

ITU REGIONAL DEVELOPMENT FORUM

# ITURDF

ARAB REGION  
ONLINE 2020

25-26 November

12:00-15:00 (Cairo  
Time)

[itu.int/go/RDF-  
AR2020](https://itu.int/go/RDF-AR2020)



Dany Wazen, Digital Transformation and ICT  
Specialist, UNDP RBAS Regional Hub

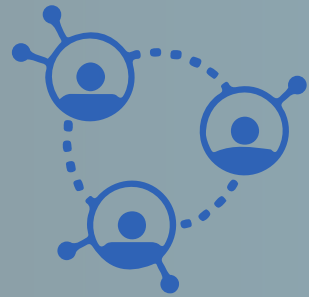
#ICT4SDG



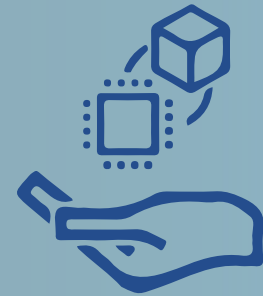
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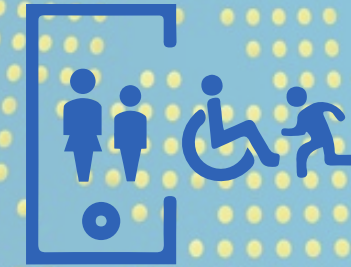
# Informed by the UN Secretary General Roadmap on Digital Cooperation



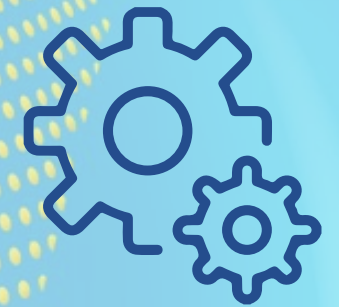
Achieving universal connectivity by 2030



Promoting digital public goods to create a more equitable world



Ensuring digital inclusion for all, including the most vulnerable



Strengthening digital capacity-building



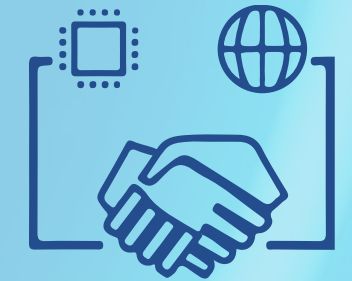
Ensuring the protection of human rights in the digital era



Supporting global cooperation on artificial intelligence



Promoting trust and security in the digital environment



Building a more effective architecture for digital cooperation

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# UNDP Digital Strategy



*a call to action and innovation  
for UNDP and partners to  
better harness technology and  
innovation to deliver better  
results based on 2 concepts  
**Digitization & Digitalization.***



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# UNDP Regional Work and Initiatives



## Digital Governance and Transformation

- ✓ *Political will and support*
- ✓ *Coordination*
- ✓ *Financing model*
- ✓ *Legal framework*
- ✓ *Digital databases, interoperability, secure data exchange*
- ✓ *Secure digital identity and digital signature*
- ✓ *Access to services, awareness-raising*
- ✓ *E-participation, e-democracy*
- ✓ *Information security*
- ✓ *Telecommunications and digital infrastructure*
- ✓ *Data*
- ✓ *Emerging Technologies*



conducting series of **Digital Landscape & Maturity Assessments** in partnership with the Estonia e-Governance Academy for several Arab countries. It covers 14 pillars

#ICT4SDG



# UNDP Regional Work and Initiatives

## Digital Governance and Transformation Capacity Building

e-Governance  
building and  
transformation  
platform

capacity  
digital  
regional

will provide stakeholders with **7 virtual live courses on e-governance** to enhance the knowledge and capacities of public authorities in charge of digital strategies and public sector digital transformations (e-Government).

# UNDP Regional Work and Initiatives



## COVID-19 Response: Government business continuity

UNDP has been working with governments to establish a holistic approach for remote working modalities

providing official staff with equipment, establishing secure connection using 4G internet to government data center, establishing support platform for staff, citizen engagement platform, and others.

**Remote Working Modality for Gov Staff**

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# UNDP Regional Work and Initiatives

## Digital skills and capacity building

UNDP RBAS is engaged in advanced discussions with a key learning provider to build an online platform presenting a one stop-shop to provide on-demand courses and learning materials, with the aim to reduce the digital divide and business skills gap for Micro, Small and Medium Enterprises (MSMEs), Youth, and Refugees/IDPs

**Regional Digital Skills and Collaboration Platform**

# UNDP Regional Work and Initiatives

## Emerging technologies regional work

1. artificial intelligence and GIS for rural/urban planning
2. harnessing the power of big data streamed by Twitter Firehose and analysis to monitor hate speech in the Arab region.
3. artificial intelligence for policy recommendations

AI, Big Data, GIS, ...



# UNDP Regional Work and Initiatives

## Assist Governments in Digital Services Planning and Implementation

Assisting the Government of Jordan to develop the Customs Licensing Hub – automating Processes and linking different ministries/agencies.

Complex Digital Services for an efficient service

# UNDP Regional Work and Initiatives

## Supporting our Regional Key Partners in Digital Transformation

1. Changing the digital infrastructure for the 4 branches to support more than 1000 users.
2. Providing digital skills training for staff.
3. Provide remote working equipment to respond to COVID.
4. Enhancing the Video Conferencing solutions

League of Arab States – Digital Strategy

# UNDP Regional Work and Initiatives

## Data

UNDP developed the Jordan Development Portal for the Government Department of Statistics.

developed a COVID-19 tracker, to monitor governments' responses to COVID-19. The tracker will include an AI module which will detect and alert about country policy change to respond to the pandemic.

**Online Statistical Data Systems**