Libya's Participation in GSR-25

Libya's Experience in Digital Transformation: From Challenges to Empowerment

Introduction

It is an honor for the General Authority for Communications and Informatics of Libya to participate in the GSR-25 Roundtable to present Libya's experience in digital transformation. This experience emerged from a context full of challenges and has gradually progressed toward stages of empowerment and digital governance, based on flexible regulatory frameworks and phased policies adaptable to national needs.

I. National Context of the Libyan Experience

The telecommunications and information technology sector in Libya has faced significant challenges over the past decade due to political and economic circumstances. However, digital transformation has become a strategic necessity to enhance institutional efficiency, improve public services, and enable the digital economy. Consequently, the state began implementing a series of regulatory reforms through the General Authority for .Communications and Informatics

II. Key Regulatory Phases in the Libyan Experience

Phase 1: Digital Readiness Assessment and National Survey

(2021–2020).

Assessing digital readiness of institutions.

.Identifying gaps in infrastructure and human resources

.Establishing a national digital database for government sectors

Phase 2: Legislation and Policy Development

(2022–2021).

.Drafting a national digital transformation policy

Adopting regulations related to cybersecurity, data protection, and electronic signatures.

Phase 3: Pilot Implementation and Integration

(2023–2022).

- Launching digital government service platforms in stages.

- Training public employees and building national capacities.

- Engaging the private sector in digital transformation projects.

Phase 4: Empowerment and Full Transformation

(2025–2023).

- Digitizing a number of vital services (passports, licenses, health, education).

- Adopting an open data policy.

- Developing the national digital identity and digital signature system

III. Achievements to Date

- Increasing the share of government services provided digitally to over 45%.

- Integrating more than 20 government institutions into a unified digital services platform.

- Strengthening public-private partnerships in digital infrastructure.

- Launching a national training program in cybersecurity and artificial intelligence.

.

IV. Recommendations for Participating Countries

Based on Libya's experience, we recommend the following.

Adopt a clear phased approach: beginning with assessment and ending with empowerment, while continuously reviewing earlier stages.

Establish a flexible regulatory authority: empowered with adequate mandates and coordination across government and private entities.

Develop up-to-date legislative frameworks: including data protection, cybersecurity, and digital governance.

Build national capacities: through sustainable training programs for state employees and the technical community.

Encourage local innovation: by supporting startups and community-based digital initiatives.

Enhance regional and international cooperation: to benefit from shared experiences and keep pace with technological developments.

Conclusion

The General Authority for Communications and Informatics of Libya reaffirms the importance of cumulative experiences and shared regulatory practices in driving digital transformation forward. We call for greater coordination among regulatory bodies through GSR initiatives to exchange knowledge and support developing countries in building an inclusive and secure digital future.