Accelerating Digitalization

Leveraging AI for better service delivery

ESCWA Meeting, Amman, February 28, 2024
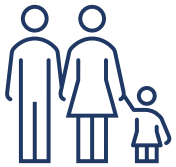
Digitalization is the Transformative Opportunity of Our Time

Digitalization is the Development Opportunity of our Time

Digitalization can help **accelerate progress towards achieving 70% of the SDGs**.

Digital leader countries have made **40% more progress** towards achieving the SDGs than peers.

A global challenge	A development opportunity

2.6bn
people were still offline in 2023 and only 1 in 4 people in LICs used the internet in 2022

3.3bn
live in countries without official forms of digital identification to access digital services

428bn
in investment needed to achieve minimum quality universal broadband by 2030

20%
reduction in emissions in energy, mobility, and manufacturing by 2050
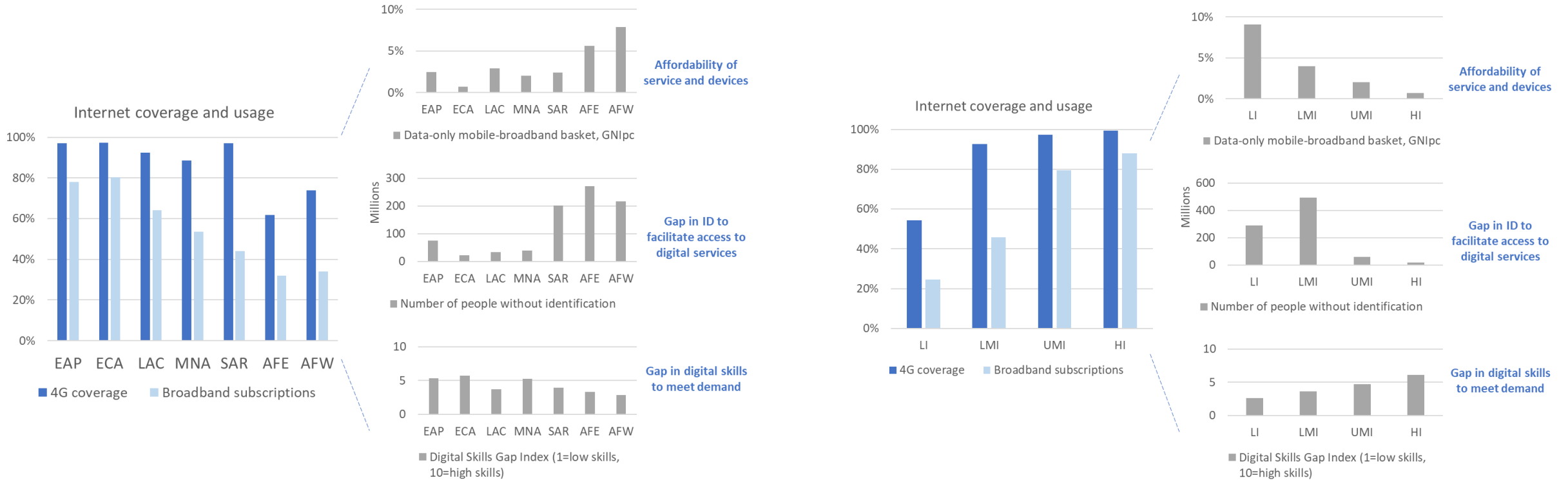
3x
more people reached with cash transfers in countries that had digital ID and data systems during the pandemic

New challenges include increased cybersecurity, data and AI risks.

Digital Divide

Gaps Between Regions and Income Groups on Digitalization

Internet coverage and usage

Affordability of service and devices
- Data-only mobile-broadband basket, GNIpc

Gap in ID to facilitate access to digital services
- Number of people without identification

Gap in digital skills to meet demand
- Digital Skills Gap Index (1=low skills, 10=high skills)

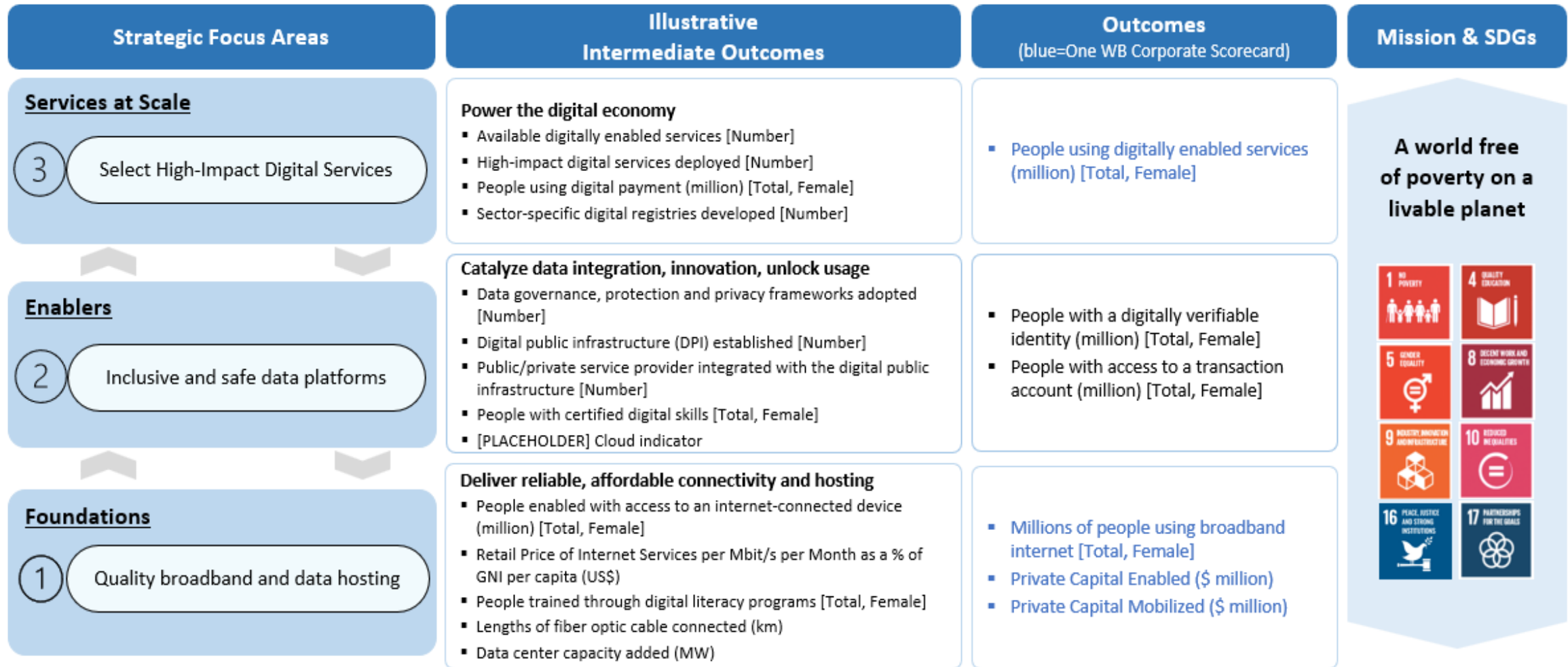4G coverage   Broadband subscriptions

Focus Areas and Global Goals

Bringing together the public and private sectors to catalyze investment, drive demand, and leverage technology innovations.
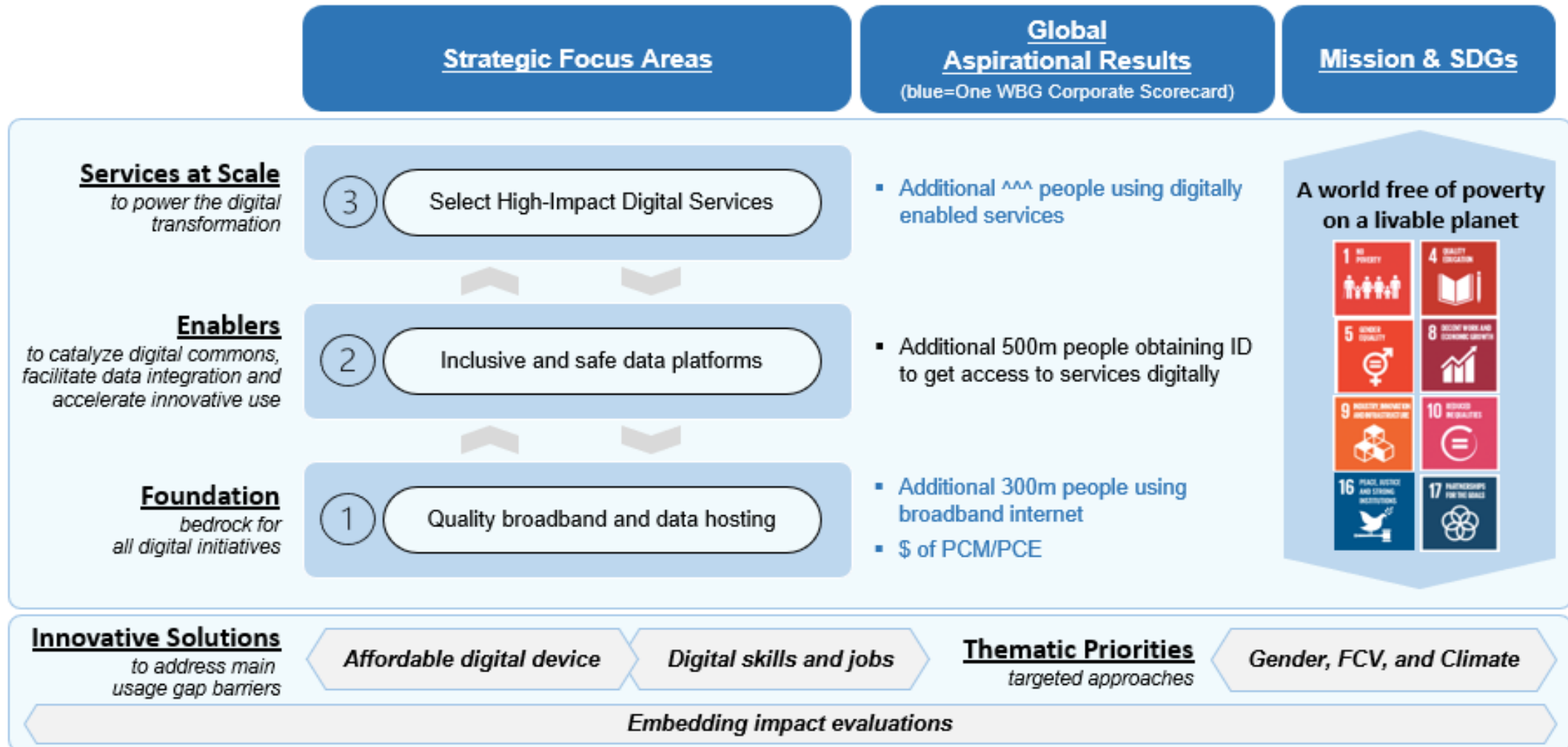
Leveraging AI for targeting users and leveraging service and transaction data

Strategic Focus Areas	Illustrative Intermediate Outcomes	Outcomes (blue=One WB Corporate Scorecard)	Mission & SDGs
Services at Scale ③ Select High-Impact Digital Services	**Power the digital economy** • Available digitally enabled services [Number] • High-impact digital services deployed [Number] • People using digital payment (million) [Total, Female] • Sector-specific digital registries developed [Number]	• People using digitally enabled services (million) [Total, Female]	**A world free of poverty on a livable planet**
Enablers ② Inclusive and safe data platforms	**Catalyze data integration, innovation, unlock usage** • Data governance, protection and privacy frameworks adopted [Number] • Digital public infrastructure (DPI) established [Number] • Public/private service provider integrated with the digital public infrastructure [Number] • People with certified digital skills [Total, Female] • [PLACEHOLDER] Cloud indicator	• People with a digitally verifiable identity (million) [Total, Female] • People with access to a transaction account (million) [Total, Female]	
Foundations ① Quality broadband and data hosting	**Deliver reliable, affordable connectivity and hosting** • People enabled with access to an internet-connected device (million) [Total, Female] • Retail Price of Internet Services per Mbit/s per Month as a % of GNI per capita (US$) • People trained through digital literacy programs [Total, Female] • Lengths of fiber optic cable connected (km) • Data center capacity added (MW)	• Millions of people using broadband internet [Total, Female] • Private Capital Enabled ($ million) • Private Capital Mobilized ($ million)	

Policy matrix & Importance of Good leadership

Investments will be complemented with a digital policy compact to strengthen public policy, legal, and regulatory frameworks needed to support accelerated digitalization and leveraging AI for better service delivery.

Topic	Where AI can be applied for better Policies
Core: policies relevant to all Focal Areas of GCP	• *Cross border digital data, transactions and services* • *Digital taxation* • *Digital Trade, eCommerce*
Focal Area 1: foundations / quality broadband	• *Lowering Barriers to Entry for private sector* • *Effective and Transparent Sector Regulator* • *Reforming Universal Service Fund (USF)*
Focal Area 1: foundations / data hosting and cloud	• *Creating markets and lowering barriers to entry for private sector* • *Creating new demand and aggregating existing demand for cloud services* • *Promoting sustainability and resilience through green cloud adoption*
Focal Area 2: enablers	• *Data protection* • *Cybersecurity* • *Data Sharing* • *Digital ID* • *Digital Payments*
Focal Area 3: services / User-Centric Front-End Shared Solutions for Multi-Channel Delivery of Key Public Services [Phase 1 of GCP]	• *Institutional structures Arrangements for efficient public sector digitalization* • *Digital Expenditure & Asset Management* • *Procurement of digital services* • *Digital Public Service delivery*

Knowledge and Partnerships are critical to sustain investments

Knowledge Compact Initiatives on Digital

Analytics Platform
- Global Digital Transformation Databases
- Annual Global Digital Progress and Trends Reports
- Updated country Digital Diagnostics
- Global Digi-index Survey

Platform for Collective Learning
- Peer-to-peer knowledge exchange and digital academy
- Joint procurement platform for high-impact digital services
- Consultative Group of Digital Leaders and Influencers
- Dashboard of high-impact and scalable use cases
- Research, impact evaluations and assessments

Partnership Platforms
- Policy compact
- Partnership on data mapping and integrated planning
- MDB/IFI digital infrastructure investment working group
- Global Digital Accelerator Facility

Linked GCP Activities

- **Partnerships with private sector**
- **AI innovation lab**
- **Peer learning / Digital academies**
- **Streamlining procurement**
- **Impact evaluation**

MACRO

Laws & Legislations

Policymakers

Government Organizations

Ministry of Health

Ministry of ICT and Innovation

Healthcare Organizations & Development Partners *(WHO, WBG, UNICEF, UNDP, USAID, ICRC, WFP)*

Other International Associations

MESO

Healthcare professionals

Local Authorities & Organizations

Private sector Investors

Insurers

Technology Providers

Hospital networks

Communities

Start-ups & SMEs

R&D, Labs

MICRO

ICT managers

Patients

Families and Relatives

Primary Caregivers

Technicians

Nurses

Clinicians

Digital Health Applications and Enablers

Continuous, Intelligent Security & Fraud Prevention framework
- Patient-controlled data privacy and sharing
- Predictive & AI analytics/risk stratification
- Clear communication on public health
- Inventory/ stock monitoring

- Networking and connectivity with peers
- Patient data management and analysis
- Interoperable health platforms
- Decision support system
- Medical Staff Registry
- EHR for patients
- E-learning tools

Patient platforms for reporting outcomes
- Mobile apps for communications
- Enhanced financial capacity
- Telemedicine consultations
- Point-of-care diagnostics
- Patient Registry

| Stage 1 National Digital Health Vision	Stage 2 National Digital Health Action Plan	Stage 3 National Digital Health Monitoring and Evaluation
• Manage the process • Engage with stakeholders • Establish the strategic context • Learn from trends and experience • Draft an initial vision • Identify required components • Gather information on the digital health ecosystem • Assess opportunities and gaps • Refine vision and develop recommendations • Importance of digital skills	• Manage the process • Engage with stakeholders • Develop digital health actions • Develop an integrated action plan • Determine high-level resource requirements • Apply funding constraints to refine plan • Define implementation phases • Identify and nurture the needed skills and capabilities. • Define entry points for AI to provide additional insight (customization, predictive analysis, etc.)	• Define indicators for monitoring and evaluation • Define baseline and target measures • Define supporting governance and processes • Keep iterating on AI subsystems to provide accurate alerts, reminders and predictions for both patients and ecosystem providers.

DD & Cybersecurity capacity in MNA countries

ITU GCI score/GDP per capita
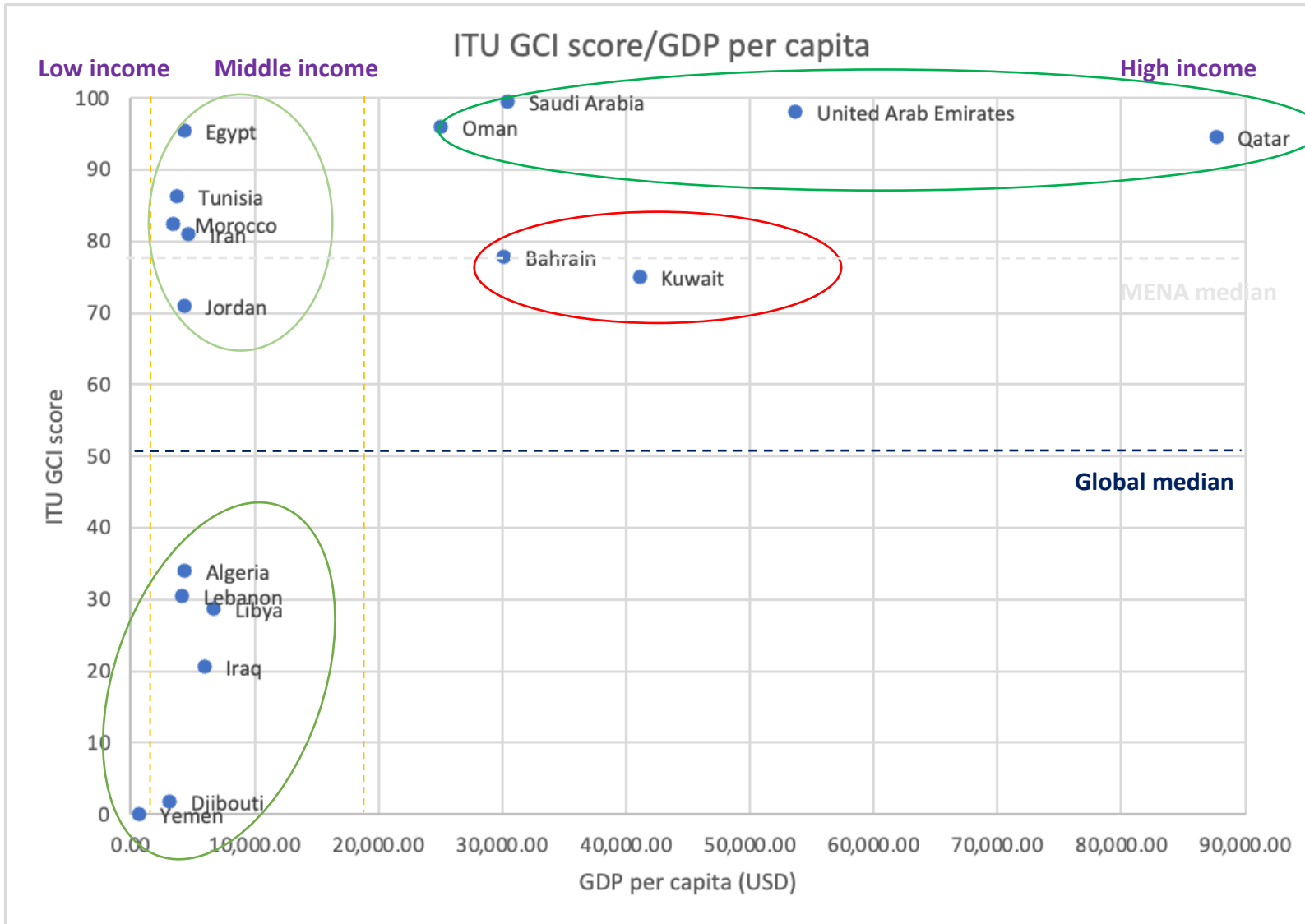
Countries in MNA enjoy a fairly high level of cybersecurity capacity compared to other regions, with a regional median score in ITU GCI of 77.86, above the global median of 50.5.

While the levels of cybersecurity capacity in MNA are relatively high on average, they are also uneven.

- Most high- and middle-income countries score above the global median
- Except for two countries, high income actors score above the regional median
- Middle-income countries are concentrated into a group of performers with scores comprises between 70 and 100; and a group scoring significantly below the global median
- There is a single low-income country scoring among the lowest globally

ITU's GCI is a composite index measuring countries' commitment to cybersecurity.