



## Digital for Development

Promoting sustainable digital transformation globally



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## **Promoting sustainable digital transformation globally**

Today we are doing development in a digital world. Mobile phones, Internet access, and the services they facilitate are quickly changing societies around the world. Deloitte's Digital for Development (D4D) practitioners strengthen equitable, open, inclusive, and secure digital ecosystems with partner countries and bilateral and multilateral development organizations.

# Global solutions, local delivery.

Over the past 30 years, Deloitte has implemented over 100 development programs in 70 countries around the world to expand economic impact and accelerate social achievements. Deloitte's global network brings world-class capabilities to digital challenges in partner countries. As the world's leading professional services innovator, Deloitte leverages an unmatched network of technology firms, academic institutions, development organizations, and Deloitte member firms in more than 150 countries to promote inclusive growth and positive social change.

Our digital services incorporate breakthrough technologies with locally led innovations and human-centered design processes to create interoperable and sustainable solutions at scale, leveraging the Principles for Digital Development.

We focus on a variety of offerings to further our impact:

- Digital Assessments
- Strategy, Policy, and Governance
- Solution Design & Development
- Capacity Building & Learning
- Infrastructure & Cybersecurity

## Our time-tested results have earned us recognition and awards by the following communities:

- ★ Global leader in Digital Innovation Consulting Services based on breadth and depth of capabilities (ALM Intelligence)
- ★ Leader in the Forrester Wave™: Cybersecurity Incident Response Services
- ★ #1 Global Innovation Strategy Consultancy (ALM Intelligence)
- ★ Global Leader in Digital Supply Chain Planning and Design Consulting (ALM Intelligence)
- ★ Global Leader for Data and Analytics Service Providers (Gartner® Market Share Analysis)



# Our Digital for Development Assets.

Our solutions have helped organizations worldwide address pressing digital challenges and can be aligned to each organization's unique context.



## Digital Maturity Model

The Digital Maturity Model (DMM) is an effective tool to provide a clear path throughout the digital transformation journey. The model is the first industry-standard digital maturity assessment tool, covering 5 core business dimensions, and first to benchmark against peers and measure progress. It enables business leadership to assess where they are in their transformation journey, create goals and plans, both short and longer term, and make impactful transformation project investments.

### Digital Maturity Model in Action:

Sri Lanka PARTNER project leveraged the DMM to develop a survey which evaluated SME's digital capabilities across five core business dimensions. After gaining an understanding of the SME's digital capabilities, Deloitte provided a roadmap to SME exporters for how to mature their digital capabilities to decrease operational costs and increase revenue.



## Digital DNA

Digital DNA is a highly effective approach developed by Deloitte which embeds digital traits directly into the organization's day-to-day DNA. Deloitte supports clients in assessing their digital maturity through 23 thoroughly researched traits. This DNA becomes the blueprint for bringing digital transformation to life. After the Digital DNA assessment, your organization selects three or four priority traits that can move the needle toward digital maturity. Once priority areas are set, we create together a series of targeted and scalable minimum viable changes (MVCs) that will infuse just enough of the new Digital DNA into your existing DNA to make rapid and welcomed change.



## Robust Analytics Platforms

Deloitte has a suite of proprietary and partner technology that supports the entire spectrum of analytics needs. These solutions would allow clients to leverage their own program data, as well as support the digital transformation of partner country governments. For example, for health-related challenges, [GovConnect](#) Public Health Transformation Platform is a suite of case management and analytics solutions that help government leaders and public health officials make better real-time decisions about rapidly changing public health crises such as COVID-19. In energy, [MarketPoint](#) is a powerful suite of tools and services to model large, complex energy systems, empowering clients to assess the impact of market factors on investment decisions. For supply chain, [CentralSight™](#) is a platform that empowers organizations to identify indicators of risk, dissect and analyze global supply chains, and radically increase supply chain security. For general analytics challenges, [SEMOS](#) is an end-to-end data platform that allows organizations to collect, clean, analyze, and visualize data in one place, while also integrating with external platforms like Tableau and Salesforce.

# Our Experience and Impact



## Digital Assessments

Deloitte's Digital for Development (D4D) practitioners work with our partners to identify firms, sectors, and industries that can leverage new and emerging technology for equitable, open, and inclusive development opportunities. We contextualize constraints, evaluate options, and recommend strategies to build ability and commitment for increased employment and high growth.

### Sri Lanka

We scaled our Digital Maturity Model (DMM) to assess the digital maturity of 300+ private sector companies nationwide, assisting targeted firms to understand their strengths and weaknesses, and providing evidence-based recommendations for USAID to develop interventions that improve digital readiness among exporters and optimize firm-level competitiveness in the global market.

### Nepal

We assessed software and digital service companies and their ability to support the agriculture, education, health, tourism, and financial services sectors to accelerate growth and increase employment of Nepali women, youth, and other disadvantaged groups.



## Strategy, Policy & Governance

Our services include developing technology policy and implementation frameworks for governments and organizations that create enabling legal and regulatory environments. Through our global network and in-depth industry knowledge, we balance both public and private interests to enact guidelines that respect community diversity, enhance equity, promote inclusion, and generate positive economic outcomes.

### Southeast Asia

We expanded the strategic visions of Indonesia's new Smart City capital, Nusantara, to prioritize open, vendor-neutral technology infrastructure designs that include the needs and concerns of all the city's expected residents, especially traditionally marginalized populations.

### Armenia

We deployed sensor-based water measurement infrastructure systems to create modern evidence-based governance policies that increase efficiency, drive equitable water resource allocations, and engage the private sector to produce enhanced economic benefits for all.





## Capacity Building & Learning

Deloitte's Digital for Development (D4D) practitioners equip partners with the information, knowledge, and skillsets that they need. We lead digital transformations for our partners and assist them in identifying the learning needs of their constituents, designing curriculum, and facilitating training.

### Georgia

We assisted the Ministry of Economy and Sustainable Development to understand the drivers of public-sector digital transformation and its application to Georgia's political systems, leveraging the proof-of-concept for blockchain-based energy trading in Georgia to modernize Georgia Stock Exchange operations, for example by simplifying transaction processing (like NSADAQ Linq) or proxy voting (like the Tallinn Stock Exchange).

### Globally

Deloitte assisted the UN to enable teams and organizations to move from "accidental innovation" to "innovation as a discipline" by developing a prototype of the digital UN Innovation Toolkit app accessible to 40,000+ employees across the UN.



## Infrastructure & Cybersecurity

We strengthen the openness, inclusiveness, interoperability, and security of digital infrastructure, data, and information as the world's largest cybersecurity services organization. Our 8,000 cyber experts provide cybersecurity audits, maturity-level analysis, and capacity building across the public and private sectors with 40 Centers of Excellence focused on cyber regulation.

### Ukraine

We supported the Ministry of Health to stand up a secure and functional national eHealth system: from initial concept through the implementation and execution stage, including increasing cybersecurity resilience during the Russian invasion.

### West Africa

We conducted data security assessments for national Neglected Tropical Diseases (NTD) Programs in West Africa within ministries of health in Benin, Burkina Faso, Cameroon, Cote d'Ivoire, Ghana, Guinea, Mali, Niger, Senegal, Sierra Leone, and Togo. Using the National Institute of Standards and Technology's (NIST) Cybersecurity Framework, the team collaborated with ministry of health staff to identify areas to improve physical and cybersecurity practices and processes from initial data capture at the community level to aggregation and analysis at the national level.



## Solution Design & Development

We integrate globally recognized best practices like the Principles of Digital Development with human-centered design and hyper-local expertise to create practical and effective solutions with our partners. Deloitte's Digital for Development (D4D) practitioners focus on the user and their challenges, always seeking the best solution for that context.

### Cote d'Ivoire

Deloitte supported a national energy utility company in Côte d'Ivoire, CI-Energies, to update their Geographic Information System (GIS) system and to build the capacity of the CI-ENERGIES and data and planning teams to ultimately update Côte d'Ivoire's electrification plan, including reviewing client's database within QGIS, identifying the areas with largest data quality issues, and developing 6 rounds of capacity building sessions to deliver.

### Tunisia

Deloitte supported the Municipality of Tunis in collecting and digitizing service data to inform local decision making and management. We developed a GIS database that will provide the capital city with a data platform that enables them to effectively manage their service delivery operations (e.g., Roads, Traffic, Public Lighting, Parks and Green Spaces, and Waste Management), maintain and keep track of their service assets and other facilities, and carefully plan for long term development and crisis management.



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