



# Digital Convergence

## USP2030

Supporting the digital transformation of social protection systems

## About the Initiative

The **Digital Convergence Initiative (DCI)** is a joint effort by USP2030 members, governments, development partners, civil society organizations and private companies to support the **digital transformation of social protection systems**.

Launched in 2021, the DCI:

- facilitates **knowledge sharing** on digital social protection systems at a global level
- builds **consensus on technical standards** to enable data exchange between digital systems in the social protection delivery chain and with external digital databases
- **supports countries** in their digital transformation journeys

## The challenge

Most of the world's population does not have access to adequate social protection. As part of the global USP2030 partnership, the DCI works towards achieving **Sustainable Development Goal 1.3**, which envisions providing social protection coverage to all.

Countries worldwide have invested in national social protection systems to support individuals and households throughout their lives, including during times of crisis. Increasingly, digital solutions are being integrated into the management and delivery of these programs, offering the potential to enhance efficiency, accuracy, and responsiveness. However, the transformative benefits of digitalization are

still not fully realized, with several challenges hindering their full impact.

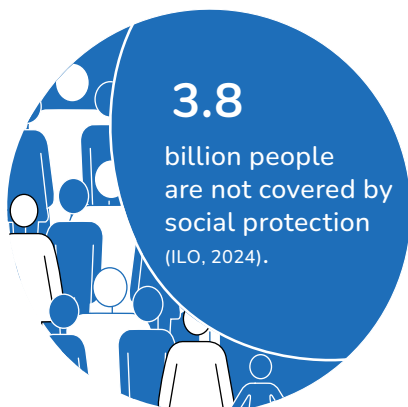
The absence of fully digital systems also affects potential beneficiaries' access to services. Without streamlined digital processes, people may face lengthy waiting times to collect physical documents, which then need to be submitted in person to multiple locations. Many eligible beneficiaries lack the time or resources to navigate these cumbersome procedures, while others remain unaware of their entitlements due to inadequate digital outreach and information-sharing mechanisms.

One major obstacle to the effective digitalization of social protection programs is the difficulty in creating cohesive and unified systems. Many digital solutions that have been introduced lack the ability to integrate seamlessly with other relevant platforms, such as identification systems, civil registration systems, payment platforms, or integrated beneficiary registries. These limitations in system compatibility make the delivery of social protection programs slower and less efficient, increasing the risks of errors, fraud, and wasted public resources.

To unlock the full potential of digitalization in social protection, these systemic challenges must be addressed. By creating interoperable digital ecosystems and fostering user-centric designs, governments can ensure that social protection programs are not only more efficient but also more accessible and equitable for those in need.

## Our vision

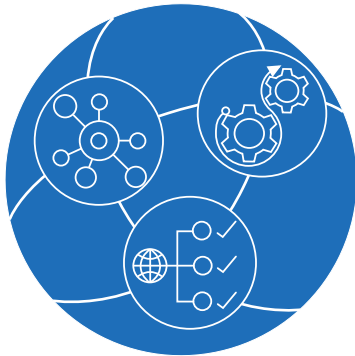
DCI partners and contributors are committed to creating a **harmonized and interoperable digital ecosystem** which improves the **efficiency and transparency** of social protection





program delivery, enhances **social protection outcomes**, improves coordination, promotes inclusion and **reduces inequalities**, including gender inequalities.

## Our approach



The DCI's activities are structured across three pillars:



### Knowledge sharing

The DCI works to ensure that knowledge and experiences relevant for the digital transformation of social protection systems are well documented

and shared widely. It maintains an open and continuously updated **digital knowledge base** ► comprising webinar recordings and related materials, as well as reports, publications and other knowledge products. It also facilitates in-person and virtual learning events including conferences, webinars and study tours.

These activities have fostered the development of a community of stakeholders from different backgrounds that participates in events and discussions and is directly involved in the creation of standards. As a result, DCI serves as a platform for continuous learning and knowledge sharing.



### Global technical standards

Global efforts to harmonize **technical standards for interoperability** require coordination. The DCI facilitates transparent, multi-stakeholder, consensus-building processes to develop these **standards for social protection** ► in strategic areas, such as integrated beneficiary, social, and farmer registries. Several standards have already been released and endorsed by USP2030; others are under development.

The DCI maintains an open **repository of technical standards** and engages with open-source software solutions, proprietary solution providers and social protection stakeholders to promote the adoption of these standards.



### Country implementation support

DCI implementing organizations **provide support to selected partner countries** to reap the benefits of digital transformation for the delivery of social protection benefits and services. The DCI supports a wide range of measures, from integrating government systems and designing integrated beneficiary registries, to digitizing care pathways and facilitating interoperable interfaces between social security schemes. The DCI also supports training measures for government officials which **develop capacities in inclusive digital transformation**.



## Learn more

The DCI is an **open, transparent and virtual community** which welcomes contributions from diverse stakeholders. For more information, or to get involved, visit our **website** ►, email us at **contact@spdc.org** ►, or check us out on **LinkedIn** ►, **Gitbook** ►, and **Github** ►

The DCI receives funding from the European Commission and the German Federal Ministry for Economic Cooperation and Development (BMZ). The secretariat of the DCI is jointly housed at Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), Expertise France, Foundation for the Internationalization of Public Administrations (FIAP), the International Labour Organization (ILO), and the World Bank. DCI works with a large network of partners who contribute to the definition of standards, the creation of knowledge products or advisory activities

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