

Capacity building for the digital transformation of social services (D2392)

Description:

After 5+ years of supporting social services' digital transformation, we learned some challenges are best tackled collaboratively.

- Public processes often rely on citizens to compensate for government data interoperability gaps.
- Cybersecurity challenges overlap in health and education data, with health being a prime target for ransomware attacks.
- Digital transformation loses purpose if our systems are inaccessible to population segments, rendering them effectively invisible to the state.
- Enhancing data quantity and quality is key for any digital transformation efforts.

The general objective is to strengthen the responsiveness of social ministries to the challenges of digital transformation with an equity lens. The specific objectives are to focus digital transformation efforts on cybersecurity, data management and interoperability, and ensure that such efforts are accessible by design to all vulnerable populations. Strengthening the internal capability is also needed, so updating the digital team's existing tools and the department's data quality will be done.

The TC aims to:

- Strengthen SCL's responsiveness in coordination with ICS in cybersecurity for health and education projects.
- Focus the efforts on the interoperability of social services (with two concrete examples in countries where we already have some work done)
- Conceptualize a knowledge product or operational guide for team leaders on "Delivering Accessible Digital Services" for publication in 2025, complementing the digitalization and equity book we are collaboratively working on with ICS.
- Ensure the functionality and update of collective tools, including (i) the digital dashboard 2.0, (ii) fine-tuning and incorporating elements for detecting and eliminating gender and diversity biases in digital solutions, and (iii) creating synergies with SCL DATA to ensure data quality, use of big data for projects, and advancing work with administrative and geospatial data.

Submitted by:

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Submitted on:

11/27/2023

Status:

Submitted

Category:

Research and Dissemination

Tags:**Linked Ideas:****Whiteboard:****Team Leader Name**

Cristina Pombo

Alternate Team Leader Name

Veronica Alaimo

Has the proposal been discussed and authorized by the responsible sector or country department/division, as applicable?

Yes

Team Leader Responsible Department

SCL

Are there specific countries that will directly benefit from your proposal?

Yes

Mark the specific countries that will be directly benefited from your proposal?

Argentina

Bahamas

Barbados

Belize

Bolivia

Brazil

Chile
Colombia
Costa Rica
Dominican Republic
Ecuador
El Salvador
Guatemala
Guyana
Haiti
Honduras
Jamaica
Mexico
Nicaragua
Panama
Paraguay
Peru
Suriname
Trinidad y Tobago
Uruguay
Venezuela

Where applicable, describe how the proposal aligns with the respective country strategy (for each country selected)

Does the proposal align to one or more sector frameworks?

Yes, the proposal aligns with at least one sector framework

Identify and describe how the proposal aligns to the sector framework(s)

Health SFD and skills SFD (Digital transformation efforts) Gender and diversity (include vulnerable populations into the digitalization efforts)

Select the regional challenges and cross-cutting issues to which the proposal aligns to

Social Inclusion and Equality

Productivity and Innovation

Institutional Capacity and Rule of Law

Justify the alignment to each selection above

Innovation through responsible digitalization efforts and productivity through better digitalization projects. Institutional capacity and diversity. Through making digital transformation products accessible by design

What is the estimated funding that you need in order to implement this proposal?

450000

Select the expected outputs of this proposal

Institutional Strengthening Deliverables (Training products, Management Information Systems, etc.)

Pilot Interventions

Are outputs strictly Knowledge Products?

No, the output is not strictly a Knowledge Product

Describe the motivation and main question(s) this TC intends to answer.

Describe the methodological approach to be used and the type of data (when applicable) which will be used

Please specify the type(s) of Knowledge Product (s) this TC encompasses:

Please provide a brief description of the output(s) selected above (The number of units planned, and the estimated cost). If you selected others, please specify.

Materials and training for clients to include cybersecurity elements in digital transformation operations in the social sector, specifically health and education.

Conceptual framework and interoperability guide for the social services updated and applied in two countries to generate lessons learned and ensure replicability and alignment with ICS materials. The knowledge product will be disseminated through webinars with key counterparts , and other communicational activities.

Materials and training for governments to provide them with elements to detect and eliminate gender and diversity biases in digital solutions and to make digital solutions accessible from the design stage.

Digital checklist and dashboard updated and maintained.

Documents for data quality control, procedures and materials produced.

Outcomes: If the outputs are delivered successfully, what is the change expected (in capacity, knowledge, behavior, etc.)

The results of the ongoing efforts of digital transformation of social ministries are secure, sustainable and equitable.

(0) **Attachments**

0 Comments