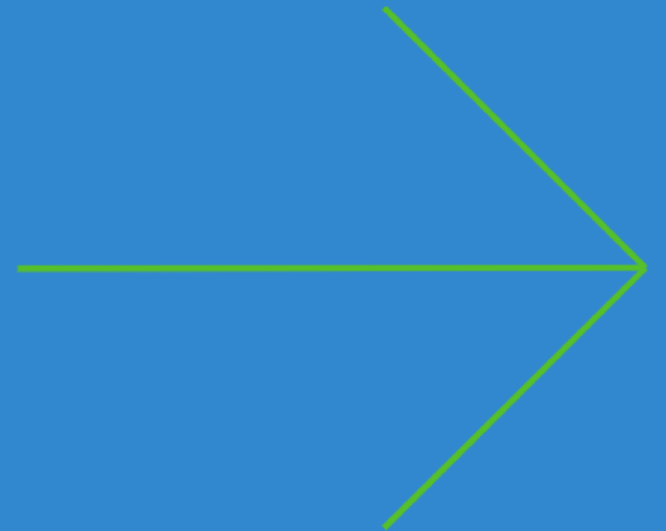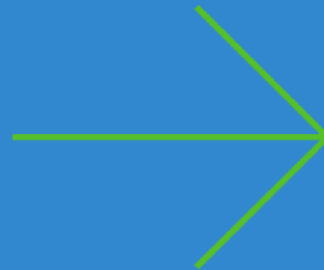# Pathways To Inclusive Digital Transformation

Clare Curran, UNDP Digital Transformation Expert, & Former New Zealand Minister for Government Digital Service (2017-2018)

Dissemination Workshop on Digital Government Policy

31 March 2021

OUTLINE

1. Framework for an Inclusive Whole-of-Society Digital Transformation

2. Digital Equity is a Building Block for Social and Economic Stability and Growth

3. Getting This Right - Importance of Transformation not Digitalization

4. Importance of Adopting " Whole of Government " Approach, and Working with Civil Society

5. The UN's ongoing support to digital transformation in Cambodia

6. How to Start: Some Practical Takeaways
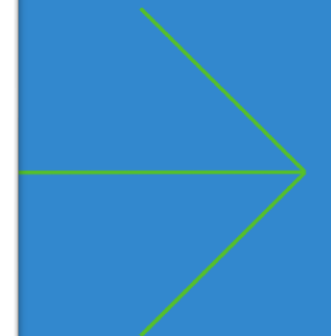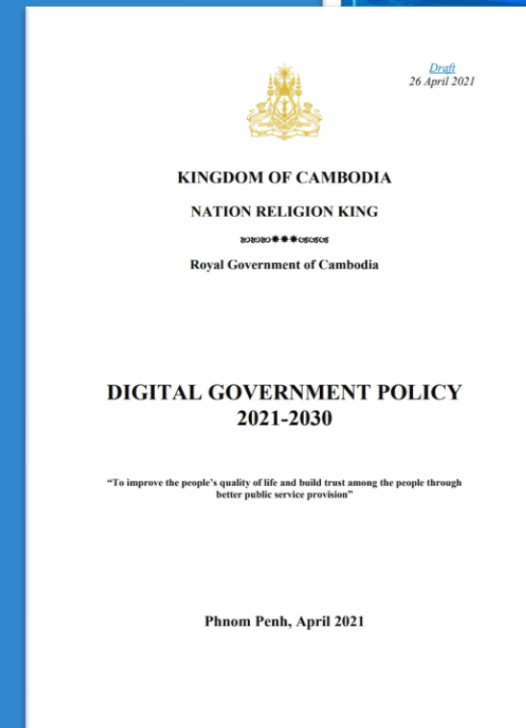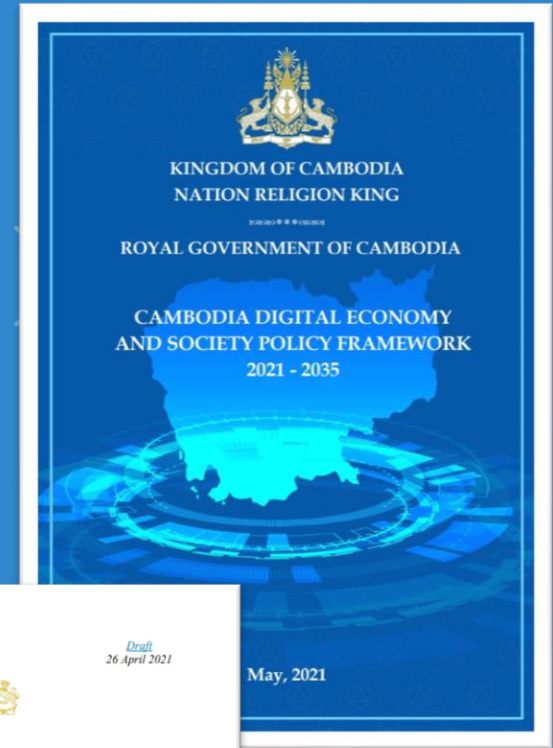
1 Framework for an inclusive Whole-of-Society Digital Transformation
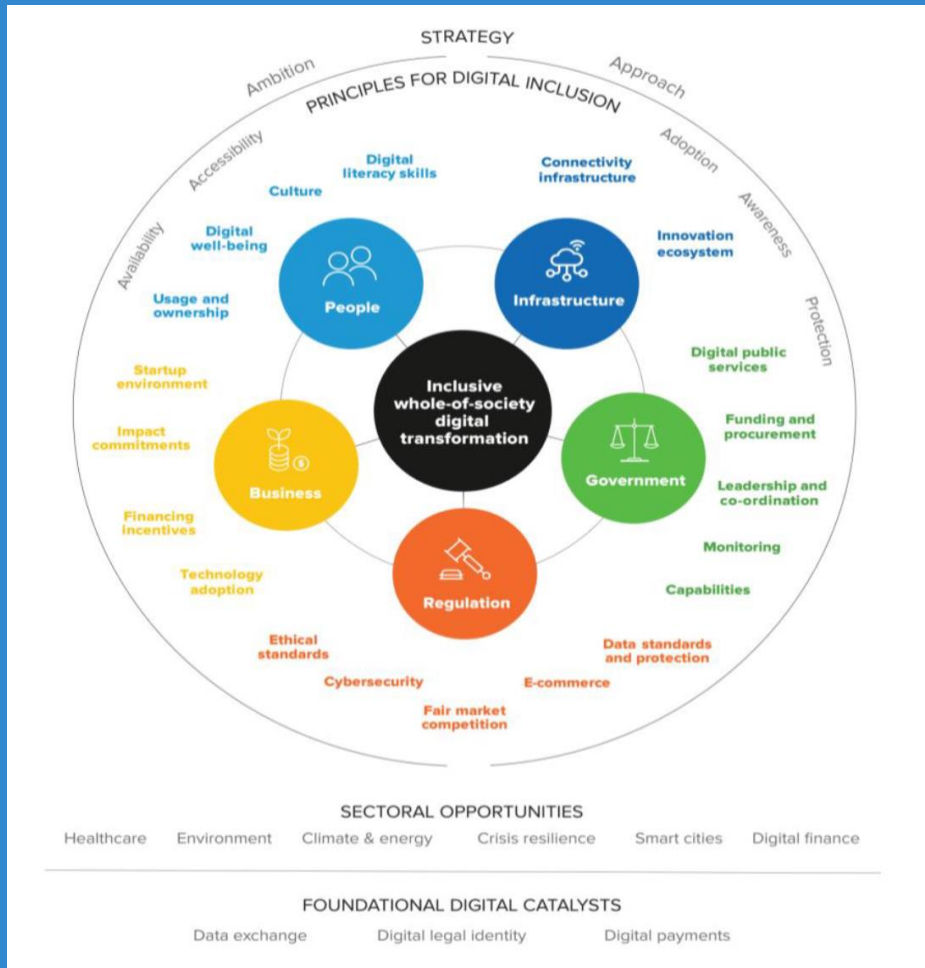
Our Vision

Our vision is to support countries to become open & inclusive digital nations. This requires that we plan and build national-level digital ecosystems that are:

- **Universal:** All parts of society have access to and capable of using digital technologies and services.

- **Responsible:** People are protected from the adverse effects of digital technology.

- **Equal:** The gains from digital transformation are evenly distributed.

- **Open:** The process of policy making is transparent and the online engagement is meaningful and secure.

2 Digital Equity is a Building Block for Social and Economic Stability and Growth

Four key components of digital inclusivity:

- Motivation
- Access
- Skills
- Trust

3 Getting this Right - Importance of Transformation not Digitalization

- Digital government is NOT merely moving services online

- Digital services to citizens must be backed by systems reform INSIDE government

- Moving towards joined up, seamless service provision to citizens

- Backed up by best practice digital and data governance

- What does joined up digital service delivery look like?

4 Importance of Adopting "Whole of Government" Approach, and Working with Civil Society

- Government working in an integrated, collaborative way

- Governments can't do this work alone

- Key issue is trust

- Faster results

- Resilience

5 **The UN's Ongoing Support to Digital Transformation in Cambodia**

Real-time Data & Data Governance

Data ecosystems; dashboards; sub-national administration database

(RCO, UNDP, UNFPA, UNICEF)

AI for Poverty Mapping

(UNDP)

Learning & Inclusion

Digital learning policy; testing digital innovation and inclusion in schools

(UNICEF, UNDP, WFP)

Digital upskilling of children and youth; Digital transformation of TVET

(UNICEF, UNESCO, UNDP, ILO)

Social Innovation & Business Development

Accelerating digital business solutions and learning for MSMEs, farmers, employers

(UNDP, IFAD, ILO)

Demand for and Supply of Digital Skills in Cambodia

(UNDP)

Human Rights, Justice and Protection

Analysis and legal drafting, including on cyberspace and privacy

(OHCHR, UNESCO)

Digital tools for child protection; gender-based violence

(UNICEF, UNFPA)

Digital Health Infrastructure

Digital health strategy

(WHO)

Telemedicine; digital platform for sexual reproductive health; testing digital innovation in provincial hospitals

(UNFPA; UNDP)

Information & Digital Literacy

National media, information and digital literacy strategy and competency framework

(UNESCO)

Assessment of Internet Development in Cambodia

(UNESCO)

6 How to Start: Some Practical Takeaways

- The users (citizens) should always be in focus

- Identify the key digital divides. What are the barriers?

- Digital transformation won't succeed unless digital divides are addressed

- Work with civil society to build trust and buy-in

- Data governance and interoperability are key

- Keep it simple – be relentless about it

- Build on successes elsewhere – don't try to reinvent the wheel

- Seek support – there is a lot of it out there

OVERALL ENGAGEMENT LIFE CYCLE
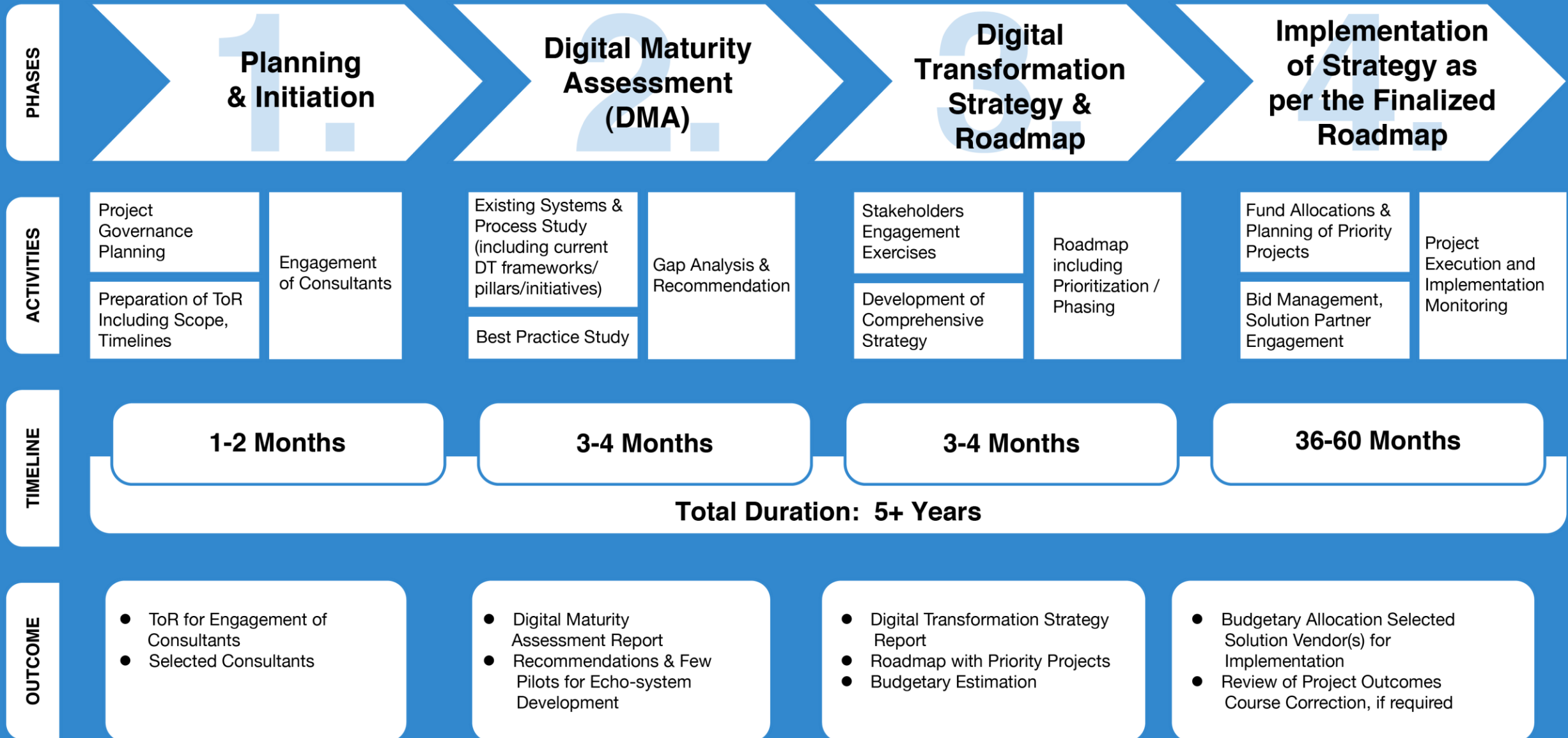
UNITED NATIONS CAMBODIA | DECADE OF ACTION

PHASES

1. Planning & Initiation

2. Digital Maturity Assessment (DMA)

3. Digital Transformation Strategy & Roadmap

4. Implementation of Strategy as per the Finalized Roadmap

ACTIVITIES

Phase 1:
- Project Governance Planning
- Preparation of ToR Including Scope, Timelines
- Engagement of Consultants

Phase 2:
- Existing Systems & Process Study (including current DT frameworks/pillars/initiatives)
- Best Practice Study
- Gap Analysis & Recommendation

Phase 3:
- Stakeholders Engagement Exercises
- Development of Comprehensive Strategy
- Roadmap including Prioritization / Phasing

Phase 4:
- Fund Allocations & Planning of Priority Projects
- Bid Management, Solution Partner Engagement
- Project Execution and Implementation Monitoring

TIMELINE

1-2 Months	3-4 Months	3-4 Months	36-60 Months

Total Duration: 5+ Years

OUTCOME

Phase 1:
- ToR for Engagement of Consultants
- Selected Consultants

Phase 2:
- Digital Maturity Assessment Report
- Recommendations & Few Pilots for Echo-system Development

Phase 3:
- Digital Transformation Strategy Report
- Roadmap with Priority Projects
- Budgetary Estimation

Phase 4:
- Budgetary Allocation Selected Solution Vendor(s) for Implementation
- Review of Project Outcomes Course Correction, if required

Just start. It's possible

Thank you