

ITU

Committed to connecting the world

ITU Regional Office for Asia and the Pacific

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Website: www.itu.int/itu-d/sites/asiapacific



[@ITUAsiaPacific](https://twitter.com/ITUAsiaPacific)

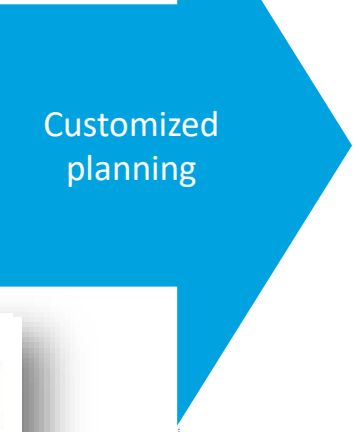
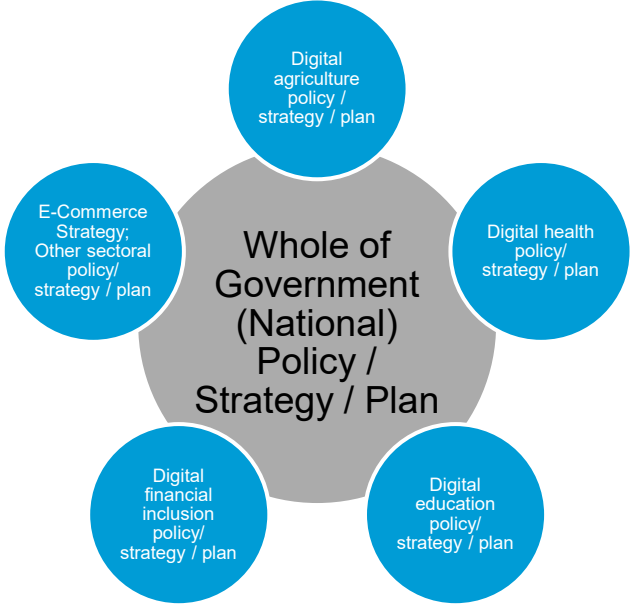


[ITU Regional Office for Asia and the Pacific](https://www.linkedin.com/company/itu-regional-office-for-asia-and-the-pacific)

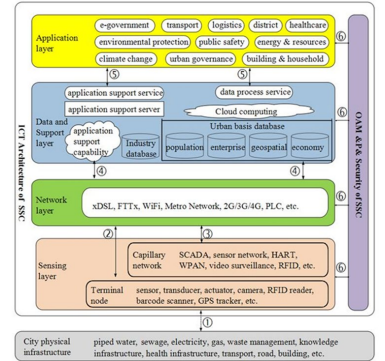


Whole-of-government approach to digital development

National Vision and SDG implementation plan



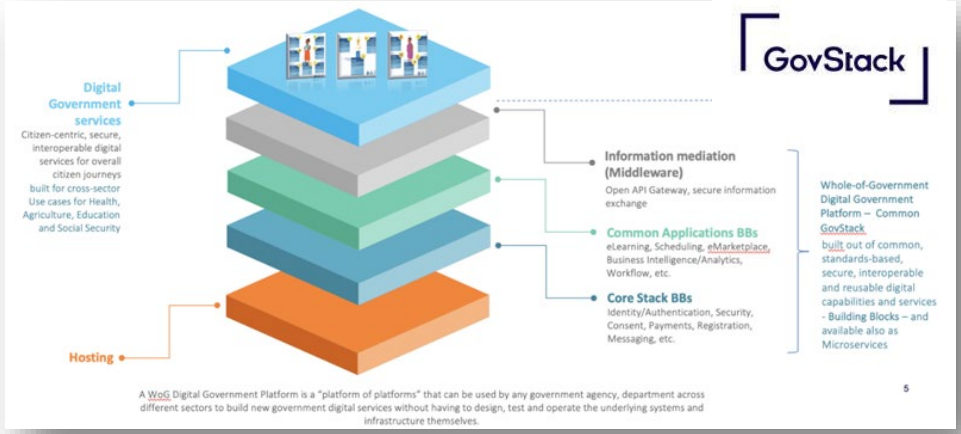
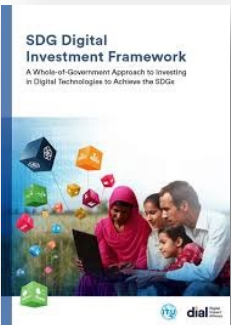
Smart city



Smart villages



Smart Islands



“Our analysis indicates that 70 per cent of the SDG targets (119 out of the total 169) would benefit from acceleration through digital technologies, while 13 per cent (22) of the targets even directly call for the utilization of data and digital technologies”



SDG Digital Acceleration Agenda

Knowledge Partner

BCG BOSTON CONSULTING GROUP

SDG Digital Acceleration Agenda Supporter



How data and digital technologies can contribute to bridging the gap and progressing SDGs?

Digital technology's three main role in achieving the SDGs

Core channel for the delivery of vital services

Providing data and insights to achieve particular goals

As a catalyst for wider progress

Digital transformation in action – impacting lives


BHUTAN

Digitalizing drivers license and vehicle registration removed the need to carry paper documents, and also enabled more services

mRSTA : DIGITAL VERSION OF DRIVER'S LICENSE (DL) & REGISTRATION CERTIFICATE (RC)

mRSTA is a government app for driving license holder or for vehicle registered in Bhutan. It provides access to citizens through a mobile based application with instant access to various information and services related to mandatory vehicle documents.

- ✓ Digital version of DL & RC on Mobile Phones
- ✓ Convenient digital backup to the physical documents
- ✓ Optional & cost free
- ✓ It is supplemental

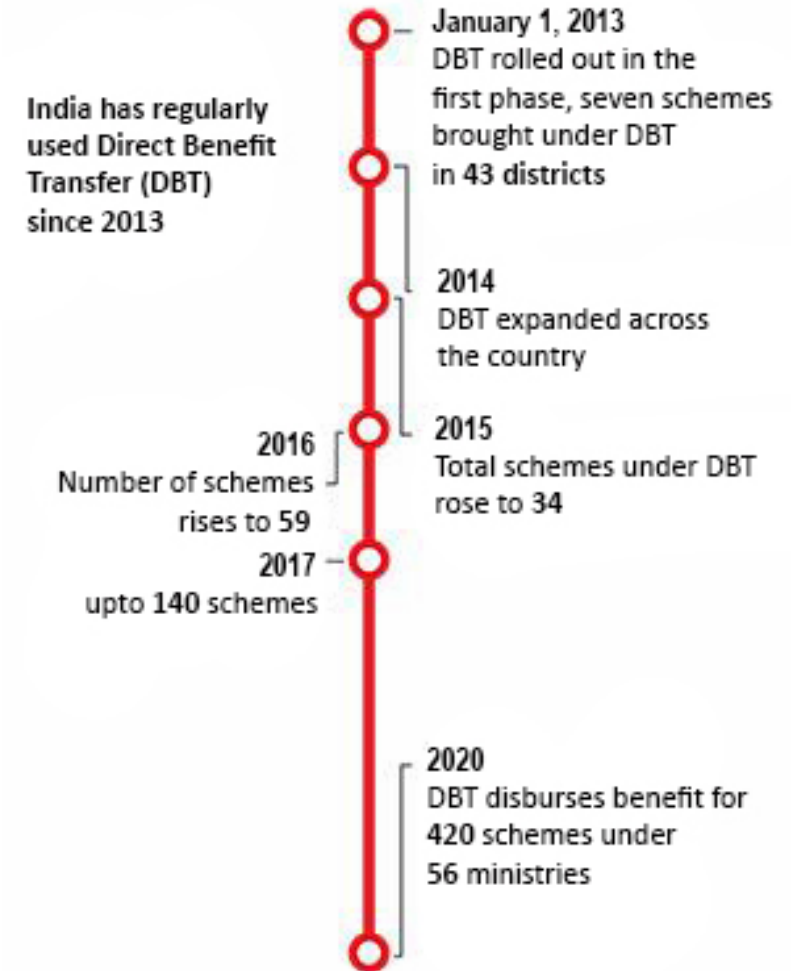
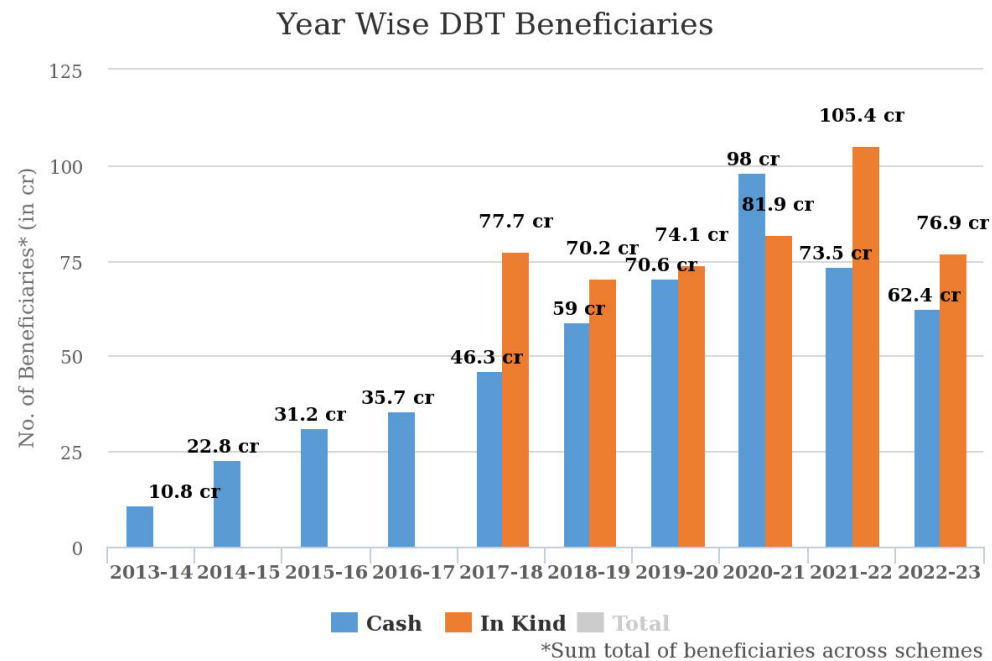


- Can update your personal information and contact address.
- Updates are in real time and no longer have to wait for new physical DL or renewal stamps.
- Receive alerts for payment and renewal dues.
- Alternative source of identification and verification to physical documents.

Digital transformation in action – impacting lives

INDIA

Direct benefit transfer reaching a billion beneficiaries



Digital transformation in action – impacting lives

NIGER

E-health

Tele-dermatology service
where they saved the hands of
the child

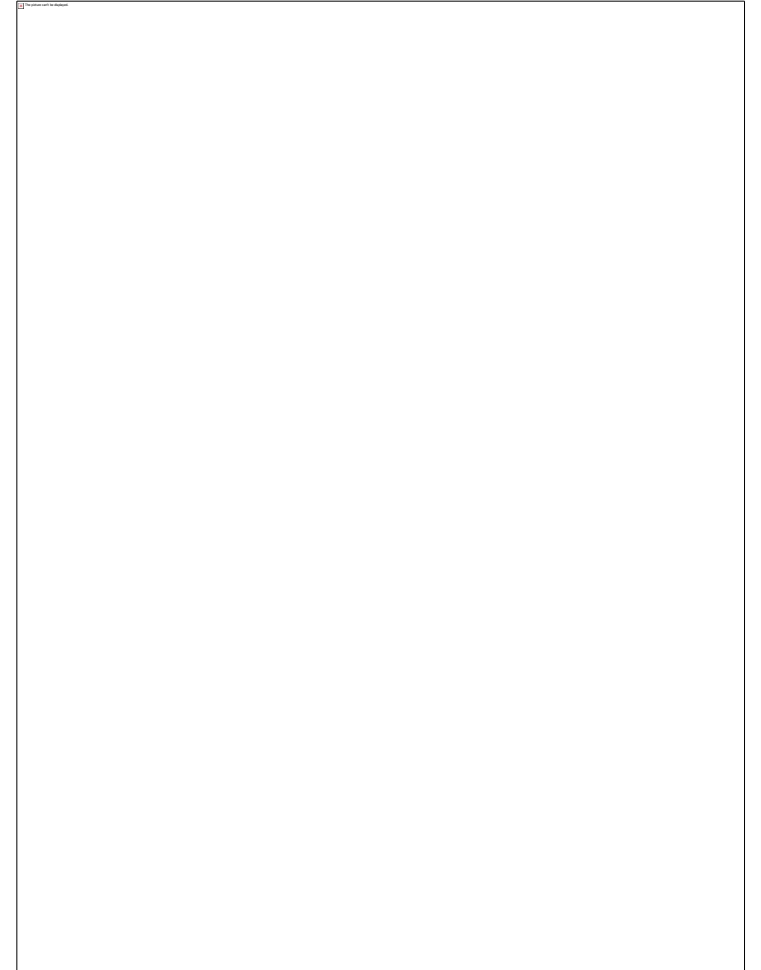


Digital transformation in action - impacting lives

VANUATU

“Truly, this small network is amazing, and I can see how important it is for our communities in times like this”

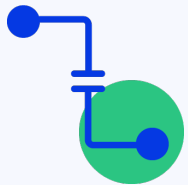
On April 7, 2015 the morning after Cyclone Harold passed through Vanuatu, one community chief expressed his amazement and satisfaction that people could still access the internet even after all the big networks went offline.



Whole-of-government digital transformation at national level and GovStack



Countries struggle with the digitization of their public services for several reasons



SILOES

Siloed investments and duplicative efforts by development partners promote fragmented digital governance and silos in partner countries.



FUNDING

Challenges in procuring and implementing affordable IT solutions persist, as do challenges in creating the necessary capital to invest in ICT infrastructure projects.



SCALING

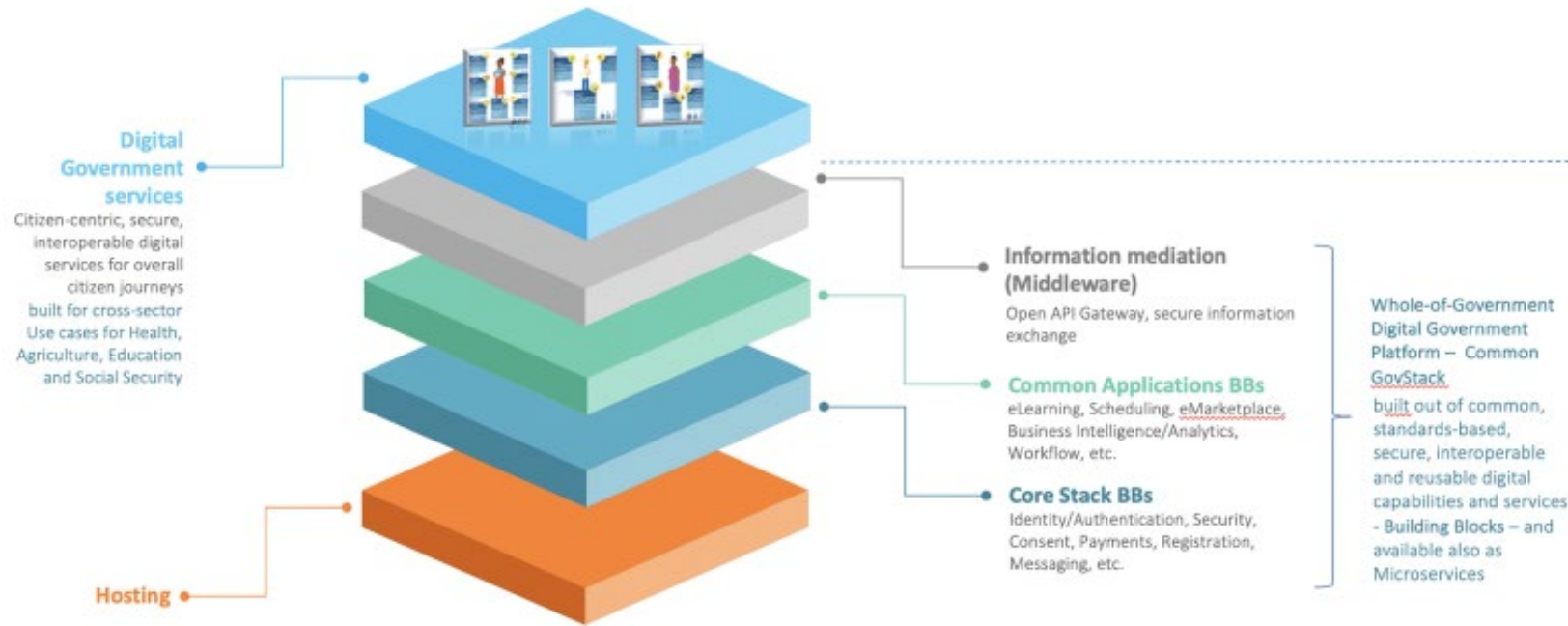
Huge challenges exist in adapting and investing in projects at scale, particularly around the rollout of physical ICT infrastructure, the deployment and use of common data platforms.



COORDINATION

Problems in coordination commonly occur in aligning ICT ministry work with that of other agencies.

Whole of Government approach overcomes digital transformation challenges by utilizing a common reusable stack of Building Blocks



A WoG Digital Government Platform is a "platform of platforms" that can be used by any government agency, department across different sectors to build new government digital services without having to design, test and operate the underlying systems and infrastructure themselves.

5

Increasing interest from Members in Asia-Pacific (Cambodia, Laos, Papua New Guinea, Vanuatu, ASEAN, others)

New project in Asia-Pacific supported by DITRDCA (Australia)



REPUBLIC OF ESTONIA
MINISTRY OF FOREIGN AFFAIRS



Bundesministerium für
wirtschaftliche Zusammenarbeit
und Entwicklung

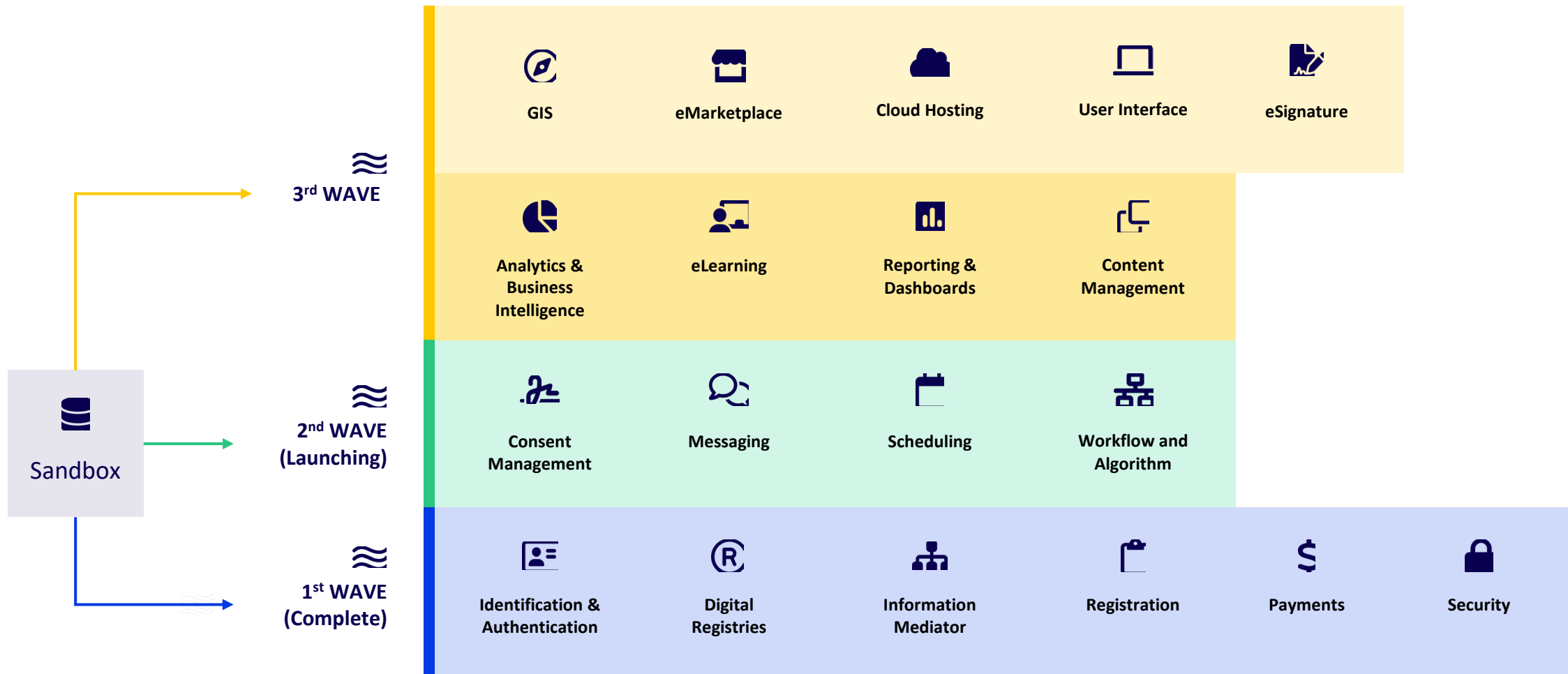
giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



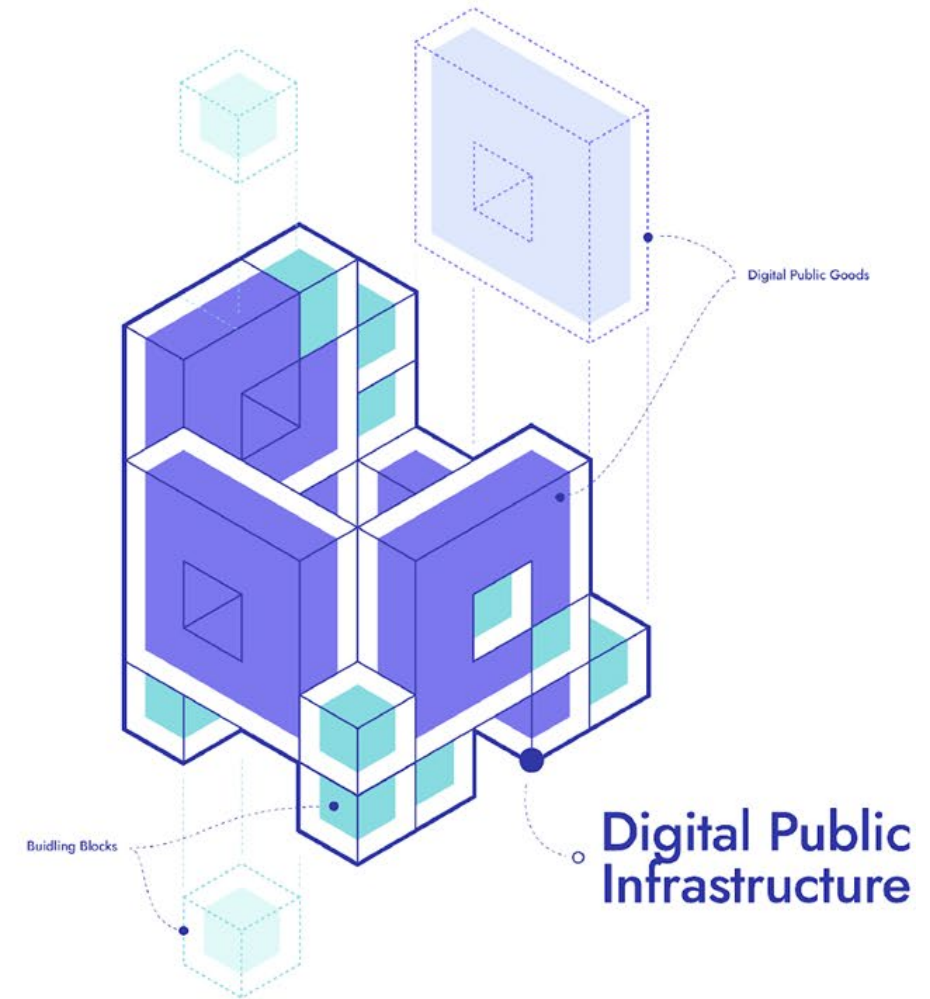
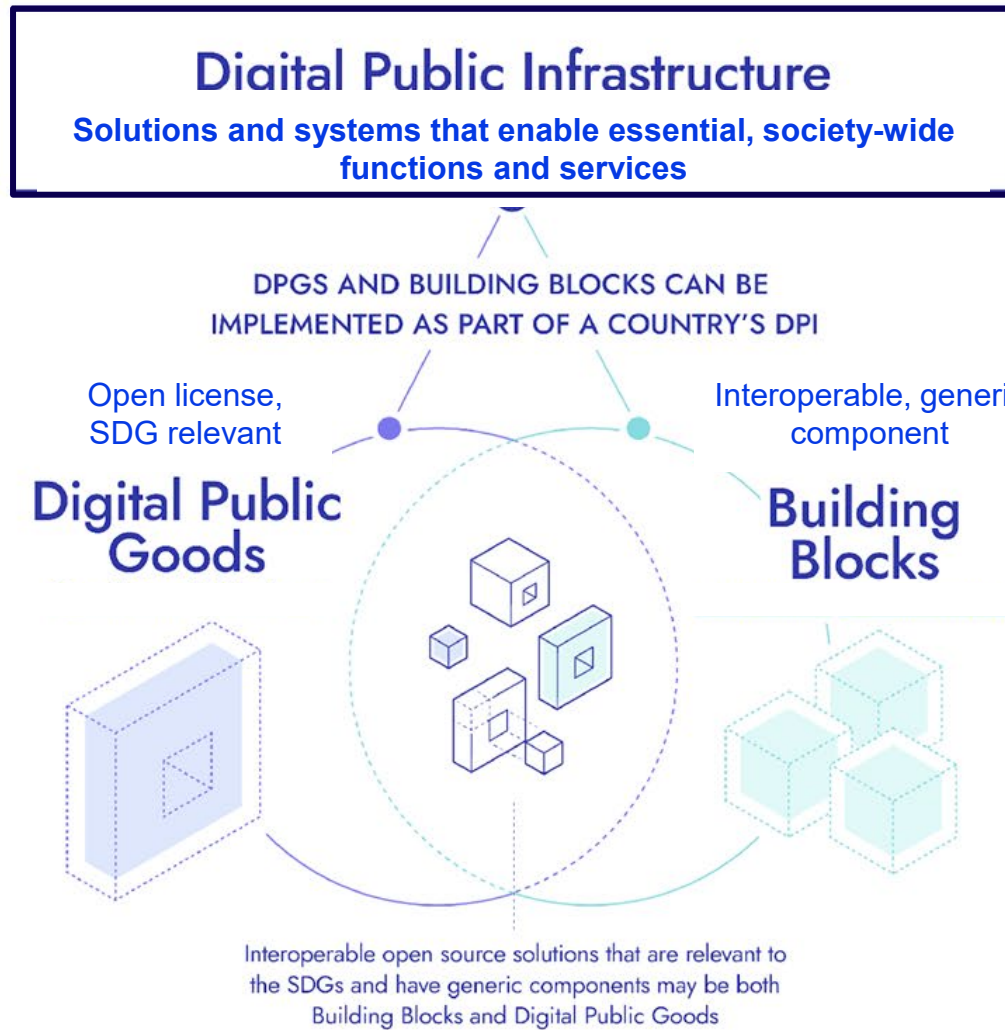
digital
impact
alliance



GovStack Building Blocks are released in waves



Together, Digital Public Goods and Building Blocks enable Digital Public Infrastructure (DPI)



We are building the global toolbox for e-government

GovStack



GovSpecs

Take the guess work out of building your stack.

We'll give you the Building Blocks to ensure your stack is scalable, optimized for innovation, and built to last.

Specifications ready :

ID, Payments, Registration, Registries, Information Mediator, Security, Architecture, Scheduling, Messaging, Workflow, Consent

Q3 2023: e-Signature, e-Marketplace, UX/UI, GIS, Cloud & Infrastructure



GovTest

Jump in the sandbox to experiment and create.

A digital testing environment to learn, experiment, and prototype services based on Building Blocks.

Q3 2023: GovStack Sandox with 4 govStack compliant Building Blocks: Information Mediator, Consent, ID & Payments

Other DPGs: eRegistrations from UNCTAD and Ukraine and workflow from DIGIT India



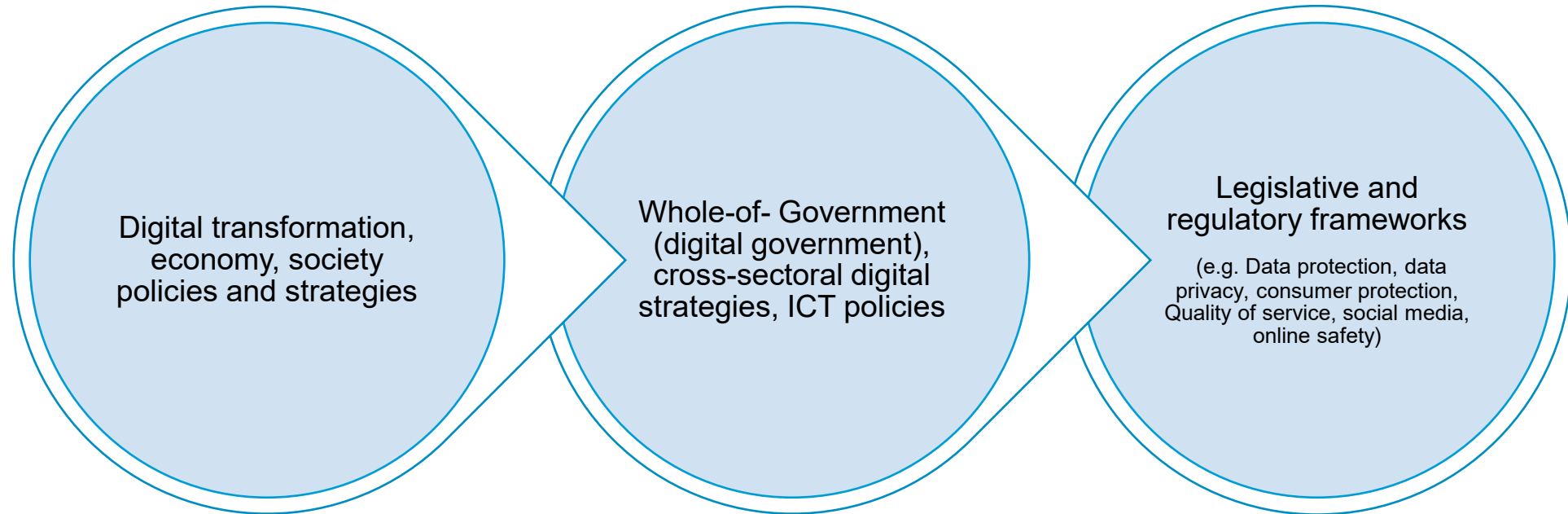
GovLearn

The global knowledge hub for e-government.

Join one of our Communities of Practice (like the [CIO Digital Leaders Forum](#)) to be on the cutting edge of digital government with best practices and tools.

Ready: [GovStack implementation playbook](#)

Q4: GovStack LMS in Atingi



Digital transformation and cross-sectoral policies and strategies on the rise ...

Based on ITU's interaction with Members

Example - Australia

Australian Government
Digital Transformation Agency

Vision 2025

We will deliver world-leading digital services for the benefit of all Australians

Achieved and planned initiatives for people and businesses

We have developed a comprehensive roadmap to achieve our goals by 2025. This includes accelerating some initiatives so we can address your needs even faster.

Already achieved (pre 2018-19)

People

myGov

Faster and efficient notifications to people through email.

myTax

myTax users find it simple and fast to fill in and submit their tax returns, with over 3.6 million returns submitted through myTax during 2017-18.

New Child Care Package

People can, at any time, transact online for government support for child care costs. Subsidy payments are being paid directly to child care providers to reduce families' out-of-pocket expenses.

Welfare Payments Infrastructure Transformation Program

The WPIIT Program has reduced the time taken for students to submit a claim for Youth Allowance from 96 minutes to 12 minutes. In the last year alone claim processing times decreased from 28 days to around 21 days.

My Skills

My Skills is Australia's directory of vocational training. The My Skills website aims to bring together information from a wide range of sources to help students and employers make informed decisions on the training that best suits their needs.

30+
more achieved initiatives

Businesses

Information on starting a business in one place

People can access all relevant federal information on how to start a business in one place online via business.gov.au.

Small businesses can more easily manage super obligations

Employers can use their Australian Taxation Office (ATO) online services to manage their super obligations.

Digital Marketplace

Small and medium-sized enterprises can access a simple, clear and fast procurement marketplace to supply government with innovative digital services.

Online digital permit validation service

Importers no longer have to physically present one type of permit at ports, saving time.

The Community Grants Hub

Providing a whole-of-government grants shared service to organisations to simplify grants application and management.

Explore all achieved initiatives at dta.gov.au/strategy

Year one: July 2018-June 2019

People

Virtual assistants for welfare support

Virtual assistants help answer questions about welfare payments for people applying for or already receiving jobseeker, parenting, age pension and carer payments, reducing the need for over seven million people to call Centrelink each year.

Digital Identity

Through a series of pilots, people will be able to create a digital identity, myGovID, and use it to apply online for government services including a Tax File Number and Unique Student Identifier.

Child care marketplace

Piloting a new way to safely connect people to service providers, starting with child care support and expanding to other services as agencies onboard.

Single Touch Payroll

People have greater certainty that their superannuation is being paid (up to 73,510 employers participating).

Staggered SMS notifications from myGov inbox

Staggering myGov inbox notifications across the business day to even out the volume of calls and peaks in demand, reducing call wait times.

Medicare newborn enrolment

Trialling the process for newborns to be automatically enrolled in Medicare, reducing manual paperwork for new parents and providing them with a faster service.

Businesses

Businesses

ATO Online

Taxation advisors can easily manage tax affairs through a new contemporary online experience.

Business registration online

People can register new businesses simply and quickly through the Business Registration Service.

Digital Identity for the Australian Business Registry

180,000 people access the Australian Business Registry on behalf of a business each year. This pilot program will test myGovID and the Relationship Authorisation Manager as a replacement for AUSKey to access the Australian Business Registry.

Digital identity replacing AUSKey

Accessing ATO services will become simpler, more convenient and secure for business. For the first time, businesses will now be able to use multiple digital devices, including smartphones, to interact with ATO services.

Virtual assistant pilot

The pilot of a virtual assistant for specific grant programs on business.gov.au. This will provide 24/7 additional support to people alongside webchat, phone and email.

Personalised and proactive information for businesses

Deliver personalised information to 2.1 million existing business owners and people starting a business through business.gov.au.

Year two: July 2019-June 2020

People

Tell Us Once

A pilot that will allow people to tell government of a change in their circumstances once, and have that information shared across government.

Welfare payments

Older Australians, families, people with a disability and their carers can lodge claims and manage their affairs digitally, speeding up claims and payments.

Businesses

Business registration assistance

People starting a business will receive enhanced help to register a business online.

Enhancing business.gov.au

Businesses will be able to see location content on events, advisors, contracts and grants in one place.

Strengthening Australia's biosecurity

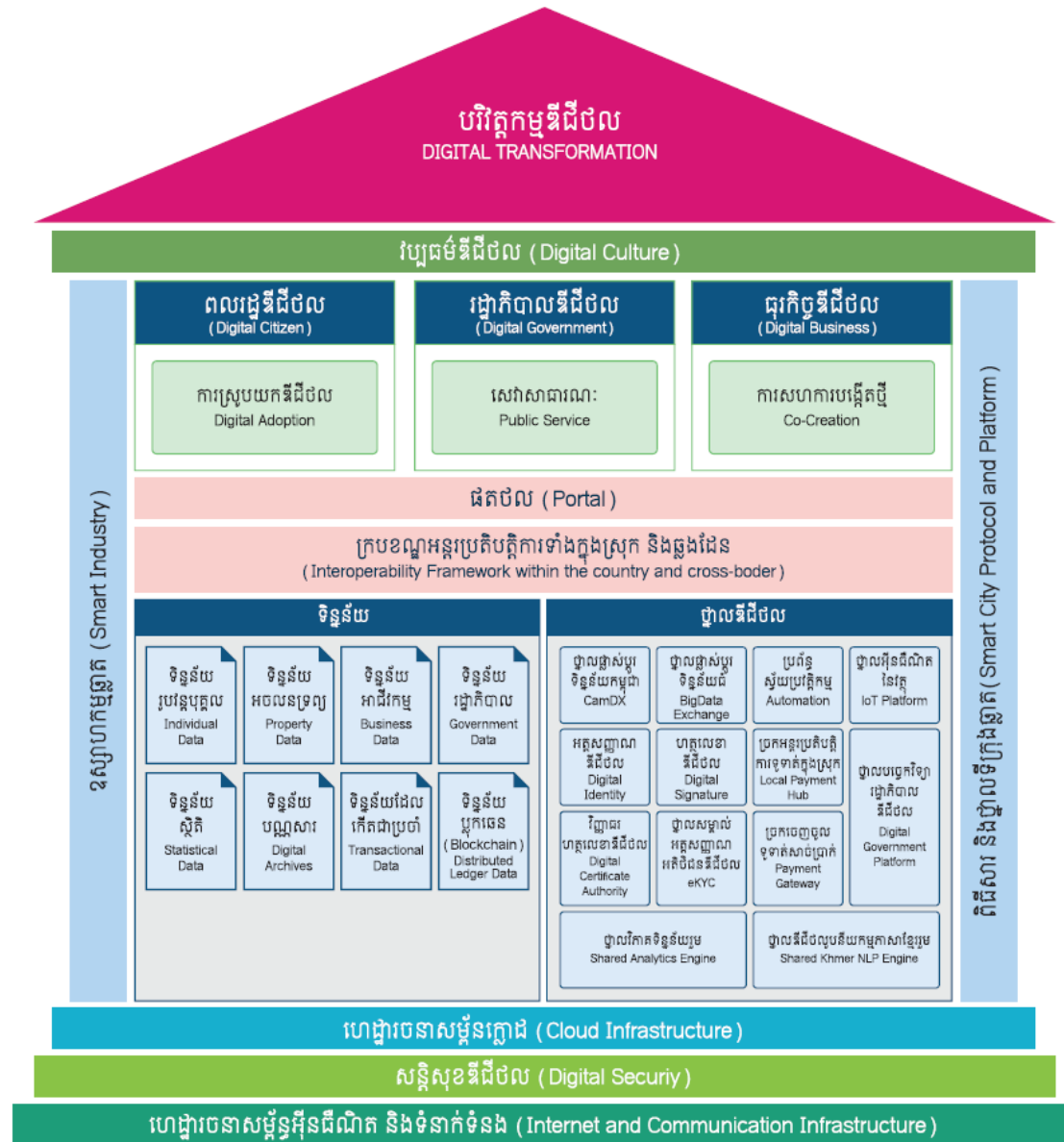
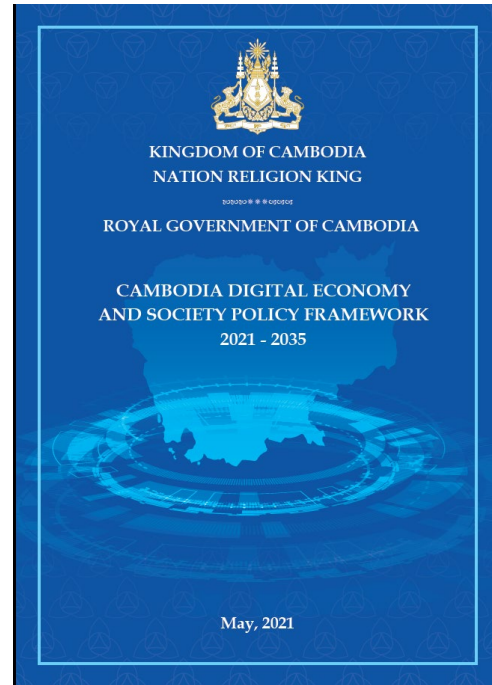
The time it takes for people and goods to be cleared at border crossings will reduce, thanks to improved biosecurity through the use of advanced analytics.

accelerated initiatives

Including **7** accelerated initiatives **75+** more initiatives

Explore all initiatives to 2025 at dta.gov.au/strategy

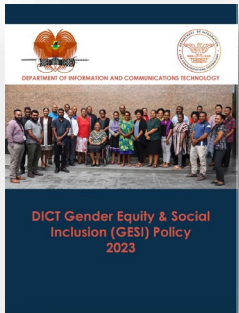
Example – Cambodia



PNG Vision 2050, DSP 2020-2030, MTDP IV (2023-2027)

DRAFT
National Data
Governance and
Protection Policy
2023

DRAFT
National Right to
Information Policy
2020-2030



Gap
Digital
government
(whole-of-
government)
strategy linking
ICT with sectors



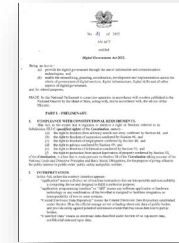
Gap
Sectoral digital
strategies and
plans

DRAFT
Universal Access
and Service
Policy
December 2022

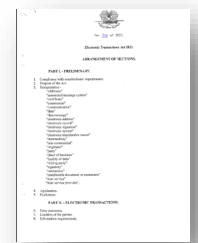
Gap
Enterprise architecture blueprint,
GovTech/GovStack, API sharing
policies, guidelines and rules;

Government
Cloud Policy
2023

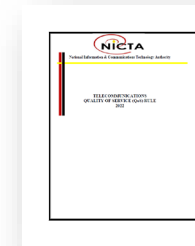
Legislations & Regulations



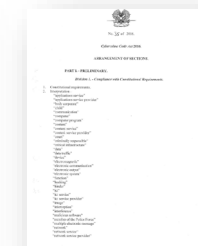
Digital Government
Act 2022



Electronic
Transaction Act 2021



Quality of Service
Rules 2022



Cybercrime Code
Act 2016

Gap
Data protection and privacy
Act, Digital ID Act and
Regulations

Taking benefits of digital transformation to community level



Inclusive and resilient connectivity is key to enable digital transformation and meet SDGs

Achieving universal and meaningful digital connectivity in the decade of action

Aspirational targets for 2030

Achieving universal and meaningful digital connectivity –the possibility for everyone to enjoy a safe, satisfying, enriching, productive and affordable online experience– is key for enabling digital transformation and meeting the [Sustainable Development Goals](#).

As part of the implementation of the UN Secretary-General's Roadmap for Digital Cooperation, the [International Telecommunication Union](#) and the [Office of the UN Secretary-General's Envoy on Technology](#) have established a set of aspirational targets for 2030 to help prioritize interventions, monitor progress, evaluate policy effectiveness, and galvanize efforts around achieving universal and meaningful connectivity by the end of the decade.

More information:
www.itu.int/umc2030

Notes ¹ Mobile network of the latest technology is the most advanced technology available in the country with at least 40% of the population already covered. ² Parity is deemed reached when the share of women using the Internet/owning a mobile phone/using a mobile phone/with specific digital skills, among the female population is equal to the share of men. ³ Download speed. Mb/s = megabits per second. ⁴ kb/s = kilobits per second.



Universality targets

- of population aged 15+ uses the Internet
- of households have Internet access
- of businesses use the Internet
- 100%** of schools are connected to the Internet
- of population is covered by a mobile network of the latest technology ¹
- of population aged 15+ owns a mobile phone
- >70%** of population aged 15+ has basic digital skills
- >50%** of population aged 15+ has intermediate digital skills

Gender parity is achieved for Internet use, mobile phone ownership and use, and digital skills ²



Technology targets

- 100%** of fixed-broadband subscriptions are 10 Mb/s or faster ³
- 20 Mb/s** Minimum download speed at every school
- 50 kb/s** Minimum download speed available per student ⁴
- 200 GB** Minimum data allowance for every school



Affordability targets

- 2%** Entry-level broadband subscription costs less than 2% of gross national income per capita
- Entry-level broadband subscription costs less than 2% of average income of the bottom 40% of population



United Nations
Office of the Secretary-General's
Envoy on Technology





ITU Smart Villages and Smart Islands (SVSI) programmes are designed to address the **socio-economic challenges faced by communities** through **digital transformation at community level** with emphasis on **vulnerable populations** (women, youth, and persons with disabilities)

LEAVE NO ONE BEHIND

THE CONCEPT OF SMART VILLAGES AND ISLANDS



Smart Islands South Malekula - Impact stories



School Connectivity

South Malekula Secondary School reconnected.

Students at SMSS who attended ITU expert's workshop on positive use of internet and ICT have improved access to internet and started learning online.



New Agri Products

Emergence of "Smart Island" branded product.

A group of coconut producers put their new digital skills to use in creating marketing materials to reach more customers and produced new product.



Mobile Banking

Improved digital financial literacy and use of mobile payments

3 mobile wallet service providers offered hands-on workshops to villagers with the ITU expert; people started using MyCash, IsiMoney, and M-Vatu payments, replacing the costly travel to town.

Smart Village Pakistan project brings health and education services to Gokina village and enhances partnerships



More than **100 girls** from grades 8 and 9 learning science subjects through tele-education

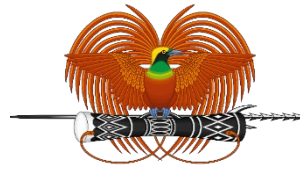
E-education (Teletaleem)

- Steering Committee (MoITT, USF, Huawei, ITU) for enhanced ownership and improved coordination
- New ongoing and potential partnerships (e.g., NADRA, JAZZ, IsDB, Virtual University)



More than **1500 patients** have availed the services in over 7 months, with **82%** women representation.

E-health (Sehat Kahani)



Increasing access to Internet
E-agriculture strategies
Establishment of resource centers
Information systems
Digital agriculture services
Digital skills and financial literacy
E-learning





Australian Government
Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



National Governments



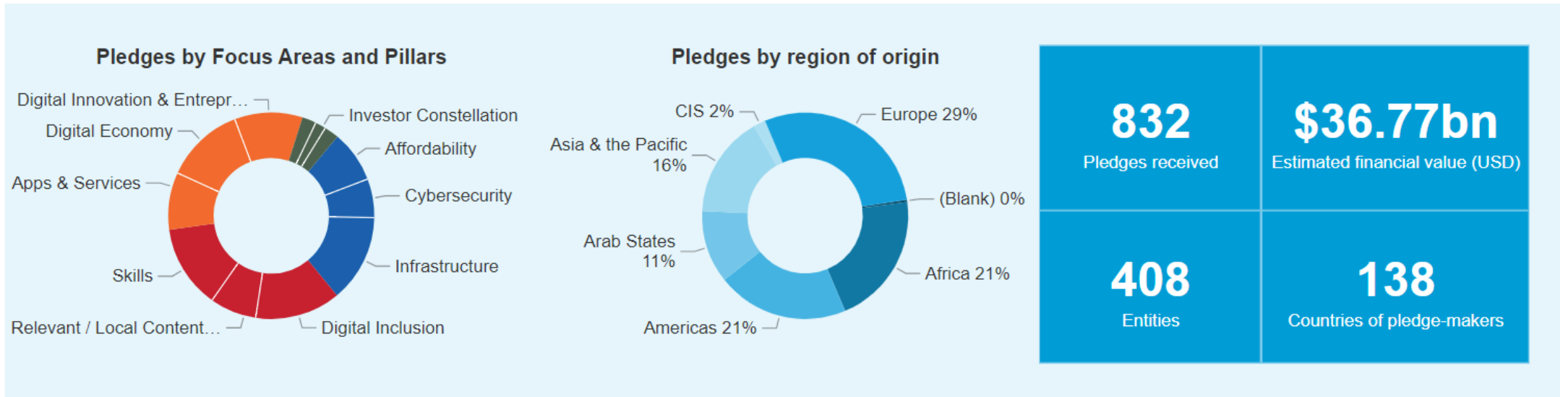
Innovative partnerships and whole-of-government approach are critical to leave no one behind in digital transformation journey



Food and Agriculture
Organization of the
United Nations

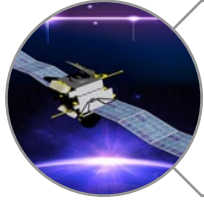


Partner2Connect Digital Coalition



<https://www.itu.int/itu-d/sites/partner2connect/pledges/explore-pledges/>

ACCELERATING JOURNEY TO ACHIEVING SDGs



Connectivity: **Reliable and affordable** connectivity to deliver digital services to unconnected islands and communities



Whole of government and Smart Villages and Smart Islands: Support in developing an **integrated approach to digital services and smart islands**



Awareness, **skills and inclusion**: Support governments with community awareness, skills development and digital inclusion



Resilience, data protection and cybersecurity: Incorporate **resilience, data protection (privacy) and cybersecurity** in digital development

Partner2Connect on the journey together...

Thank You



Contact Us

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