



LiveCast 2: June 17, 2020

## The Identity for Development Agenda in the Era of COVID-19

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02:44

Greetings, ladies and gentlemen. I'm Joseph Atick, the executive chairman of ID4Africa. And I would like to welcome you all to the second webinar in our series dedicated to the impact of COVID. On identity management. In this second webinar, we will be focusing on the impact of COVID on the identity for development agenda. And with me, today is an illustrious panel of world experts representing the leading development agencies in the world. We're missing one representative, which is Vera Songwe from the Economic Commission of Africa. And Alan and Niall. They were there. But for some reason they were absent. I think Alan is coming back and Niall is here. So welcome all. Welcome, panelists. Thank you so much for being with us. Just a few words about the ground rules. What we will do in this session is we're going to have a very interactive session. So there will be no prepared remarks on anybody's part, no presentations, and we're going to be doing basically a deep dive into the issues, and maybe perhaps even debating them as the opinions might divert. I will say to the attendees, please do ask questions. The q&a I keep an eye on two monitors that are showing the question and answers as they continue to come through the q&a, as well as I encourage you to continue with the chat feature because it helps you participate actively. And even though I may not immediately utilize your questions, it does influence the direction of the discussion. So rest assured, I'm keeping an eye on that, okay, I think we will get started. And then where will we join us? I let me just verify that, that there are no problems with her attending. Okay, so what we want to do in the meantime, I want to start by allowing the panelists to introduce themselves. Just like last time, each person introducing themselves is much better because it allows them to appear on the screen while they're speaking. So you would tie in the name with a voice. So I will start by asking the panelists if they could unmute their, their audio. And, and then maybe we can start with by john.

05:52

Hello, good morning. Good evening to those connected elsewhere. My name is Vyjayanti Desai and I'm the program manager for the World Bank group's identification for development.

06:04

Alan,

06:06

Hello, good evening. Good morning to everybody. And Nice to see you Joseph. I'm Alan Gelb. I'm a senior fellow at the Center for Global Development

06:17

in Robert.

06:19

Hi, nice to see you, Joseph. Hello, everyone. I'm Robert Palacios. I'm with the World Bank. I would just add that I have been with the ID4Africa since the beginning and very happy to have been with it for Africa from the very beginning. With Joseph, thank you.

06:36

Thank you. Nice.

06:39

Hello to everybody. Niall McCann my name. I'm the policy advisor and project manager for UNDP on legal identity for all based in our office in Brussels as of today, I departed New York yesterday and I do want to apologize for the fact that I am dressed so casually my luggage did not make it to Brussels this morning, so I'm in sweatshirts for the next couple of days.

07:05

Cornelius.

07:07

I am Cornelius Williams. I'm the head of child protection in UNICEF that covers civil registration.

07:16

Okay, thank you so much. Where Vera Songwe will be joining us from ECA I am being told in two minutes. There she is. Dr. Songwe, can you please introduce yourself?

07:41

Okay. Yeah. Three months later, we still forget to unmute. Exactly. Yes, no, good. Good. Good evening, everybody. I'm Vera Songwe. I'm the undersecretary general for the UN and executive secretary of the ECA. Happy to be with you.

07:57

Once again, thank you all for joining the panel. I want to warm up the discussion by basically starting with a panel wide question to each and every one of you about the impact of COVID on your organization as broad as possible or as narrow as possible within your division within your activities. And also its impact on your project so we can give our attendees a sense of what has this crisis impacted the practitioners in this field. So I could start with you, Alan.

08:35

Okay, well, thank you very much, Joseph. Look, the Center for Global Development is a development Think Tank, we are not a funder. We don't fund development, like the World Bank. But we do have quite close relationships with many development agencies. And many of our research programs are in areas which are very much affected by COVID includes public health, for example, migration, vulnerable populations, refugees, and the use of digital technology, the governance of digital technology, including in the area of payments. So what we've seen is quite a big shift in our work, not so much in terms of the areas but in terms of the way the areas are focused, turning them towards the particular issues covered right now. For example, on digital technology. We began about 10 or 11 years ago to work on the development application.

09:38

component of the platform.

09:44

Where is that coming from?

09:49

I'm hearing an echo.

09:52

Yes, I think it's coming from somewhere else. But please continue. I just make sure there are no audio that's being

10:01

Okay, so in our work, for example, we began looking at the developmental uses of identity, particularly digital identity. We're also very proud to be founding members of ad for Africa as well, like Robert, and our work has been in the area of payments, payments systems most recently. And the developmental impact of different payment systems, including for financial inclusion and women's empowerment. And so when COVID came along, this was a big change. Because, first of all, I mean, there was a massive new demand for social protection and payment systems, these systems have been under stress, it's a very important time to learn about the capabilities and how to optimize them. And so our program shifted around from looking at the longer term development issues towards looking at the immediate present, what is happening in countries, how our systems being implemented, what can we learn from the experience of different countries. So within our own program, we shifted, we're not able to do field studies right now, which we had planned to do. But we have worked towards trying to assist the learning agenda going forward, including through developing with the World Bank and the website. This is the nature of our Thank you.

11:32

Yeah, we're gonna drill down into very specific topics that you've raised. But it's interesting to note that the field work has been interrupted, however, the studies have shifted from long term considerations to respond to an immediate demand and need, we're gonna come back to that hold on that caught on by deonte.

11:56

So in terms of just the way we work first, you know, we are a global institutions, I do think we were pretty much a custom to working remotely and virtual teams. But we've been completely all working from home since mid March, or towards the end of March, work has been even busier than than normal. You know, the pandemic has caused unprecedented crisis, as everyone knows. And the expectation is that for a global recession, that'll be nothing that we've seen since World War Two. And so the World Bank has responded more broadly, I can talk a little bit about it, perhaps later. But more broadly, as an institution, the World Bank, has responded with support to over 100, some countries \$160 billion in a 15 month time span of that about \$10 billion is to provide cash assistance to those who are the most vulnerable, and the neediest and ensuring that it's the right beneficiaries that receive those cash assistance, both to deal with economic shocks and to have immediate income for immediate food and unnecessary items. And so in terms of just the overall agenda of ID, I think it's become even more important. We've seen countries realize that if they have the right foundational ID systems and other digital foundations, like digital payment systems in place, they would be able to get this cash assistance to people fast with accuracy, reliability, and so many countries for and I can give some examples, but perhaps we'll need to go back later. Yeah, but so I think the agenda has there's a real light now on the digital ID agenda. Particularly because countries have seen how when these systems and other digital foundations are in place, they were able to get neediest.

14:15

That's great. So let's limit the remarks to the impact on the operations of the organization. And then we can we can come into the subject of impact on the domains and the practices. Dr. Sunway, thanks for joining.

14:31

Thank you. Thank you very much. I think we've had a twofold impact. One is that I think everybody will agree for some strange reason we're working a lot. seems as if this platforms have allowed us now to not be able to say I can't travel or there was no flights because somehow or the other you you're connected to something that the you know, you it's either zoom or teams or WebEx or something. So I think that's the first thing is we've seen a lot of tension within the institution because people thought it was A lot more productivity has gone up. I think as well, I think that those who work more I have become more obvious. Secondly, I think they are the second thing that we've seen is a little bit more focus on the work that we're doing. Because you know, there is this sort of a need to do a couple of things in a in a sort of more systematic and more deep dive, we were reaching out more, we're doing this more often. Because we can do this now we're reaching out to many more people than we would have before. And I think that's helping us build new partnerships. I think that what this has done for us is this, we've gotten a huge sort of slew of new partnerships that they're we're now working with, we

used to work with civil society, but not as much. And now there's a lot of work happening with civil society, which for us is very good, because it sort of helps us reach out, particularly in our governance agenda. So I think if I were to talk about two things, one internally, it's just been the amount of work that we have more people working longer hours. And then in terms of the collaborative platforms, they've clearly expanded.

16:04

Excellent, really positive, positive side effects. Good news.

16:13

For us, actually, and yes, it's been disruptive, but we've quickly swung into action. And like our colleagues are saying, intensive working, we have treated this as a crisis. In our organization, this has been given a level three, and emergency tagging so that we could move faster. And the disruption, it meant that we had to focus. What we are doing, especially for child protection is focusing on the most vulnerable population and ensuring that these populations are not left behind. And advocating that they're part of the socio economic framework for response in the urine and all the national response plans. We are intensely advocating, we are working more and more We Care Collaborative platforms. I've never seen such great collaboration before. It's intense. Okay, pulling all the different parts of the UN together and the civil society and the development community, we have been able to overcome the humanitarian development Nexus, so we don't know which one is fragile, and which one is development. All countries are affected from Asia, high income to low income, the one challenge we have is in the state to deliver we having challenges maintaining a staff in the field, and then having access to the population.

17:37

Understood. Excellent. Robert. Audio.

17:49

Sorry. So you see, my background today is the skyline of Bangkok where I was supposed to have been. Now, I moved there at the end of last year, and happened to be in Washington when all of this happened. And I've been here ever since. So I'm not actually in Bangkok. I'm actually in DC. And as a result, you know, we have a lot of I work a lot on Asia, and, and globally. So we have a lot of late nights with these types of workshops, on virtual workshops, and so on. As everybody's saying, it's probably the most I've worked, I think, the longest hours in since the beginning of my career 25 years ago. And it's been very rewarding work. I agree with Veera that the productivity seems for many people that I work with that to have gone up. That being said, I'm wondering how much of it is the way we work versus the urgency of the of the work, because what is really what I've really seen is just all the timelines have have been compressed, so much and and that has created, I see a lot of opportunities to get things moving, that would have taken a year or two years or three years, things in the realm of digital payments. And any in an ID, which we'll talk about, that have been sped up because of the urgency of the situation. And it's also, you know, shined a light on how important it was to have these systems in place and how necessary it is to move very quickly. So yeah, I'll stop there.

19:22

Thanks, Robert, Niall.

19:24

Also, very practically, I think we've seen like many organizations, situations now because everyone is working from home. You're questioning these enormous rents that we are paying for buildings in cities like New York, and in other cities as well. And of course, many staff asking what that money not be better spent now, in the program countries. also things like internal procedures that require for example, signatures and scanning documents. It's just not possible and staff are working from home. But when administrators and senior management say we just need flexible solutions in COVID that takes time to trigger down where people at the bottom are, are empowered to actually ignore things like requiring signatures etc. And we've had very practical internal debates, a lot of tension around things like whether staff should have cameras on or not during meetings, and it's become quite a gendered discussion. Frankly, we have a lot of pushback from people saying, I don't want you to see my children running around, I don't want you to see my apartment that I live in. But you have a lot of managers, instructing staff, no, put your camera on when you're on the zoom call, small little things like that. But at a much more strategic, broader level. I think we, when you deal with a donor like, for example, a large donor like that, that says that we want to maintain our development aid budget at point 7%, or whatever percent that they've hit, not only do they not want it to go down, they also don't want it to go up. And as if the UK economy suffers, then, and if the overall GDP figures go down, that means their deferred development budget goes down by the same amount. And we are suffering. Now in a lot of programs, for example, where we were expecting different funding, it is not now forthcoming. And not only that type of an effect. But the other effects were donors are simply saying, no matter what we had promised to fund you for, for the next two or three years, everything now is COVID, everything has to shift to COVID. And everything has to adapt to COVID. And while that's good in terms of raising money for direct COVID response, it's not good for other programs that you may be implementing, that suddenly are short of money that they expect it to be able to move forward over the next couple of years.

21:38

Excellent. So you could see I mean, with six different agencies, you could see the range of impact that COVID has had on the operations of these agencies, some of it is positive, some of it is negative, some of it is uncertain. We don't know yet what the outcome of this is going to be. But it's clear that every organization including it for Africa, I mean, we are here with we in this family together in our own on a different medium. We're adapting to deal with the crisis. But we're also adapting to deal with the new normals. Actually, one of the things that sort of leads into from Niles question is trying to get the panel to help us assess, really the impact, really the the significance of this event, if, for example, often in history, you would we have hindsight, when we look back, we have enough time, we can say yes, now we can understand the size of this. I mean, we want to know, is this really basically an event which can be characterized as disruptive, that has convinced those who were sitting on the fence before that we need to make digital identity happen? And therefore this is one of those inflection points. Another way of saying it is, is that are we talking about essentially, a wake up call, or a speed bump? If it's a wake up call for us as a community means that something has happened in a very significant way? Or are we exaggerating? Why are we overreacting? So I think I'd like to see what the panel thinks. And this is free for all, just raise your hand and I will recognize you. And let's have an honest, open debate to say what we know what we think and what your vision can tell you the absence of hindsight, you think this event

is going to be remembered as basically the event that changed everything. So anybody want to start?  
junkie,

23:50

I'll try to crack that it. I do think it will be remembered. We may not all remember the small details to be honest, even within the last three months. It's amazing to me how adaptive that human beings are, you know, the things that shocked me three months ago, seem so normal now. But it has already disrupted so many things. I think even for example, the format of this event, so many people are talking about even if we get to a place where we have virtual sorry, in person meetings, we need to find ways to connect people who are not able to be connected. So a hybrid model of a virtual and in person. We've seen unprecedented I mean you had the session just two weeks ago or three weeks ago with the no 1000 people or so. And the chat functions I thought were quite interesting because in a way it was much more interactive than it is when we're sitting in a conference room and all just watching a panel of people are watching the the You know, schools the way that kids are learning, I think there's a lot to learn about the consequences of that, you know, I have kids who are 14, and they have been adapting very quickly to new ways of learning how the impact of that and how long this is going to be still yet to come colleges, universities, of the business model is going to change. So health systems, you know, again, personally, my husband is in critical care, and the way that the hospitals have to respond so quickly. And now it's this sort of what is the new normal? Do hospitals need to know to be ready for more COVID patients or sustaining patients that are not COVID? And what's that right balance of the rooms that are bio containment rooms or not? I think for for the work that we do, it has definitely accelerated the agenda. With no doubt, I think we are seeing countries realize how critical it is to have these digital foundations in place. Those countries, for example, Peru, and India, and Chile and Thailand that had some of these digital foundations in place, we're able to literally within a press of a button within a few days of time, get cash assistance to people, yes, none of these systems are perfect. And I think people will see in the news, still exclusion, but it was far more efficient, reliable, accurate, in terms of getting money, not only to those who are actually the neediest, but also through accounts, right. So that it also has the other benefit of potentially increasing financial inclusion. So we see examples in India, where within the month of May, 5 million new account holders, I believe, women who opened up accounts to receive payments. So I think that and so so countries that didn't have this, and it's not overnight, right? It will take years, countries that don't necessarily have these, what we call that that Digital Public. The ID, the payments, the social registries, the data interoperability with all all of these with privacy embedded within them, because we can't forget the importance of, of these two pillars of inclusion, making sure people are included, but also trust people need to trust these systems, that that countries do want to accelerate, building these these digital platforms. So you would argue that it was really a wake up call for some people, don't you? Don't you say? Absolutely. It was a wake up call. Okay, great. I want to go to Cornelius. And then anybody else, please raise your hand if you want to continue on the theme?

27:59

Definitely, it was a wake up call. Right. I mean, it was a wake up call because government governance system, the state, and the health on debt of a state system was exposed. Certain narratives were exposed actually, as such, the things you need to make your state function, the issue of public health, that public health is not only about having the most high tech facilities, but public health for everyone. A

state needs to know everybody who's in his territory, and all these barriers that they used to put in place. Suddenly, there was a wake up call to say, who is in your state and who is vulnerable. The fourth line started to show in terms of inequality. And you know, as Vyjayanti has said, Those who had systems in place, I'm going to take an example of children who have been detained, those who had modernized the system, and were doing online training of the children who were incarcerated, those who had digital system to follow these children, those who had their identity, were quickly able to release these children, right, and make sure that actually these children they didn't get infected. Those who were not reforming their systems were left behind. Right, they could not move faster. So it's a wake up call that your government system, you need to reform your government system, and you need to address the inequality and the shocks and the fault lines sorry, in your countries. If they don't address the fault line, everybody is affected. We have seen it care workers who were not respected, have no respect. People never taught to teachers where care workers now the whole population they see the importance of teacher play not only for teaching and learning, but for taking care of their children. For us, actually, we can no longer know which children are affected in homes that are now shorter, because they didn't come to school. You don't I mean, the debate Who would have thought actually, that everybody would be voting statistician generals, you know, international stuff, they become top staff. Okay. Right. It's right, all the debates about the data in the data about him, the rates of dates, the attribute in these rates of date, the debates, all these kinds of debates, all this, which were usually Akin scientific debates, and are part of the public debate. Right. So it is a wake up call, and I'm hearing you say that, but it's also going to be something that is going to alter the political will, or at least the development agenda is going to use that to make it clear to the political will of the countries

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that, you know, if you don't do this, you will not prepare yourself for the future. Is it? Is it fair to characterize your statement in that light?

31:03

Yes, actually, now, there is going to be a lot of pressure on political leaders to put these systems that we've been talking about in place, right. In fact, one of the things we have seen Joseph, he said, those countries, it's an emerging evidence, it's still early, but those countries who had put in place systems to respond to public health emergencies, feared better. So if you are invested, it's the same thing very soon, if you had invested in your digital identity, if you had invested in your registration system, you are better able to know who to support and you would not have this heating population. Right now, some countries have been shocked to find out, they have these hidden population that are moving around, and nobody could tell who they are.

31:53

Okay, so we'll go to Alan, and then I'll tell the three other panelists. There's no need to continue that discussion, we get it that there is a shark there's no debate, we'll move on to some other topic after we hear Alan. But we'll privilege you to jump in if necessary, Unless Unless somebody wants to make a statement after Alan really, really urgent. Alan, could we hear you on this? Because you raise your hand?

32:19

Yeah, just very briefly, Joseph to complement what others have said, I think we must remember that the COVID crisis has come during a period where there were already very pronounced trends towards digitization. This is not a new thing. It's been happening. And if you look at some of the disruption that COVID has caused, for example, if you take this country, the United States and you look at the retail sector, it is accentuating the trends that were there already. transition towards digital shopping, digital payments. And I think in many of these areas, we have examples of countries that have moved out ahead far more rapidly than others in terms of public policy. Okay, what is going to happen is that this will accelerate accelerate the trend, if you like, towards a more digital systems and connected systems, which raises issues of its own in terms of privacy, interrelationships, and so on. Thank you.

33:22

Okay, excellent. So now, we all seem to agree that this is not a minor event that is going to be forgotten, the impact is going to linger. And in a way there might be positive results from from this shock, from this wake up call, maybe a wake up call, not just for the government's wake up call for us as development community. Now I'd like to take the panel a little bit more deeply into the evidence for impact. And in particular, we want to understand the nuances when we talk about identity. You know, in the past, we've talked about digital identity, we've talked about legal identity, we talked about service oriented identity. How do you see the demand for identity is being nuanced? I mean, what are the priorities for these governments now? And will you think that identities identities are going to demand identity or there's going to be a specific type of identity that they're going to be asking for? So I would privilege the panelists who have, Robert.

34:33

So a little bit connecting the last discussion with this one. I work now 95% of my time is now devoted to cash transfers to people affected by the COVID crisis around the world. And we've seen that about 100 countries are doing these kind of cash transfers, and they're bringing in new beneficiaries. So these are people who were not on the social assistance roles. So there were there were before the crisis, there were people receiving transfers, who are deemed to be poor. And they're on the social assistance roles. So they're in a database. And then you have the formal sector workers at the top of the pyramid, who are also in a database of the social insurance. But it's the big middle part of that distribution, who are the informal sector workers who are the invisible ones. And they're the ones that are not in any database. And so all the countries are rushing to try to find those people. And the countries that had good identification systems had a much easier time finding those people. Partly because they were able to get online applications done. Some of these applications were done by mobile phone, even feature phones. And and you see countries like Namibia, where you had very rapid response within a few weeks, through mobile phone registration for these cash transfer programs. And linked to a good underlying ID system, they could use their ID to to verify their existence and qualify for these transfers. So and we've seen this in a number of countries, where having that Id in place has really facilitated a rapid response, I've actually created a little index that incorporates the findex data on the percentage of the population, the adults that have the ID, digital ID, and and some other variables in terms of infrastructure, like whether they have large social insurance coverage. And you can see a very clear, clear relationship between the countries that were able to react quickly, and the infrastructure that they had in place. So what this is doing is now causing countries that didn't have this infrastructure, I can give you one very concrete example where the National ID project in the Philippines was being rolled

out. And it was due to be starting in July of this year. And no, of course, it wasn't in place. And and and then the COVID crisis happened. And now the realization that if that system had been in place, they could have done much better job including cross checking between different databases, who should be eligible, and who should not be eligible for these cash transfers that there's they're sending out, so that that has at the highest levels in the country, we see the political statements about fast tracking the National ID system in the Philippines. So I think that is going to be seen in many countries.

37:27

Okay. Dr. Vera, do you want to add anything to that?

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Yes, please? No, thank you very much. I think two things and added struggling exhibit the last question, I think that we are living a little bit of fourth line. But when you look at the stimulus packages, and you look at the direction of travel of a lot of our policies, they're not changing that much. So it's not clear to me so I don't think there's unanimity on the fact that you know, it's a seismic event, and that the impact of it is going to be felt long time after we hope that it will be. And so this is our first I want to make that point that, you know, we look at, particularly if you're talking sustainability, if you were talking participation, right, we don't receive the systems and the policies that are being made, seeming to be more inclusive, in our space. And I answered my first question, saying, you know, there's a lot more collaborative platforms being developed. But all of that is happening outside the policy systems. So I am not seeing any sort of changes in policy systems that are allowing for this kind of, sort of, you know, more long term change, maybe we'll see it later. I have colleagues here from the World Bank, and then the development space, I don't see sort of the questions around voice and and, you know, we look at, you know, who is getting a stimulus, who is not getting who is getting support, who is not getting is not necessarily changing, we're doing business as usual. So my sense is that in some of these bigger spaces, things will just continue the way they are, but we want them to change. And so hopefully, that we can push a little bit better and a little bit faster on those processes. On the digital ID side, again, on Africa, you know, 25% of the population has access to the internet, actually, only 70% of them use it. The sad thing about this crisis is that again, I don't know. And I just came out from a meeting with ministers of youth of Africa, about 40 ministers, and I was saying to them, your ministers of youth, but you need to become ministers of ICT and make sure that every one of your countries has accessible, reliable, affordable ICT. And this is not happening yet. You know, we still have people need resources and you're thinking why don't you just offer a second method license. This is probably the time when ICT companies are looking for low hanging fruit to buy but we don't see that happening. So I think there is still a sense of sort of, you know, we're rushing to safety nets and this social safety net programs. But as Robert said, it's 70% of our economies are informal, so the safety nets never reached them, and so on. So there is a huge loop into it. to digital ID, we really are wasting those resources. And we will end up with poor governance and resources that are not well used. So so my sense is I think there needs to be renewed coalition. And this is probably why we're having this conversation today, where we actually begin to say, you know, let's pick two things. And if anything else that's changed those two, we may not change voice, bigger compensation, we may not change, you know, women's access to better collateral. But I think on the ICT side, there is maybe some unanimity around now, sort of importance of it even for the bill back. And so many things, look at this country's and understand the disparities in access to despite the cost, and see whether we can sort of crush them. The last thing is that because

of this circumstance, we're able to find new platforms in sort of how we identify people. And so maybe we could use this different platforms of Facebook and Google and all of us working together to change the way we do censuses, identify target and find where people are. Essentially, I think maybe the only big thing that can come out if we succeed is getting more people onto more databases that we can then share and get a sense of where people are, and need to just say that Oliver, who is some way on this call is going to maybe sit in for me for a while. I don't know where Oliver is Oliver today, and maybe somebody should give him access to the panelists platform if you can. Okay,

41:27

while they're doing that, I want to I want to target a question to Niall. And then Island communities? You can you can answer that question together as well. I want to be explicit. I mean, obviously, we all worked together as a community for the SDGs, the Sustainable Development Goals, sustainable development goals were created, crafted at an era and at a time when we were naive about the existence of crises of this scale on in the world. And so we generated a good set of SDGs that were consistent with the reality as we knew it, then. So the question I have for Niall is what does this pandemic do to the legal identity agenda at the UN? And then to the whole panel in general? Do you think that there needs to be a revisit or a revision of how we formulate this the Sustainable Development Goals in view what what we know today? So I'll start with you. Now, I hope this is not putting you on the spot. But please, this is an honest discussion. Say what you believe. And then I would like everybody, if you agree, disagree, to engage in the dialogue. Joseph, let

42:47

me make one very broad comment, the importance of everybody on the territory, I believe I forget who said it earlier, being registered in a state identity system is absolutely fundamentally clear. Now, since this pandemic has started, you cannot trace contacts, you cannot find out what your infection rate is, what your death rate is, what your overall number of positive case rate is, if you don't know who is in your country, at any one time.

43:17

And that's all only that's not necessarily a legal identity. I mean, I could look at other ad hoc, make me do tracing without a problem. That's a pretty much a form of digital identity, which basically says, if the government needs to invest initially, it would they would say, yes, absolutely we agree with now, but I can put in place a digital identity, and I don't need to invest in a legal identity. So let's make the case for legal. I

43:42

did. But I think, Joseph I mean, we have we we've gone to a very, very intense discussion with a lot of partners, including with with Vyjayanti, and colleagues in the bank. And the UN has absolutely accepted being registered in a register, like add are like a state digital ID scheme empowers those people with legal identity. That's absolutely clear. Yes, of course, we believe that it should start from birth, that legal identity starts at birth. But for people who have missed out on birth registration, you don't go back to that person at the age of 40 and try and re register their birth and if they are registered in a program like that are fantastic and Vyjayanti is absolutely right now, the importance of these schemes has become even more pronounced in the course of the pandemic. One point on the on the issue of the overall SDG

agenda and looking back on it now. I don't think there's a problem with how the SDG target is phrased. I think if they had defined what legal identity is back then it would have been helpful, but saying legal identity for all including birth registration by 2030, I think that is still excellent. I do accept however that the indicator that is chosen, that if you only measure legal identity coverage, by the proportion of children under five whose birth is registered, then you're clearly missing out on hundreds of millions, if not billions of people whose birth was never registered, or who were their birth certificate has been lost. And they have been captured later in life by a program like, like avatar. So looking back on it, now, that indicator wasn't excellent. That's not to downplay the importance of birth registration. Absolutely. But it does show that we did miss the larger picture when the indicators were being developed.

45:29

And that a pandemic now has highlighted just how important that is. Excellent. So I think I think at least, this is a position that might have evolved, about a year ago, we would have this conversation, maybe it would be slightly different. Now, we are in a position where we agree that both legal identity and digital identity are important. But as a priority to deal with a crisis, we need to make sure we do have registers that are accessible to people's platforms that are ICT enabled, and then maybe we can bring in all the elements of legal identity in order to give them the rights as they go forward in their society. Robert, you

46:06

said you wanted something to say it's only gonna take three seconds. And that is, the only thing I would change right now is the 2030 deadline, it should be you know, 2022. And it's possible to make it 2022, not 2030. So you believe you believe we need to accelerate to 2020 to even 30 2030 seems like so long from now, given the context of this crisis. I mean, it's hard to think about 10 years down the road, when things are so urgently needed in the next two years.

46:41

Hold that thought for a second because you raise an important point. Now Robert is saying we got to get everybody, identity for all by 2022. That raises new challenges, because we need game changers for to get people on, we haven't gotten them in the last 15 years. So how are we gonna get them in the next two years? So hold that thought? Because there are we're going to come back to that, because it's an important topic of discussion. I just want to allow one more panelists, if you've got any input on the question of legal identity, digital identity and the SDGs, please let me know. So we can hear you. Okay, so

47:22

thank you very much. My name is Derek. I'm just going to comment on the SDGs. And whether they need to revise the agenda and come up with I think what COVID has done has allowed us to think of ways of how we actually are to find what you actually quote, The accelerators, finding the champions will be able to move the agenda much faster. And I think that the country is particular, when you look at this dg three, to rethink what kind of mechanisms Do we need to put in place, what kind of patterns we need to put in place to be able to accelerate the agenda, revising the targets and goals at the moment, a probe, that would not be the right thing, because we already five years down the line, and changing, you know, changing anything would have lost so much of what you've done so far. So I think the COVID, what they've done is just given us a much more impetus now to you know, push much harder

on the agenda and refocusing and putting much more resources. And I think one thing that's very clear is for the governments in particular on the continent, is that they realize now that dependency on developing countries probably is not the way to go, how can we leverage on our own resources to actually begin to move the agenda forward because everyone else is also concentrating resolving their own situation. So I think this is the need now is to reform so there's pressure on the government the pressure on the on the politicians to rethink going forward. Okay.

48:53

Just quickly, and if anybody wants to see one more because I want to move to the next topic, we've got a lot to try to cover

49:00

quickly. Because if we really need to as we move very fast, okay. And we recognize the importance of the digital identity not to make the game we keep saying not to make the mistake so that we have a backlog that we would then have to set and we fix in system let's not fix this game, let's make it sustainable. And the other issue is if we as Nigel said and people have pointed out on the indicator, we need to do some more measurement work, we need to do some more measurement work and I the challenge when we came to that indicator was how to measure legal identity. The meta data did we have the meta data? So already we are not investing for the next round? We should start the investment Now.

49:49

Now. Okay. Want to have you on the on the forum? Can you give us a sense of what has the impact of of COVID been The birth and death registrations in the countries that you're servicing.

50:05

So what we have seen, actually, it's been disrupted, right from both countries, it's been destroyed. It's one of the services that has been disrupted. Because then you can't make contact. What we are worried about is that if we don't build this into the COVID responses, socio economic response, and to make sure that there is dedicated investment to it, it would get left behind. In addition to that, actually, suddenly, the world has realized that they don't have enough ready stress. Right. And if you look at the workload of the registrar's in terms of the death registration, they virtually are not able to cope. We had seen that before in some crisis, okay, there is a country in Africa that had a civil unrest where people were being shot. And they didn't even have enough registers to register the debt. And then there's a backlog of people who need to be buried. So already we've seen that. Now, the issue is, we know that actually, there is going to be investment in the health sector. And what we're saying is actually that training that has proved so successful, we should make sure that that investment in the health sector also have some investment for the birth registration and to finally do away with this thing where children are not registered, where they're born. Right, and the

51:26

time you're tying the civil registration to the health because the health is getting more attention. Excellent. Good point. I want to I want to ask very good questions, two very pointed panelists, one is going to go to her g&t. And after that is going to go to Alan Vicente, do you think there has been an

impact on the principles for identification? I know you've been working with all the partners and collaborative manner to deal with a new revision. Do you see any change in the way we view the principles of identification? Maybe not? Maybe? Yes, if yes, tell us what.

51:59

So yes, you're right, we are in the midst. And with almost actually everyone here on the underlying, all working together, and many more other organizations, we had committed when the principles came out three years ago, to revisit every few years because we knew this is a evolving agenda. It's a new agenda from a development angle. And so as we had committed, we are in the midst of and almost hopefully, the next couple of months, we'll have new versions, we are also going to be reaching out. To have more public consultations, we had a call for public consultations. But for those on the line, stay tuned, we do need to start scheduling some more of those other consultations. But just on your specific questions, I think it's reaffirmed the principles more than it requires everything gets reaffirmed it because those three pillars of inclusion, good design, and then trust, and inclusion and trust being so critical, where you we just cannot afford to leave anyone behind. I think in this time. In other words, making everyone count is even more important than ever.

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Life and death. It's really I mean, life death, life is.

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So so. So the the need to have an inclusive system that is established without discrimination without any other barriers. And then with speed isn't as important, but also, we can't forget the importance of privacy data protection

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in the system.

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Okay, good. So So reaffirm the identification principles, we're going to get the new revision, which is a collaborative effort in a timely manner this summer. I want to move to a question which I will pose to Alan and Oliver. And the question is, do you get a sense of? I mean, obviously, we The answer is obvious. From rough estimates, but can you put a little bit of something more concrete about What is COVID doing to poverty levels? Now we're going from health and emergency response to trying to figure out how we restart economies, and we bring people have the necessary means to earn their living. So Alan, what do you think this? What scale of challenges is going to be on the poverty levels? If you look at the index that the World Bank does, where do you think it's gonna end up?

54:46

Yeah, Joseph, I don't have specific numbers on this. But I think it's very clear it's going to have quite a substantial impact because we're talking about contractions in a number of economies, on the order of several percent. centage points. And I mean, if you think about that, and you think about population growth will be continuing slowly but nevertheless, in the interval, that means that I'm in about five years time, we will be very lucky to be back where we are today with the recovery, so yes, it is going to have

an effect. And you know, when we talk about the number of people in poverty in a country, in most countries, the distribution of income is quite highly peaked around the poverty line, most poor people. So even quite a small shift downwards in the distribution of income will boost the number of people in poverty by quite a substantial amount. And we can also see the unemployment. And I think one of my concerns is whether the loss of jobs, I mean, I'd be looking at South Africa, for example, and there we see a very substantial impact on top of an existing situation that was very problematic, and how long will it take for those jobs to come back? And what will they look like? So the distributional implications of this are also pretty serious. Okay.

56:09

Oliver, do you have anything to add? Or can I move to the next?

56:14

Yes, I think first for us, I think in terms of economy, reduction or construction, contracting, we were talking about 2.7% in the worst scenario, and then we can imagine if you have a reduction of the GDP, how that is going to affect the households in countries. So we are seeing already at the moment, you know, with the with the or the lockdowns that are taking place, a lot of people get into poverty. And I think that over time, that probably what what we are going to be seeing that a lot more people are going to be losing jobs, a lot more people have nothing to put on the table. And that means that a much more rethink is also be required around in that data. So there is certainly a job losses that is going to be seen, we'll be seeing much more people coming in my attrition levels, I like to go up because people not have anything to eat. Just the other day, we're here in a restaurant in Nairobi, where a woman had to cook stones, just to pretend to their children to our children, he was cooking something which had nothing to do with the children. Because apparently, you know, going around washing, you know, clothes from hospitals, as fast as income, but then you know, they cannot do that anymore, because they're not allowed to come into the house. And things are not on the table. So in one day, she decided she was going to cook stones just you know, to pretend that she was cooking something and and with the hope that today we are going to go to sleep. And that's really unfortunate. And the scale of things is actually much worse than some of the countries where we are seeing job losses. Here in Ethiopia, for instance, when the you know, the set of images was put in place, people stayed home for a few days. After a few days, they went back to the district what they needed look for food. And we were seeing that social distancing doesn't work where poverty levels are high. Right.

58:08

Okay, excellent. So, Joseph, I

58:11

just wanted to quickly jump in and say there is from the chief economists office in the World Bank's Africa region, Africa is also one of my colleagues will try to put in the chat function, the link to that there is a an April edition, and I believe that comes out every few months.

58:29

Okay, great. So we'll make sure people have access to that. Now, obviously, we can continue talking about the impact across the board. But I think I want to move switch gears into the response sort of

what is available. And the response is going to be a little bit a combination of two things. One is a response that's concrete programs, maybe it's too early to start citing some of the concrete programs. And then the other is basically game changing response, meaning now we have new strategy for solving the invisible billion or maybe now they're bigger than billion in number. So let me start first by doing around around the table and say that any of your organization's have any new programs that are in it, or initiatives that are specifically targeting COVID? What is what do they look like? I am interested in identity related programs. I know that their economic assistance program, you can mention them. But let's do that under the table. Any body has any program you want to talk about, but also So, concretely, not what we should be doing, but actually what you're doing. Yes, Oliver.

59:47

I'm going to set on two examples that we've just launched one we just launched three weeks ago, what we call a resilience program in support of COVID This is a partnership that we set together with the global patent on sustainable development. And the idea, what we've done is that it brings together a number of partners that have tools, and analytical capacity to be able to assist countries in ways that don't need to know, to support COVID. And one of those areas is around civil restriction and identity management. So this pattern has that we have, which includes people like Facebook, that a sense of loneliness is regreat, three and others are coming together to see how they can actually, you know, put, you know, their, their their efforts on the table. However, what we've tried to do is that we want the support to be country driven, and not necessarily something that works in both countries, because if countries don't tie in what we are providing that support, then it won't be able to go anywhere. So that's one area that we bring on resilience. The other one is what we launched next week on the 23rd, which we are co we call the Africa COVID communication information system. Okay, here, again, we're working with the telecoms will have the capacity and they're in several countries, they are able to provide information and much quicker ways using for instance, SMS, the USD t USD and other social you know, other other ways of providing information. And then here there is the whole purpose is how do we get information to the users in the countries in a much quicker way, and get the response very quickly, or even run a small short survey, maybe five questions to get responses. And here, again, we're looking at, for instance, what the comments are talking about, where mothers work even better, not able to provide go and raise their debit, or even debts being registered, because there are no facilities anymore, and people are having to bury without having to register. And even those that are dying, there is not even information on causes of death. So we are hoping that through this process, we'll be able to get information, which will be laid through the you know, the short messages that the provider provided.

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Okay, very good. Well, Vyjayanti, do you have any programs that are on the horizon that are COVID? specific that you'd like to share with us?

1:02:19

And these are ID specific or more generally?

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Id specific? Yeah, I mean, you yesterday, you had an interesting webinar? So could you speak a little bit about that?

1:02:29

Yeah. So um, so more generally, you know, I think the the programs that we have been designing supporting different countries are continuing. And as I mentioned, some cases accelerating and other cases, just continuing as planned. The, from a global you know, we have three big buckets of work for ID for D. at the more global level, we just launched maybe a week ago or so, mission billion challenge. So many of you may have seen last year, we had our inaugural mission billion challenge around the theme of privacy by design. This year, his mission billion challenge is around the theme of inclusion, but with the lens of in the COVID era. So how do we ensure and really crowdsource innovative ideas? So for all of those connected on, please do look at our id 40. Mission billion website, looking at ways both from an enrollment perspective, Are there new, innovative ways that we need to be thinking about enrollment that takes social distancing and other measures in mind, but also on the authentication, we know that it's equally critical to be able to authenticate yourself remotely. And so to really crowdsource these, but with the lens of inclusion, so we don't then create greater disparities by putting in place systems that then even affect vulnerable even more?

1:04:06

What What would you say, the funding landscape for identity projects looking like in the next three years?

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So we had pre COVID, which, you know, continues to increase but a \$1.2 billion of either pipeline or committed idar ibrd funds to support, we now have about over 35 different countries where we are supporting on in the ID escape. So you already had dg Aziz, so Nigeria as an example, what that project was approved by the board, Morocco, several other countries. We have it all on our website, but I can give some more examples. But again, this is an agenda that is

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it looks healthy, meaning there is activity.

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Yes, yes. No, it is. It is It is, it is continuing with the with a vengeance. And but but in terms of just broadly, as we've said before, it's I don't want to repeat myself, but I do think the World Bank overall, the World Bank Group overall has reoriented a lot of its programs to ensure that it is getting the highest priority issues for COVID. So, health system, strengthening social assistance, cash transfers, digital agenda, like digital infrastructure. And so, you know, 100 and 60 billion in a 15 month timeframe, and that's across both bank and IFC as well. And social assistance programs increased, I believe, Robert, what fivefold or so to about \$10 billion. And so something like ID is often because for our institution, as a development institution, it's always been ID as an enabler for development outcomes. And so it's sometimes as part of these other broader programs.

1:06:06

Okay. Robert, I want to come to you, you mentioned that there was an acceleration in interest in digital payment systems and monitored monetary transfers. What are you doing as the bank? And also maybe in collaboration with Alan and CGD? in that domain? Is there any funding opportunities? Is there any innovation opportunities that the community at large, should be on the lookout for to participate? Is there a room for the private sector to participate?

1:06:36

Now, thanks, Joseph. So, as I said, we think about 100 countries have been doing these cash transfers in the COVID response mode. And we're sort of documenting how they're doing that very carefully so that other countries that are in sort of the second wave can learn from the first set of countries, one of the things they've had to do in some countries is to look for innovative ways of finding people using things like mobile phone usage patterns, to see if they can identify who's been affected by the COVID crisis, in urban areas, satellite mapping, to have geographic targeting. So a lot of innovation is happening. But it's all being done in a big rush. So the way I see what's going to happen. And by the way, so we've documented that something on the order of 800 million people, new cash transfer beneficiaries, globally have been added 800 800 million in Africa, I would say the number that we have, and it changes every week is something around 100 million. And these are not, these are partly people who have already received money. And partly people the announcements that have come that there are going to be targeting, say, 3 million informal sector workers in a particular country. And there are at least 20 projects that I can think about bank projects that are supporting those kind of cash transfers. And how are they supporting that part of it, the support is money. So there's a \$445 million operation in DRC. They're a billion dollar operations in places like Sudan and Nigeria, their operations in Zimbabwe, a lot of this is financing the actual transfers themselves. And so what I see is happening on your question, the identity landscape, Joseph is, there's this first round, where you're really just trying to find people quickly, and get the money out very quickly. And it's not being done as you know, in the optimal way, in many cases, but we're trying our best, with also with technical assistance to try to move towards digital payments. So we minimize, so it's both digital enrollment and digital payments, if you can achieve that. And an idea, obviously, as I said before, really helps you achieve both of those things much more quickly. So what I expect is going to happen is we're going to have this first round, where as you mentioned, there's about 10 billion that's already been in the pipeline for cash transfer social protection out of this 100 and 60 billion that we mentioned. And that's going to dozens of countries. But the second round is going to be I think, one where you sit back and say, Okay, now let's build so that we don't have to do the things we're doing now in a great rush. And it's become very apparent in many countries, that if they had had these things in place, and this has become apparent to the top of leadership, including having registries that include the entire population, including the informal sector, and that there will identify that you won't, you will be able to avoid the really difficult way that it's being done in the next wave. And I in some countries, honestly, I'm already seeing discussions that there is going to be a second wave of cash transfers, and they're going to have to find these people again. So I think this is the moment to sort of step back and And learn from the gaps that exist in the infrastructure. And then it's going to motivate fixing those gaps, including an especially identity. Okay.

1:10:12

I want to move to another topic, which is sort of the elephant in the room. Did you want to add anything to what Robert said about cash transfers?

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Just very quickly, I think what is interesting about some of these new programs, the programs to reach people who were not in previous programs, is that the countries have realized that to move rapidly, you have to have a highly digital system, digital to onboard people. In other words, digital applications, digital screening, you may not be able to target perfectly to those in need. But you can screen against other databases, you can make sure your beneficiaries are unique, and that they're not receiving other payments through the same system. And of course, here the role of the ID system becomes absolutely central. And then in terms of payments, I think we've seen increasingly flexible mechanisms of payments, including through digital vouchers, evouchers going to mobile phones. So we're gonna learn a lot from this in terms of the flexibility of programs and the way to have very rapid response. Thank you, Joseph.

1:11:21

Excellent. And this is a perfect segue into this question. I mean, we are seeing now whether we like it or not, the world is pushing into a digital world, digital environment, where interactions are becoming more and more digital, they are at a distance, they are remote. And that should in depth shutter and they generate data, they consume data, they generate data, they transmit data. So the question is, should we be concerned about this new reality in terms of the data protection aspect? And would we be looking for different types of data protection frameworks, then what we used to have in the old days where data was collected under controlled environment by the government itself, and it's not passing through as openly and as fast as it's doing now, in this environment? So does anyone want to want to take on the issue of data protection and privacy? How do we balance the digital world with the protection of privacy and data? Nice.

1:12:32

Thanks, Joseph. We have issued in UNDP, some some guidance to countries on the whole data protection of privacy implications of the digital response to COVID-19 in terms of contact tracing, apps, and indeed have been rolling out now for some countries designing some of these apps with them. And and the technology issues can always be solved. The politics and governance around issue. Things like contact tracing apps are where the discussions really need to be focused on, we are very uncomfortable, I have to be honest, in UNDP, if a government says, Listen, we believe a digital contact tracing app can work, it can be highly, highly effective. And we want the police to manage that system. We are very uncomfortable with that. Because we go no public health officials should be managing this entire process at the moment, you need to restrict the role of police forces as much as possible, because frankly, having the police being able to have access to everybody's name and enforcing quarantine enforcement very, very profoundly. And it raises enormous questions around data protection, and privacy. And it that that whole issue about the role of police forces in general raises the broader issue about institutional governance of digital ID programs. I think some of us have mentioned this before, the technology can be exactly the same. But a digital ID program managed by a police service, and a digital ID program managed by an independent, constitutionally protected national identity authority can be two entirely different animals. So as much as we need to keep talking about data protection, and privacy, and in particular, the technology elements of that going forward. We need to talk about best practice models for institutional governance, and what state bodies ultimately get to

manage at these systems and how can citizens rights be protected? How can we get civil society centrally involved in being part of the administration and management of these systems?

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Right. Let me enrich the subject Oliver, before you jump into it, basically, the concern is not just about policy, clearly there is there is policy, but there's something fundamental that the development community needs to sort of explore and embrace or reject. And that's the concept When we start talking about uniqueness in the physical world, we understood that unique identity had a lot of attractive advantages. And now, when we go into a virtual world, if you have a unique identity, digital identity that goes across sectors and brings everything together, maybe the harm of a breach could be much, much bigger. And so the question is, where do we stand on the question of digital multiplicity of unique identity, that I may have a unique identity, but in fact, I don't have to present that unique identity in the same way online to all organizations that I'm interacting with I could be having multiple digital identities. So if you care to comment on this topic, which is the question data protection, privacy, try to please also discuss whether you think it is important for digital identity to be unique. Actually, Oliver one moment, I'm going to go over Vyjayanti. Ladies first and then you.

1:16:07

Yeah, unfortunately, with Vera gone, and the only lady so. But no, it's just a few different things. One is, I think, again, it shines the light on important foundations of the data protection, both the laws and regulations, but also the institutions, independent institutions for data protection as well. So we cared about this before. But I think, again, things that we cared about before shines, the light has been shown on things that are, are critical. So so the foundation's the institutions and completely agree with Niall the governance of of these institutions and the intent of these institutions, we do have in place. A lot of public good documents that should look on our website around the laws regulations. There's also the technical design features of privacy by design. And so to your question, Joseph, you know, more and more, we're learning about importance of things like tokenization, which avoids this kind of multiplicity, or you can still have a tokenized version of unique ID and multiple different use cases. And so so again, the laws and regulations, the design, I think there's some new areas like what Niall had mentioned, that we hope that with the rush to then think about new ways, some of the risks aren't overlooked. So for example, facial recognition. And we all have, we've done lots of work in the last few months on this, I think there is a difference between facial identification and facial authentication. What I hope doesn't happen is that by thinking about either contactless, or or at a distance, that there's a mad rush to suddenly think about enrolling in facial recognition from from an identification perspective, there's significant risks with that. So I think it just to say, I think it shines the light on the things that we know were important and makes it even more important. But I think there's new areas that we need to ensure that with the rush to do things, additional risks aren't then created.

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Oliver, and then Alan,

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I think the data and the Neil have received quite a lot. But I want to just say that, I think more than ever, the citizens now need more information, but they're asking for more information than before, because

they realize that information is power. And because of the COVID. They really they know they need to know what's going on. So what I see going forward really is that the citizens that want to participate in the design of the regulations around privacy and data protection. Because for instance, one of the things we're doing me and I sit in a very unique situation being given that also HIPAA statistics, one way what one of the things we're doing on statistics, is we're asking countries not to transform the national Statistical Office to go digital, and run away from the traditional way of collecting data where they have to go face to face use mobile phones and so forth, use the most modern technology. And before that happen, it means that the citizens themselves will be the ones that are providing data. And if that provided data, they will need to know the rules around it, how can they access this information that they're providing? how can how can they use this information? So I see that we can no longer sit down with you know, you know, private companies and design these regulations in the absence of the citizens and civil society, civil society to step up and become part of the process going forward.

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Okay, thanks, Oliver. Alan?

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Thank you, Joseph. Just quickly, I mean, one of the one of the questions that I've been to public Over in this area is that we know that it's possible to break up identity systems in terms of having different numbers different tokens and make it difficult or more difficult for different programs to integrate records. But in some of these new, new programs to ready to roll out assistance very rapidly to people, the whole screening process involves comparing against different databases, some countries are comparing a when you make an application for such a program, you get permission for your data to be accessed across a number of programs to see whether you are in fact likely to need the money. And it seems to me that's an area we need to think about much more is how the process of giving approval for access to data for this kind of purpose, it can be formalized how it can be protected, and what the rules are on, on breaking apart these data again, after the emergency because there's no doubt that the emergency nature of this creates a huge incentive to pull data for the most efficient response. Thank you.

1:21:10

Okay, thank you. I'm, Robert, quickly, so we can move them very, very quickly. Just

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add to what Alan saying some countries have actually issued decrees saying that once this data sharing happens during the crisis, it will be the only time and it will be undone. But I think Alan's point about the asymmetry involved here is very important when people are in great need for this transfer. They're going to give consent, and and so you know, protecting them from their own. You know, asymmetric consent, I think is very important. Thank you.

1:21:44

Right. Okay, um, one, one area that kind of emerged from listening to all of you and thinking about the subject, is the issue of inclusion versus exclusion, are we forced in the virtual world, to actually into a deeper exclusionary state? Because if we're not encouraging people, because of social distancing, and

stay at home, not everybody has access? So how do we build a situation? The haves will have access to ICT and mobile phones and they have nots? Is there any, is there a need for the government to be reaching out? While even though people are staying at home? Do you think government should be sending teams who are professional health, trained, etc, to reach out to those who are unable to reach? I mean, otherwise, we see a new new parent exclusion, is that a risk? Or am I being overly paranoid about it? Yes, Cornelius?

1:22:49

No, I don't think you are actually we already see that in our work. We have seen it in education, right, where there is the fault line has started to show those who are digitally connected and those who have families that can support them. And we're seeing it actually in I'm also in some of the fragile countries where access to service for in terms of domestic violence, and we've seen it. So in terms of reaching out to vulnerable population, what we know is that government has to make certain categories of workers essential workers, and they have to also have the PPT and all that protection that is required to go into these communities and look for these people, right and ensure that these people are registered. So if you develop depend totally on a digital solution, you may reinforce the exclusion. And so we need to make sure that whatever system where we are developing should be actually what we call beyond a digital beyond.

1:24:00

Okay, so it should be beyond digital. Do you have a definition for what that means? What is beyond digital?

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Beyond digital, actually, we know that populations that don't have access to the internet, we know that population that don't have access to mobile phones, etc. And so you have to set up actually, the usual we go back to the good old days of the usual fieldwork and community work. And actually, we now need to invest in that so that we have a bit of bespoke system where we have community workers who would be connected digitally and working with each other. For example, take an example in an area they used to have vehicles actually, that would go out and do registration of the population. Nations straight into the system,

1:24:52

like registrar's essentially your great team of registrar's who are digitally mobile, digitally table and the rock with health restrictions, you can still reach out. So. So your point is, it's very important in this totally virtual world, that we continue to access and reach out to the communities or else there is a risk that the fault line will become bigger.

1:25:15

The fault line would become bigger, you know, because also the footprint of the internet as well in some of these communities that are inaccessible.

1:25:26

Okay. So just one more person on this comment, and then I want to give you a wrap up for everybody. You raise your hand, I think No.

1:25:34

Yeah, just very quickly, I mean, we know that only 35% of developing countries have access to the Internet, and of the 25 least connected countries in the world. 23 are in Africa. So this is an agenda that's critical, the digital Development Group at the bank has been working on increasing and providing increased support on band went to countries and so it's, again, sort of one of these sort of silent heroes. For those who have it, I think none of us could have continued working in and studying and things like that without it. And so, again, ministers of finance, I think, now, more than ever see the importance of investing in this.

1:26:20

Okay. So what I'd like to do is, I'd like to ask the panel to take a minute, and compose their thoughts about key takeaways and messaging to close and we'll go one by one. While they're thinking about that, I will make an a pitch for next week's third part of the webinar series. Next week, we will be featuring on the 24th the same time, we'll be featuring innovations. So we're going to talk with some industry, system integrators, innovators in sectors related to economic development, or, or or travel, as well as providers of technology, which can help governments continue to build their enrollment databases, and building their national ID systems. Even though we have a need for contact class, we have a need at a distance, perhaps new ideas of, of self enrollment at a distance, so that we can onboard people more effectively and efficiently. So please be sure to tune in for that session. It will feature actually 12. And we'll have two panels, and seven and five. And it should be a very interesting format. And I invite you all to be there so that we can continue this discussion. So now I'm going to go back to the panelists in the last five minutes of this session. I'm going to ask for closing, dig, dig, take away messages. And if I may start with Alan.

1:27:53

Well, thank you, Joseph. I'll be very brief. I think overall, you know, we are going to see this acceleration in the Digital State in all respects, including an ID and more integrated digital systems run. And that has many implications. So one is for data protection, and the others for exclusion, and so on. And I think for ID systems, there are issues we haven't talked about, for example, more flexible mechanisms of authentication. Let's say I think that comes out as a priority. But I would say that one of the other things we need to do is to build into our programs and systems much better ways of monitoring how they are being impacted on the ground, what people's experience are, I don't think we're using digital communications anywhere near what we could be using in order to make sure that when programs are put in place to work with people that they actually deliver what they are supposed to deliver. And I think that's a very big agenda for the future. Thank you.

1:28:55

Thank you, night.

1:28:58

Joseph, there was a very interesting article A while back about a company in Silicon Valley that has distributed one over 1 million internet connected thermometers to various people in the West Coast of the United States. And because they have so much access now to body temperature data, they have consistently been able to predict at the onset of fever, increasing rates better than the Center for diseases control and better than other government monitoring mechanisms. And it raises this broad question about is it possible and likely in the very near future, that some governments are going to say that to respond to warning signs about coming viruses etc. We absolutely have to have access to body health data from individuals and and national ID system. A digital identity system is the easiest way to build such a structure so that we could envisage Possibly it sounds dystopian, but in in the future that it would be easy to target particular sectors of the population like the military, or like prison populations, or indeed, eventually people in receipt of welfare and various public services and say, if you want to receive this service, you need to be submitting us body temperature data at particular sections, because we need to be able to see when these viruses are coming. That's a scary future data. And it raises the broad question about the expanse and scope of where some of these systems could go. And once more raises the importance of privacy, data protection, and having academics, civil society activists, etc, are centrally part of the discussion when laws have been formulated and regulations have been approved.

1:30:49

Well said, Cornelius.

1:30:52

So on my side, actually, one, they we usually we used to have the financial inclusion, the economic argument for a national identity system, a comprehensive one, we now have the public health argument very clearly, right? I mean, and so with those drivers of those, and we used to have the identity as a right and a citizen, election governance, etc. With those drivers. Now, we have to make sure that the investment that is coming to build back systems, governance systems should include investment for national identity management, right. And it should be a comprehensive system from birth to death. Right? If there's going to be an intense scrutiny of the debt registration figures, right. As this debate takes place, we shouldn't allow that debate to move in with boutique solutions, we should ensure that we have a comprehensive solution in place that is sustainable.

1:32:03

Excellent. Thank you. Just quickly, Oliver. Yes.

1:32:11

Time for what are called trusted partnership is absolutely now and where we have to begin to look and bringing the people that we never wanted to engage to be part of the process that will be now here I'm looking at where the national authorities actually begin to engage with the private sector, civil society and other entities and governments to invest much more in technology. And then the issue that you raised earlier, which we didn't, I don't think we dealt with it, whether we should be able to have a multiplicity of IDs or unique. I think the idea of coming up with a unique ID is not but that is the only way you can dress well. You cannot afford to have so many ID mechanism in a country, which don't stick to one because you will not be able to dress exactly where you're you know, you're doing a contactless if

you're not able to tell where they are. So a unique identity is now investment in technology is now trusted partnership is key. If we have to win this war. Thank you. Okay. So

1:33:12

I think it's the importance of accelerating support to countries for particularly the those 100 million people potentially are going to be slipping into additional people who are going to be slipping into extreme poverty, but to support the countries into building back better, as Cornelius mentioned, but I think the this pandemic and the crisis, I think shows more than ever, how interdependent we all are, what you do, or what I do affects all of us. And I think this is unlike any other aware, for the first time the entire globe realized the importance of this. And so in addition to the important country support, I think collective global action is needed urgently. And I think it's organizations like all of ours, and all the countries and private sector and civil society are on this call, I think it's an opportunity to really push the needle on some global public goods as well.

1:34:09

Excellent. Thank you, Robert. You're the final word is with you.

1:34:16

Thanks, Joseph. So I think the last four months, and probably the next four months are going to be a period of reactive mode, where we're really trying to get things done very quickly, whether it's in health, or cash transfers or other areas. It's a very knee jerk reaction we're having. And now we're going to start with sessions like this, I think to start to reflect on what we're learning from it. And what we're going to learn from it is that this is an opportunity as opportunity in ID space, it's opportunity and digital payment space. And we see even countries are changing the rules for things like digital payments in ways that would have taken three years in two months, and they're now Reflecting on the fact that they didn't have a registry of people in the informal sector, and they don't want to be in that position again. And so we need to help. I think this realization is going to sink in over the coming months, and it presents a real opportunity. And I would say that 2030 is no longer people's time horizon. Maybe last year, we can think about, you know, your time horizon. I don't think people think like that anymore. And thinks we're gonna have to move much more quickly than they were, they would have a year ago. Thank you.

1:35:30

Well said. So identity for all must be accelerated, we should get there not to do and 2030, maybe 2022 2023. And we've got all of us a lot of work to do, working with partners. I'm glad that we are able to do this collaboration to start raising the issues and sensitize. I want to thank the panelists. I think this was a very excellent session in terms of the content, your contributions are phenomenal. I think this is not the last word we're going to have on the subject. I'm hoping that we will have ample opportunities throughout the next few months to come back and start drilling down and becoming more specific in terms of the deliberations about the topic. So until then, please take care of yourselves, stay safe. And I invite you for next week's session on the 24th to see some of the innovations and the topics that we are going to be continuing in this regard. Thank you again. And thank you for all the attendees. Bye bye