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Digitalisation

What Enabel does

Over the past decades, the rapid spread and scale-up of digital technologies and services has created new opportunities for sustainable development and inclusive growth in the world but has also deepened the 'digital divide' that individuals are facing. This digital divide impacts people's ability to benefit equally from digital opportunities and therefore socio-economic inequalities risk to be deepened.

This brochure describes how we address and incorporate digitalisation in our projects.

Our philosophy - closing the digital divide

Digitalisation is not a goal by itself, but it can be a strong catalyst to help achieve the SDGs and promote sustainable development.

Enabel addresses five contemporary global challenges (peace and security, climate change and the environment, socio-economic inequalities, human mobility, and urbanisation), and each challenge includes a variety of opportunities to ensure digital inclusion. In addition to Enabel's core values (commitment, respect, sense of social responsibility, and integrity), Enabel adheres to three 'charters' to guide D4D actions:

- **Principles for Digital Development:** As a frontrunner in D4D, Enabel has endorsed the principles for digital development early on. To facilitate operationalisation of the principles Enabel will translate these principles in guidelines that are aligned with local realities.
- **Digital inclusion:** Enabel ensures digital inclusion in all its programmes, with a special focus on groups with vulnerabilities, and ensures digital inclusion within the organisation itself.
- **Digital Public Goods:** Enabel supports the development of digital public goods, which are defined as "*open source software, open data, open AI models, open standards and open content that adhere to privacy and other applicable laws and best practices, do no harm by design, and help attain the SDGs.*"

Prerequisites

Before Enabel effectively implements D4D programmes, four prerequisites must be fulfilled:

Connectivity & Access

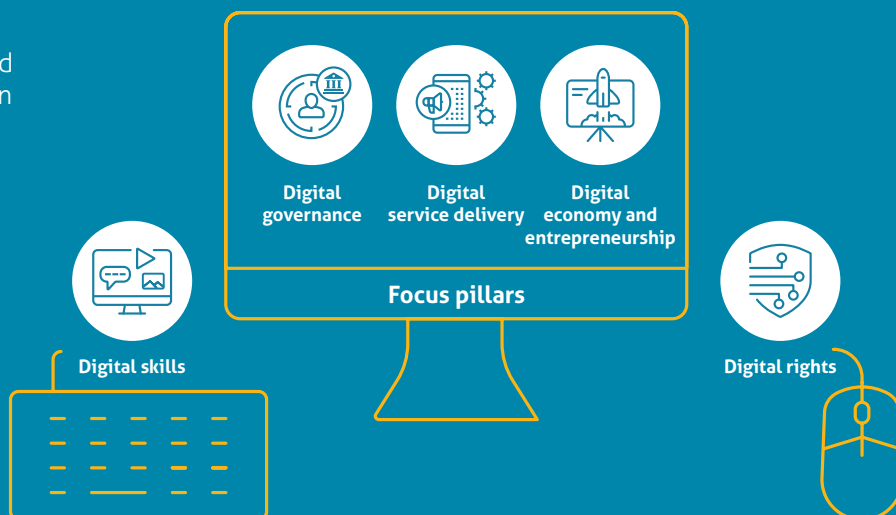
If internet connectivity is an issue, Enabel only focuses on last-mile connectivity solutions which are low-cost and innovative (mesh networks, local providers, satellite networks...). Enabel D4D projects do not aim to address internet connectivity through large-scale infrastructure investments. If cost of data is an issue, Enabel implements innovative solutions such as zero-rating to ensure accessibility of key information and open data (e.g. on health or education information). However, connectivity by itself is not sufficient, access to devices needs to be ensured for all, including to people with vulnerabilities. Often device affordability is an underlying factor in unequal access. To ensure affordable access, Enabel adopts innovative solutions, such as community-based digital hubs or loan/credit schemes for mobile devices. Access also means sufficient energy/electricity to power devices (and networks and critical infrastructure), which is not always available.

Awareness & Literacy

Enabel focuses on awareness-raising campaigns on digital opportunities and on collaboration with governments to ensure awareness at all levels of society is increased. Enabel integrates basic literacy and numeracy where necessary in targeted programmes (e.g. for staff members in hospitals where a digital transformation is planned), but the agency does not support nation-wide digital literacy campaigns.

Strategic pillars - how do we do so?

Enabel has developed five strategic pillars, three of which are focus pillars. Digital skills and digital rights form the foundation in those five pillars. A digital skills and rights component in part of each programme organised within the three focus pillars.



Our expertise - 3 focus pillars



Digital Governance

Enabel supports national and decentralised government services to co-construct with citizens and all stakeholders involved their digital governance stack through three key actions:

- **Digital transformation policies & strategies:** Enabel advises governments on the risks and benefits of their digital transformation strategies, co-creates public policies and promotes policies ensuring a secure and open Internet. Enabel's approach is based on the principles of good governance and includes the translation into concrete action plans including capacity building and exchange for/ between government partners. Enabel focuses on cross-sectoral (e.g. national or regional digital policies) as well as sector-specific (e.g. digital health or education) policies. To achieve this, Enabel supports digital agencies and ICT ministries of partner countries in their coordination and expertise roles via sharing of experiences, coordination and change management support and expert advice sourced from the Belgian digital ecosystem.
- **Digital building blocks:** Enabel supports the development of digital building blocks which facilitate the deployment of e-services by governments, civil society and entrepreneurs. One of the key building blocks Enabel particularly focuses on is digital civil registries and digital identity. Enabel supports the development of reliable digital identity systems by ensuring that they are backed by a solid and dedicated digital civil registry (not merged with other registries). Enabel leverages Belgian success stories of e-gov technology (such as civil registries) by contextualising them with all stakeholders to ensure partner countries can leapfrog.
- **Interoperability of digital services and open (big) data:** Enabel works with governments, civil society and private data economy partners to ensure open data is routinely published by governments and government staff have the necessary skills to work in an open data economy. Enabel also supports programmes that interconnect government services, and the use of open data platforms to enhance civic participation at local and national level.



Digital Service Delivery

Enabel focuses on digital services aligned with the digital development phase the partner country is currently in. To choose which services Enabel is going to support in a particular country, an assessment is made based on information gathered at country level by digital staff. A step-by-step approach in developing and implementing programmes is taken depending on the needs of each partner country, ensuring the inclusion of a strategy for digital skills and rights, taking into account the prerequisites and the guiding principles. To further guide the development of programmes Enabel publishes sectoral guidelines for digital for development. These "policy to practice" notes support the operational roll-out of the digital transformation approach in a particular sector at global level.



Digital Economy and Entrepreneurship

Enabel supports inclusive digital entrepreneurship through the following key actions:

- An inclusive ecosystem approach for the digital economy by strengthening the quality of support services (incubation & technical) for digital entrepreneurs and improving coordination and networking between the different actors (incubation, financial services and government services). We also collaborate with innovation and tech hubs to ensure that they can extend their services and support to secondary cities. The agency also explores how to better support access to finance for digital start-ups.
- To advance the participation of women in the digital and digitally enabled economy, Enabel supports short- and medium-term digital skills training (hands-on, practical training) based on partnerships. Access to digital entrepreneurship support services is ensured through communal trusted spaces where adverse gender stereotypes are addressed by leveraging role models and by establishing supportive communities. Finally, the interest of girls in digital tools is increased at an early age through STEM education and awareness raising of opportunities in the digital economy.
- To ensure a twin transition in the green and digital economy, Enabel promotes the use of digital fabrication technologies for the circular and green economy. Enabel supports entrepreneurs by establishing fablabs and promoting makers communities for the development of innovative digital solutions for the green economy (e.g. automated irrigation systems), for repair services (e.g. extending the life of agricultural equipment or mobile phones) and for recycling business activities (e.g. recuperating plastics for 3D printing of latrines).

Our expertise - the foundation



Digital skills

Specific skills are needed to fully benefit from digital services and tools. Groups with vulnerabilities sometimes lack basic (digital) literacy. Furthermore, advanced digital skills are increasingly important to be successful in education and ensure decent work.

Basic digital literacy

Enabel focuses on awareness-raising campaigns on digital opportunities and on collaboration with governments to ensure awareness at all levels of society is increased. Enabel integrates literacy and numeracy where necessary in targeted programmes (e.g. for staff members in hospitals where a digital transformation is planned), but Enabel does not support nationwide digital literacy campaigns.

Advanced digital skills for education and the world of work

This category includes competences that are variously referred to as computer literacy, ICT literacy, information literacy, but also goes beyond by including critical "soft skills" such as problem solving, communication and collaboration. In education, for example, Enabel supports the development of digital hubs, provides training and skills development for teachers and students, co-develops local digital content, equips education institutions, etc. For the world of work, Enabel focuses on digital skills training for entrepreneurs and works with ministries overseeing digital (skills) policies and the civil society (e.g. innovation hubs or fablabs).

Digital economy skills

Enabel supports short-to-medium term, hands-on training for inclusive and decent employment in the digital and data economy. We collaborate with higher education institutions to support professional digital training.

Digital leadership skills

Digital leadership skills ensure good governance and sustainability in all aspects. This requires training for digital competences but also training on business analysis and strategy development.

Enabel provides digital skills training for administrations and non-profit entities, focusing on the ability to define, coordinate, maintain and evaluate digital transformation strategies and programmes.



Digital rights

Ensuring human and civil rights in the digital space is key to an inclusive digital society. Therefore, Enabel adopts a human rights-based approach in providing and expanding access to digital technologies. We tackle the above risks and ensure digital rights are upheld through:

- **Information:** Enabel supports awareness-raising campaigns and activities to ensure all citizens acknowledge that human and fundamental rights also apply online, just as they do offline.
- **Prevention:** Enabel supports capacity building for government and civil society organisation staff and citizens to ensure they understand best practices in digital rights and security. Ministries should be able to plan mitigation strategies for risks to digital rights. Awareness campaigns on risk prevention are also supported.
- **Mitigation:** Enabel works closely with government services to provide access to qualitative and sustainable (digital) support services. For instance, legal support and psycho-social services should support victims to remove digital right violations and protect themselves.



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