



Digital Convergence Initiative

The global initiative for the digital transformation of social protection systems

The **Digital Convergence Initiative (DCI)** was established as part of the **USP2030** partnership. The DCI is an open and collaborative platform for governments, development partners, civil society

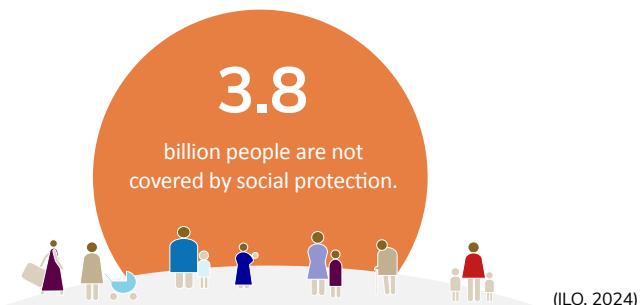
organizations, and the private sector united by a shared vision: expanding the coverage of social protection and enhancing its delivery through inclusive, interoperable digital systems.

The challenge

Digital technologies hold **enormous potential** to make the delivery of social protection more efficient, accessible and inclusive. By harnessing the rapid expansion of mobile and internet connectivity, along with foundational digital ID systems, integrated data management, and digital payment platforms, digital social protection systems can fundamentally change the way vital public services are designed, delivered and managed.

Digital transformation is proceeding unevenly, however, and many countries still lack the digital infrastructure and regulatory frameworks needed for strong digital social protection systems. Others rely on information systems developed in isolation which cannot exchange data, leading to significant interoperability challenges. In addition, institutional capacities to

design and manage inclusive, human-centered digital social protection systems are often insufficient. By addressing these systemic challenges to digital transformation, 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.

Action areas



Knowledge sharing

The DCI ensures that knowledge and experiences relevant for the digital transformation of social protection systems are well documented and shared widely, maintaining an open and continuously updated **digital knowledge base** of webinar recordings and related materials, reports, publications and other knowledge products. The DCI 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.



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. Inquiries for support can be sent through the **Helpdesk**.



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 been released and endorsed by USP2030.

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.



Capacity development and training

The DCI supports **capacity development and training for social protection** policymakers, programme managers and practitioners to drive impactful digital transformation and design more inclusive, human-centered and interoperable solutions. **DCI's training offer** is modular, adaptable and grounded in practical application, tailored to country-specific contexts and implementation challenges. The DCI also facilitates peer-to-peer learning and cross-country knowledge exchange, including study visits and collaborative dialogues.

The AI Hub for Social Protection

The **AI Hub** supports the DCI's mission to drive the digital transformation of social protection systems – providing targeted and time-bound technical

assistance to social protection institutions in designing and implementing artificial intelligence. Learn more and request **support on our website**.

The AI Hub is implemented by:



Government of Canada

Gouvernement du Canada



Learn more

The DCI is an **open, transparent, and virtual community** which welcomes contributions and engagement and evolves dynamically through **partnerships**.

For more information about the DCI, or to get involved, email us at contact@spdci.org, visit our [website](#) or check us out on [LinkedIn](#), [Gitbook](#), and [Github](#).