



**WORLD BANK GROUP**

Transport & Digital Development

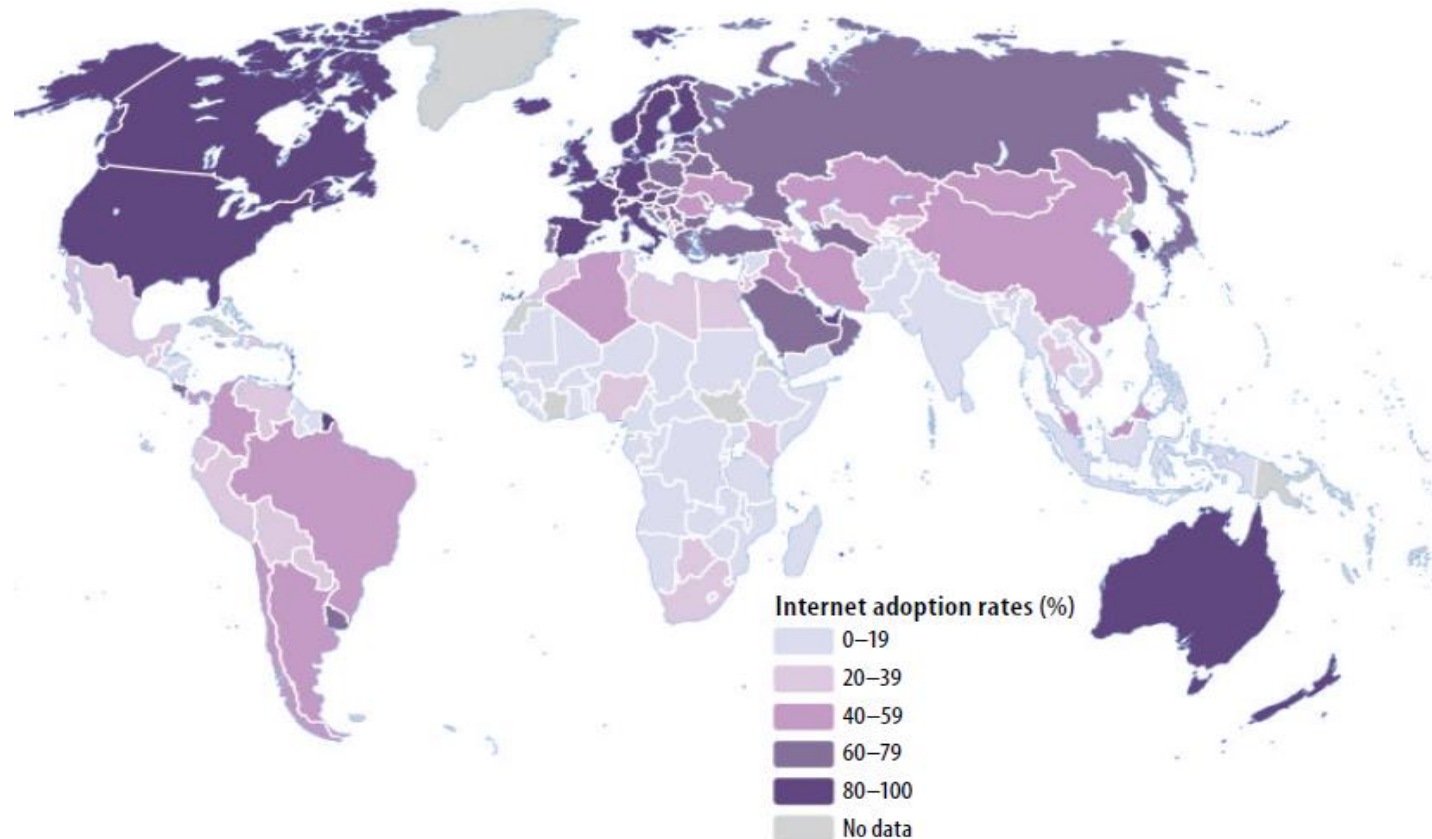
# **Digital Transformation**

## **Trends and Demands from Client Countries**

*Digital Development Forum  
Asia Development Bank  
Manila, Sept 3-5 2018*

# We are faced with significant challenges on the DD front

- Access Gap: Out of the 7.4 billion global population **4 billion do not have internet access**
- Usage Gap: **3.3 billion people** are covered by 3G/4G but **do not use the internet**
- Future Gap 2025: **2.3 billion people still not benefiting from mobile internet**



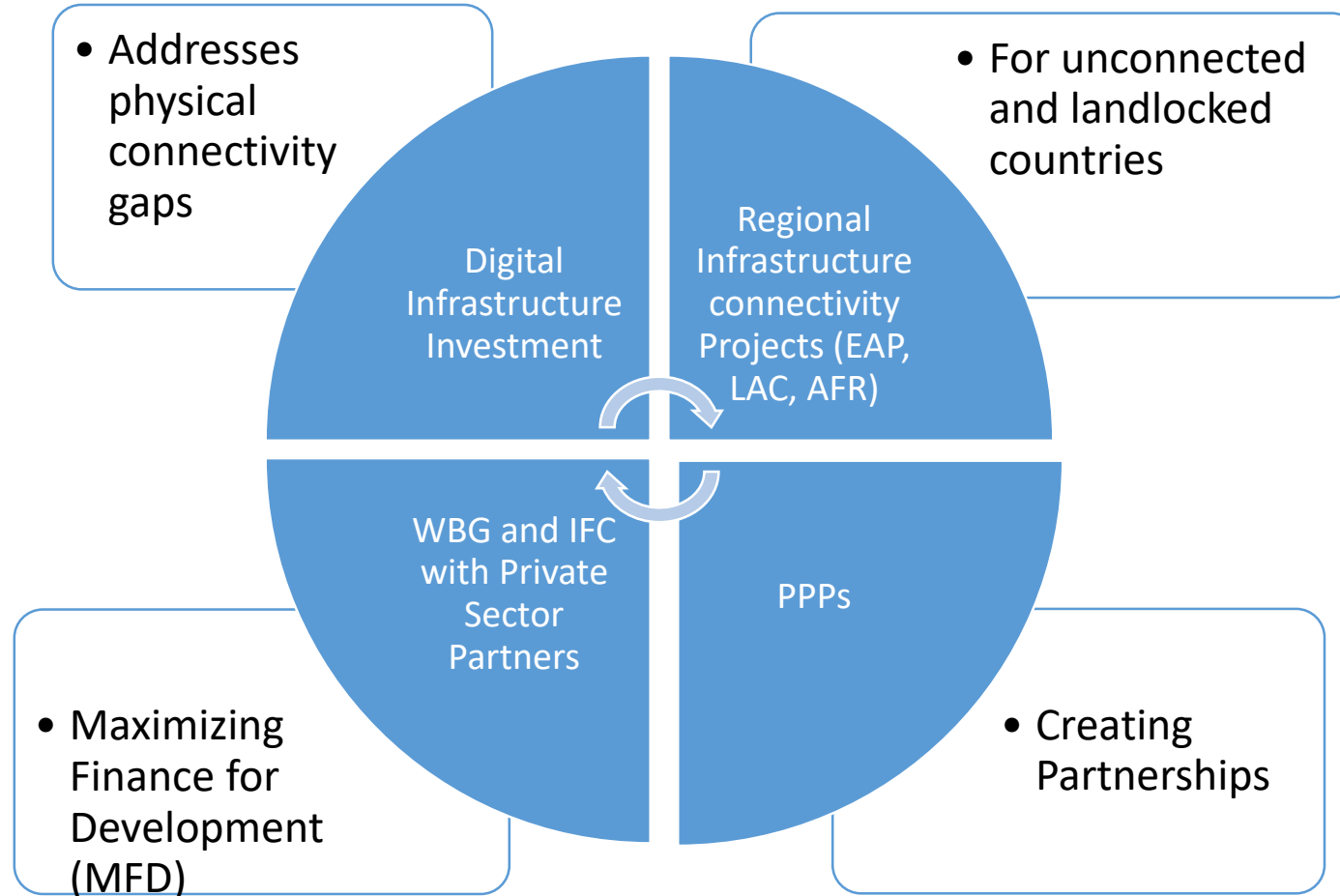
## ... with several barriers to overcome

1. Infrastructure Development – *high costs to build out networks, lack of integrated approach to Infrastructure deployment (Dig Once)*
2. Investment Capital– *availability of risk capital, and patient capital for projects with long incubation periods*
3. Policy and Governance – *lack of transparent, updated and predictable legislation & regulations in synch with tech evolution*
4. Government Institutions – *limited coordination, long term commitment, capacity and experience, low end on tech skills*
5. Demand – *affordability, low level digital skills, lack of locally produced and relevant content, high cost of software devt*

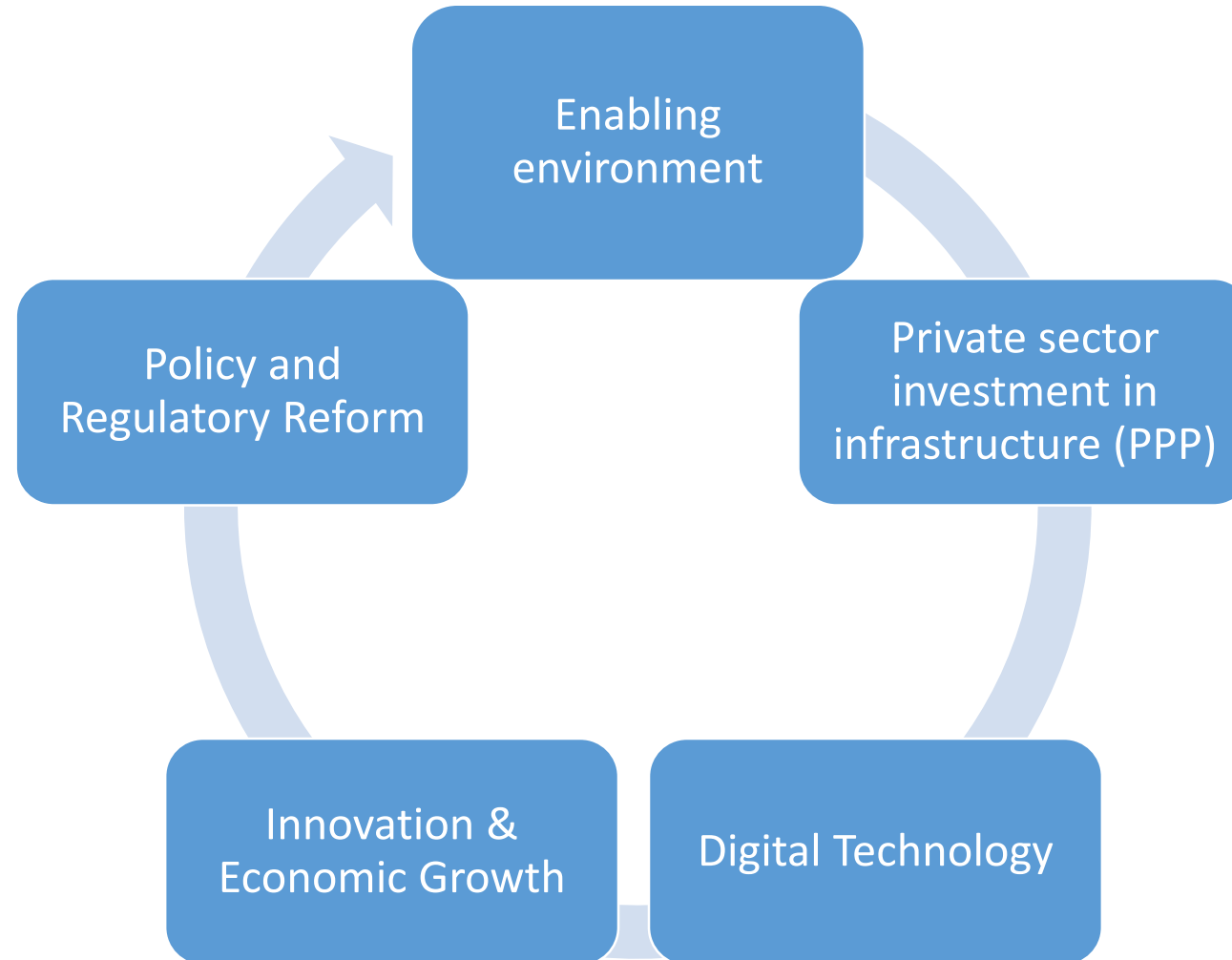
# How can we help our client Governments?



# Why is Digital Infrastructure so Fundamental?



# Introduction to the WBG Digital Development Reform Cycle



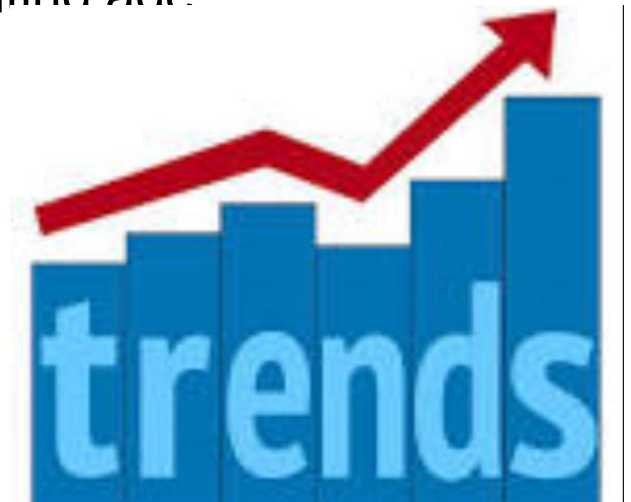
# 1. Digital Government: Trends Observed Today

## Infrastructure

- Integrated digital platform for government services(Build once, re-use always)
- Use of cross-government shared services, processes, and data
- Basic registries up to date, secure, and inter-operable
- New supply models (Service contracts, PPPs) in the cloud computing area
- Integrated cyber-security and privacy
- Integrated sensors, IoT, Smart Cities
- Data analytics for service improvements

- **Services:**

- Transformational by design
- Open and secure by design
- Digital from end to end
- User-centered service design (customer as a focus, Identity-based)
- Mobile-centric – and able to accommodate new devices too

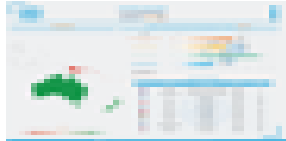


# UN eGovernment Index - 2018





# Oceania – UN eGov Survey 2018



## (2) The Digital Economy – taking our Client Governments to the next level

1

The digital revolution, still in its infancy, is already showing benefits for individuals, for businesses and for government

2

By changing the economics of service delivery, digitization is transforming development and can accelerate the ability of countries to achieve the SDGs by 2030

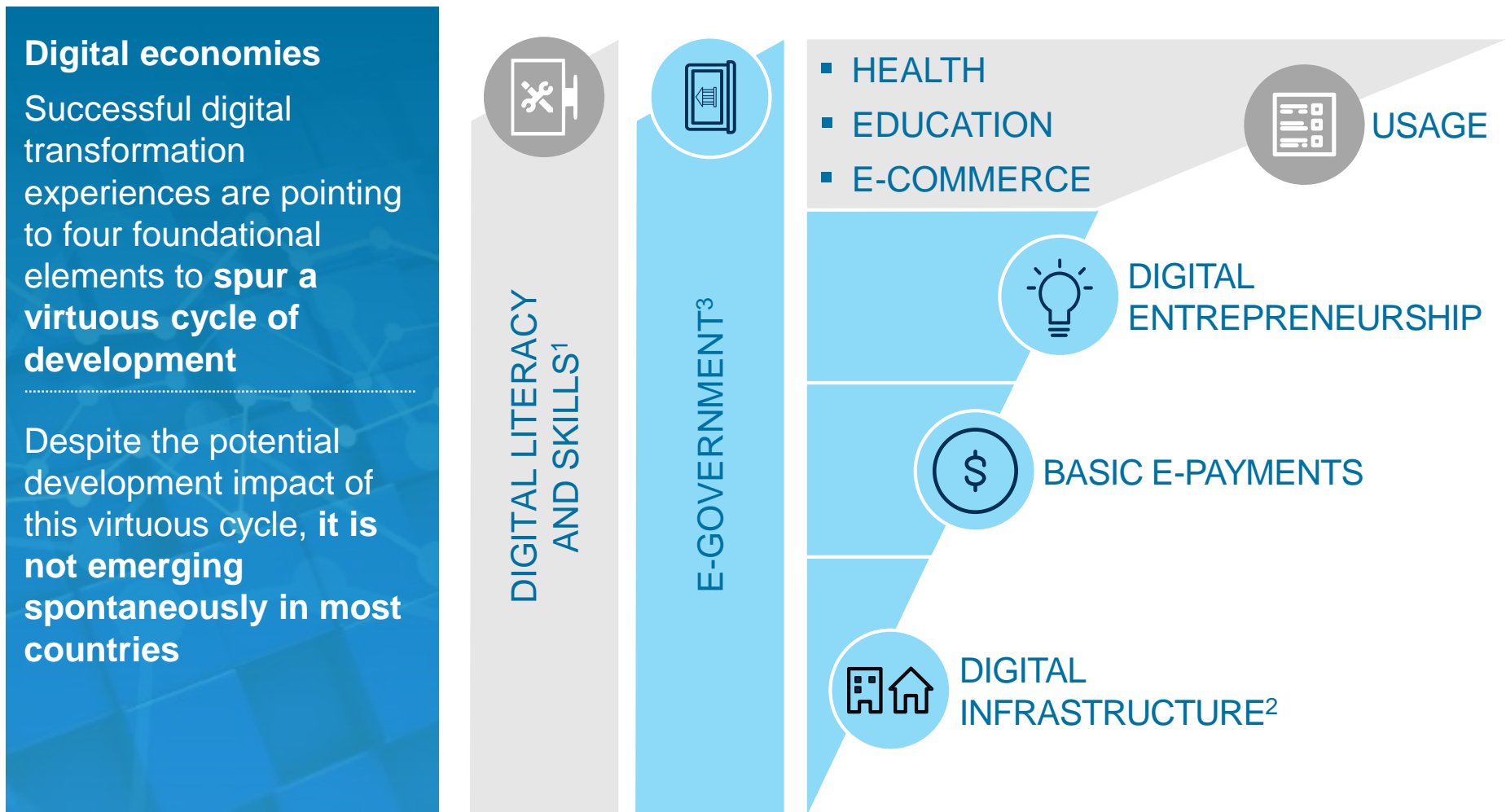
3

Technological advancements are disrupting traditional paths for development, potentially increasing hurdles for those left behind



**The Digital Economy  
offers development  
practitioners, such as  
the WBG, ADB, and  
partners - the  
opportunity to help  
client countries  
accelerate  
development**

# WBG Digital Economy Strategy - Four Foundational Elements (“development triggers”)

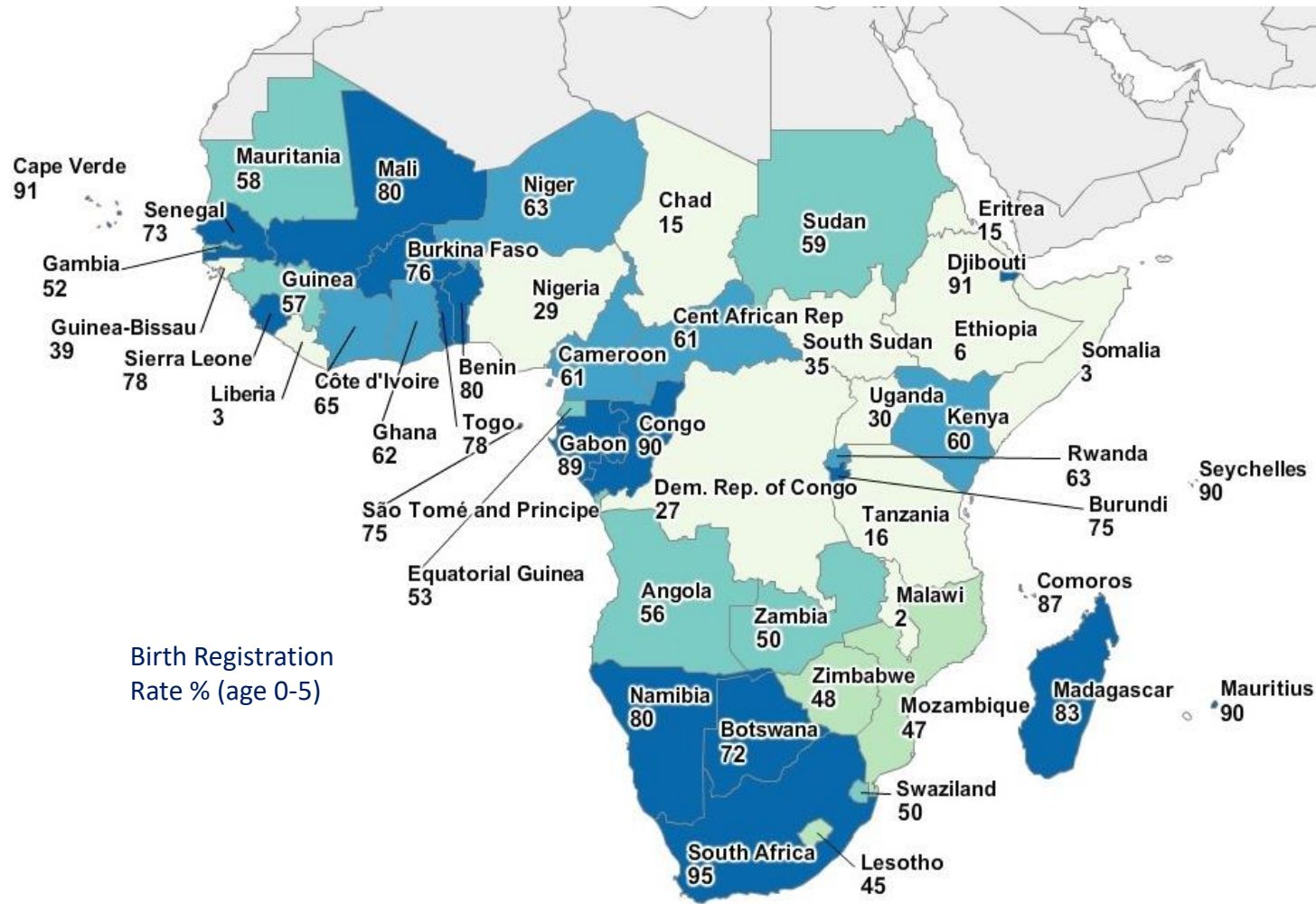


<sup>1</sup> Skills development can be accelerated through use cases and a concerted public/private focus

<sup>2</sup> Digital infrastructure depends on usage to drive investment

<sup>3</sup> Digital platforms, digital identification, digital social transfers, and enabling regulation

# Our Task: From Today's Paper based Reality





# To Tomorrow's Integrated Digital Government Platforms

Holistic approach is needed to effectively deliver public services.

Stakeholders



Government



Citizens



Businesses



Donors/NGO/CSO



Solutions

Health &  
Welfare  
Social Ser

Education &  
Learning

Citizen/Busines  
Transactions

Revenue &  
Trade  
Facilitation

Finances  
Banking

Public Works  
Utilities  
Transport

Digital Enablers: Broadband, Cloud, IDs, GIS, Inter-Operability , Data & Analytics etc

Analog Enablers: Laws, Regulations, Standards, Governance, Skills etc



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**Thank You!**

**Samia Melhem, Global Lead, Digital Development**

