI Association
11. Caribbean AI Framework, consultation edition, 27 November 2026

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