



Meeting Report

Summary Report: Innovation Café on Digital ID to accelerate Whole of Government

13 February 2025

Suva, Fiji

Prepared by: ITU Area Office for South Asia and Innovation Centre, Delhi

Innovation Café Report: Insights, Collaboration, and Next Steps

Topic: Digital ID to accelerate Whole of Government

13 Feb 2025 | Suva, Fiji

Background

The **Innovation and Entrepreneurship Alliance for Digital Development** is established to respond to significant unmet needs of ITU Membership in innovation, as articulated in the Kigali Action Plan adopted at the World Telecommunication Development Conference 2022 (WTDC-22) and the Outcomes of the ITU Plenipotentiary Conference 2022 (PP-22).

As one of the vehicles of the Alliance, the Digital Transformation Lab (DT Lab) contributes to developing frameworks and methodologies, providing technical assistance, and supporting capacity building of Membership to enhance local capabilities for innovation and entrepreneurship.

As part of this effort, the framework for the Innovation Café has been developed through the DT Lab, offering a dynamic approach to facilitating ecosystem-driven collaboration, capacity building and problem solving.

Introduction

The ITU Innovation Café is a structured platform for co-creation, knowledge exchange, and collaborative problem-solving to address diverse digital transformation challenges and opportunities, democratising innovation practices and enabling ecosystem-driven approaches and strategic partnerships. As an extension of ITU's commitment to innovation, the Café provides a participatory environment where policymakers, industry leaders, academia, entrepreneurs, and innovators come together to brainstorm, share insights, and develop actionable solutions.

In an era of rapid technological transformation, bridging gaps between different sectors and aligning resources is essential for shaping resilient digital innovation ecosystems. The Innovation Café, thus, plays a pivotal role in making innovation accessible to ITU Members by:

- Facilitating strategic dialogues that translate ideas into tangible outcomes.
- Enabling knowledge sharing to enhance impact.
- Strengthening partnerships through collaborative innovation.
- Leveraging ITU's Innovation methodologies to build capacities and unlock new opportunities.

As part of its comprehensive suite of innovation frameworks and tools, ITU employs structured methodologies to assess, strengthen, and accelerate digital ecosystems. Each Innovation Café is uniquely designed to leverage a context-specific tool, grounded in an established framework, ensuring that discussions are focussed, actionable, and aligned with regional priorities.

Workshop Overview

The Innovation Cafes were launched for the first time during the Digital Transformation Workshop for the Pacific member states that took place in Fiji from 12-14 February 2025. With the presence of 11 member states, representing industry, academia and international organisations, the workshop presented a good opportunity for its pilot engagement.

A Whole-of-Government (WoG) approach enables integrated, cross-sectoral, and citizen-centric digital services that enhances efficiency, transparency, and accessibility. At the core of this transformation is Digital ID, a foundational element that facilitates secure, seamless, and inclusive access to government services.

In the Pacific region, where digital infrastructure varies significantly, Digital ID can play a crucial role in addressing challenges related to service accessibility, identity verification, and digital inclusion. By ensuring secure and inclusive digital identities, governments can reduce bureaucracy, improve public service delivery, and foster greater trust in digital governance. However, developing and implementing Digital ID systems requires careful consideration of infrastructure readiness, interoperability, and user adoption to ensure they are accessible, equitable, and aligned with local needs.

The Innovation Café on Digital ID for Whole-of-Government focused on understanding the barriers behind deployment of Digital ID within the Pacific and how the countries plan to leverage Digital ID for sustainable development. Another aspect behind the iCafe was to understand how much knowledge exists within member states on best practices available from across the globe.



Stakeholder Involvement

The Innovation Café was attended by 11 Pacific member states including Fiji, PNG, FSM, Nauru, Kiribati, Palau, Samoa, Tonga, Solomon Islands, Tuvalu and Australia. Other participants included donors such as World Bank, EU, Asian Development Bank, UNCDF, PITA and the Pacific Disability Forum, and UN organisations including UNDP, UNESCO, ILO, FAO, UNOHCHR, UNODC, UNICEF and UNOPS among others.

Successful deployment of Digital ID requires public trust. It is therefore important to engage with multiple stakeholders including but not limited to the government, legal experts, civil society organisations, cyber security experts, financial institutions, regulators and most importantly, the citizens and community. This multistakeholder approach at the Innovation Café enriched the discussions and helped ensure more holistic and representative outcomes.



Co-Creation Findings, Outcomes and Key Takeaways

Leveraging ITU's framework on digital innovation ecosystems and guided by its human-centric Proto Persona tool, the Innovation Café on 'Digital ID to Accelerate Whole-of-Government' used Mentimeter as a participatory engagement tool to gather participants' perspectives and insights.

The following key questions framed the co-creation discussions:

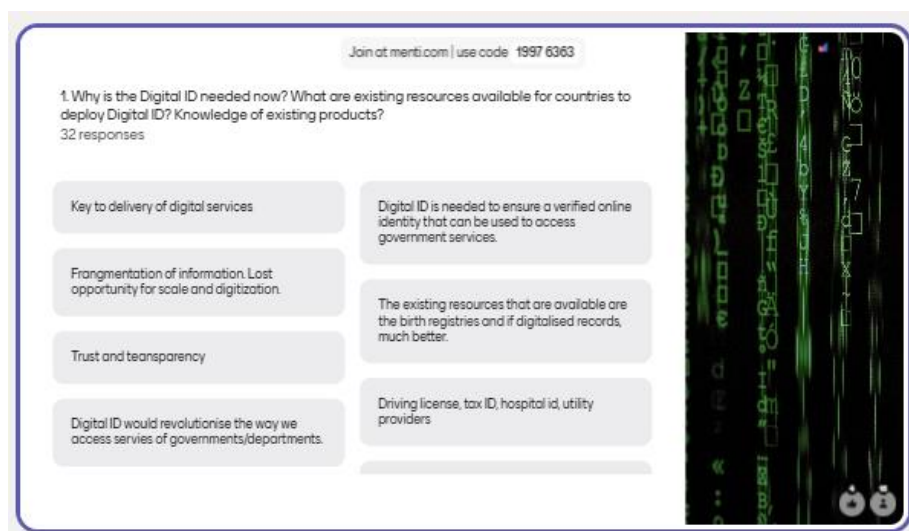
Q1. Why is the Digital ID needed now? What are the existing resources available for countries to deploy Digital ID?

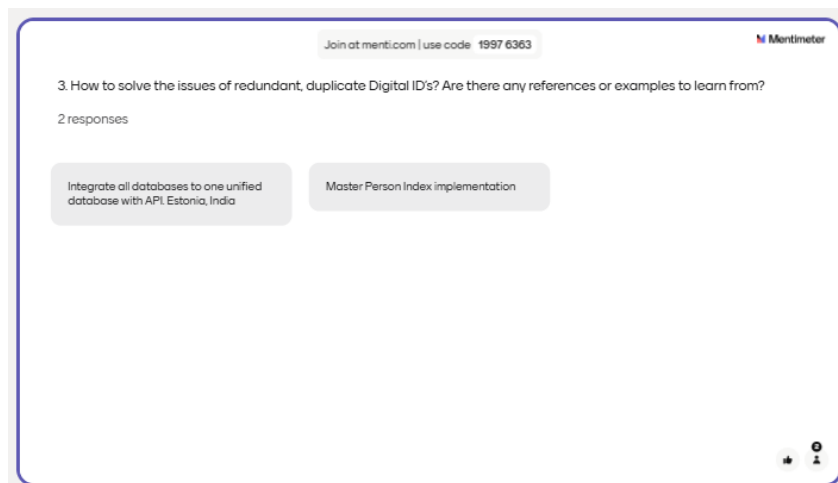
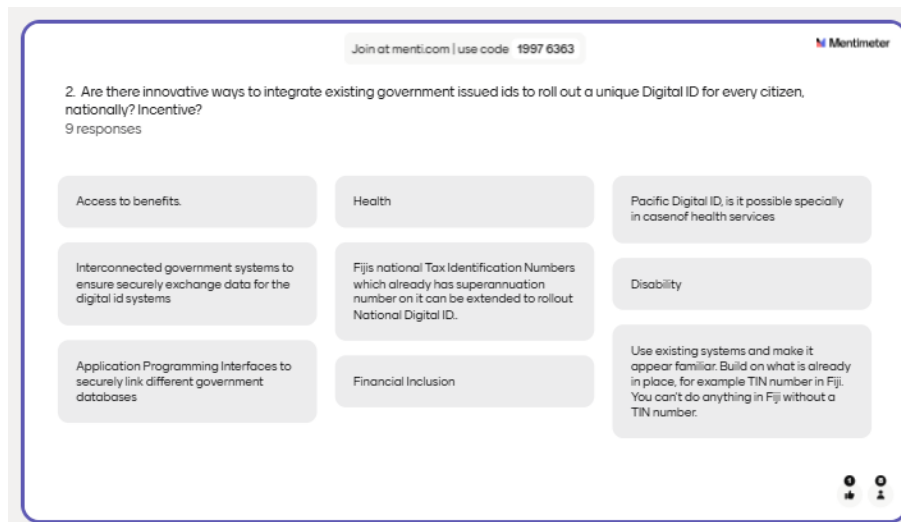
Q2. Breaking down silos is key to ensuring smooth deployment of Digital ID. Are there innovative ways to integrate existing government issued ids to roll out a unique digital ID for every citizen, nationally? How can the citizen be incentivised to adopt a digital ID?

Q3. How to solve the issues of redundant, duplicate Digital ID s? Are there any references or examples to learn from?

Key Insights from the co-creation activity:

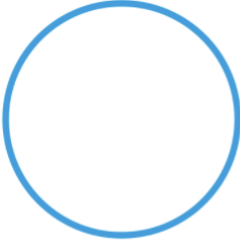
- The member states discussed the importance of digital identification for effective government service delivery in the Pacific region. The participants discussed the need for a unified digital identification system that can integrate existing government-issued IDs, overcome the challenge of redundant and duplicate IDs, and ensure data privacy and protection.
- The café also highlighted the importance of building trust among citizens and government agencies, as well as the need for political will and leadership in implementing a digital ID system.
- The participants discussed the possibility of organizing workshops to share knowledge and best practices from other countries in implementing digital ID systems.
- The conversation ended with a discussion on related costs for deploying Digital ID in various countries and the potential for leveraging existing data in the implementation of a digital ID system.





In this context, thus, the Proto Persona Canvas served as the key tool to analyse the human-centric aspects of Digital ID adoption in the Pacific. This tool provided a structured approach to identifying key demographic groups among users and ensuring inclusivity in design. Through a co-creative assessment of user experiences and challenges, the Canvas helped stakeholders map adoption drivers, pain points, and opportunities, ensuring Digital ID solutions are both technically robust and user centric.

Proto Persona Canvas

<p>Name</p>  <p>Name and Sketch</p>	<p>Psychographics, behaviors, likes, opinions</p>
<p>Demographics</p>	<p>Need, pains, obstacles</p>



Next Steps

- Organise a knowledge tour on Digital ID for the Pacific member states through the Innovation Centre in Delhi, highlighting best practices, roll out of Digital ID in other countries such as India, sharing practical examples of how other countries solved existing bottlenecks.
- Utilize the learnings from the Innovation Café to design targeted initiatives for the Pacific member states.