Fostering Inclusive and People-Centered Digital Transformation and Digital Society for the New Normal

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I. General trend of digital transformation – importance of adopting a people-centered and inclusive approach

1. **The pace of digital transformation has accelerated since the outbreak of COVID-19 due to the far-reaching impact of the pandemic – tele- everything such as e-health, e-education, tele-working – varied demands from different segments of society for responsive, customized and more efficient service**

2. **Digital transformation is no longer an option but an imperative – more challenges emerging**

3. **Digital transformation is not simply about digitalization or digital innovation, it is about technology, data, people, process, partnership and systems – redefining the role of people and private sector**

4. **Data-driven decision making – real-time data, big data, geospatial data – concerns about data privacy and public trust – which calls for instituting a robust data governance framework.**

5. **Digital divide - digital or not = a matter of lifeline**

6. **Partnership for open innovation and IT investments – domestic (academia, IT businesses and the private sector) and global**

7. **Digital resilience – resilience in digital infrastructure, surge in online requests like the application for unemployment benefit**

II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

1. Setting the strategy, changing mindsets and digital leadership for human-centric and inclusive digital transformation

2. Digital inclusion as a priority throughout digital transformation

3. Digital data governance

4. Engagement of people as co-creators of public value

5. Data interoperability – integrated and seamless service for citizens

6. Legal framework and regulations for data privacy and public trust

7. Partnership

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II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

1. Setting the strategy, changing mindsets and digital leadership for human-centric and inclusive digital transformation

➢ The digital transformation is an ongoing and dynamic process – it should be steered by a long-term strategy.

➢ The strategy should be revisited and updated to accommodate new situations – the COVID-19 and the New Normal.

➢ Central leadership and political commitment from the top level

Changing mindsets and improving digital capacities and skills at individual, organizational, institutional and societal levels

II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

2. Digital inclusion as a priority throughout digital transformation

➢ Digital inclusion policy should be set to ensure all citizens enjoy the benefits from digital technologies by allowing them to take part in digital economy and society without being discriminated or excluded.

➢ It is essential to help all citizens build digital capacities through comprehensive programmes of internet access, such as building community technology centers in LA countries, Free Wi-Fi for All Program of the Philippines.

➢ Digital ID system opening new opportunities for accessing public services

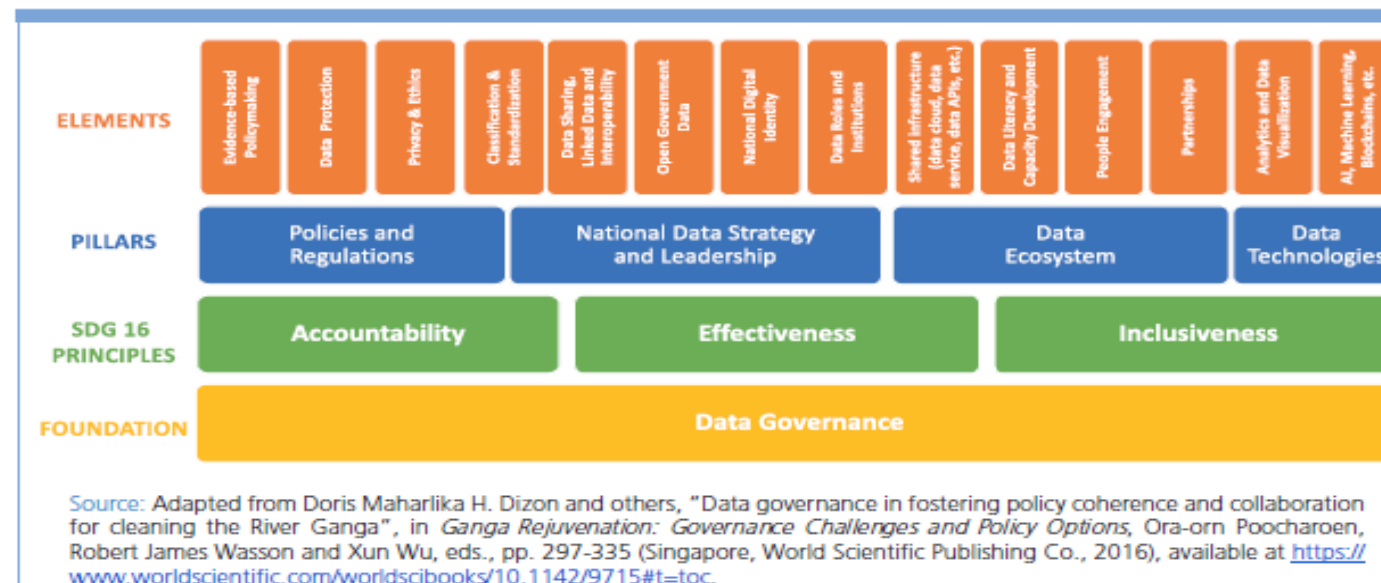**Bridging digital divide to enhance digital inclusivity**

II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

3. Digital data governance

➢ Digital data governance is key to successful digital transformation

Illustrative data governance framework for e-government

Source: Adapted from Doris Maharlika H. Dizon and others, "Data governance in fostering policy coherence and collaboration for cleaning the River Ganga", in *Ganga Rejuvenation: Governance Challenges and Policy Options*, Ora-orn Poocharoen, Robert James Wasson and Xun Wu, eds., pp. 297-335 (Singapore, World Scientific Publishing Co., 2016), available at https://www.worldscientific.com/worldscibooks/10.1142/9715#t=toc.

Instituting a robust data governance framework

II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

4. Engagement of people as co-creators of public value

➢ Government should set a strategy for including people in the development of policies and services

➢ Government provides digital platforms for engagement of people for co-designing and co-creating public services or reporting issues with government services

Developing strategy for engaging civil society and responding better to citizens's requests and needs

5. Data interoperability – integrated and seamless service for citizens

➢ Interoperability is critical for applications and solutions to talk to each other.

➢ The interoperability standard would enable developers to put together new solutions very quickly as they are interoperable and easily work together and function well.

Setting common standards for interoperability of government products and practices to promote collaboration among governments.

6. Legal framework and regulations for data privacy and public trust

➢ The **citizen trust** on digital product and services as well as digital infrastructure is an important **enabler for digital transformation**.

➢ To protect personal data information, there should be a **legal framework** and **data ethics** put in place for ensuring privacy. The establishment of required laws and regulations also requires a greater awareness and social consensus as users are the main players in terms of data privacy and cybersecurity.

Reviewing existing or enacing new laws for data privacy to ehance public trust & Collaboration with other stakeholders when developing new strategies / initiatives

II. Key dimensions/building blocks & approaches and strategies for advancing inclusive and people-centered digital transformation

7. Partnership

- Governments have worked in close collaboration with the society for open-source solutions and web services by opening data and APIs, individuals contribute to innovative solutions.

- Governments should facilitate creating a collaborative digital ecosystem to promote PPP for the Next Normal.

- Investments in innovation and emerging technologies need to be empowered by governments but driven by private sector. PPP and the citizen-led community problem-solving approach would enable citizens as active data collectors and problem-solvers.

Digital transformation including investment in ICT infrastructure requires close partnership with academia, IT businesses and the private sector.

Thank you

If any questions, please contact yaok@un.org

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