

A hand is shown pointing towards a digital data visualization. The visualization consists of multiple overlapping lines in various colors (cyan, green, blue, pink) with diamond-shaped markers. The background is a blurred office setting with computer monitors and ceiling lights.

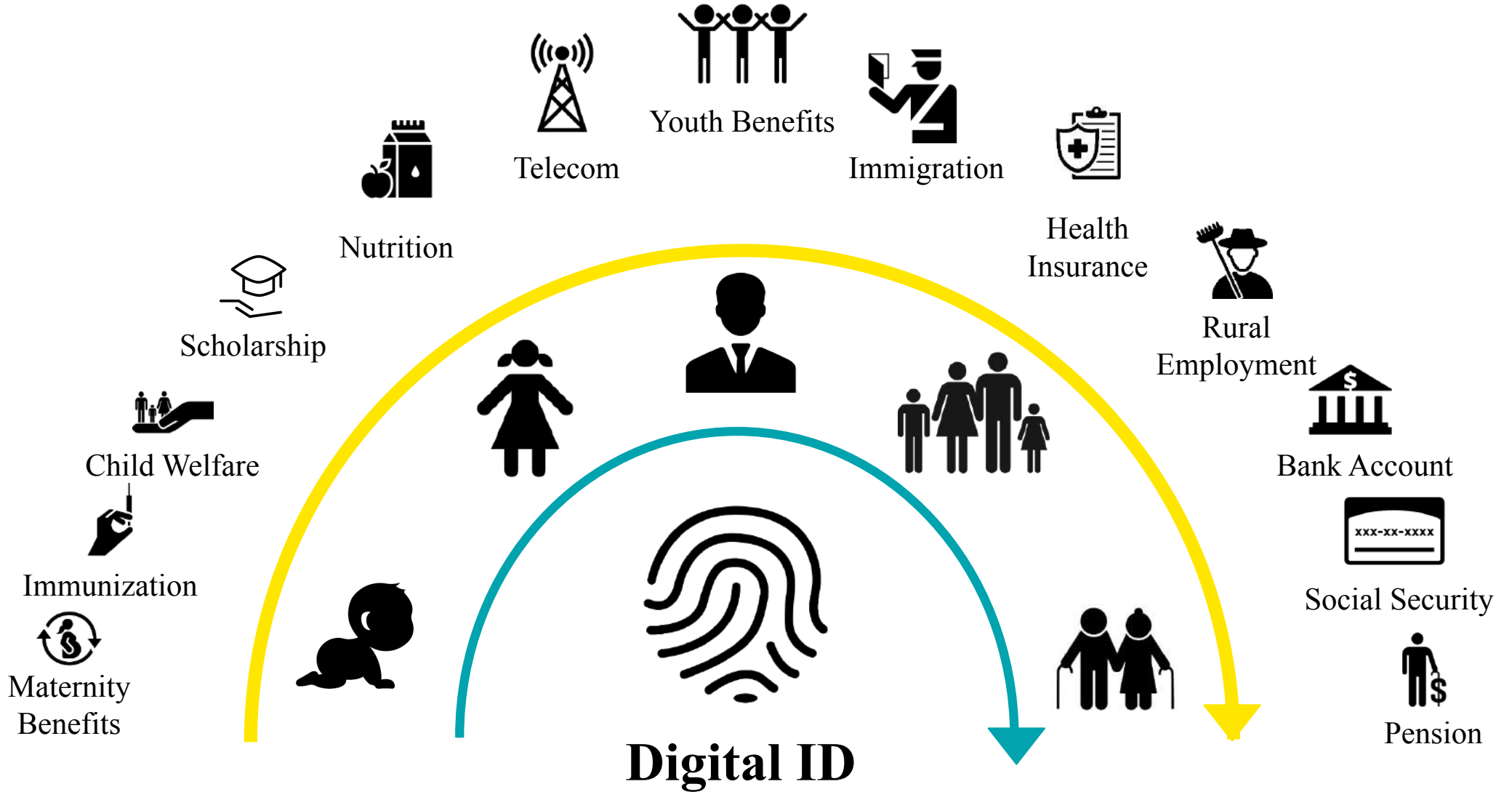
Digital Service Delivery Platform for African Nations

T Koshy | Partner | EY India

June 2019 | ID4Africa Conference | Johannesburg

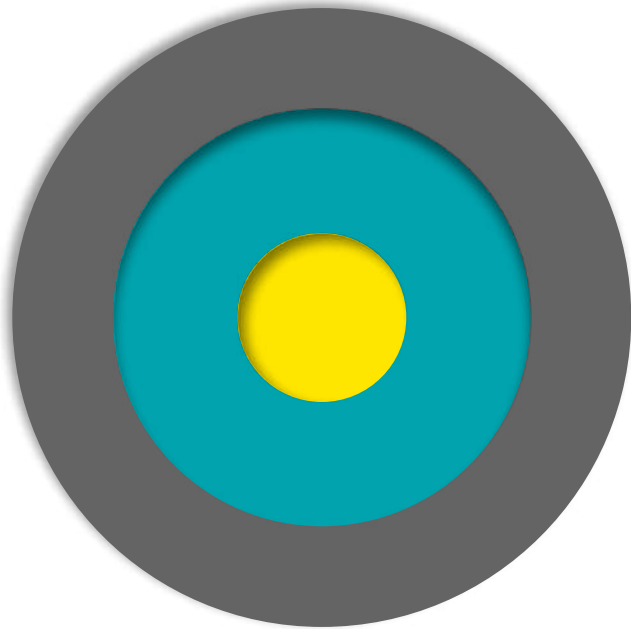


ID as a foundation for delivery of services





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

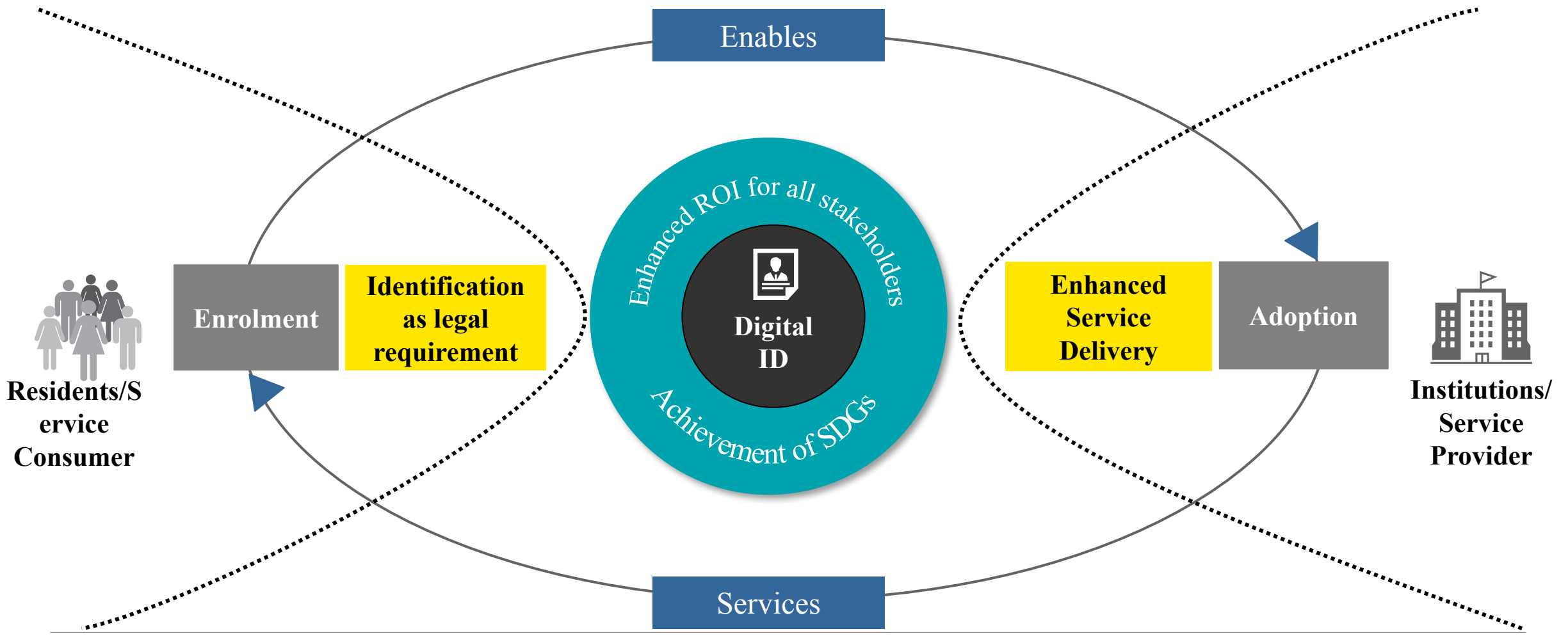
Building around e-ID – deploying an innovation ecosystem around the ID and bring about transformation of governance and industry.

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

Challenges

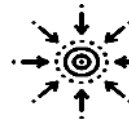
- Duplication in procurement and application development effort
- Long deployment cycles
- Working in siloes

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



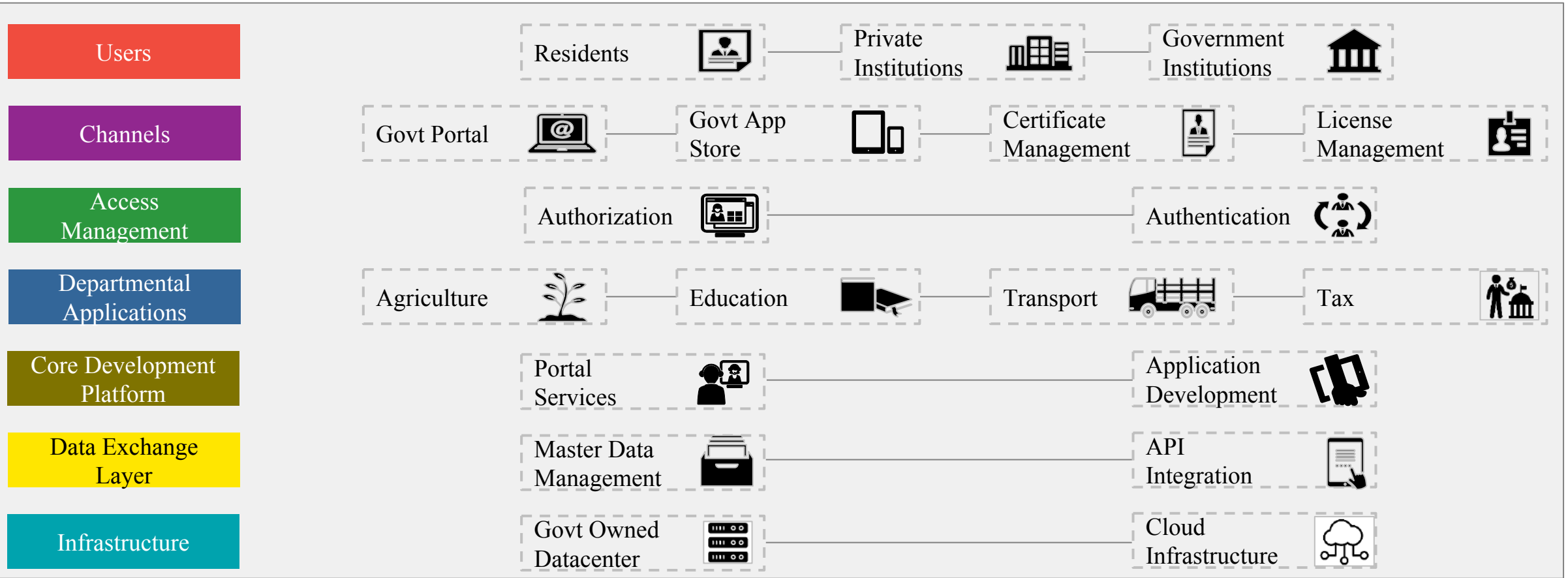
Design Principles for Digital Service Delivery Platform





Digital Service Delivery Platform Framework

REGULATORS



CONSENT FRAMEWORK

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

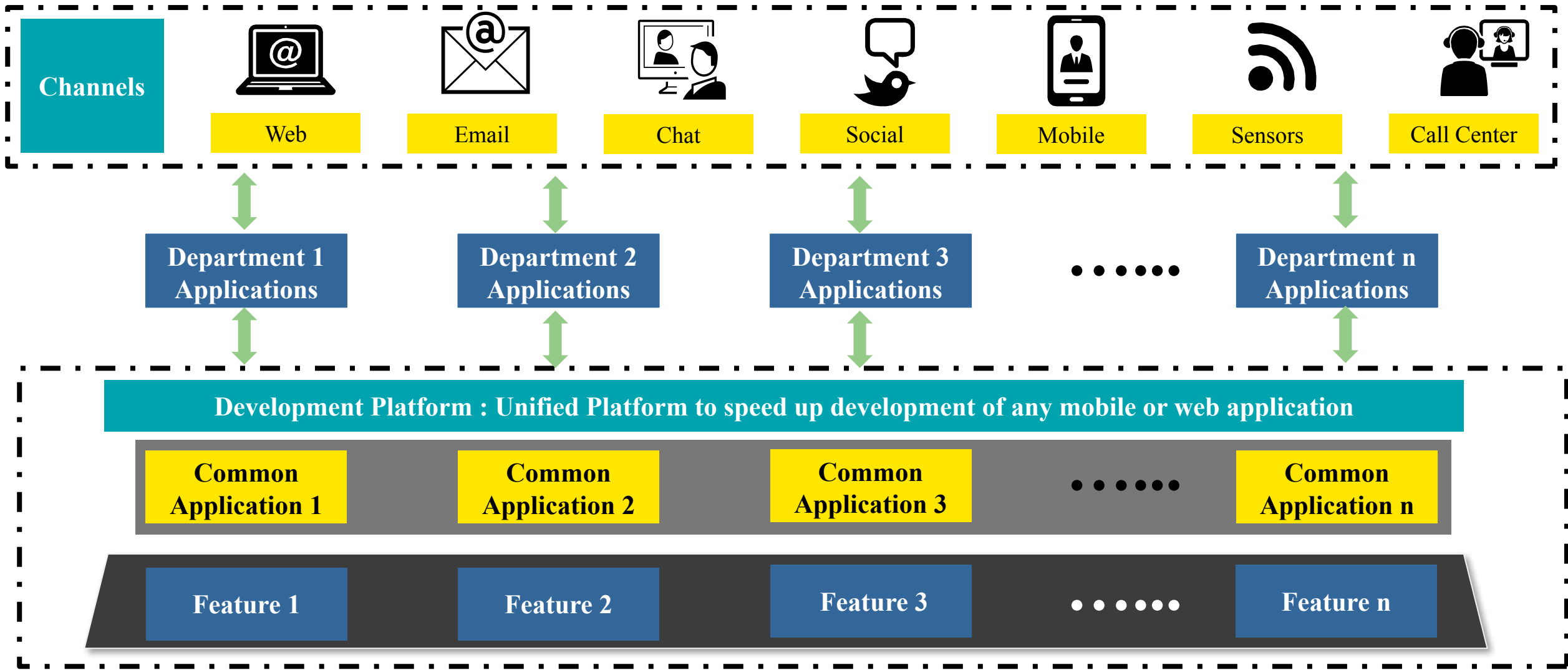


License Management System

Online issuances of permits, approvals and licenses.

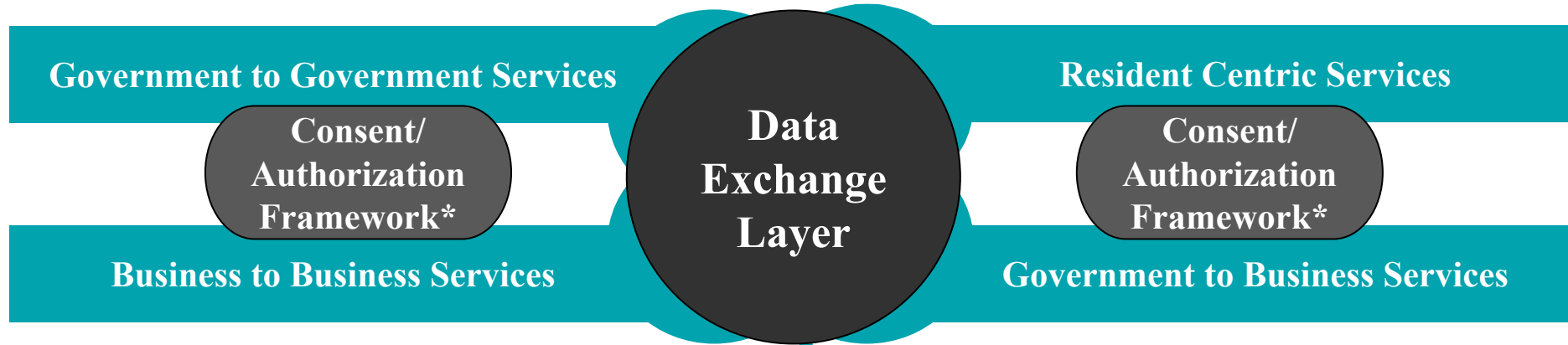
- Online license delivery with instant payment of applicable charges
- Simplified renewal process

Core Development platform accelerates the process of application development





Data Exchange Layer for dissemination of information and data among relevant stakeholders in a secure way



*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



Shared infrastructure layer for Digital Service Delivery Platform

Govt acting as the custodian of the Datacenter, which acts as the shared infrastructure layer, with stakeholders having access to resident's attributes.



Resource Sharing



On-demand Scalability



Low cost of operations



Comprehensive Security



Maximum Availability



Regulatory Compliance



Legal Conformance



Better Control



Customization



Case Studies



Case in Point – Aadhaar in India



Aadhaar at a glance



Total Aadhaar generated

1.23 Billion



Total Authentication Transaction

~29 Billion



Total e-KYC done

~7 Billion



Total Authentication Requests

1.2 Billion



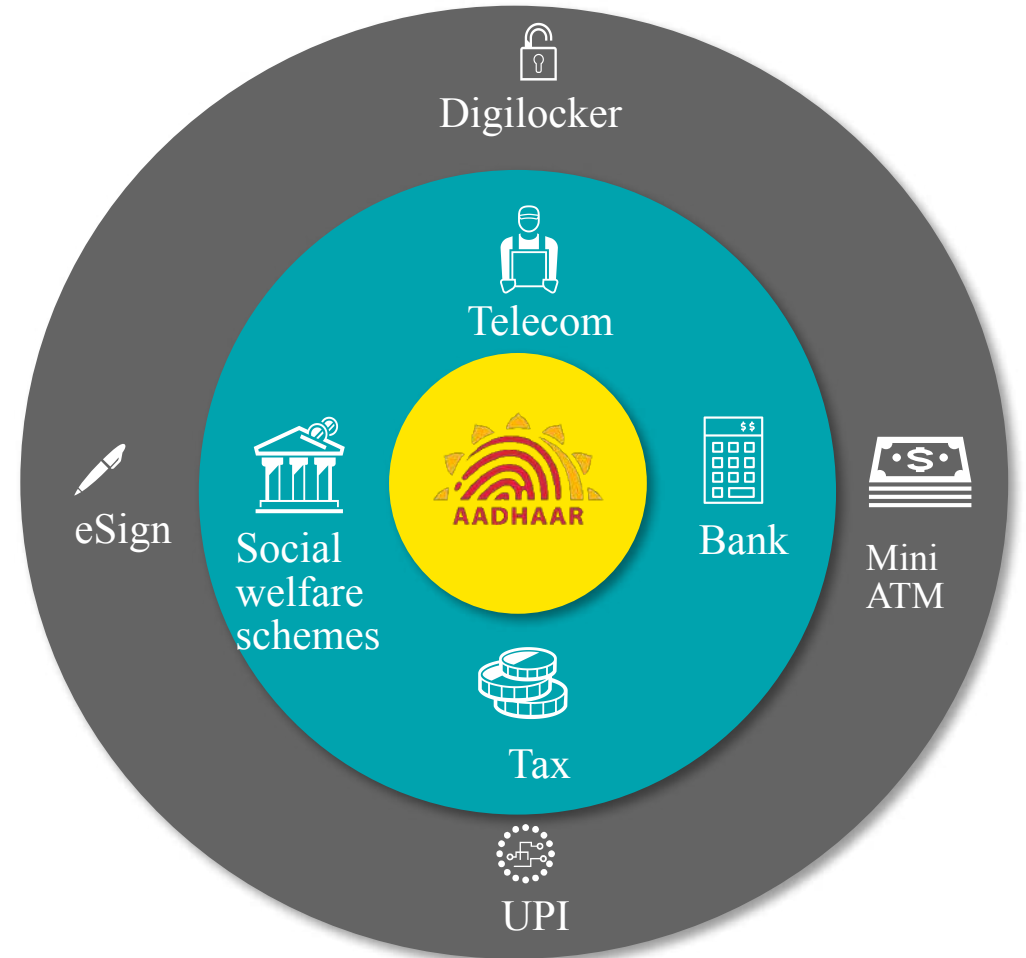
Total bank accounts linked

870 Million



Total Aadhaar Updated

270 Million



I D



On ID



Around ID

Source : *UIDAI website, **<https://www.ndtv.com/india-news/nearly-87-crore-bank-accounts-linked-to-aadhaar-uidai-official-1819413>



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

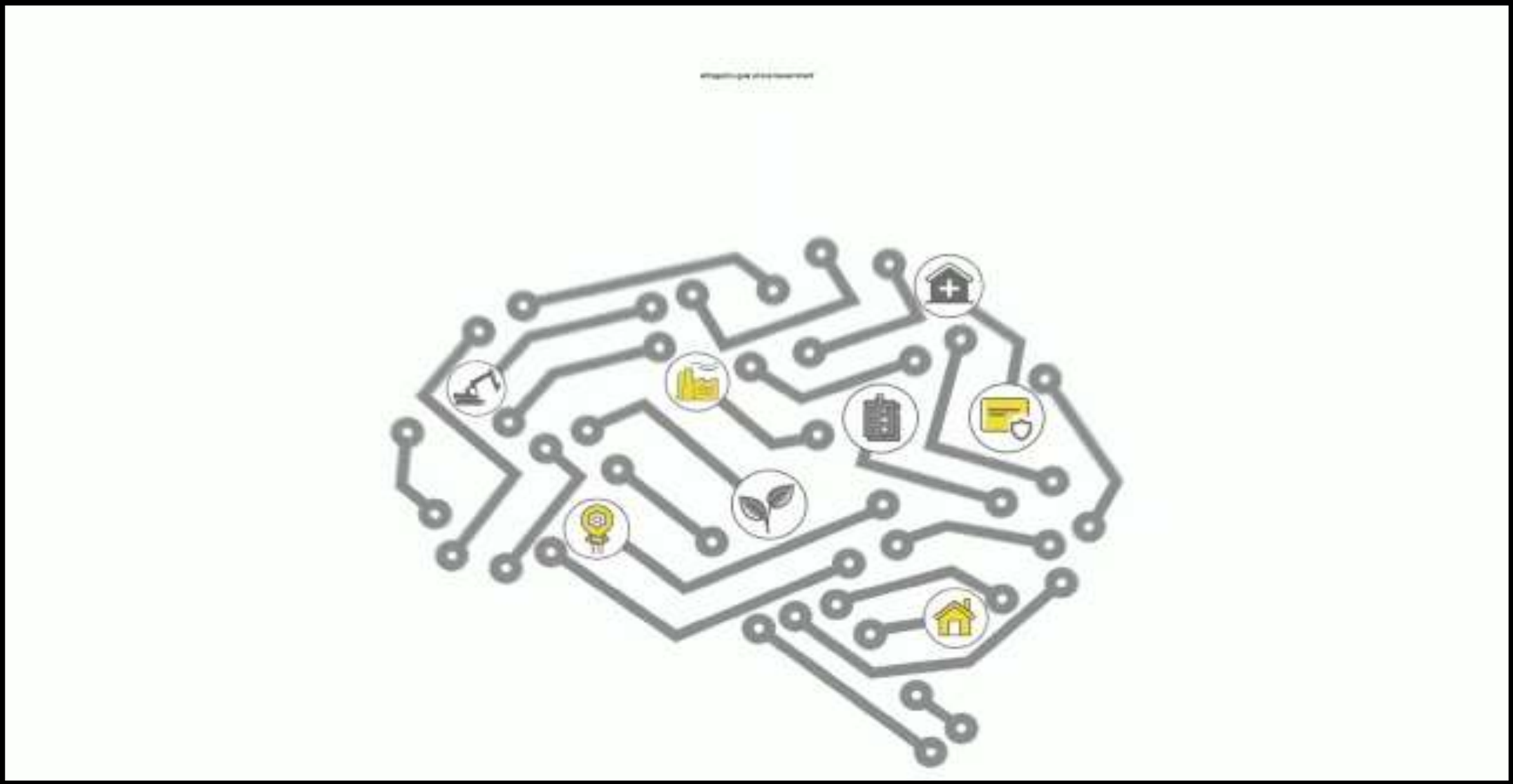


and yet, citizens still have to fill lengthy forms...





e-Pragati In India : Videos





Thank You