# Digital Services to Digital Societies

## *UNDP's Vision for the Pacific – Whole Of Society Digital*
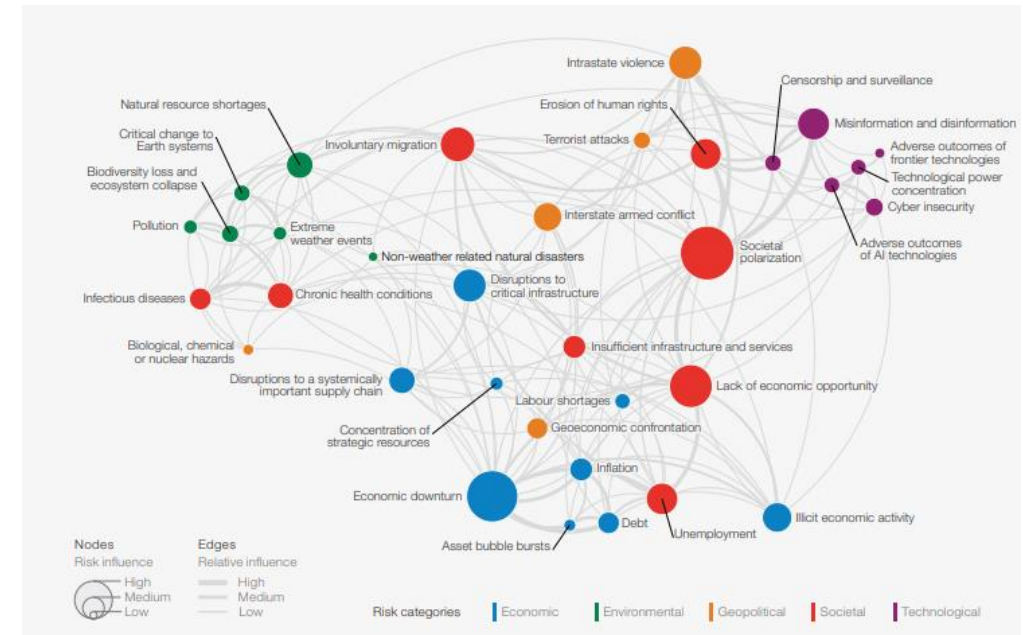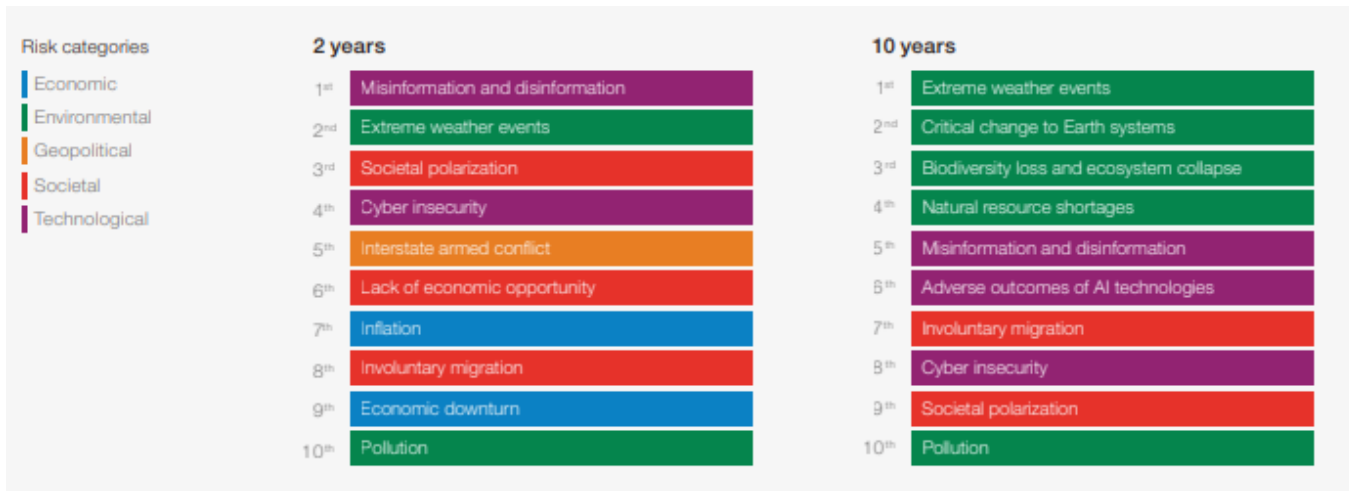
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25 October 2024

# Agenda

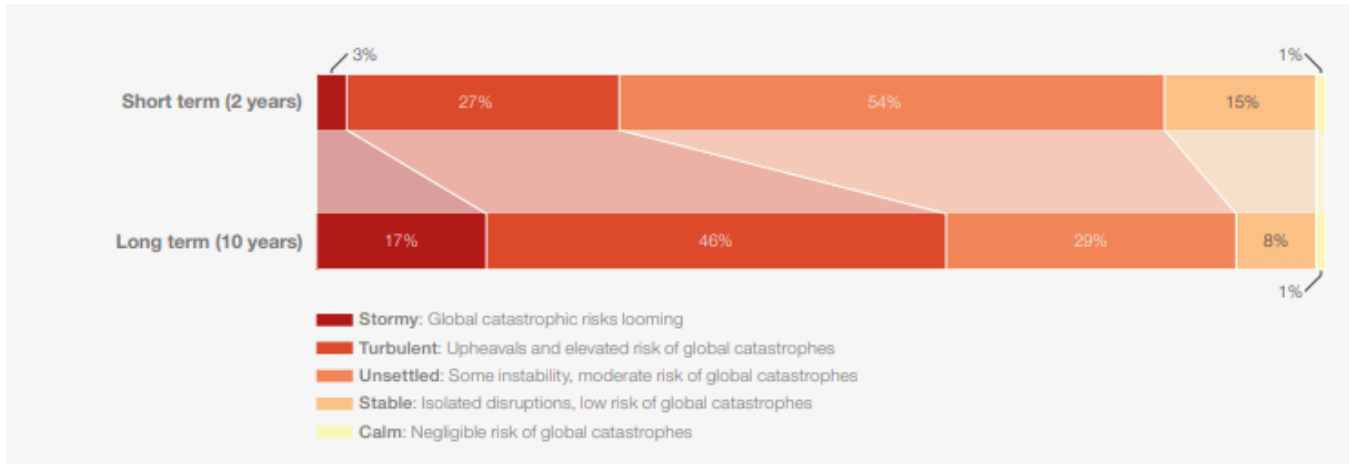- Global Risks…
- ..Local Response
- Beyond Technocentric Approaches
- Whole Of Society Digital – key principles
- Focus Areas – our strategic "bets"
- Example 1 – Pacific Digital Democracy Initiative (PDDI)
- Example 2 - Nauru Transforming and Integrating Digital Enrolment (TIDE)
- The Feedback Loop – UNDP Digital Inclusion Playbook
- Partnering and Scaling to deliver for the people of Pacific

# Global Risks



**Short term (2 years)** 3% | 27% | 54% | 15% | 1%

**Long term (10 years)** 17% | 46% | 29% | 8% | 1%

- **Stormy**: Global catastrophic risks looming
- **Turbulent**: Upheavals and elevated risk of global catastrophes
- **Unsettled**: Some instability, moderate risk of global catastrophes
- **Stable**: Isolated disruptions, low risk of global catastrophes
- **Calm**: Negligible risk of global catastrophes

**Risk categories**
- Economic
- Environmental
- Geopolitical
- Societal
- Technological

| | 2 years | 10 years |
|---|---|---|
| 1st | Misinformation and disinformation | Extreme weather events |
| 2nd | Extreme weather events | Critical change to Earth systems |
| 3rd | Societal polarization | Biodiversity loss and ecosystem collapse |
| 4th | Cyber insecurity | Natural resource shortages |
| 5th | Interstate armed conflict | Misinformation and disinformation |
| 6th | Lack of economic opportunity | Adverse outcomes of AI technologies |
| 7th | Inflation | Involuntary migration |
| 8th | Involuntary migration | Cyber insecurity |
| 9th | Economic downturn | Societal polarization |
| 10th | Pollution | Pollution |

*Source: WEF Global Risks, 2024*

- Interconnected global catastrophic risks threaten Pacific progress
- Critical "digital" short-term risks: misinformation, interstate conflict, societal polarization

# …Local response

## The Fiji Times

HOME    NEWS ▾    SPORT ▾    LIFESTYLE ▾    KAILA ▾    PEOPLE    LOCAL TRAVEL    DINING & ENTERTAINMENT

### Digital initiatives target people

Business, Local News, News | Published: 4 days ago | Last Updated: 4 days ago | By Timoci Vula
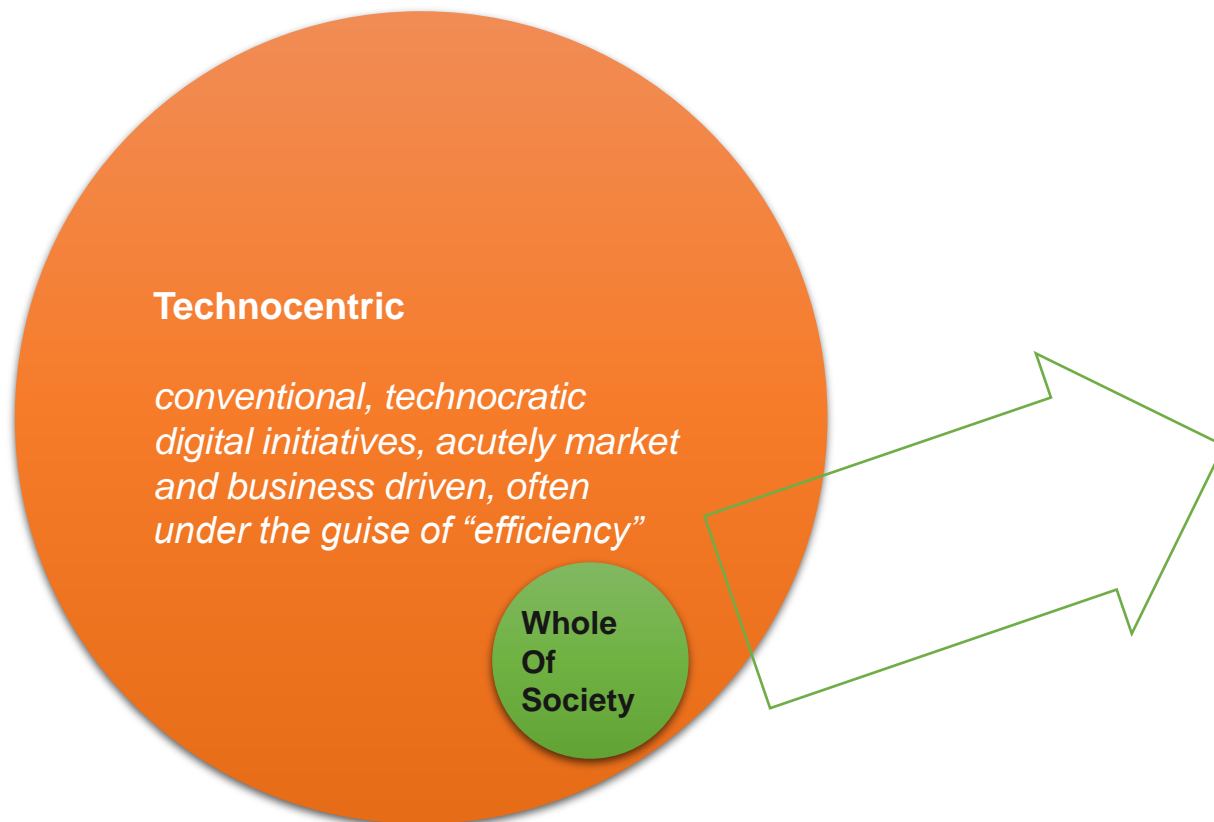
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Our Resident Representative, Munkhtuya Altangerel spoke at RBF Financial Inclusion Award last week.

Ms Altangerel noted that we are advancing digital transformation initiatives to promote inclusivity – such as developing interoperable systems for civil registration and health records, implementing digital skills programs for public servants, and deploying open-source platforms to enhance government efficiency. We are also partnering thoughtfully for people-centric solutions and monitoring emerging challenges like responsible AI and cybersecurity. These initiatives aim to create a more inclusive digital landscape.

Ms Altangerel noted "These initiatives reflect our commitment to viewing citizens not just as customers of digital services but as active participants in shaping their digital future."

# Beyond Technocentric Approaches

Where we are

Where we need to be

**Technocentric**

*conventional, technocratic digital initiatives, acutely market and business driven, often under the guise of "efficiency"*

**Whole Of Society**

**Whole Of Society (WOS) Digital**

*strong human rights lens, inclusivity focus, empowerment of governments and civil society in tandem, and proactive efforts to counter digital harms as part of the digital transformation agenda*

# WOS Digital – key principles

## Human rights focus

Strong emphasis on introducing human rights-based policy and regulatory frameworks to guide inclusive national digital transformation initiatives - to ensure digital technologies are leveraged in a way that promotes human rights

## Inclusivity

Major focus on genuinely empowering civil society, women, youth, persons with disabilities and other marginalized groups to actively participate in shaping the digital transformation agenda

## Capacity Building

Investing heavily in enhancing the capacities of both governments, civil society, others to drive rights-based, inclusive digital transformation
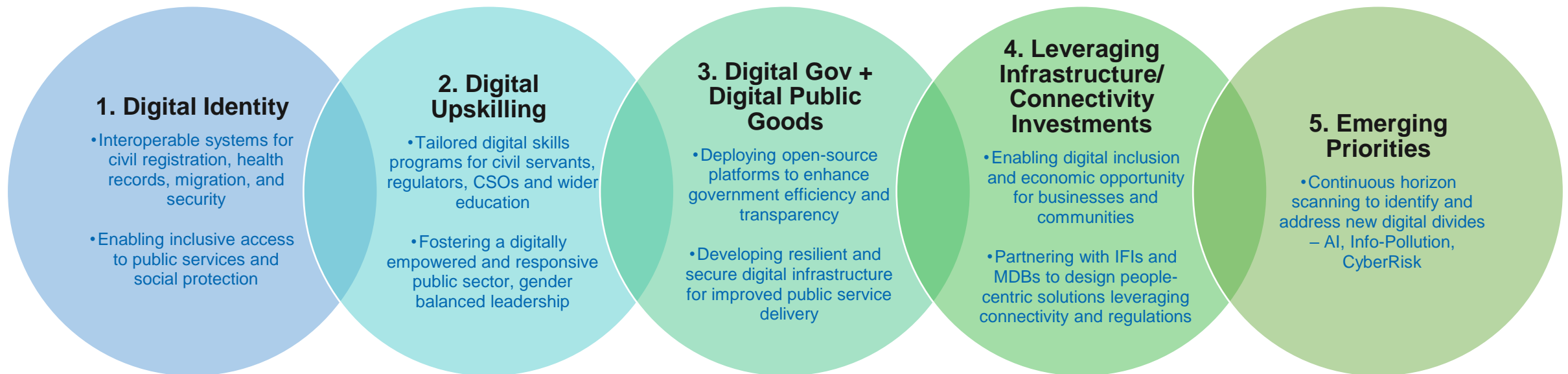
## Regional cooperation

Facilitating south-south cooperation and regional dialogues between governments, CSOs, and international agencies to share knowledge on inclusive digital transformation

## Addressing digital harms

Emphasizing countering disinformation, hate speech and online harms, which standard digital transformation may not directly target.

# Focus Areas – our strategic "bets"

- Our approach - "targeting white spaces or collaborating" with existing players.

- *We are less focussed on how (e.g. AI) and more focused on why (e.g..Addressing Digital Divide).*



**1. Digital Identity**
- Interoperable systems for civil registration, health records, migration, and security
- Enabling inclusive access to public services and social protection

**2. Digital Upskilling**
- Tailored digital skills programs for civil servants, regulators, CSOs and wider education
- Fostering a digitally empowered and responsive public sector, gender balanced leadership

**3. Digital Gov + Digital Public Goods**
- Deploying open-source platforms to enhance government efficiency and transparency
- Developing resilient and secure digital infrastructure for improved public service delivery

**4. Leveraging Infrastructure/ Connectivity Investments**
- Enabling digital inclusion and economic opportunity for businesses and communities
- Partnering with IFIs and MDBs to design people-centric solutions leveraging connectivity and regulations

**5. Emerging Priorities**
- Continuous horizon scanning to identify and address new digital divides – AI, Info-Pollution, CyberRisk

# Example 1 – Pacific Digital Democracy Initiative

## Democratizing the digital space

- Digital Readiness Assessments
- Whole of Society (WOS) engagement
- Inclusive government-civil society engagement platforms
- Participatory law/policy reform processes
- Training for governments

## Digitizing the democratic space

- Awareness-raising for civil society & public
- CSO Capacity building on digital rights & data literacy
- Grants for civil society campaigns
- Utilisation of e-governance tools / platforms

**Results to date**

- Digital Readiness Assessments (DRAs):
  - Completed for Tonga and Solomon Islands; FSM and Fiji next
- Low Value Grants (LVG) facility:
  - Successfully established and 11 grantees selected
- CSO Engagement:
  - Workshops conducted in Fiji, Tonga, and Solomon Islands - trained on online safety, disinformation, hate speech, and project management
- Government Capacity Building:
  - 3-day workshop conducted for government officials in Tonga and Solomon Islands, with Fiji and FSM next
- Policy Studies:
  - Study on Information Integrity in the Pacific at advanced stage
  - Policy study on technology-facilitated gender-based violence nearing completion
- Regional Cooperation:
  - Regional Summit on digital transformation planned for Q4 2024

# Example 2 - Nauru ID

## A. Transforming and Integrating Digital Enrolment (TIDE system)

- Implementing core CRVS functionality for births, deaths, and marriages
- Establishing basic identity management and data security protocols
- Developing user-friendly interfaces and essential reporting capabilities

## B. Digitizing BDM Records

- Setting up scanning equipment and standardized folder structures
- Training staff on the four-step digitization process
- Ensuring quality control and data integrity during digitization

## C. Consolidating and Migration

- Standardizing data formats across
- Merging and deduplicating data from multiple sources
- Preparing consolidated data for migration to the new TIDE system

## WOS Digital CSFs

- **Inclusion and Accessibility**
  - Ensures access to digital ID for all citizens, including marginalized groups
  - Provides offline and online registration options to bridge digital divides
  - Offers assistance and resources to help citizens navigate the digital ID system

- **Privacy and Security**
  - Implements strong data protection measures to safeguard citizens' personal information
  - Gives citizens control over their data, including the ability to provide informed consent
  - Ensures transparency in how digital ID data is collected, used, and shared

- **Citizen Empowerment**
  - Enables citizens to use their digital ID to access a wide range of government and private sector services
  - Promotes digital literacy and provides education on the benefits and use of digital ID
  - Fosters citizen participation and feedback in the design and implementation of the digital ID system

- **Governance and Accountability**
  - Establishes a multi-stakeholder governance model that includes civil society and citizen representatives
  - Implements mechanisms for citizens to report issues or grievances related to their digital ID
  - Conducts regular audits and assessments to ensure the digital ID system is meeting its objectives and respecting citizens' rights

# The Feedback Loop – UNDP Digital Inclusion Playbook
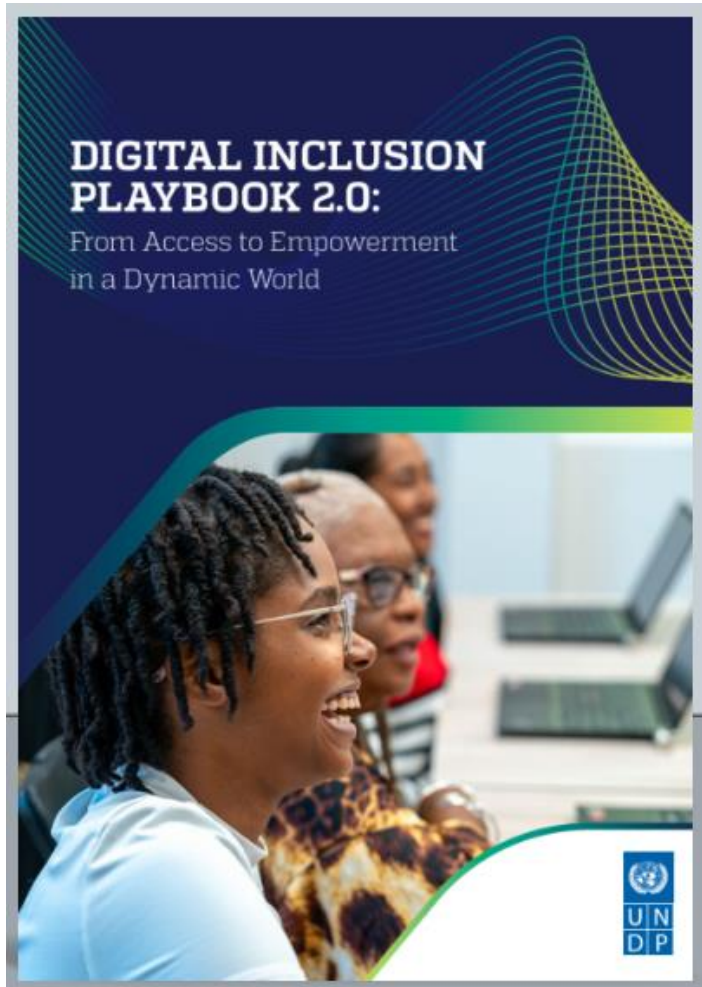
**Sharing Learnings:** In the Pacific, we not only draw insights from global best practices but also actively share our experiences and lessons learned with other regions.

For example:

The UNDP Digital Inclusion Playbook serves as a strategic guide for fostering equitable access to digital technologies, particularly for marginalized communities. It emphasizes the importance of tailored solutions and collaborative efforts to bridge digital divides.

**Key Elements of the Playbook:**
1. **Assessment Framework:** Tools for identifying gaps in digital access and skills within communities.
2. **Stakeholder Engagement:** Strategies for collaborating with governments, private sector, and civil society to co-develop inclusive policies.
3. **Tailored Solutions:** Guidance on designing programs that address specific barriers faced by underserved populations.
4. **Monitoring and Evaluation:** Metrics to assess the impact of digital inclusion initiatives and adapt strategies accordingly.

DIGITAL INCLUSION PLAYBOOK 2.0:
From Access to Empowerment in a Dynamic World

# Partnering and Scaling to deliver for the people of Pacific

- Regional expansion (case by case, no ""one size fits all")
- Deepening engagement (a trusted partner)
- Partnership evolution (work with those best suited to meet the needs)

**1. Digital Identity**

*2 Live projects*
*1 in the pipeline*

**2. Digital Upskilling**

*1 Live project*
*2 in the pipeline*

**3. Digital Gov + Digital Public Goods**

*3 Live projects*
*1 in the pipeline*

**4. Leveraging Infrastructure/ Connectivity Investments**

**5. Emerging Priorities**

*1 Live Info-Integrity and GBV project*
*1 Info-Pollution in the pipeline*
*1 Live CyberRisk project*
*2 Live AI projects*
*3 incoming research pieces*