

ITU REGIONAL DEVELOPMENT FORUM

**ITU R D F**

ARAB REGION  
ONLINE **2020**

**25-26 November**

**12:00-15:00 (Cairo  
Time)**

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

# New Norm New Government

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**#ICT4SDG**

 **SUSTAINABLE  
DEVELOPMENT GOALS**

 **World Summit  
on the Information Society**  
Turning targets into action  
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# What is Digital Transformation?

- First of all, it is a **TRANSFORMATION**, i.e. a major change in Culture, processes, and objectives
- Second, it is not successful until Everyone **Thinks Digitally.**

*Digital is becoming our way of life*

# The New Norm

- Technology is increasingly leading societies
- Pandemic implied new business models
  - Cashless
  - On-line shopping, meetings, learning, Banking, ....
  - Remote working
- Data as an asset
- Citizen/Customer experience

# The New Challenges

- Readiness
- Infrastructure (technology, identity, payment, ...)
- Regulations and Organizations
- Cybersecurity
- Privacy
- Awareness

# The New Government

- **Citizen-Centric Decision Making and Services (1/2)**
- **Proactive, and Intelligent Policy Making:**
  - 360 degrees view on citizen, economy and geography
  - Evidence-based, Data Driven, policies
  - AI/ML based support tools for decision support and Effective, efficient operation
- **Customer/Citizen feedback**

# The New Government

- **Citizen-Centric Decision Making and Services (2/2)**
- **Connected, Regulated, Inclusive Services**
  - Data is regulated and interconnected
  - New service delivery models (less physical, more private, machine operated channels)
  - E-payment and E-identity support
  - AI/ML empowered services
  - **Customer/Citizen Experience**

# What are the pillars for DT?

- **Leadership support and Championship**
  - Vision, objectives
  - KPIs
- **The Infrastructure:**
  - Regulatory and organizational framework
  - Secured Communications and Data Centers (hosting)
  - Cybersecurity
  - Identity management

# What are the pillars for DT?

- The processes:
  - Rethink your Core applications (ERP, Document handling, Asset Management, ...)
  - Integration friendly specialized Applications
  - Omnichannel Services delivery
  - Dashboards or Digital Board rooms (Analytics, KPIs, ...)



# What are the pillars for DT?

- The PEOPLE:
  - Mindset change (**Think DIGITAL**)
  - Technical Capacity building (inside and outside organizations)
  - Awareness (employees, and stakeholders)
  - Positive Engagement

Change is the *Only*  
Constant

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# Thank you

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