



# How the Digital Principles can support Digital Infrastructure

Adapting to Covid-19: Indonesia, the United States, and the Indo-Pacific

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**dial** Digital Impact Alliance



BILL & MELINDA GATES foundation





# Principles *for* Digital Development



Design with the User



Understand the Existing  
Ecosystem



Design For Scale



Build For Sustainability



Be Data Driven



Use Open Standards, Open Data,  
Open Source and Open Innovation



Reuse and Improve



Address Privacy and Security



Be Collaborative





# Examples of digital programs in Indonesia's public services

Using modern technology to cater to the needs of Indonesia's urban population



**Surabaya, East Java:** e-government for finances to be managed online



**Bandung, West Java:** City Command Center to monitor real-time data center and media analytics



**Makassar, South Sulawesi:** Smart cards for cashless financial transactions and traffic surveillance system



**Jakarta:** SmartCity encourages daily use technologies like public transportation and communication apps

**SmartCity basic concept:**  
Development in urban areas utilizes ICT to manage public assets and resources, such as traffic systems, waste management, online banking



# Use case: Online banking/cashless financial transactions

How might the Principles for Digital Development apply?

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## Digital Principle

## Key Considerations



### Design with the User

Citizens (users) who will use the mobile app  
Banks (users) who will partner on the program  
Mobile network operators  
Do all actors have the opportunity to provide feedback throughout the program

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### Understand the Existing Ecosystem

Network connectivity in rural districts  
How many mobile phones exist / how many users have one  
Are there better ways to approach banking services for rural farmers



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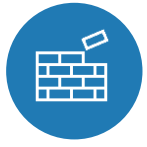
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 <b>Understand the Existing Ecosystem</b>	Network connectivity in rural districts How many mobile phones exist / how many users have one Are there better ways to approach banking services for rural farmers
 <b>Address Privacy and Security</b>	Banking information is private and risky to be managing How to protect and encrypt user data in mobile apps How to limit access to information – who has to know what, and what information actually needs to be stored How to appropriately destroy information when it is no longer needed Can users elect for their information not to be collected



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 <b>Build for Sustainability</b>	Identify alternative resources for funding it long-term Building partnerships between governments, banks, private sector Capacity building to manage information, technology updates, etc.



## Other factors to ensuring a citizen-centric approach

### The World Bank's 3 Key Priorities:

1. Digital connectivity and affordability
2. Investment in relevant digital and technology skills
3. Leverage digital technologies for improved public services and trust in the digital world

*“It will be crucial to help citizens develop the skills to maximize digital opportunities, especially for better jobs. At the same time, it is equally important for the government to address the challenges related to regulations and business environment to enable firms to innovate and compete effectively.”*

**- Satu Kahkonen, World Bank  
Country Director for Indonesia and  
Timor-Leste**

Source: [Beyond Unicorns: Harnessing Digital Technologies for Inclusion in Indonesia](#)



# Case Study: Cambodia's 115 Hotline: Expanding Access to the Reporting and Detecting of Disease Outbreaks

**Objective:** *To assist the Cambodian government detect infectious diseases signal, InSTEDD iLab Southeast Asia helped build a public health hotline*

## Outcomes:

- Close gaps in data collection, tracking and reporting from health centers throughout Cambodia to inform health experts and decision-makers on the health of the country
- Providing Cambodian citizens with a health hotline that was free and easy to use: they have the ability to make a phone call to report an abnormal disease or illness and educate themselves on preventative measures



Source: [https://digitalprinciples.org/wp-content/uploads/Principles-Case-Study-Cambodia-115-Hotline-FINAL\\_-2.pdf](https://digitalprinciples.org/wp-content/uploads/Principles-Case-Study-Cambodia-115-Hotline-FINAL_-2.pdf)