#### ITU REGIONAL DEVELOPMENTFORUM

## **ARAB REGION ONLINE 2020**

25-26 November

12:00-15:00 (Cairo Time)

itu.int/go/RDF-

Dr. Ashraf Abdelwahab

New Norm

**#ICT4SDG** 



## Digital Transformation Director, SAP, Egypt



World Summit on the information Society Turning targets into action



by

#### What is Digital Transformat

- First of all, it is a TRANSFORMATION, i.e. a major change in Culture, processes, and objectives

Digital is becoming our way of life











#### The New Norm

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





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#### The New Challenges

- Readiness
  - Infrastructure (technology, iden
  - Regulations and Organizations
- Cybersecurity
- Privacy
- Awareness





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#### **The New Government**

- Citizen-Centric Decision Making a
  - Proactive, and Intelligent Policy
    - 360 degrees view on citizen, et
    - Evidence-based, Data Driven,
    - AI/ML based support tools for Effective, efficient operation
    - Customer/Citizen feedback





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#### **The New Government**

- Citizen-Centric Decision Making a
  - Connected, Regulated, Inclusive
    - Data is regulated and intercon
    - New service delivery models machine operated channels)
    - E-payment and E-identity supp
    - AI/ML empowered services

**#ICT4SDG** 

Customer/Citizen Experience

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### What are the pillars for D

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







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#### What are the pillars for D

- The processes:
  - Rethink your Core applications (ERP, Document handling, 9 Asset Management, ....)
  - Integration friendly specialized Applications
  - **Omnichannel Services delivery**
  - Dashboards or Digital Board rooms (Analytics, KPIs, ...)









### What are the pillars for D

- The PEOPLE:
  - Mindset change (Think DIGITAL
  - Technical Capacity building (insi organizations)
  - Awareness (employees, an
  - Positive Engagement





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# Change is the Constant











## Thank you

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