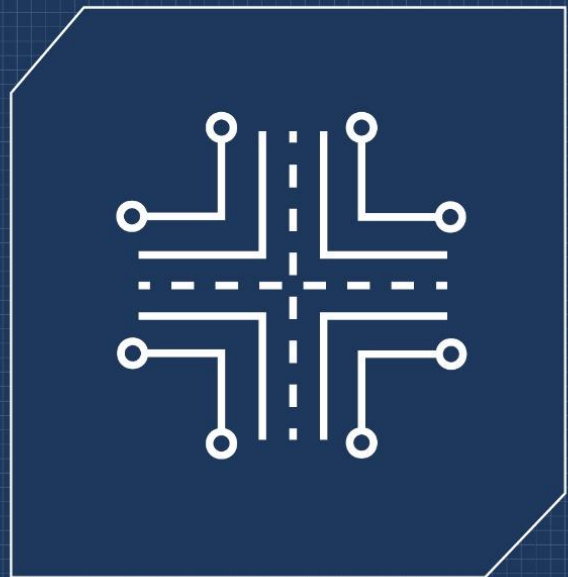ID4AFRICA 2023
23-25 MAY | NAIROBI | KENYA

WORKSHOP 1
MORNING

BUILDING PEOPLE-CENTRIC,
DEMAND-DRIVEN DPI TO TRANSFORM
PUBLIC & PRIVATE SECTOR SERVICES

CHAIRING PARTNER

WORLD BANK GROUP

BUILDING PEOPLE-CENTRIC, DEMAND-DRIVEN DPI TO TRANSFORM PUBLIC AND PRIVATE SECTOR SERVICES

WORKSHOP 1 CONCEPT NOTE
25 MAY 2023: 08:30 – 12:30

INTRODUCTION

To achieve the highest potential scale and impact, ID systems should not be treated as an end in themselves – but, rather, as part of a broader concept of digital public infrastructure (DPI)/digital stacks for service delivery and innovation. In practical terms this would mean an integration with payment, data exchange, and trust (e.g., PKI and e-signatures) platforms. Moreover, there is a need for design and implementation to be driven by the demands and needs of users – both people and relying parties (i.e., public and private sector service providers – and use cases, instead of specific technologies. This workshop will provide government policy-makers and practitioners with practical tools on how to increase the impact of ID systems and broader [(DPI)/digital stacks] through collaboration with people and service providers to unlock high-impact use cases.

OBJECTIVES

This workshop will provide a step-by-step approach and best-practice tools for engaging with sectoral actors to develop impactful use cases to deliver public and private services, including:

- Understand the specific requirements and needs of public and private service providers regarding Digital ID solutions, payment, and data exchange, such as the necessary functions, security, liability, terms and conditions, and service level agreements;
- Develop end-to-end user journeys to gain insight into the overall experience of individuals seeking access to services and identify challenges, gaps, and pain points linked to identification and authentication, payment, and data exchange. This includes assessing the need for simplification of processes notably via the introduction of the once-only principle.
- Address regulatory issues affecting [(DPI)/digital stacks] that may hinder the uptake of use cases in specific sectors, such as CDD/AML requirements and payment regulations;
- Convene and mobilize all actors that will contribute to the success of use cases by presenting evidence of the added value of combined [(DPI)/digital stacks] (identity, payments, data exchange) for their sector, such as through impact evaluations and time and motion studies.

The workshop will be interactive and built on discussant and participants' practical experiences. It will also draw from and provide participants with a new suite of ID4D and G2Px toolkits and resources on onboarding sectoral service providers.

EXPECTED OUTCOMES

Upon completion of this workshop, participants will:

- Understand how to meaningfully engage with public and private sector service providers to design fit for purpose DPI that serve high impact use cases;

- Know how to apply a toolkit with key methodologies to design user journey, collect user experience, define level of assurance, etc.

FORMAT

The World Bank will provide a **step-by-step approach** and **overview of key methodologies**, followed by **discussant testimonies**, highlighting specific experience linked to the integration of [(DPI)/digital stacks] with major use cases such as those of the financial sector and social protection. Physical copies of relevant toolkits and workshop content summaries will be distributed.

PARTICIPANTS

This event will be particularly useful for ICT ministry representatives, heads of ID agencies, and staff charged with institutional partnership, use cases development and regulatory matters, as well as sectoral stakeholders such as ministries in charge of social protection, payment regulations, and private actors (such as banks and telecom operators).