

Launch Webinar for Policy Paper: Development in the Age of Digital Platforms

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Facilitators



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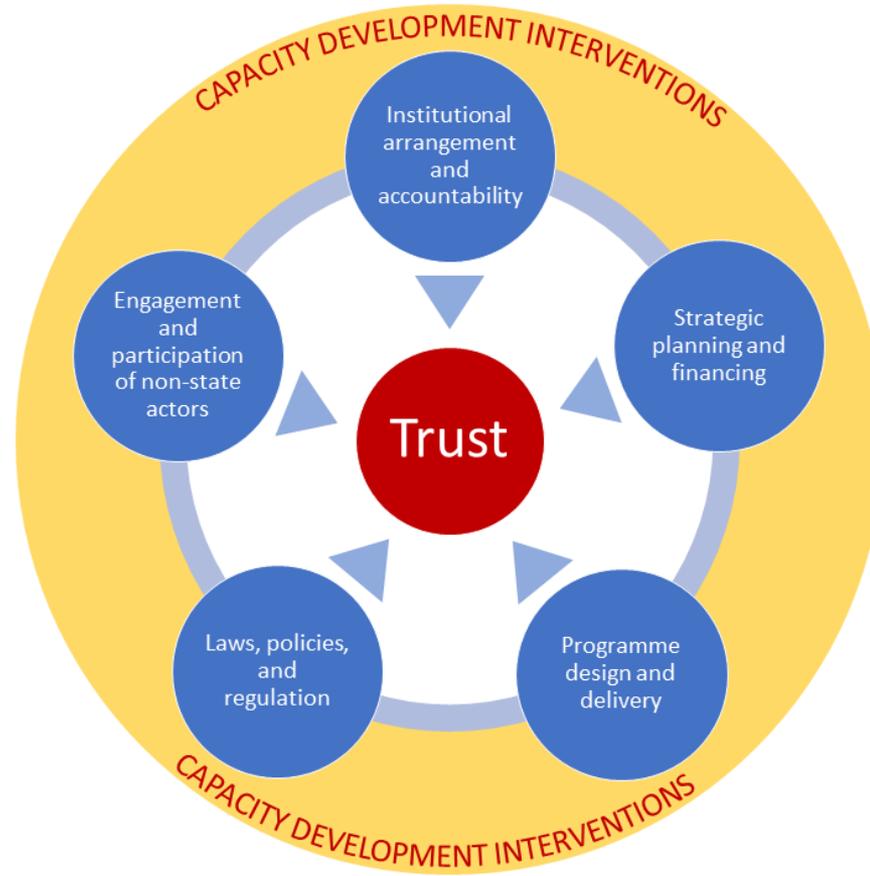
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Agenda

- Background of the Conference - six separate workshops
 1. Health Care
 2. Mobility
 3. Agriculture
 4. Education and Skills
 5. Manufacturing
 6. Finance/E-Commerce
- Five Pillars Model
- Q&A



Five Pillars Model



Five Pillars Model: Institutional arrangement and accountability



- Each platform model and its **required institutional structure** needs to be carefully analysed to match the local circumstances
- Rearranging an already existing sector (e.g., the health care sector) to fit into the digital realm is costly and requires inclusion of all stakeholders across the community.
- Digitisation and digitalisation typically require **multidisciplinary, inter-disciplinary, and cross-sectoral engagement** and collaboration. **Accountability** across the platform needs to be defined, and **liability structures** need to be put in place.
- **Diversity** across labour, sectors, and other areas needs to be encouraged and structured efficiently as well as in a holistic manner to ensure an effective collaboration.
- **Business-to-Business (B2B)** focused platforms need to establish their collaborations strategically and keep in mind a strong focus on partnerships.



Five Pillars Model: Strategic planning and financing



- Digital platforms grow through **connected networks**. That means that the platform with the higher number of users will have the best chances to lead the market and competition might be hard.
- Sectors which work through **resources on the ground** to deliver the service, like medical staff in schools, have additional costs which cannot be covered through digital mechanisms alone.
- Sectors which **depend on regulations and standards**, like the finance sector or mobility in the public space, have to develop linkages with the public sector to help shape the ecosystem through necessary knowledge to work for everyone.
- Platformisation is, in most cases, a **data** heavy process. Any data that are produced in addition to the core business model should be analysed for potential opportunities for service efficiencies, additional business models, and potential reforms.



Five Pillars Model: Programme design and delivery



- Some sectors might develop digital platforms managed by the private sector and by the public sector independently. In such cases, the **same standards** should be developed and adhered to, especially for data protection and data sharing.
- Platforms which require or will benefit at large from **access to data** should engage in the public discourse around data sharing agreements. To support such discourse, they should provide examples and studies on how to create a profitable design and implementation models.
- Platforms should be designed with other, potentially very dominant, **market players** in mind.
- Platforms, especially where the **end user** is a natural person, should develop processes and interfaces together with the user to ensure the best possible uptake.



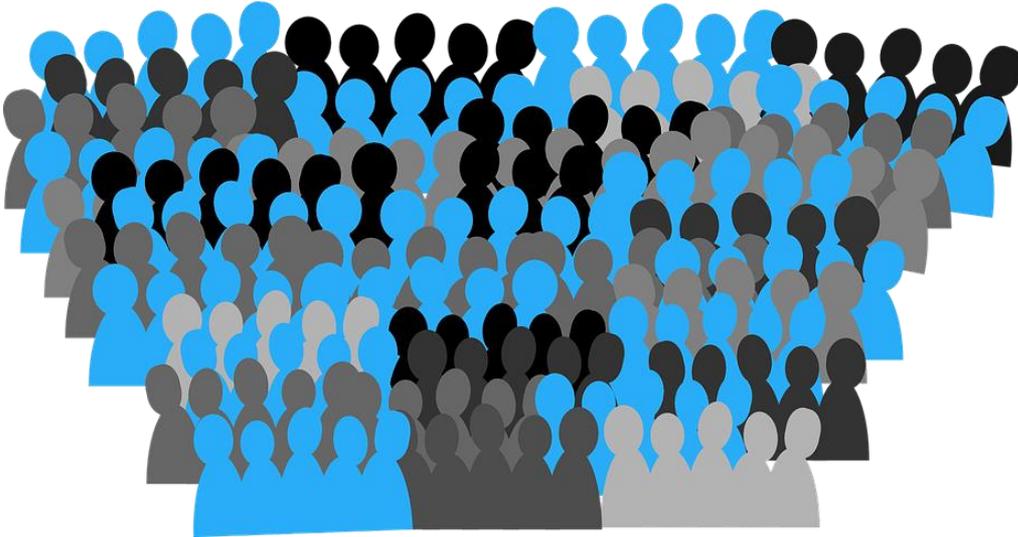
Five Pillars Model: Laws, policies, and regulation



- Legal and regulatory frameworks need to be further developed
- Ensure data protection and transparency
- Capacity development is key to closing the Digital Divide
- Make sure no one is harmed, leave no one behind
- Infrastructure also needs to be addressed (connectivity, cybersecurity)



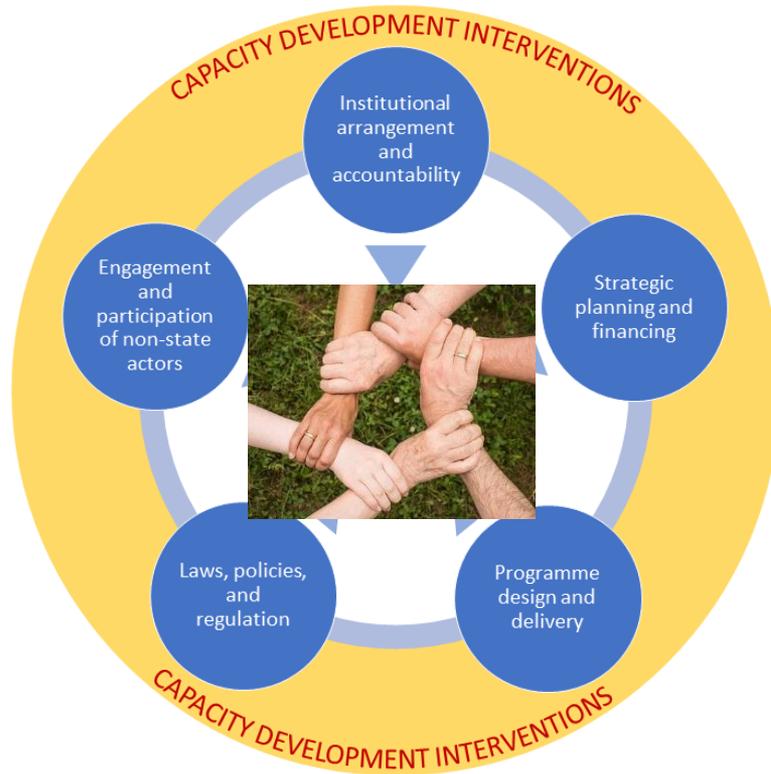
Five Pillars Model: Engagement and participation of non-state actors



- Follow a whole-of-society approach
- Work with civil society partners to develop user-centric solutions
- Take time to analyze potential risks
- Build up long-term relationships with civil society partners, involve them in dissemination and capacity building



Five Pillars Model: Trust and Capacity Development



- **Trust** is key to the success of digital platforms (on an individual level, but also on a whole of society level) and depends on the five pillars.
- **Capacity development** operates on multiple levels: individual, organisational, societal and is a crucial part of establishing trust.
- Platforms exist at the intersection between **human, cultural, societal, and technological factors**.
- Platforms can be fostered in **an inclusive and equitable way** by promoting trust, furthering the synergy of capacity development interventions, and strengthening the five pillars.

Q&A

Please type your questions
in the Chat.



Thank you!

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