

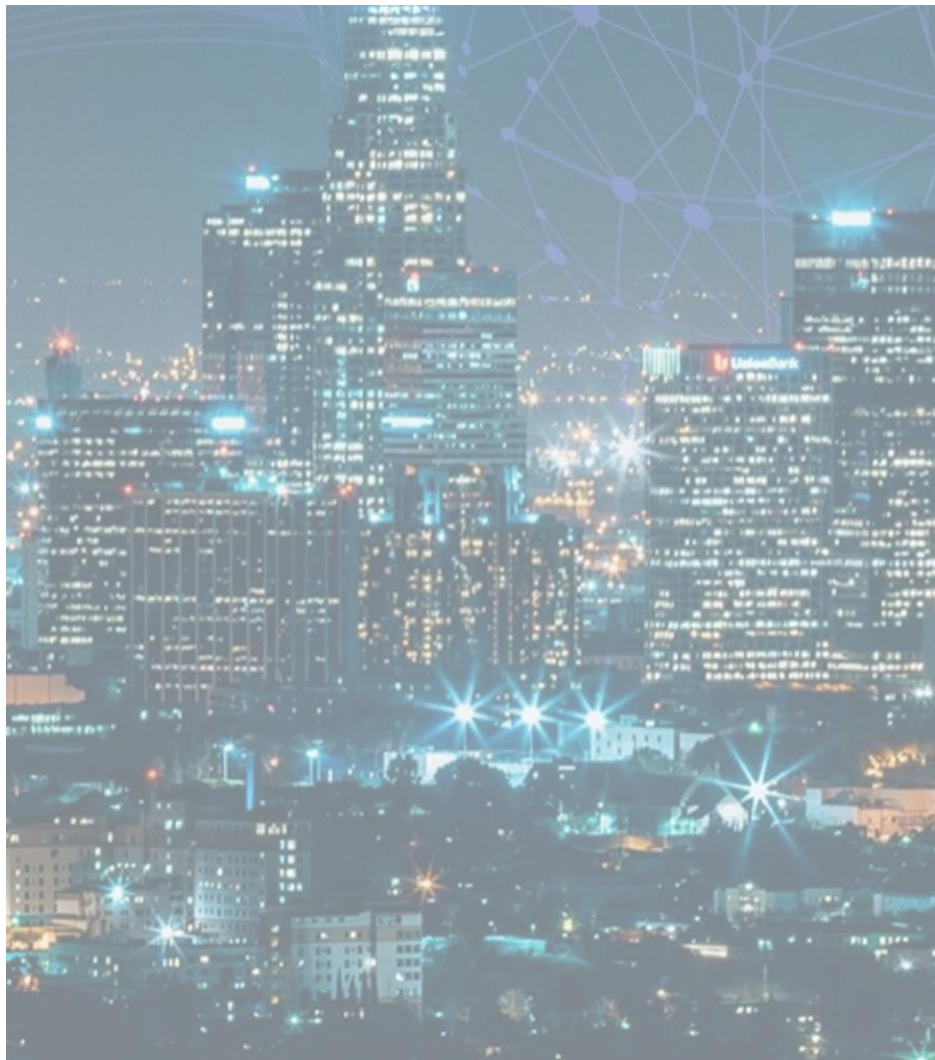


Innovation Cafe

A co-creation platform to exchange ideas and unlock opportunities

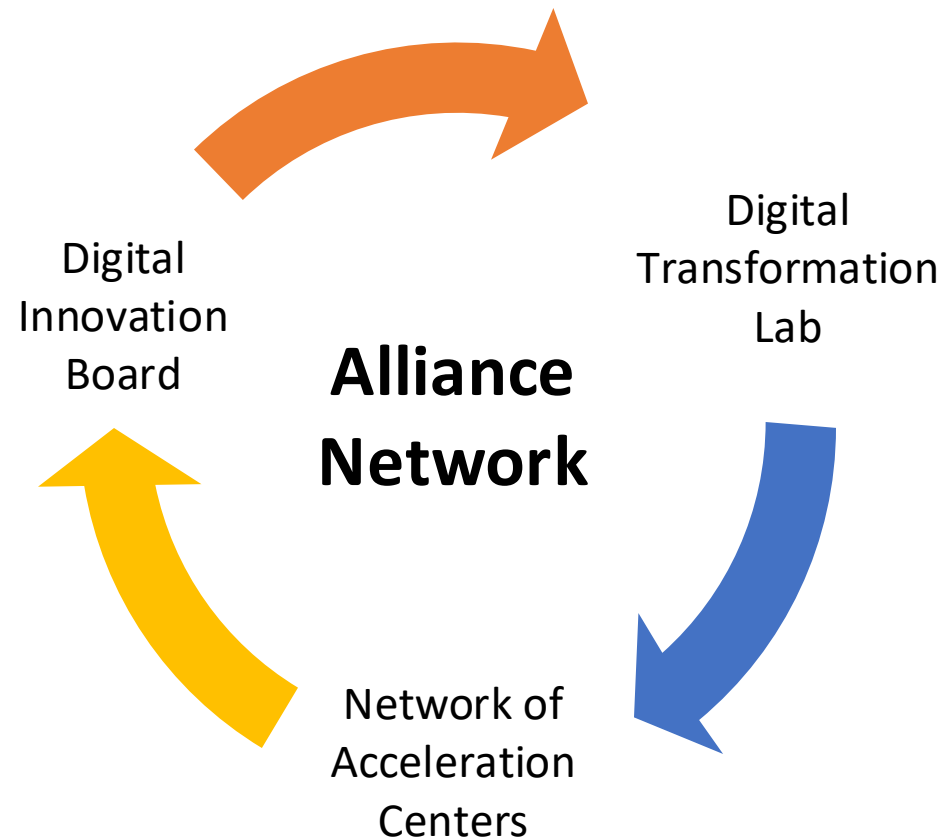


Innovation and Entrepreneurship Alliance to close the gap



The **Innovation and Entrepreneurship Alliance For Digital Development** is established to respond to significant unmet needs of ITU Membership in the area of 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).

Three 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 Cafe has been developed through the DT Lab, offering a structured approach to facilitating ecosystem-driven collaboration and problem solving.



Innovation Café: A catalyst for digital innovation

The ITU Innovation Café is a dynamic platform designed to foster co-creation, knowledge exchange, and collaborative problem-solving among diverse stakeholders in the digital innovation ecosystem. As an extension of ITU's commitment to innovation, the Café provides a structured, participatory environment where policymakers, industry leaders, academia, entrepreneurs, and innovators come together to brainstorm, share insights, and develop actionable solutions.

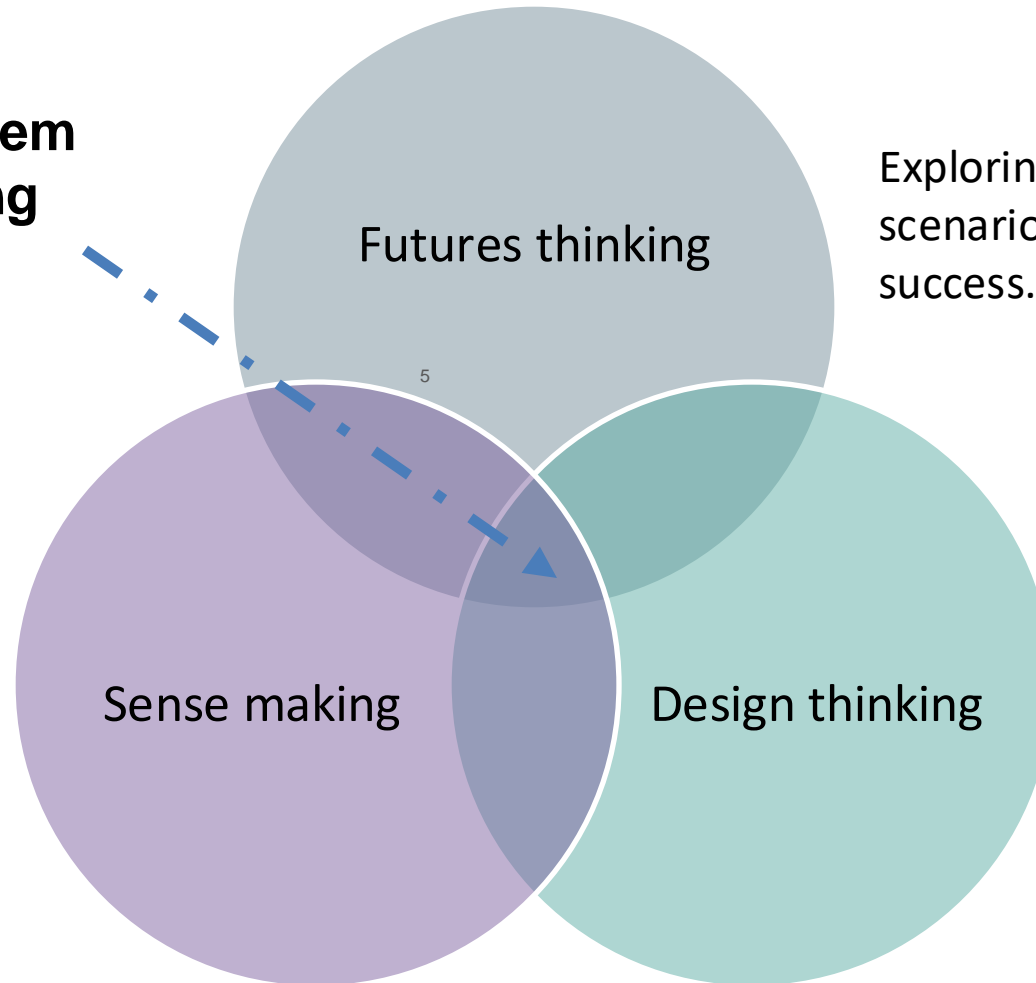
In an era of rapid technological transformation, bridging gaps between different sectors and aligning resources is essential for shaping resilient digital innovation ecosystems. The Innovation Café, thus, plays a pivotal role in democratizing innovation, making it more accessible to ITU Members by:

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

Innovation as a process and ecosystem thinking as an approach

Ecosystem thinking

Understanding the ecosystem by identifying patterns, challenges, and opportunities.



Futures thinking

Exploring trends and possible future scenarios to prepare for long-term success.

Sense making

Design thinking

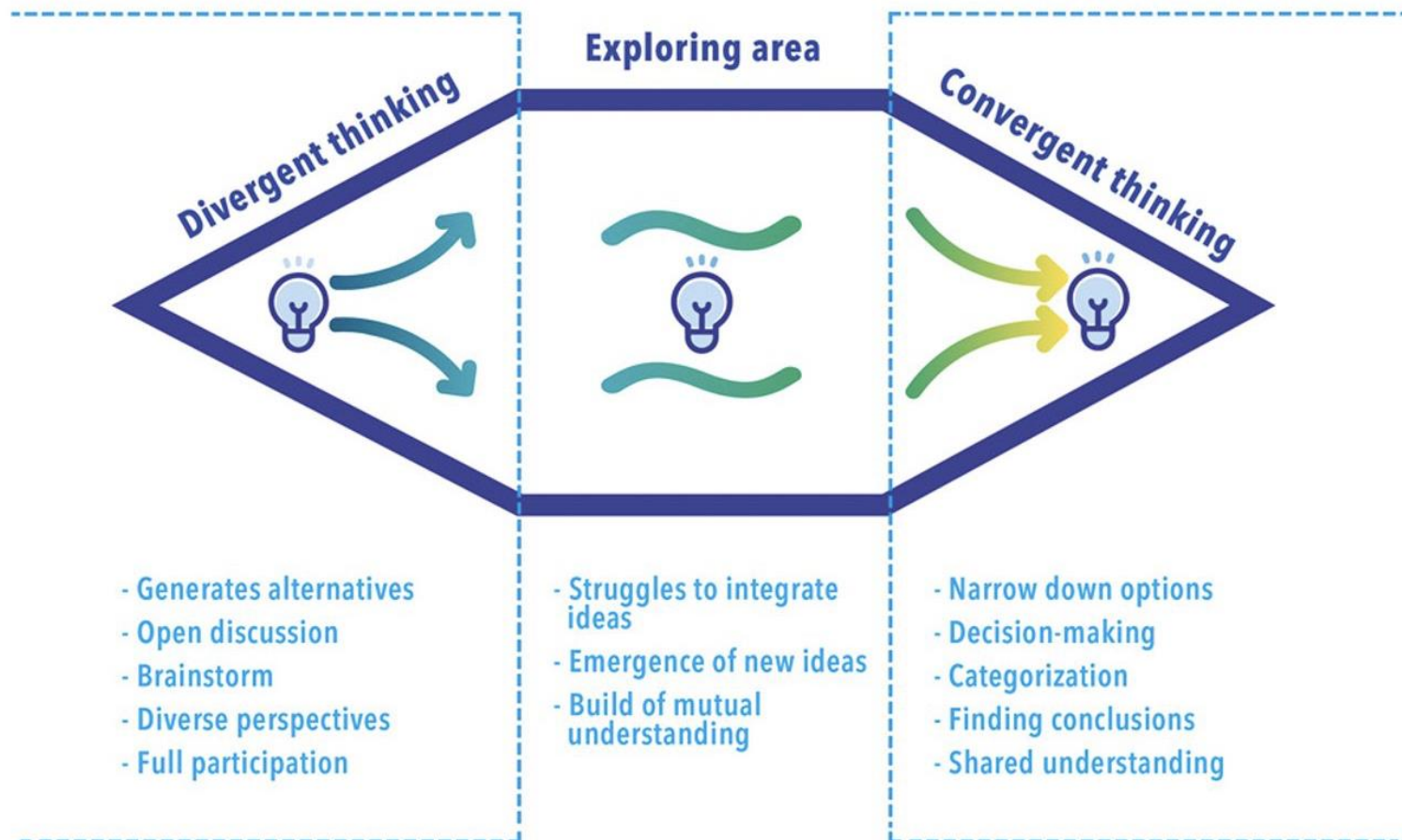
Creating human-centred solutions that address stakeholder needs.

Innovation frameworks and tools

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 designed to leverage a context-specific tool, ensuring that discussions are focussed, actionable, and aligned with regional priorities.



Unpacking, packing and repacking information



ITU's co-creative approach enables the iterative unpacking, refining, and realigning of ideas, ensuring insights evolve dynamically while staying aligned with strategic goals.



Let's exchange ideas on Menti Meter

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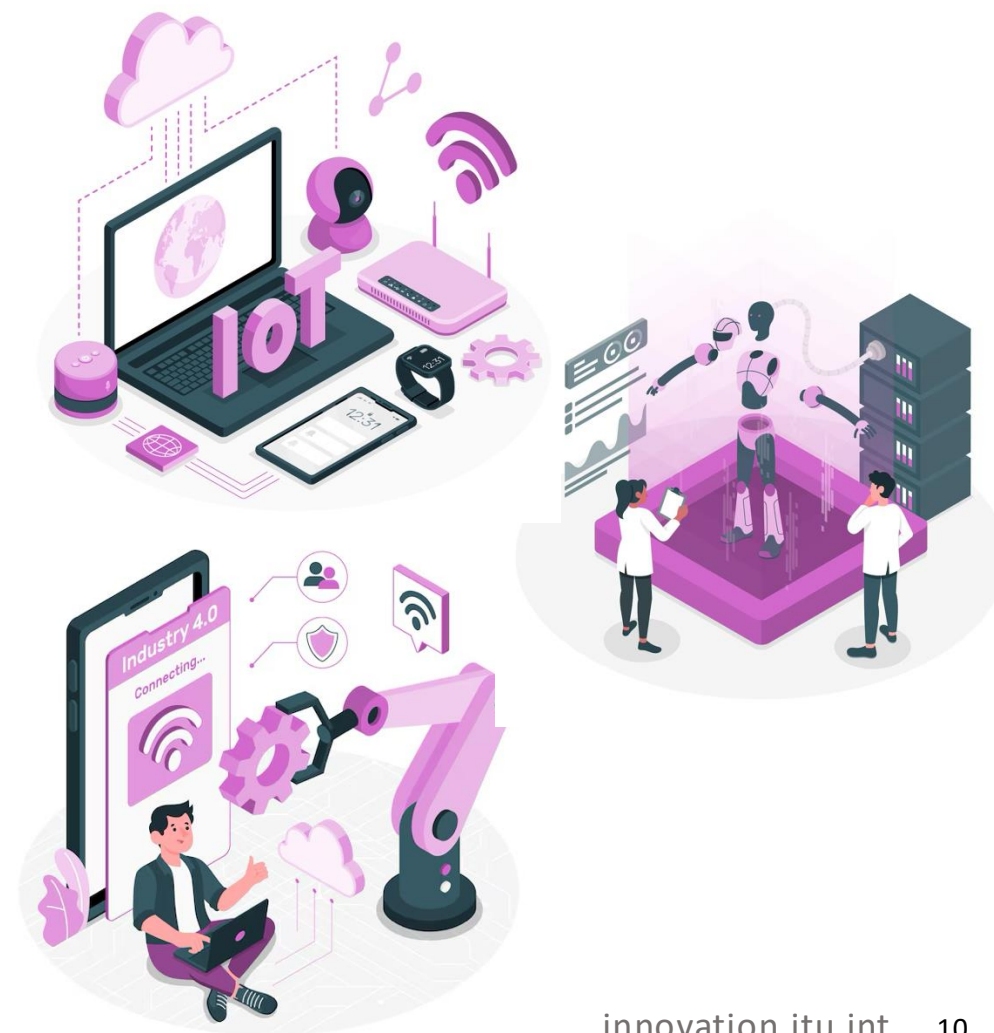
Innovation Cafe

Artificial Intelligence (AI)
and Internet of Things (IoT) opportunities
in the Pacific

Unlocking AI and IoT opportunities in the Pacific

Artificial Intelligence (AI) and the Internet of Things (IoT) have the potential to drive **economic and social transformation** in the Pacific. These technologies can support **education, healthcare, governance, and climate resilience**, addressing some of the region's most pressing challenges.

However, the Pacific faces **unique barriers**, including **limited infrastructure, funding constraints, and a shortage of skilled professionals**. With many remote and dispersed communities, digital solutions must be adapted to local realities. Understanding how AI and IoT can be harnessed effectively in this context is key to **unlocking new opportunities** and ensuring that technological advancements benefit all.



Approach for the Cafe

ITU's Initiative Development Canvas will serve as the key tool to structure and guide the development of AI and IoT solutions in the Pacific.

This framework provides a structured approach to identifying key challenges, engaging relevant stakeholders, defining the importance of opportunities, envisioning impact, and mapping solutions that align with national priorities.

Through a co-creative assessment of challenges, opportunities, and best practices, the Canvas helps stakeholders collaboratively design AI and IoT solutions that are contextually relevant, scalable, and aligned with national outcomes.

Initiative Development Canvas





Opportunities to address

Q1. Based on the presentation from AIT, which of the emerging technologies are you interested in exploring further?

Option 1: Biotech

Option2: Robotics v2

Option 3: Agentic AI

Option 4: Multimodal AI

Option 5: AR/VR + Speech + Avatar

Option 6: Behavioral AI

Option 7: Blockchain

Option 8: Digital Twins

Option 9: Computer Vision

Option 10: Water Drones

Option 11: Air & Soil Drones

Option 12: Image and Video Generation

Option 13: Predictive AI



Opportunities to address

Q2. What are the biggest challenges or opportunities in the Pacific that AI and IoT could help address?



Champions to lead

Q3. Who needs to be involved to make AI and IoT solutions successful in the Pacific?



Initiatives to address unmet needs

Q4. What solutions (products or services) could be developed to meet the needs of users in the Pacific?



Impact on the innovation ecosystem

Q5. If AI & IoT solutions are effectively implemented, how will the Pacific ecosystem be transformed?



Global best practices

Q6. What existing national, regional or global AI & IoT use cases could inform our approach?

Turning Insights into Action

The insights gathered today will provide a clearer understanding of the key challenges, opportunities, and stakeholder needs in AI and IoT adoption across the Pacific.

The next step is to leverage ITU frameworks to further analyse these findings and design targeted ecosystem initiatives that build on the proposed solutions while aligning with regional needs, national priorities, and sectoral opportunities. These insights will also serve as a foundation for strengthening partnerships that address critical barriers and accelerate AI and IoT-driven transformation.

By harnessing this collective knowledge, we can work towards building a more resilient, inclusive, and contextually relevant AI and IoT ecosystem for the Pacific—one that fosters innovation and drives sustainable development across the region.





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Innovation Cafe

Digital IDs to Accelerate Whole of
Government

Accelerating whole-of-government with Digital IDs

A **Whole-of-Government (WoG) approach** enables **integrated, cross-sectoral, and citizen-centric** digital services that enhance 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**.



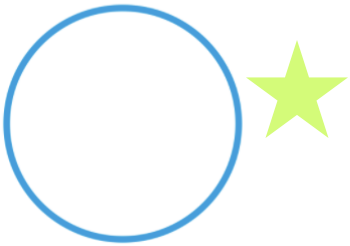



Approach for the Cafe

ITU's Proto-Persona Canvas will serve as the key tool to analyze the human-centric aspects of Digital ID adoption in the Pacific.

This framework provides a structured approach to identifying key demographic groups and ensuring inclusivity in design.

Through a co-creative assessment of user experiences and challenges, the Canvas helps 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> 



Barriers to Adoption

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



Users and beneficiaries

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?



Motivation of users

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

Turning Insights into Action

The insights gathered today will provide a clearer picture of the current state of digital public infrastructure in the Pacific, highlighting key challenges and opportunities in implementing Digital ID systems.

The next step is to apply ITU's innovation frameworks to deepen this understanding, ensuring that strategies and interventions are grounded in real-world challenges and user needs. This will serve as a foundation for formulating partnerships and developing projects that address Digital ID adoption barriers, enhance digital service delivery, and support the Pacific's broader digital transformation goals.

By leveraging this knowledge, we can work towards a more inclusive, secure, and user-centric Digital ID ecosystem that accelerates Whole-of-Government digital service delivery in the Pacific.





Let's exchange ideas on Menti Meter

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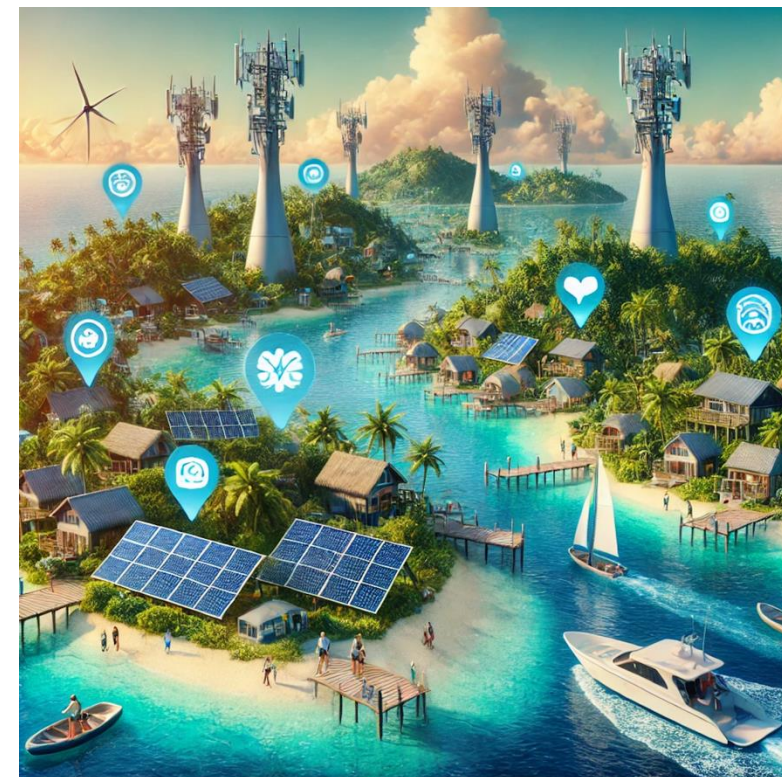
Innovation Cafe

Innovations to Sustain and Scale Smart
Islands Initiative

Sustaining and scaling Smart Islands through innovation

The Smart Islands initiative is a transformative approach to bringing the benefits of digital transformation to rural and remote Pacific communities. Given the region's geographic remoteness, small populations, and high costs of connectivity, sustaining and scaling Smart Islands requires innovative solutions tailored to these unique challenges.

By integrating advanced technologies, sustainable business models, and cross-sectoral partnerships, Smart Islands can enhance healthcare, finance, education, and climate resilience. However, scaling this initiative nationwide demands a collaborative approach to identifying, adapting, and implementing solutions that are practical, cost-effective, and aligned with local needs.



Approach for the Cafe

ITU's Partnership Strategy Canvas will serve as the key tool to identify, align, and mobilize strategic partnerships needed to sustain and scale the Smart Islands initiative.

This framework provides a structured approach to mapping key stakeholders, assessing resource needs, and designing collaborative models that drive long-term impact.

Through a co-creative assessment of partnership opportunities, gaps, and targets, the Canvas helps stakeholders define priority areas, identify potential partners, and develop targeted strategies to ensure Smart Islands remain scalable, sustainable, and responsive to the needs of Pacific communities.

Partnership Canvas

Indicate Name / Context

Vision and objectives What is the vision for partnerships?  What are the objectives?		SWOT for Partnership What are the strengths? What are the opportunities? What are the weaknesses? What are the threats?		Monitoring and Evaluation What are some indications for M&E?
Stakeholder Who should you engage with? 	Type What type of partnership do you seek? 	Target What are the targets and needs?	Gaps What are the gaps? 	
Systems and Tools What enabling systems are needed to ensure goals can be met? Hint: strategic mechanisms, MoUs, etc. What are the communications actions needed to raise awareness?				
Action Plan Who Stakeholder → Type → Why or What we need → What we can offer them → Interest / Power Low/High Low/High → Action				



Identifying the core issue

Q1. Where are the biggest sustainability challenges when it comes to Smart Islands in the Pacific?



Identifying the core issue

Q2. What kinds of partnerships are most needed to scale and sustain Smart Islands, and what key areas should they support?



Identifying the core issue

Q3. What are the biggest challenges or gaps that partnerships must address to make Smart Islands scalable and sustainable?

Turning Insights into Action

The insights gathered will help define the key requirements of Pacific member states for sustaining and scaling Smart Islands.

These inputs will guide the next step towards leveraging ITU frameworks to analyze challenges and opportunities while identifying the right partners, resources, and stakeholders to drive innovative solutions.

Through strategic matchmaking and collaboration, Smart Islands initiative can continue to bridge the digital divide, enhance service delivery, and create lasting impact for remote and underserved communities across the Pacific.



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