



DIGITAL DEVELOPMENT GUIDEBOOK



REPORT PRODUCED BY NETHOPE
IN COLLABORATION WITH CATHOLIC RELIEF SERVICES



FOREWORD



Nora Lindström

Senior Director of ICT4D

Catholic Relief Services and Co-lead of ICT4D Working Group, NetHope



How to reach the last mile with Information and Communication Technologies (ICTs)? This was the common problem that seven NGO leaders came together around in September 2001. They quickly realised that by working together it could be addressed better, faster, and cheaper, contributing to more impact on the ground. This is how NetHope got started.

NetHope has since grown into a consortium of over 65 nonprofit Members and 50 technology partners that collaborate to leverage digital solutions for exponential impact.

CRS was one of those seven founding organisations back in 2001. Over the years, we have helped advance NetHope's goals in myriad ways, with a strong focus on leveraging digital technology for improved programmatic outcomes. The ICT4D Conference has been a cornerstone of our efforts, facilitating knowledge sharing and advancing collective action. Together with the NetHope community, we have also co-produced two foundational texts for ICT4D practitioners—the Organizational Guide to ICT4D and the SDG ICT Playbook.

Those resources were published almost a decade ago. Since then, there have been several advancements both in the technology used by humanitarian and development actors, as well as in how we think about the role of technology in achieving programmatic goals. Likewise, the

sector as a whole has evolved, and new priorities around localisation and advancing local leadership have emerged.

Over the years, conversations on many of these topics have been facilitated through the ICT4D Conference, which in 2024 will be organised for the 12th time. Discussions in the NetHope ICT4D Working Group, established in 2022, has further contributed to the realisation that our new common challenge is no longer advocating for technology integration into programs—this is already happening—but re-envisioning our collective value around local leadership, open solutions, and digital skills and rights. This is a more complicated and messy landscape than internal technology capacity, and while we have many insights, to date there has been no clear guidance on how to get from where we are to where we all believe ourselves to be heading.

This Digital Development Guidebook was born out of this shared need for collective guidance on new themes and challenges in leveraging digital technology for humanitarian and development programming. As we explore these new opportunities and challenges, each organization and individual may take their own path, but it's useful to have shared landmarks, lessons learned, and frameworks available as needed.

We hope that you'll join us in this journey, and perhaps reach out to share your insights as well.

FOREWORD



Lance Pierce

CEO

NetHope



[NetHope](#) convenes the world's leading international NGOs and technology companies, and some of the world's most sophisticated users of digital technology for human, social, and environmental good. All in our community are likewise optimists, but acutely aware of the dangers of unethical, unregulated, and unexamined deployment of digital technologies without a human in the decision loop. Working in collaboration with our Members, partners, and supporters, we've developed a strategic framework for the remainder of this decade, to shape NetHope's work, and to help us and all with whom we work, be ready to operate effectively and responsibly in this environment, on behalf of all the people and places they serve.

The New Digital Divides in our [strategic plan](#)—skills and leadership, inclusion, protection, innovation, and resilience—come from the needs that the nonprofit sector itself has identified as critical in the transformative use of digital technology and data. Through the NetHope Regional Chapters, Thematic Working Groups, and our Global Summit, we work with our Members, partners, and others to amplify proven practices and increase the safety and impact of “the last mile” of delivery to vulnerable communities. We'll be developing programs, services, and advocacy around technology in support of these strategic themes, because they will be central to our Members engaging the more than 1.6 billion people in over 190 countries around the world who are

currently in the service footprint of the NetHope global community. Our programs and services are for Members, with Members, by Members, for people and local communities, and involve the reach, scale, and support of our corporate tech partner community, some of whom have been with us since the very beginning more than two decades ago.

We do not live in easy times, and all signs are that things may get worse before they get better. Technology is not a panacea, nor is it a silver bullet, but it is increasingly embedded in every facet of humanitarian, development, and conservation work around the world.

For this next generation, NetHope will continue to help the sector build community perspective on what it can do together today, and to help it likewise understand what is coming tomorrow. Doing so, we can better navigate turbulence, emergencies, and anything else that may come our way, together. The “NetHope Effect,” as people close to our organization have called it—that sense that together we are greater than the sum of our parts, and that together we can accomplish things that no one of us can alone—will continue to be at the center of the NetHope community as we look to the decade ahead.

Please join us and thank you for your support.

ABOUT

Collaborative NetHope Workshop

As part of the research conducted for this guidebook, the authors and editors convened and facilitated a two-hour workshop in October 2023 at the NetHope Global Summit in Munich, Germany. This workshop influenced much of the development of this guidebook, the resources used, and priorities for research.



Acknowledgments

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Contributing Organizations



Key Informant Interviews

The insights used in this guidebook have been drawn from a series of 30-minute key informant interviews with experts in the digital development space. Notes and transcriptions from these conversations inform the entirety of this guidebook, and quotes are used throughout. Inclusion of KII quotes does not necessarily represent endorsement of this guidance.



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Key Informant Interviews

It's impossible to convey the full insights of key informant interviews, but with the help of artificial intelligence we were able to summarize key points as haikus*.

Systems integrated
Data-driven decisions made
For better outcomes

-
Busoye Anifalaje

Data, gendered, flows
Empowering those left behind
For a world more just

-
Krista Baptista

Beyond economics
Success is about the whole
Person Dignity, respect

-
Sergio Fernández

Use cases expire
Resources wasted, lessons lost
How can we do better?

-
Carolyn Florey

From health systems lens,
Technology must integrate,
Data flows seamlessly.

-
Billy Blake

Processes digitized
Efficiency and insights gained
For a better world

-
Larissa Meier

Stories, lived, counted
Authentic voices must be heard
In digital aid

-
Matt Haikin

From the Hotline's hum
Hundreds helped by digital aid
Changing lives for good

-
Channé Suy Lan

Tech brings great promise
But also risks that must be
Weighed Advocate, mitigate

-
Elizabeth Shaughnessy

* Originating in Japan, a haiku is a short, unrhymed poem of seventeen syllables in three lines of five, seven, and five syllables.

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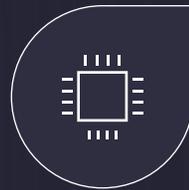
CLICK the colored buttons to navigate to the desired section of the guidebook.

INTRODUCTION



DIGITAL
LOCALIZATION

DIGITAL PUBLIC
GOODS



DIGITAL SKILLS
AND RIGHTS

INTRODUCTION



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INTRODUCTION



Digital Technologies and the 2030 Agenda

In 2015, all 193 United Nations Member States adopted a blueprint for peace and prosperity for people and the planet, with specific targets set for the 2030 Agenda and 17 Sustainable Development Goals (SDGs).¹ Also in 2015, the NetHope community developed the SDG ICT Playbook to build on the previously published Organizational Guide to ICT4D to demonstrate how ICT can accelerate progress toward the SDGs by assisting organizations in the development sector to enhance and strengthen their contributions.

The year 2023 marked the halfway point for this 2030 agenda, and some of these goals have been realized:²



65% increase
in internet use,
reaching 5.3 billion people



800 million
additional people
connected to electricity



133 countries
have met the SDG targets
on under-5 mortality

However, other goals appear further away than ever, with a recent report warning that if present trends persist, by 2030:³



575 million people
will be trapped in poverty



84 million children
will be out of school



300 years
needed to close
gender gaps

It's clear that digital technologies alone will not close the investment gap for SDGs, but they offer exciting potential to catalyze these investments to increase efficiencies at scale, expand reach and sustainability of existing solutions, and even re-envision development models entirely.

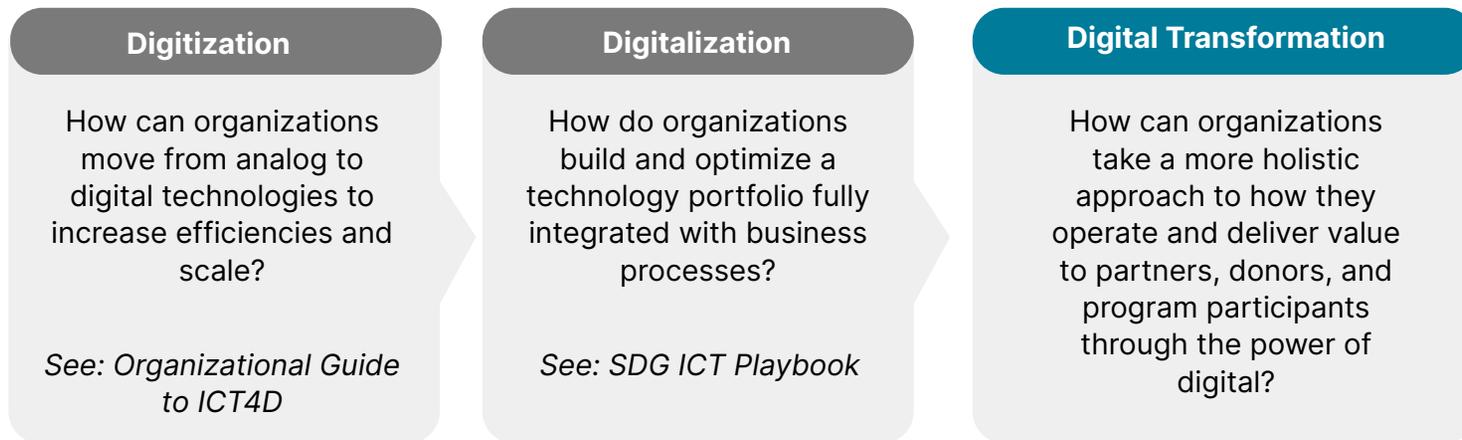
But in order to close the investment gap to achieve the SDGs, changes are required in the way public, private and civil society organizations function, the way they partner, the way they engage with individuals and communities and the way government policies influence their operations. The challenge now facing organizational leaders is envisioning and navigating a more holistic approach to digital transformation to capitalize on both societal and development changes and new technology possibilities.





Digital Transformation of Development

Digital development organizations are increasingly moving away from a standalone, technology-driven lens toward a more comprehensive, people-centered approach that prioritizes local context, sustainability, and the rights of program participants. This can be seen as the next stage in applying digital technologies to development problems:



Digital transformation can be the most difficult and least defined stage, especially as it involves a fundamental change in the organization culture, delivery model, and relationship to technology. In some cases, this transformation can even take the form of revisiting or undoing indicators of previous stages of digitization and digitalization.

As development actors move from a focus on how to transform their internal processes and workflows to adapt to a digital world, the next phase of digital transformation must be rooted in ensuring that the digital ecosystem is centered around supporting and advancing the capacity, ownership, and skillset of local partners and program participants.

As actors interested in achieving the objectives laid out in the sustainable development agenda, it is the responsibility of each actor to look beyond their own organization to ask how they are contributing to building an equitable and flourishing digital ecosystem that will suit the needs of local partners and the people they serve and work with.



Internal digital transformation steps at international development organizations may be presented as:

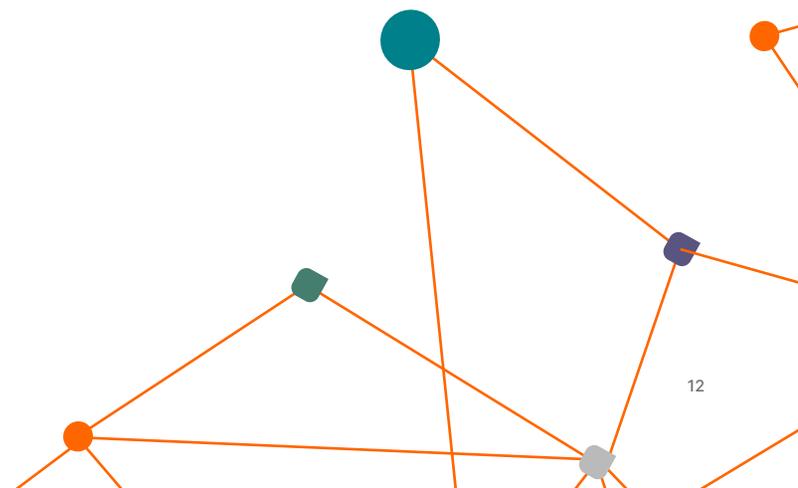


Diverting Resources to Local Partners: Other organizations are shrinking their global ICT4D budgets intentionally, as these resources are directed toward in-country partners and technology providers.



Reducing Licensed Hardware and Software: Where previously organizations may have distributed hardware and software to their country teams, more are choosing to use “Bring Your Own Device” and open software as a means of scaling and sustainability.

The approach to digital transformation will look different for each organization and there is no clear one-size-fits-all approach. But there are common themes, lessons learned, and practical tips to help guide organizational leaders. Digital transformation goes beyond organizations and into broader ecosystems, but for organizational leaders it often starts internally to better serve partners and program participants.



WHY A GUIDEBOOK?



Guidebooks prove most beneficial for individuals exploring new areas, seeking tips and practical advice, requiring assistance in navigating unfamiliar terrain, or seeking recommendations from those who have previously visited the location. Those who are unfamiliar with digital development can find it a fast-moving space with detailed, technical concepts that can be intimidating for newcomers. Even experienced development practitioners who regularly leverage technology can benefit from rethinking approaches to local leadership, sustainability, and rights and capacity.

Similarly, the global development and humanitarian assistance sector undergoes changes. In recent years, new priorities have surfaced, including localization and local leadership. In light of these developments, practitioners in digital development can gain advantages by reconsidering their approaches.

This Digital Development Guidebook serves as a practical accompaniment to key themes identified by the NetHope community, with the intent of providing a reliable resource rooted in the experience of the community members and a source of inspiration for all readers to continue their journey. The goal of this guidebook is to help these organizational leaders understand technology tools and development approach updates, learn from the community about how they are approaching comparable challenges, and build a shared framework and vocabulary for technology-enabled updates as needed.

The goal of this guidebook is to help these organisational leaders to reflect on how to digitally transform their programming and support pro-poor, and inclusive digital development in partner countries, in effective and responsible ways.





Audience and Navigation

The intended audience of this companion guidebook is ICT4D and digital development practitioners, in particular existing leadership and those seeking to establish or evolve ICT4D practices within their organizations, with local partners, and to broader communities.

Each section of this guidebook contains an introduction to key concepts and relevant case studies, a brief overview of challenges and opportunities, important frameworks, best practices, and initial checklists to inform foundational concepts in digital development. The sections are modular so that they can be reviewed independently of one another, based on your specific program needs.

Methods and Limitations

This guidebook has been developed in close collaboration with the NetHope community, ICT4D practitioners, subject matter experts, and local implementers. The work was supported by NetHope's Collective Impact Fund and steered by the NetHope ICT4D Working Group.⁴ While this guidebook references publications and external insights, it does not claim to be a comprehensive overview of all digital development, but rather a timely companion to previous publications in collaboration with the NetHope community.

The guidebook is being published in a PDF format optimized for both print and digital, which the community has asked for as the primary means of sharing and digesting information. There are inherent limitations to this format, including its publication in English and relying primarily on English language resources and experts. The intent is to still advance the conversation, while also building a resource that is open and published under Creative Commons, highlights local leadership and experiences, and prioritizes digital skills and rights throughout.

Use of AI in This Report

This report was written by human researchers, but it has used AI to streamline this process and contribute to the report. Notably, this includes: evidencebase.ai to review reports in this space to synthesize trends; ChatGPT to occasionally assist in structuring sections; AI-generated transcripts from recorded interviews to streamline note taking; and NotebookLM to review transcripts and generate summaries (and haikus!). Where AI is explicitly used to generate new content, this guidebook notes the tools and content used, as well as the reasons for doing so.



UNDERSTANDING ICT AND DIGITAL DEVELOPMENT



What Do We Call What We Are Doing?

The broad adoption of technology in international development programming has demonstrated the success of advocating for ICT solutions. But this success has also made it more difficult to collectively align on *what* we are doing, much less *how* it should be done. In some organizations, there is no longer an “ICT4D” team, but rather deeper integration with core organization IT to accomplish program goals. Other organizations have dropped “ICT4D” entirely, focusing instead on digital development in alignment with major donors and field-wide trends. In a post on NetHope, Members⁵ surveyed reflect a shift away from “ICT4D” toward a larger scope that covers digital transformation and digital rights.⁶

This guidebook embraces rather than resolves these tensions, while focusing on the shared needs of the international development sector to optimize the value of these technology investments. As such, the guidebook uses the terms ICT4D, digital development, and digital programming largely interchangeably, as befits the context”





Timeline of Digital Development

To maximize impact, digital development practitioners must keep pace with rapidly changing technology, a shifting funding and regulatory landscape, a wide range of resources and convenings, and shifts in industry-wide thinking. Based on contributions during the NetHope workshop, participants highlighted key field developments for their work in terms of technology, regulation, resources, and events over the last decade, which is summarized in the following graphic.



GETTING STARTED

Introduction to Key Themes



The three themes selected for exploration in this guidebook are: digital public goods, digital localization, and digital skills and rights. While none of these are new themes in technology and international development programming, they each represent increasingly important considerations for optimizing digital investments and rethinking the way digital development actors operate and create change through leveraging technology.

Digital Localization

Local ownership and
context adaptation

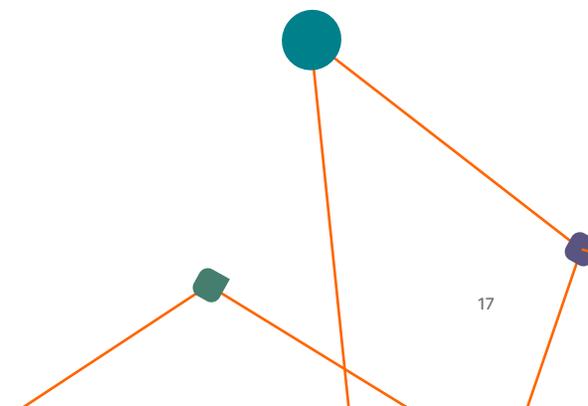
Digital Public Goods

Global digital ecosystem
of open solutions

Digital Skills and Rights

Individual capacity
and rights

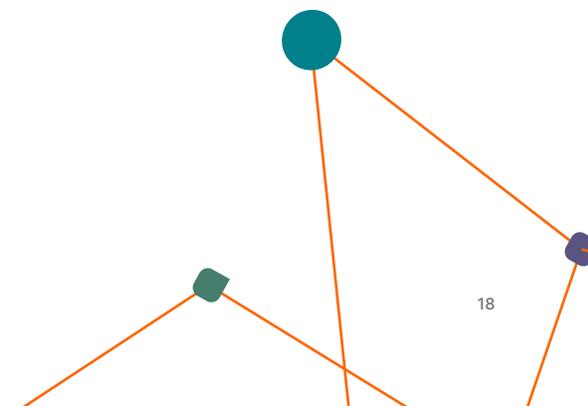
DIGITAL LOCALIZATION. In response to growing development challenges with scarce resources, digital development practitioners are increasingly recognizing the benefits of greater access for local actors to resources, partnerships, decision making, and capacity strengthening. Exploring best practices for digital adaptation to specific contexts, reviewing lessons learned in fostering local ownership and local tech leadership, and understanding donor perspectives and consensus agreements such as the Grand Bargain will all be key steps in planning technology strategies effectively. It is important to note that the sector lacks a common definition of *localization* and its intended outcomes.





DIGITAL PUBLIC GOODS. As digital development organizations have come to integrate technology into their strategy and approach, the reliance on proprietary solutions has brought challenges for sustainability and working with local partners from smaller NGOs to government entities. Building on developments in Digital Public Infrastructure (DPI), Digital Public Goods (DPGs) offer implementers new opportunities to reimagine approaches to better serve communities in need.

DIGITAL SKILL AND RIGHTS. Digital transformation and local ownership must be built on a foundation of digital rights and digital skills to help create a more informed, equitable, and connected society. This past decade highlighted the need to apply international human rights to the digital arena and the interconnectedness of digital rights with physical protection. Donors and implementers must both align on issues such as access to information, privacy and security, and freedom of expression if digital investments are to yield sustainable societal outcomes and development impact. Local governments have an essential role to play in enabling the environment that allows a digital ecosystem to flourish and be free. Broad regulations such as GDPR, as well as organizational strategies by Oxfam and others to prioritize these insights will be key.



DIGITAL LOCALIZATION



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OVERVIEW



What Is Digital Localization?

For digital development practitioners, the term “digital localization” can be loosely defined and vary between organizations, but it generally refers to a set of internal organizational approaches that centers local contexts and actors for digital development programming. This can include elements of the following actions:

- **Work with the existing local digital ecosystem:** Analyze the local existing digital ecosystem before implementing or deploying an existing mechanism or digital tool. Through co-creative processes, identify what tools or mechanisms exist and work locally, and adapt them to the particular needs and desired outcomes.
- **Adapting technology to local context:** Adaptation means designing digital solutions with local users, including considerations for language, culture, infrastructure, and legal frameworks. Localization of technology may include making interfaces adapted for local contexts, updating data policies for compliance with the law, or improving accessibility in low- and no-bandwidth environments.
- **Working with local technology partners and vendors:** Effective partnership means recognizing the importance of a deep understanding of local context by channeling digital development programs and resources through local organizations and actors who are already present. This may involve contracting local technology vendors, start-ups, or partnering with local subject matter experts.
- **Building local digital capacity and ownership:** Capacity sharing includes rethinking who is doing the work in digital development by investing in the digital skills and tool ownership of local organizations and actors. This ranges from training local staff in the digital tools and skills needed to implement programs to prioritizing local ownership when making technology choices.
- **Prioritizing program sustainability:** A key priority is ensuring that digital solutions are designed and implemented to be sustainable in the long term by understanding and engaging with local digital ecosystems. This could involve using open source tools that don't require expensive licenses, as well as designing programs from the very beginning to be handed over to local implementers that will own the solution going forward.



What Does Success Look Like For Digital Localization?



The motivations for digital development practitioners to engage in digital localization range from increasing program effectiveness or sustainability to decolonizing power imbalances and extractive practices in the system as a whole.



Billy Blake

Chief Information Officer
Global Communities



Success is putting ourselves out of business, but really it's putting ourselves out of the primary supplier of services to a community. We can support them and be complementary to them, but success is sustainability."



Channé Suy Lan

Co-Founder
Kawsang



I measure success by asking: "How does it look like after the project ends?" After the funding, will that solution be able to continue? For example, the 115 hotline was used by the government before and during COVID-19, and is still being used for community outbreak detection."



Busoye Anifalaje

Chief Implementation Officer
BAO Systems



Success is when you deploy a solution and it's completely owned by the beneficiaries/stakeholders. By the time you've finished working with partners they should have a strong command and only call us for highly specialized support."



DIGITAL LOCALIZATION IN PRACTICE



What Counts as a Local Organization?

One way to measure digital localization is via the resources that are directed through local organizations and actors for programming involving digital technology. But the varying definition of “local” impedes measurement efforts, which can range in considering an implementing organization to be “local” based on where headquarters are based, degree of management and governance by recipient country or non-nationals, or even whether it excludes subsidiaries / brands of international organizations.⁷



What Does Digital Localization Entail?

Successful digital localization requires recognizing different priorities and approaches from actor groups.



1. Adaptation: Digital development practitioners and technology providers have an incentive to ensure that their technology is adapted to the local context, legal to use, and is profitably implemented. This is true for both proprietary and open source technology solutions. Examples include:

- a. *Software localization:* Changes are made to core software
- b. *Content localization:* Documentation, user assistance, training media
- c. *Program localization:* Moving ICT4D team to country offices



2. Inclusion: International development organizations are seeking inclusion of local actors in development programming, investing in locally created solutions, and overseeing the implementation of digital technology. Examples include:

- a. *User-centered design:* Co-creating and co-design of digital projects with local stakeholders
- b. *Local staff:* Hiring local team members to manage digital projects and make program decisions, and investing in upskilling local staff as needed
- c. *Use and invest in local vendors:* Engage with local vendors and providers who can operate in the local context and invest in locally created solutions



3. Ownership: The optimal outcome requires local ownership and co-creation of appropriate tools and content development, which will ensure both long-term use of digital technologies as well as their sustainable implementation over time. A key element of this is the clear identification of the need and how to solve it. This will require a shift from organizations to highlight the value and the potential to build impactful and sustainable programs and interventions. Examples include:

- a. *Shifting power to local actors for digital technologies:* Focus on underrepresented and marginalized groups to empower with digital technologies
- b. *Local investment:* Channeling a larger portion of resources directly to local partners for digital development purposes
- c. *Sustainable development:* Ensuring that projects can be managed sustainably and not create additional burdens on local actors and communities



Case Study: Cambodia Development Innovations

Ending in 2019, DAI led the implementation of one of USAID's first projects that focused on technology and innovation ecosystems.⁸ Examples of relevant activities throughout the project localization include:



Building Hardware with Locally Available Parts:

A three-day workshop on “Building Hardware for Civil Society” in Phnom Penh on learning to use an open source Arduino microcontroller program to collect data, output that data, and send via web or text message.⁹



Design Research with Local Civil Society Groups:

A modified Digital Insights design research method that focuses on civil society organizations including local partners was used as the first step in a process to design digital tools and engagement methods for individuals.¹⁰



Digital Literacy and Storytelling on Social Media:

Training Cambodian civil society groups in context-appropriate digital storytelling for the social media age, and addressing the digital gender divide through digital literacy programs for girls and young women.¹¹

At the conclusion of the project, DAI shared a comprehensive ICT4D toolkit optimized for a Cambodian audience; it also reported back to the international development community on lessons learned.¹²



Localization During the COVID-19 Pandemic

When the COVID-19 pandemic interrupted international travel in 2020, many global development organizations were forced to adapt to a new reality where international team members would be unable to travel. In many cases, this prompted a rapid shift toward decentralizing decision making to local actors, who were given more ownership of program design and direct access to resources with technology playing a crucial role in enabling it. While progress has been made on this front, there remains a digital divide between HQ and country office capabilities and influence, as well as those of local organizations.



Shift to Remote Working and Participation

Increased hiring of local actors in the country, as well as reliance on local partners. Increased access by local actors to decision making, conferences, and regular meetings using digital means.



Increased Importance of Local Knowledge and Access

Inability to travel internationally increased value of staff and partners who are attuned to local context and can access programs in the country.



More Technology Resources in Local Hands

When freed from centralized decision making processes at headquarters, local staff and organizations were encouraged to engage local technology vendors and solution providers.



Experimentation with Digital Approaches

As a result of constraints on movements and restrictions on activities, local actors had to quickly establish digital approaches and find innovative solutions to implement their program activities.

As the pandemic restrictions began to ease, conferences and events returned to in-person modalities and team members from international headquarters started to travel more often. Local actors and localization advocates are championing a consolidation of gains made during the pandemic, and fighting against a return to the previous model that hindered the participation of local actors in many of those activities as well as their ownership over decision making processes. Digital technologies can play a critical role in enabling digital localization through building better communication channels, co-development of digital tools, and co-creation of spaces to promote digital entrepreneurship. To sustain gains so far requires continued investment in digital skills, tools, and rights at the local level to continue to build on the advancement made in the past decade.



PRACTICAL TIPS: DIGITAL LOCALIZATION



Strategy reflection: What is the current process in which decisions regarding digital technology use are made? What is most likely to lead to better digital localization outcomes: adapting an existing tool or technology or creating a new one? Who are the local partners that are needed to achieve the desired outcomes and what is the plan to engage them and co-create together?

What is your organization already doing? Just because you're not aware of what is happening within your broader organization doesn't mean that there aren't digital localization innovations happening already, especially outside of your specific sector or country team. How does the digital solution you are proposing fit within the existing digital ecosystem? Is your solution compatible with the existing infrastructure and can it be integrated? Are you suggesting incompatible solutions that will create additional burdens? Depending on the focus of your project, you may need to take an internal or external view to these questions, or both.

What are other organizations doing? Are there examples of ICT4D projects with a strong focus on digital localisation that have inspired you and that you'd like to emulate? In the area in which you're hoping to focus digital localization, are there other organizations—local or international—you can connect with and learn from?

Who needs to be in the room from the beginning? If you're hoping to hand projects off to local partners or design with the user, make sure to bring them in from the beginning. Who are the key actors in digital development in the context you are working in? What does the local digital ecosystem look like? What digital systems are already used in your area of intervention? Who needs to be in the room from the beginning?





Elizabeth Shaughnessy

Digital Programmes Lead

Oxfam GB



Basic digitization isn't really the challenge anymore. There's no pushback against digitization. The pushback is against technology that may or may not be useful in that context."



Build on already existing systems and tools. Make sure to incorporate existing systems and tools that are used by local actors and communities. Avoid placing additional burdens on local partners and country offices by creating duplicative systems and tools. Be creative in how existing systems and tools can be adapted and built upon to achieve project goals.

Are you adapting tools to the appropriate context? Don't assume it's enough to translate the interface. Consider culture, laws, and the local digital ecosystem as a whole. Utilize the local digital context assessment you previously did to identify what might be appropriate to adapt to local contexts, what might already exist locally, and what might need to be co-created

Who needs to be included in program design and planning? You can't expect local partners and country offices to sustain programs that they haven't helped design. What are your plans to engage and empower people and local organizations from the start? How are you ensuring that local knowledge is valued and prioritized?

Who is responsible for owning the program? If it's not a local partner, then what are your plans to hand off or close down when the project is finished? How are you engaging local partners and country offices in decision making processes from the start of the project?

How are you minimizing digital risk? Local organizations often face unique challenges and risks as it relates to cybersecurity and political pressures by national governments and nefarious actors. How are you ensuring that local organizations are well prepared to deal with these risks?



How are you planning for sustainability? How are you ensuring that the project—along with any tool or technology—is sustainable beyond the length of the funding grant? What are you and your organization doing to reduce possible burdens on your local partners? Is there local buy-in and support to ensure longevity of the project?

Incorporate agile processes. Build through iterative processes that are flexible and benefit from repeated feedback and testing and that can be modified as the process moves forward rather than at the end.



Ahmed Mihaimeed

Director ICT for Eastern and Southern Africa
SOS Children's Villages International



How we plan and design projects has changed. It was a long way since digital maturity varies but now we make sure that all the stakeholders are at the table and influencing the discussions and direction, as well as feeling ownership of the program.”



Larissa Meier

Advisor on External Relations
United Nations



Countries are developing [digital solutions] on their own and we're trying to keep up in head office to understand where the innovation is happening. That's prompting us to reflect on what our role is. Are we the ones who should build or resource solutions or are we facilitators who bring people together who can push for these innovations in delivering solutions across different sectors that we work in.”



LOCALIZATION RESOURCES AND ORGANIZATIONS



Resources

Digital Ecosystem Framework (2022)

This framework by USAID provides a practical structure that defines the core and cross-cutting elements of a country's digital ecosystem, which is a critical first step in localization efforts.¹³



Funding the Localization Agenda (2023)

This report argues that if USAID is to realize the vision it has articulated, it must adopt a narrower definition of *local* and include all funds directed by USAID in its total funds figure.¹⁴



Inclusive by Design: Accelerating Digital Transformation for the Global Goals (2022)

This brief by UNDP unpacks digital transformation in an inclusive whole-of-society way and outlines its illustrative benefits for countries and societies.¹⁵





Localization: A “Landscape” Report (2021)

This study is one of four commissioned by the Bureau of Humanitarian Assistance of USAID that examines the literature and speaks with key informants on humanitarian localization.¹⁶



Regional Differences Impact Digital Transformation, and They Cannot be Ignored (2021)

This paper by NetHope highlights that a one-size-fits-all approach to digital transformation can be expensive and ineffectual. The paper argues that taking regional differences into account can result in a more sustainable, more effective, and less expensive journey.¹⁷



Organizations



The Kuunika Project: Data for Action (Malawi)

A four-year program funded by the Bill & Melinda Gates Foundation (BMGF) and implemented through the Government of Malawi (GOM) and partners. Kuunika seeks to establish a “strong base of high-quality, routinely-available data and an ingrained culture of data use among technicians and policy makers in the health sector, using HIV as a first use case.” Through this GOM project, community members are provided with necessary training and tools to engage in evidence-based decision making.¹⁸



Multi-Hazard Assessment Platform (Lebanon)

In partnership between the Lebanese Red Cross, ICRC, Red Cross Red Crescent, Climate Center, and 510, a Multi Hazard Assessment Platform is being built from scratch to help support decision making in Lebanon by providing a comprehensive overview of climate hazard exposure, vulnerabilities, and community capacities. This platform is powered by data provided and managed by the Lebanese Red Cross and will empower movement members to make better and more informed decisions.¹⁹



CRS: Monthly Interval Resilience Analysis (MIRA)

MIRA is CRS' tested approach to resilience monitoring at scale. It is a recurrent food security and resilience monitoring approach whereby community members (called enumerators) trained by CRS gather data from the same households every month, usually across a project zone. The data is analyzed by CRS and returned to local actors who then make decisions based on the insights derived from it. MIRA's approach promotes local buy-in that enables community members to make evidence-based decisions.²⁰



Youth Links Community

The YouthLinks Community has been established as SOS Children's Villages central digital platform to connect young people with care experience to training, mentoring, and participatory opportunities. The Youth Links Community provides support for local digital businesses, and promotes the development of digital solutions with end-users.²¹



Localization Lab

A global community of over 7,000 contributors focused on crowdsourced localization for open source technology through collaboration with developers, organizations, end users, and communities in need.²²



Kawsang

A technology social enterprise company that works with governments, development partners, and local communities to co-design, and create technological solutions to address challenges in LMICs.²³



Global Communities

Global Communities has successfully transitioned the ownership of operations and programs to locally-led and managed entities. Between 1998 and 2020, Global Communities successfully incubated more than 25 organizations, supporting the development of new business models, funding strategies, and proposals to both U.S. government and non-governmental donors.²⁴

DIGITAL PUBLIC GOODS



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OVERVIEW



What are Digital Public Goods (DPGs)?

Digital Public Goods (DPGs) are 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 Sustainable Development Goals (SDGs).²⁵ Open source software has been a critical component of digital development, but it is only one of many types of open digital solutions available.

For digital development practitioners, the term “digital public goods” can broadly refer to open digital solutions that are “public goods” where use by one person doesn’t reduce its availability to others, and no one can be excluded from using them. More recently, DPGs expands on this with additional conditions for the digital development use case, as listed in the [Digital Public Goods Standard](#), which specifies that DPGs must:



Use open licenses:

These can vary by DPG type, but, for example, may require a Creative Commons license for open content, or Open Data Commons approved license for open data.



Advance the Sustainable Development Goals (SDGs):

Demonstrate relevance to advancing at least one of the 17 SDGs, such as “Good Health and Well-Being” or “Gender Equality.”



Do No Harm:

Designed to anticipate, prevent, and do no harm by design, as well as complying with applicable privacy laws.

Why Digital Public Goods Matter



The digitalization of international development provides new opportunities and challenges for governments and international development providers to help realize the Sustainable Development Goals (SDGs) by 2030.²⁶ International development organizations are embracing DPGs as a means of providing benefits to countries, institutions, and businesses trying to advance the SDGs to address urgent global challenges including pandemics, hunger, and climate change.²⁷ According to the [DPG registry](#), some of these reasons for the adoption and use of DPGs include:

DIGITAL PUBLIC GOODS IN PRACTICE

Description

Open Source Software

Software that works across sectors and national borders, as well as a foundation for all software. For example, Red Hat's [Fedora Linux](#) is a completely free and open source operating system for laptops, desktops, servers, devices, clouds, and containers.



Open Content

Access, reuse, improve, and adapt content for scaling and localizing digital development programs. For example, educational content such as the [Digital Health Applied Leadership Program \(DHALP\)](#) can be repurposed to engage national health ministry partners in leveraging digital health solutions.



Open Data

Critical for transparency and accountability, as well as improving decision making. For example, [OpenStreetMap](#) is an initiative to create and provide free geographic data, such as street maps, to anyone.



Open Standards

Make software easy to implement, improve interoperability, and improve digital development outcomes and impact. For example [FHIR \(Fast Healthcare Interoperability Resources\)](#) is a set of rules and specifications for exchanging electronic health data, which can be used across different health information systems.



Open AI

Increasingly important for unlocking value across other open solutions. For example, [Hugging Face](#) is currently the most used open platform for AI builders, with two million AI builders and 20,000 organizations.



What Does Success Look Like for Digital Public Goods?



Josh Woodard

Senior Digital Advisor,
Bureau for Resilience,
Environment, and Food Security
USAID



Practitioners being mindful of the long-term endgame for donor-funded support when introducing digital technology. For too many years, projects would fund their own thing and then expect government partners to take it over afterwards. But that of course never happened."



Matthew McNaughton

Head of Civil Society
Engagement
Co-Develop



Yes there is an inherent value in the existence of DPGs, but we need more actually succeeding in the markets in which they play—and that means getting more adoption, capacity building for users, and the countries that they're trying to make their way in."



Nita Tyagi

Director - Partnerships
and Growth
eGov Foundation



A DPG by definition is one which enables Digital Sovereignty, is scalable and adaptable, brings in transparency and accountability, reduces operational and financial inefficiencies, fosters innovation and collaboration through interoperability. A successful DPG is one which is well adopted and sustainable too."



Accelerating DPGs through Digital Public Infrastructure (DPI)



Just as physical infrastructure such as bridges, electricity, and connectivity can help power a society's goods and services, so too can digital infrastructure accelerate adoption of digital solutions and improve their effectiveness. Co-Develop describes digital public infrastructure using Brett Frischmann's view as a "[shared means to many ends](#)", which by evolving with digital public goods and technology, broadly can include the following core DPI:



Digital Identity

Helping individuals and organizations verify digital identities, particularly among communities where that had not previously been possible, is critical for providing services to beneficiaries. For example, Aadhaar, India's digital identity system, has reached over 1.3 billion people. Open-sourced versions of it (such as MOSIP) are being tested and deployed in other countries.



Digital Payments

Digital payments are the key to financial inclusion for the 1.4 billion unbanked, and can increase efficiency and scale through securely sending and receiving money when integrated into digital development initiatives.



Data Sharing

Sharing information—with the individual's informed consent—is vital for delivering goods and services critical to development. Interoperability of data systems, for example, reduces the burden on people and organizations to collect and share the same data for every activity. X-Road in Estonia is an example of open source software that allows for integration of public-private systems to provide vital services.²⁸

PRACTICAL TIPS



Develop your DPG Approach. Articulate and iterate on your strategy for leveraging software, content, and data that are openly and freely available in order to support global development goals.

Build a clear understanding of the DPGs available. Start with the DPG Registry to identify solutions that you may want to include in your DPG approach.

What is the local digital ecosystem? Assessing the digital ecosystem can help reveal key actors, infrastructure, and other important considerations. Check out the USAID framework for [Digital Ecosystem Country Assessment](#).

What DPGs are being used in the country you are engaging and what is the capacity to implement? Check out the [DPG Explorer](#) or ask local partners for a better understanding of what is already being used.

Are there any solutions you are currently using that could be approved as DPGs? For some organizations, you may have already been using effective digital solutions that could be made open for others to use. Ask internally if there are solutions that could be submitted as registered DPGs.

Ask for help even before you need it! There are likely already local partners and vendor networks that you can engage on a given open solution. This is an opportunity to engage the community.

Documentation and training is critical. Remember that open solutions are only as good as the capabilities of those responsible for them. Document everything you can and make sure that your team and partners are able to use them.

Consider integration and customization. Since you can adapt open solutions, integrating them with other open solutions (or proprietary ones) is an incredible strength, particularly if you're able to further customize for the use case.

Share lessons learned! There are sites such as UNICEF Pathfinders and others that aggregate insights from open projects.²⁹

Update your DPG registry entry as appropriate. Did you work in a new country? Were there any major updates to the core solutions that you can share?



Resources

Co-Creating Our Digital Future (2023)

This publication by DIAL explores how open source technology can expand inclusive digital public infrastructure.³⁰



DPG Accelerator Guide and Pathfinders

Pathfinders are leading countries in developing, scaling, and investing in DPGs, while sharing their experiences with others. The DPG Accelerator Guide is a collection of cases, templates, and resources for DPG acceleration.³¹



The DPI Approach: A Playbook (2023)

This playbook and a complementary compendium on DPI were released as part of India's G20 Presidency to help countries advance their digital transformation journey.³²





Organizations



Co-Develop

A global non-profit fund helping countries accelerate their digital transformation journeys by leveraging safe and inclusive shared digital public infrastructure (DPI) at scale. Enabling the digital transformation for 50 countries in the next five years.³³



Digital Public Goods Alliance

A multi-stakeholder initiative to accelerate the SDGs in low- and middle-income countries by enabling digital public goods.³⁴

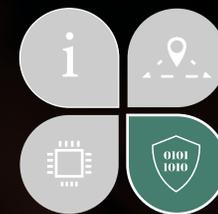


eGov Foundation

A collective of technologists, strategists, and policy professionals committed to solving societal challenges. Have adopted DIGIT DPG for citizen delivery in 10 countries.³⁵



DIGITAL SKILLS AND RIGHTS



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OVERVIEW



Overview: What are digital skills and rights?

The ongoing digital transformation of economies, business, and development is driving the transformation of everyday life into the digital age, most recently accelerated during the shift toward remote digital work as a response to the global pandemic. Digital development leveraging this societal and economic transformation requires digital skills to use digital technologies in order for individuals to both stay safe and prosper, as well as digital rights to protect users' privacy, promote online safety, and ensure the freedom to access, make use of, and create digital services. To achieve equitable digital transformation relies on an environment that promotes and protects digital rights, which would allow for the fostering of digital skills.

Digital advocates need to double down on their efforts to ensure that the rights of people in the digital realm are protected. The impact of mis/disinformation, the growing concerns over the documented reduction in freedom on the internet, combined with the rise in government surveillance, the targeting of people online, and the erosion of privacy are critical barriers to unlock the potential of digital transformation.



Digital Skills:

Everyday life requires that individuals have minimum digital literacy and digital skills in order to compete and prosper. Skills include the ability to make use of digital devices such as laptops, cellphones, and tablets. Digital workers require skills such as data collection, analysis, and visualization, the ability to conduct digital research, and the ability to conduct risk assessments of their digital activities. As technologies evolve, so do the skills required to make use of changing digital tools. Frameworks exist to help individuals assess the skills that they need in a digital space, such as the Digital Competence Framework developed by the EU.³⁶



Digital Rights:

Digital rights seek to extend international human rights and the protections they offer into the digital and cyber spheres. This represents the set of regulations, principles, and standards that protect the rights of individuals and communities in the digital space. Globally, 137 countries have put in place various legislation on the protection of data and privacy. One aspect of digital rights is often referred to as “the right to the internet”, ensuring free and equitable access to the internet and digital services. At the same time, digital rights face challenges as a result of government surveillance, internet blackouts and deliberate shutdowns, restrictions by government authorities, extractive practices by corporations, and malicious actors targeting and scamming digital users.

What does success look like for digital skills and rights?



Sergio Fernandez

Chief Technology Officer
Pro Mujer



In terms of connectivity that we are in a better place than 10 years ago...we are moving more in terms of what the new technology bring to us as an options and opportunity and how as humanitarian organizations we can use this kind of technology to bring a better life to people."



Krista Jones Baptista

Executive Director
Data2X



Good data - including good gender data - is essential for understanding digital skills and rights. Successful programs exist within and as part of the existing ecosystem - including gender and social norms. And it is key that we learn from others through instructive content such as this playbook, design key roles and responsibilities that address gender inclusion and data for decision making and anticipate possible pitfalls. In addition, skill building facilitates collaboration across programs in the same space and reveals and amplifies the potential impact.



Neal McCarthy

Associate Director,
Digital in Programs
Oxfam America



As the world becomes more digital – and as a rights-based organization – we have to be concerned with digital rights. But Oxfam doesn't seek to invent new policies in the digital rights space: rather we are focused on amplifying the perspectives of partners in the many contexts in which we work, by supporting them in their diagnosis of the local, national, and global factors that impede a more rights-respecting digital ecosystem in their context"



ADDRESSING THE DIGITAL DIVIDE



In 2024, approximately 2.6 billion people remain without access to the internet and are cut off from the digital world. This digital divide hinders the ability of many around the world to engage in and gain from the ongoing digital transformation and creates real headwinds for achieving the SDG target goals by 2030. At the same time, hundreds of millions of people around the world lack the digital literacy necessary to tap into the digital transformation. Advocates should build on existing successes to promote further access to digital tools, including training, education, and building opportunities for communities around the world to benefit from such tools and technologies.

As digital development advocates focus on the promotion of digital skills and digital rights in this space, addressing and closing the digital divide is a key priority for the field. This includes, but is not limited to addressing:

Digital Inclusion:

Inclusion of local communities is key to digitalization that is equitable and that achieves the targets set out in the Sustainable Development Goals as it relates to education, healthcare, and economic opportunities. This includes the breaking down of linguistic barriers that often limit the inclusion of communities in digital projects, removing cost barriers, and advancing meaningful connectivity by ensuring people have regular internet use access, appropriate devices, and enough data and bandwidth to access digital services.³⁷

Digital Infrastructure:

Infrastructure plays an important role to ensure that people and communities can access digital services and the internet. Billions of people around the world remain unconnected due to a lack of infrastructure, costs, and access to devices that would enable them to participate in the digital ecosystem. A key goal of digital development is to remove the barrier to entry by expanding the availability and affordability of digital infrastructure.

Digital Decolonization:

The pursuit of decolonization practices are necessary to ensure that local communities, local knowledge, and local context are centered in any digital project. Digital decolonization aims to recenter power around those whose lives are most impacted by digital interventions, and to support the local digital ecosystems, local vendors, and local communities.

Digital Impact on Gender:

The gap in gender data is a key contributor to the growth in digital divide. Data collected on women are often incomplete or missing in comparison to the data collected on men. Understanding how access to digital technologies differs between men and women is an important step in designing better digital interventions. The digital experience of people varies depending on their gender. For example, men and women face different degrees of harassment or targeting online. Additionally, for any organization looking to engage in digital development, a gendered lens analysis is key to foster inclusion and to ensure that gender is not a barrier to accessing digital services.



DIGITAL SKILLS AND RIGHTS IN PRACTICE



Expanding Opportunities:

Digital technologies can help organizations create new employment opportunities, expand education through online and digital programs, and offer new services. Digital tools can also play a key role in supporting people through training and skills development and empowering them to unlock their potential.

Delivery of Aid:

Aid can be delivered better and faster through new technologies and digital tools. For example, access to, and literacy in mobile technologies can provide an avenue to ensure that affected populations receive financial compensation directly through mobile banking and digital vouchers.

Supporting Civic Space:

Digital technologies offer the opportunity to empower civil society and strengthen their overall role. These tools can help organizations communicate and collaborate with one another, as well as reach and engage citizens. Forms of civic engagement in the digital space include initiatives to promote government transparency and accountability and the mobilization of citizens around civic issues.

Ownership and Governance:

New models for data ownership and governance are needed to ensure that people and communities have more control over the data collected about them, the digital projects that are designed and implemented, and establishing clear accountability mechanisms. This includes supporting the development of local communities' digital and data skills, and sharing back any data collected with data subjects to enable them to take action on the basis of insights that can be drawn from the data.

Privacy and Digital Security:

Establishing and building up-to-date practices that protect the privacy of users and the security of their data is key. Organizations should ensure that throughout the lifecycle of their projects the privacy of individuals, groups, and communities are respected. This requires a clear understanding of the regulatory environment and best practices in the digital development sector. As nonprofits are increasingly seen as a high-value target for cyber attacks, it is necessary for all organizations to invest in strong measures to protect their digital infrastructures and to collectively advocate for the protection of the digital assets of nonprofits.



PRACTICAL TIPS



Rights

Regulatory assessment: What are the key domestic regulations that govern the rights of your participants? If you are planning on sharing data across countries, what are the international data mechanisms that will govern this?

Digital governance: Establish a clear digital governance structure for who will own and be accountable and how the data collected or generated is managed.

Protection of rights: What are you going to do to ensure the protection of the digital rights of individuals and communities? How will you act in the event of a government shutdown? What are your strategies to minimize the potential risks from digital harms?

Systems and data protection: Ensure data protection continuity and stress testing of systems especially when dealing with populations that may be vulnerable or operating in environments with repressive governments.

Digital rights assessment: Are the strategies you established to protect the digital rights still appropriate? Are there new risks that have been identified that require changes in the implementation of the activities?

Data retention: What are your plans to delete sensitive data that is no longer relevant?





Skills

Gap assessment: Assess the necessary skills, capacities, and infrastructures necessary for the success of the project.

Plan for internal and inclusive upskilling: Plan for necessary training to upskill project members as necessary and ensure inclusivity of all relevant stakeholders.

Plan for participant capacity building: Ensure there is a plan in place so that participants and recipients have the necessary skills to manage the project and take ownership.

Adaptability: Ensuring that skills and capacities continue to match the necessary requirements of the project as it evolves.

Cross-Cutting

What are others doing in this space? Assess how others in your organization or space are working to promote digital rights and support digital skills. What are the best practices currently in place that you can adapt and follow?

Digital gap assessment: What are the gaps in the technical requirements, regulations, or organizational structures that have been assessed?

Sustainability: Ensure project sustainability so that digital costs associated with projects—such as connectivity or access to technology, software, licenses, and digital tools—do not create a burden on project recipients and long-term owners of projects.

Digital impact evaluation: How have you supported digital skills and promoted digital rights as a result of your activities and programming?

Digital Rights and Skills Organizations



Skills



Pro Mujer

Pro Mujer provides digital skills programs to ensure that women can leverage technology, while also seeking to establish partnerships to increase and expand connectivity. ([Pro Mujer](#))³⁸



Digital Skills Campaign

The [Digital Skills Campaign](#) seeks to engage 25 million young people by 2030 to build up their employability, help create new jobs, and spark innovation across the digital economy. The campaign offers a digital skills toolkit that could be implemented by partner organizations.³⁹



Micromentor

An online platform by Mercy Corps helps to connect entrepreneurs and businesses, globally. Through this unique volunteering virtual program, Mercy Corps aims to help under-resourced communities access a global network and deliver mentorship opportunities to them.⁴⁰



SOS Digital Villages

Digital Villages is a global project which aims to close the digital divide by providing children and young people lacking adequate parental care, as well as the surrounding vulnerable communities, with meaningful access to digital technology and digital literacy skills to support their education, development needs, and career prospects.⁴¹



TechSoup

A nonprofit that supports nonprofits, charities, and libraries by providing access to donations and discounts on software, hardware, and services from major providers.⁴²



Village Enterprise

Supports first-time entrepreneurs to move beyond extreme poverty with a training and graduation model that includes mobile money, digital training and mentoring tools, and mobile monitoring and evaluation.⁴³



Asia Foundation

The Asia Foundation Future Skills aims to support STEM education, increase access to digital and financial literacy, and provide the necessary skills training to enterprises. Through partnerships with the public and private sector, the initiative targets the region's most marginalized populations and promotes digital inclusion.⁴⁴



War Child

[War Child's Cant Wait to Learn](#) seeks to improve access to education and provide opportunities to children through digital learning platforms. Through tablets and educational games developed in partnership with local actors, the initiative aims to ensure access to quality education.⁴⁵



SMEX

[SMEX](#) works across West Asia and North Africa to promote and advocate digital rights across the region. SMEX tracks digital violations, promotes online safety, and creates best practices that cater to local needs.⁴⁶



Access Now

Defends and extends the digital rights of people and communities at risk. Access Now provides technical support to civil society groups and activists, offers grants to organizations working on expanding digital rights, and works with groups and organizations to conduct global advocacy campaigns, as well as hosting their yearly flagship event RightsCon to promote human rights in the digital space.⁴⁷



Electronic Frontier Foundation (EFF)

The leading nonprofit defending digital privacy, free speech, and innovation. EFF engages in impact litigation, policy analysis, advocacy, and technology development in support of its pursuit for privacy, free expression, and innovation.⁴⁸



Edison Alliance

[The Edison Alliance](#) aims to connect a billion people by 2025 to essential services such as healthcare, finance, and education through digital platforms. The alliance brings together partners from academia, governments, civil society, and the private sector. The alliance offers valuable resources such as their digital inclusion [navigator](#) that provides access to resources to foster digital inclusion.⁴⁹



AFRICA ICT Right (AIR)

Founded in 2007, [AIR](#) works towards increasing access to mobile phones, laptops and internet technologies to reduce the inequality in access. AIR operates in Ghana to provide solutions to critical needs relating to agriculture, health, gender, education, and youth empowerment. AIR aims to increase digital literacy and boost employment opportunities of the communities they work with.⁵⁰



Cross Cutting



GIGA

Established in 2019, [GIGA](#) seeks to connect every school on the planet to the internet by the year 2030. Access to the internet would allow children to develop digital skills and access online educational content. Achieving this goal would play a big role in reducing the digital divide.⁵¹



War Child

[War Child's Cant Wait to Learn](#) seeks to improve access to education and provide opportunities to children through digital learning platforms. Through tablets and educational games developed in partnership with local actors, the initiative aims to ensure access to quality education.⁵²



Wikimedia Foundation

A nonprofit that provides the essential infrastructure for free knowledge, including hosting Wikipedia, the free online encyclopedia, as well as many other vital community projects.⁵³

Contract for the Web:

The Contract for the Web was created by representatives from over 80 organizations, representing governments, companies, and civil society, and sets out commitments to guide digital policy agendas.⁵⁴



The Feminist Principles of the Internet (2016)

A series of statements that offer a gender and sexual rights lens on critical internet and digital issues.⁵⁵



Freedom of the Net 2023 Report (2023)

This Freedom House report highlights the growing concern regarding the decline in internet freedom and freedom of expression amidst a crackdown by governments and new risks emanating from generative AI.⁵⁶



Mapping Humanitarian Tech (2024)

This report addresses the growing relationship between humanitarian actors and private corporations. The report highlights how the lack of transparency impacts the digital rights of affected communities humanitarians seek to serve and protect.⁵⁷



Digital Skills Assessment Guidebook

This guidebook developed by ITU serves as a step-by-step process to conduct digital skills assessments to identify gaps and requirements. The guidebook is a helpful resource for organizations and national entities looking to conduct similar exercises.⁵⁸



Connected Society Mobile Internet Skills Training Toolkit (2021)

This resource developed by GSMA serves as a guide to teach people the skills necessary to make use of smartphone devices and to access certain services. The guide offers various formats that cater to the needs of trainers.⁵⁹



Advancing Meaningful Connectivity: Towards Active and Participatory Digital Societies (2022)

The report advances the Meaningful Connectivity framework as a way to support more inclusive societies and strengthen digital economies. It measures the gap in the number of people with just basic internet access and those with meaningful connectivity, and examines what this digital divide means.⁶⁰



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