



CO-DEVELOP



# Building Trust in our Digital Transformation Initiatives

May 2024

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**Digital provides an opportunity**



**Digitization moves at the speed of trust.**

# A Problem...*(for societal digital transformation)*

Many governments are **struggling** to **lead effective multi-stakeholder dialogues** throughout their digitization journeys.

# Contests are ongoing...



In a 2021 referendum, 64% rejected the Swiss eID, mistrusting reliance on licensing private companies to operate it



Conseil Constitutionnel de France, Décision n° 2012-652 DC du 22 mars 2012, rejected ID scheme for collecting data disproportionate to the purpose



Supreme Court in *Madhewoo v Mauritius* found the ID card scheme's indefinite period of retention of biometrics unconstitutional



Supreme Court in *Justice Puttaswamy v Union of India* ordered that, without data protection legislation, Aadhaar could not be used to verify individual identity to secure loans, file tax returns, open bank accounts, make large purchases or sell property



Mexico's Supreme Court suspended law requiring collection of biometrics by telcos for SIM registration



High Court in *Nubian Rights v Attorney General of Kenya* found the National Integrated Identity Management System unconstitutional violation of privacy, and prohibited the government from collecting GPS and DNA information, and also prohibited the government from conditioning access to public services on national identity registration



Supreme Court in *Robinson v Attorney General of Jamaica* declared the country's National Identification and Registration Act system that collected demographic, biometric and biographic information unconstitutional and void ("impact the trust level between citizen and state")

# What's at risk?

- **Structural exclusion (by design or by omission)** of communities and demographics
- **Increased risks of backsliding and abuse of the systems**
- **Exclusion and poor experiences undermines legitimacy** of DPI systems and prevents them from achieving population scale
- **Lower trust among our people** and increased hostility between the state and non-state actors

# Ecosystem factors

- **Civic space continues to shrink globally.** Governments are targeting the public spaces for discourse and critique that they had previously enabled independent civil society organizations and other societal actors to operate in and from
- **Trust in digital varies significantly around the world,** but mistrust of how centralized platforms use personal data is growing.
- **New large-scale digitization initiatives are not widely understood and it affects stakeholders across society.** How these gaps are resolved during implementation can lead to conflict and stakeholder resistance.

# Implementation factors

- **MDAs are under pressure to deliver results.** Transitions to new systems often involve eliminating choice or shift in prioritization of alternative (sometimes analog) options that are critical to full participation.
- **“Net benefit to society” framing ignores** the nuance and tradeoffs that disproportionately affect minority groups (rural, demographic, socioeconomic)
- **Governments too often lead with the technology and not the clear value propositions that citizens care about.**



# Stakeholder engagement factors

- **Existing channels for mediation, redress and iteration** are not meeting the needs of societal actors.
- **States undervalue the contributions of multistakeholder discourse or oversight.** Digitization projects include civil society and communities too little, too late.
- **Governments often have ineffective mechanisms for understanding the community level impact** of DPI throughout implementation and operation.

# Core Belief

*Population-scale adoption of digital public infrastructure cannot sustainably be achieved without the strategic prioritization of protection and inclusion of all members of society, especially the most vulnerable.*





**DIGITAL PUBLIC  
INFRASTRUCTURE**  
Universal Safeguards



**United Nations**  
Office of the Secretary-General's  
Envoy on Technology



# **Safer & Inclusive Societies Leveraging DPI**

***A Societal Imperative for People & Planet***

# Caribbean voices at the table



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**Armando Manzueta**  
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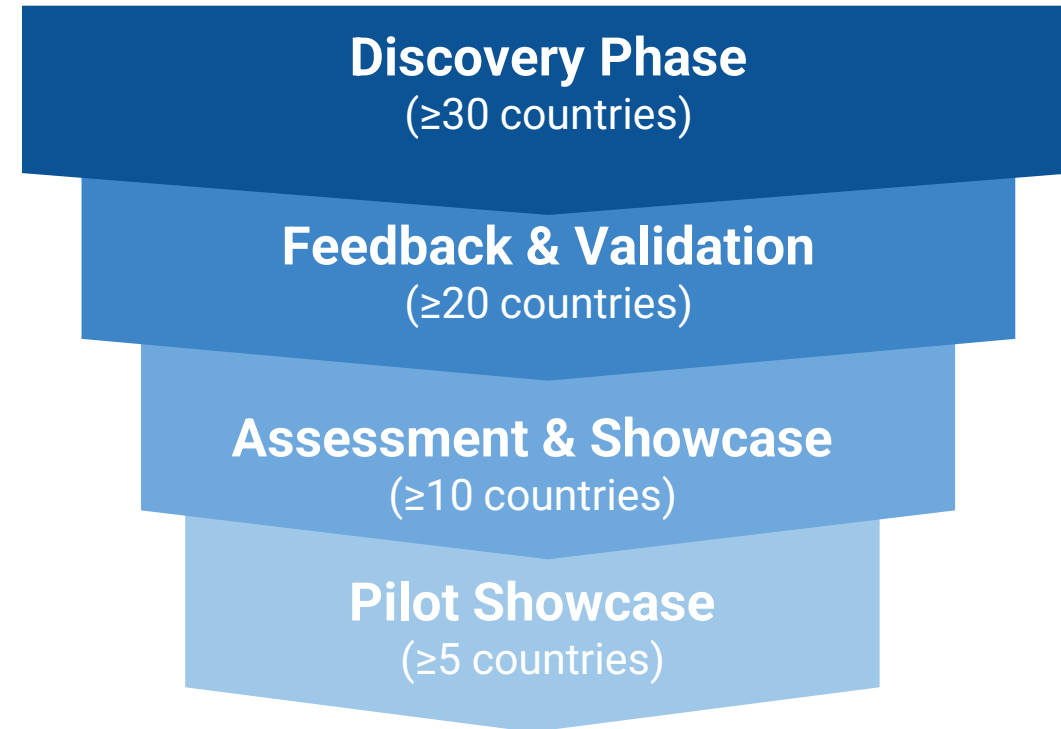


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Director of Inclusion,  
Safeguards & Civil Society  
Engagement, Co-Develop

# In-Country Engagement Strategy

An iterative process to seek inputs from in-country stakeholders to help ground the framework in on-the-ground realities. There are four time-bound feedback mechanisms:

1. **Discovery (January-April 2024)** will focus on gathering insights from countries and identify potential engagements
2. **Feedback and Validation (April-September 2024)** will focus on sharing feedback (as interim reports are produced), validating user needs, & contextualize how this could look in country
3. **Assessment and Showcase (May-October 2024)** will focus on creating the holding space and accelerating momentum
4. **Pilot phase (June 2024-December 2025)** will ensure that the adoption of safeguards scales and generates continuous emergent knowledge that flows to the Framework development. **≥5 countries will be showcased at the Summit of the Future (Sept 2024).**



Thank you!