Digital Service Delivery Platform for African Nations

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ID as a foundation for delivery of services

- Digital ID
  - Fingerprint

  - Maternity Benefits
  - Immunization
  - Child Welfare
  - Scholarship
  - Nutrition
  - Telecom
  - Youth Benefits
  - Immigration
  - Health Insurance
  - Rural Employment
  - Bank Account
  - Social Security
  - Pension
Progression of Digital ID

- **Build e-ID** – Establishing Infrastructure to provide every resident a unique identity
- **Building on e-ID** – Interfacing ID systems to service delivery by both government and private sector enterprise to improve efficiencies and reduce leakages
- **Building around e-ID** – deploying an innovation ecosystem around the ID and bring about transformation of governance and industry.

Digital ID aids in authentication thereby acting as a backbone for designing a robust service delivery ecosystem
Digital ID acts as a common thread between legal requirement and an enabler to provide services to residents.

Services attached to the digital ID leads to better ROI for all stakeholders, viz residents, govt institutions & private institutions.
As-Is challenges to be addressed by Digital Service Delivery Platform

**Challenges**

- Lack of single source of truth
- Varied Technical maturity of different departments
- Non-uniform redundant data
- Multiple login credentials

![Residents/Service Consumer]

![Institutions/Service Provider]

- Duplication in procurement and application development effort
- Long deployment cycles
- Working in siloes

**Digital Service Delivery Platform**

- **Agility**: Practically “Zero lag” in deployment
- **Standardization**: Frame feasible data & process standardization
- **Access**: “Trust based” robust consent framework
- **Compliance**: Strict privacy, security & maintenance conformance
Design Principles for Digital Service Delivery Platform

- Scalability
- Interoperability
- Security, Privacy & Compliance
- Resident Centric
- Accessibility & Ease of Usage
Digital Service Delivery Platform Framework

**REGULATORS**
- Users
- Channels
  - Access Management
  - Departmental Applications
  - Core Development Platform
  - Data Exchange Layer
  - Infrastructure

**CONSENT FRAMEWORK**
- Residents
- Private Institutions
- Govt Portal
- Govt App Store
- Certificate Management
- Govt Institutions
- License Management
- Authorization
- Authentication
- Agriculture
- Education
- Transport
- Tax
- Application Development
- API Integration
- Cloud Infrastructure
- Govt Owned Datacenter
- Portal Services
- Master Data Management
- Government Institutions

**IDENTITY SYSTEM**
Integrated Govt Portal and App Store to serve residents by enabling Certificate Less Governance and License Management System

### Integrated Govt Portal
- A website acting as a single source of information and services
- Gateway for all government services
- Multilingual Interfaces and services dashboard

### Govt App Store
- Cluster of all web OS and mobile OS applications
- Omni-channel interaction with residents via apps
- Developers’ access to application for adding new features

### Certificate Less Governance
- Digital access to certificates
- No need of manual verification and check on fake documents
- Real-time access to multiple documents and certificates

### License Management System
- Online issuances of permits, approvals and licenses.
- Online license delivery with instant payment of applicable charges
- Simplified renewal process

A website acting as a single source of information and services
Core Development platform accelerates the process of application development

**Channels**
- Web
- Email
- Chat
- Social
- Mobile
- Sensors
- Call Center

Department 1 Applications
Department 2 Applications
Department 3 Applications
Department n Applications

**Development Platform:** Unified Platform to speed up development of any mobile or web application

Common Application 1
Common Application 2
Common Application 3
Common Application n

Feature 1
Feature 2
Feature 3
Feature n
Data Exchange Layer for dissemination of information and data among relevant stakeholders in a secure way

- Government to Government Services
- Resident Centric Services
- Business to Business Services
- Government to Business Services

Data Exchange Layer

Consent/Authorization Framework*

Government to Government Services

Resident Centric Services

Business to Business Services

Government to Business Services

Monitoring of services availed by beneficiary

Data based Policy decision-making by government entities

Near-real time information sharing

Robust consent framework ensuring no blanket consent and zero function creep

*Consent Framework is applicable where resident has to allow/disallow any entity to identify him/her

*Authorization Framework is applicable where a business entity (Government/Private) has to allow/disallow access to its data
Govt acting as the custodian of the Datacenter, which acts as the shared infrastructure layer, with stakeholders having access to resident’s attributes.
Case Studies
Case in Point – Aadhaar in India

Aadhaar at a glance

- **Total Aadhaar generated**: 1.23 Billion
- **Total e-KYC done**: ~7 Billion
- **Total bank accounts linked**: 870 Million
- **Total Aadhaar Updated**: 270 Million
- **Total Authentication Transaction**: ~29 Billion
- **Total Authentication Requests**: 1.2 Billion
- **Total e-KYC done**: ~7 Billion
- **Total Aadhaar Updated**: 270 Million

Source: *UIDAI website, **https://www.ndtv.com/india-news/nearly-87-crore-bank-accounts-linked-to-aadhaar-uidai-official-1819413
Case in Point – e-Pragati In India

EY is Strategic Consulting Partner of AP govt

34 Departments
795 Services
72 Projects
7 Missions
30M+ users

Visible Governance

Whole-of-govt cloud
Automated alerts to residents
Single source of truth
Omni-channel App store

Resident Centric
Faster Time to Market
G2C, G2B and G2G services
Data driven decision making

Invisible Government
and yet, citizens still have to fill lengthy forms...
e-Pragati In India : Videos
Thank You