



# Using Technology to Prevent and Combat Corruption

## Regional Workshop - Amman, Jordan, 15-16 June 2022

### Session 1: Laying the Foundations for Using Technology against Corruption

#### Key Concepts, Definitions, and Prerequisites

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# 01 Background

## 02 Approaches

## 03 Key Concepts and definitions



## Digitalization Definitions

**Digital technologies** are used in every aspect of our life. Most countries are using technologies to reshape and modernize their governments and institutions to increase efficiency, to improve services delivery, and to better communicate with citizen. Technologies are also expected to improve transparency and accountability and reduce corruption by automating government processes and provide services to citizen without “man in the middle” interventions and without interaction with gatekeepers to access services (Wickberg, 2013).

According to “Transparency International”, **corruption** can happen anywhere, in business, governments, courts, in the media and in civil society, and can involve anyone across different industry sectors such as health, sports, education, infrastructure, and others (Transparency International, n.d)



# UNDP Digital

## UNDP Digital Capacity



### International

#### UNDP GLOBAL CHIEF DIGITAL OFFICE TEAM

#### ACCELERATOR LABS

UNDP boasts 129 offices internationally offering numerous dynamic programmes and operations in 170 countries, bringing you the best experience and best practices from around the world.



### Regional

#### REGIONAL HUB, DIGITAL TRANSFORMATION TEAM

#### REGIONAL HUB ADVISORS

UNDP Regional Hub, consolidating and expanding its presence in the region through redeploying a wider set of technical resources and support to Country Offices to ensure effective, timely and responsive support available



### Local

#### UNDP COUNTRY PRESENCE

##### Country office

Our versatile and experienced staff is at your service bringing you the best the UN has to offer in terms of knowledge and expertise.



# UN Secretary-General's Roadmap for Digital Cooperation



Achieving **universal connectivity** by 2030



Promoting **digital public goods** to create a more **equitable** world



Ensuring **digital inclusion** for all, including the most vulnerable



Strengthening **digital capacity-building**



Ensuring **the protection of human rights** in the digital era



Supporting **global cooperation** on **artificial intelligence**



Promoting **trust and security** in the **digital environment**



Building a more effective **architecture** for **digital cooperation**

## Digital Strategy

2022–2025

This new Digital Strategy will guide UNDP in its efforts to support countries to build inclusive, ethical, and sustainable digital societies. It also recognizes that digitalization will continue to re-shape how the organization responds to the monumental challenges our world now faces.

### **Digitally enabled programming**

Amplify development outcomes by embedding digital across all UNDP programming.

### **Empowering digital ecosystems**

Support societies in their efforts to create more inclusive and resilient digital ecosystems.

### **Digitally native UNDP**

Transform UNDP so that it has fit-for-purpose digital systems, processes, tools, and data, as well as a digitally competent workforce to effectively support the first two objectives.





# Empowering digital ecosystem

1

**Strategic digital partner** – UNDP Digital Strategy

2

**Broad mandate** and **integrator** role in the UN System

3

**Global leader of digital development** based on its **country programming expertise** across all regions

UNDP helped adopting **580 digital solutions** in **82 countries** in response to the COVID-19 pandemic, including **96 data collection** systems, **71 e-commerce** systems, **61 e-learning** platforms, and **149 e-governance** systems

4

Trusted partner and convener: allows UNDP to leverage strategic partnerships and maintain strong relationships with central parts of governments

5

Grounded in a **whole-of-society approach**: can support partners in adopting a **holistic** and **inclusive** approach when **planning** and **designing digital public policy**

01 Background

02 Approaches

03 Key Concepts





UN  
DP

# leverage UNDP framework for inclusive whole-of-society digital transformation

## Explanation

- In each area there are a broad range of components that can be addressed for a successful national digital transformation
- Countries need to identify the relevant components based on a whole-of-society approach while actively balancing trade-offs and national priorities
- People and digital inclusion need to be put at the center of this identification and prioritization

## Inclusive Whole-of-Society Digital Transformation

### Strategy

Ambition

Approach

### Principles For Digital Inclusion

Availability

Accessibility

Adoption

Awareness

Protection

Infrastructure	Government	Regulation	Business	People
Connectivity infrastructure	Digital public services	Data standards and protection	Technology adoption	Digital literacy skills
Innovation ecosystem	Funding and procurement	E-commerce	Financing incentives	Culture
	Leadership and coordination	Fair market competition	Impact commitments	Digital wellbeing
	Monitoring	Cybersecurity	Startup Environment	Usage and ownership
	Capabilities	Ethical standards		

### Sectoral Opportunities

Healthcare

Environment

Climate & Energy

Crisis Resilience

Smart Cities

Digital Finance

### Foundational Digital Catalysts

Data exchange

Digital legal identity

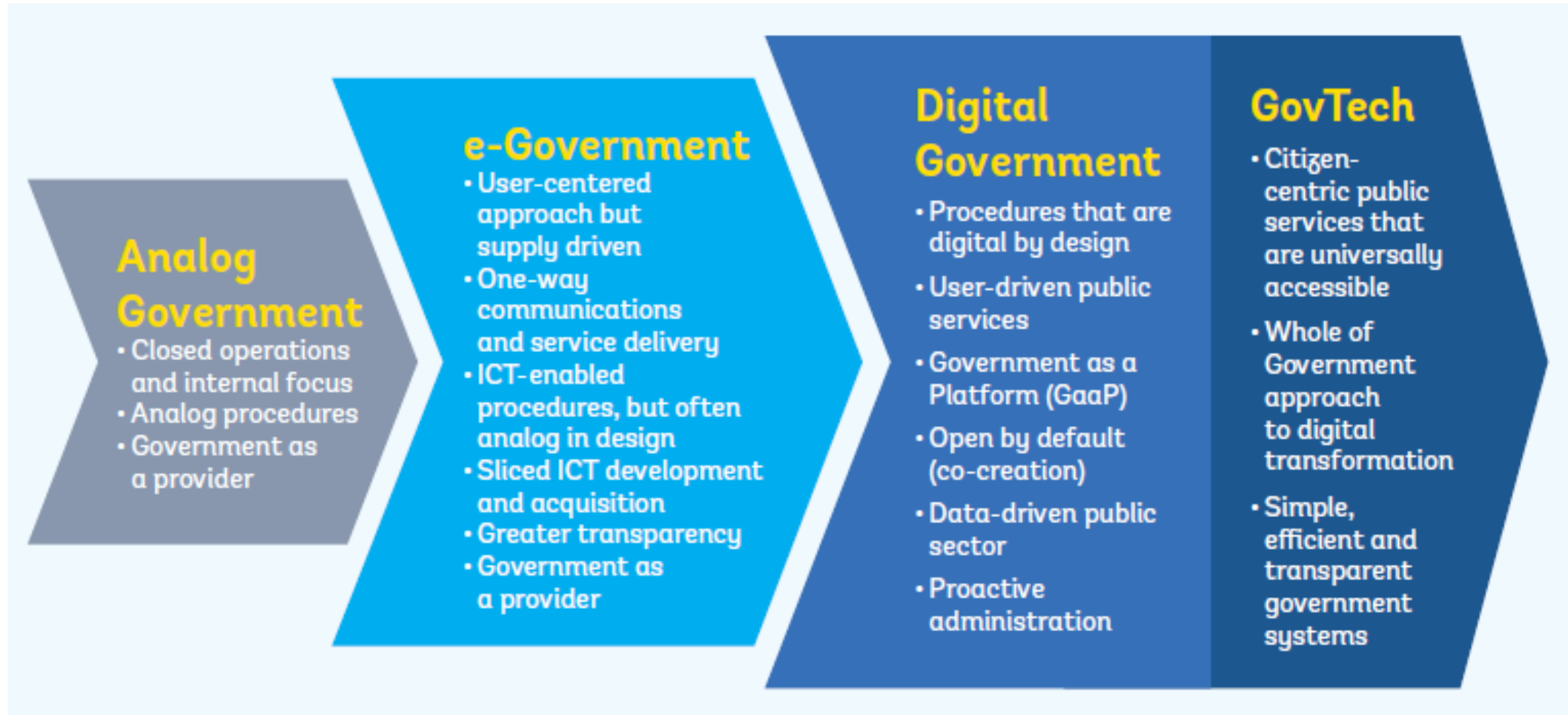
Digital payments

## Whole-of-Government Approach (WGA)

An approach that integrates the collaborative efforts of the departments and agencies of a government to achieve unity of effort towards a shared goal.

refers to the joint activities performed by diverse ministries, public administrations and public agencies in order to provide a common solution to particular problems or issues.





**01** Background

**02** Approaches

**03** Key Concepts and definitions

## Areas to examine as prerequisites:

- ✓ Political will and support
- ✓ Coordination
- ✓ Financing model
- ✓ Legal framework
- ✓ Digital databases, interoperability, secure data exchange
- ✓ Secure digital identity and digital signature
- ✓ Access to services, awareness-raising
- ✓ E-participation, e-democracy
- ✓ Information security
- ✓ Telecommunications and digital infrastructure
- ✓ International cooperation
- ✓ Digital Skills
- ✓ Emerging Technologies
- ✓ Data
- ✓ Governance Innovation



high-level political leadership paves the way to the adoption and implementation of relevant digital policies and agendas and will evaluate what is applied in the country based on the following:

1. Introduction of e-governance as a political priority and an agreement between all political forces.
2. The 'political will' declared at the highest possible level, for example, by the King or the Parliament.
3. Roles identification and determine responsibilities for coordination and implementation.
4. Encouragement of the public-private partnership and cooperation with academic institutions.
5. Usage of digital technologies to be successive as well as a main method of developing the society and addressing its challenges.
6. Government and its leaders able to change the mindset of officials at all levels, to reengineer existing public services and related operations.
7. Political leaders always engaged and commit time, budget, and even political capital to the cause of e-governance.
8. Ongoing open government and e-governance capacity building is necessary.

## Political will and support

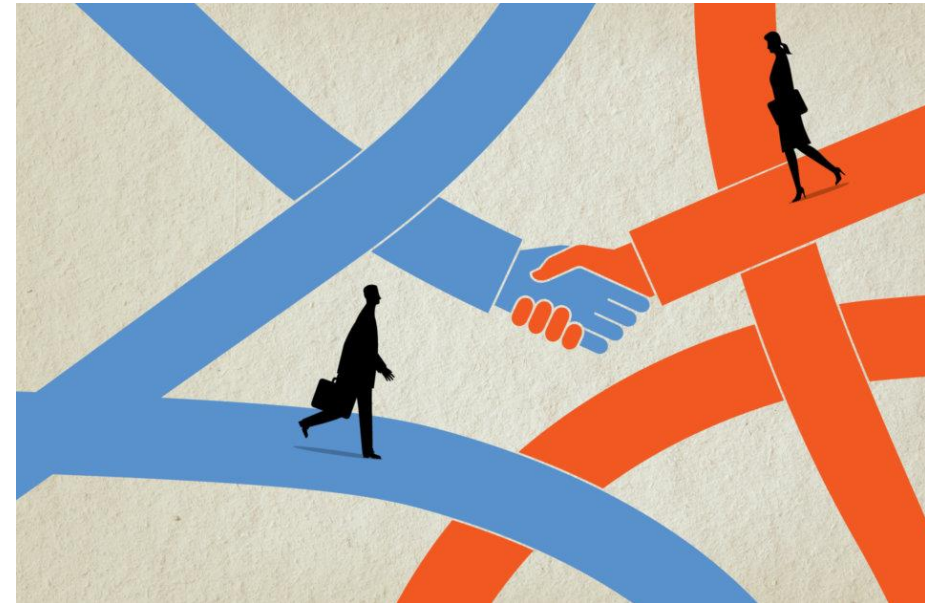




The coordination component includes evaluation of in place designated institution having the mandate to take decisions on e-governance for the entire administration. In country's context coordination will be needed and especially relevant decisions. Check if the coordinating institution is:

1. responsible for strategic planning necessary for a state building e-governance and, more generally, an information society.
2. Study the level of the hierarchy the appointed unit is, and its role in directing ministries and agencies.
3. To what level the power and competences of the coordinating institution should be determined by legislation.

## Coordination



1. General financing and financial models for e-services need to be developed in order to ensure sustainability.
2. The assessment will evaluate if there is an adequate provision for the necessary funds in a sustainable manner. The provision can be made centrally but also at the level of specific institutions.
3. 'Enough financing should be provided on a medium- to long-term basis, preferably through multi-annual budgeting.
4. Authorities must be able to manage the risks arising from cyclical planning of the state budget.
5. Legislation should establish the procedures of planning the e-governance budget and managing the use of budgetary resources.
6. The transparency and accountability of the financial model need to be ensured.

## Financing Model



## Legal framework

in place any law related to digital governance. This legal overview should be made in the early stages of e-governance development. The more innovative the e-governance solution, the more it changes the existing workflows. Major changes in workflows often also require more fundamental changes in legislation. The changes needed in the legal framework are country-specific, but often relate to electronic signature, data protection, accepting electronic information, etc.

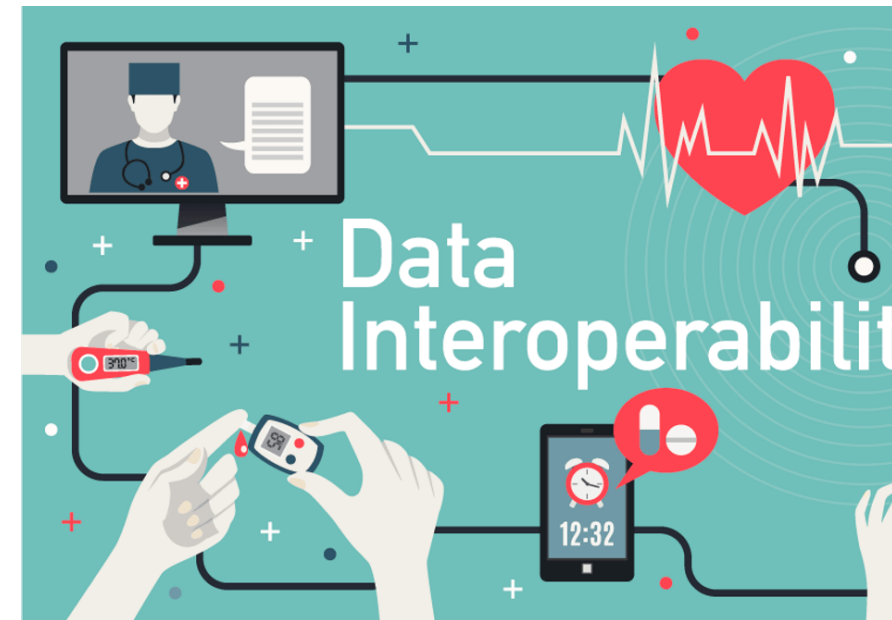
In addition to laws, different strategies and plans need to be developed and drafted, clearly indicating the connection between the legal component and the governance one.



in place digitization, digital databases and data exchange. The digitization of public services means that ministries and government agencies capture and process data in a machine-readable form. Digital transformation requires digital databases and data exchange between those.

Modern e-governance model is a component-based service model, allowing the establishment of public services by reusing, as much as possible, existing service components. Public administrations should agree on a common scheme to interconnect loosely coupled components and put in place the necessary infrastructure.

## Digital databases, interoperability, secure data exchange



## Secure digital identity and digital signature

digital identity and digital signature. For e-governance services to be useful for all types of governance tasks, it is essential that the persons using them can identify themselves in a secure manner. This requires the development of a digital identity concept and tools. This can include digital ID or mobile ID together with a digital signature. Signatures must be secure enough to be recognized as evidence in court or similar situations.



## Secure Access to services, awareness-raising

To be able to benefit from the advantages a digital society brings, citizens and businesses should be able to access public services online. These should not simply be available, but also easy to access on different devices and platforms, inclusive and user-friendly.

Check if the administration has established a device and technology neutral digital information channel, such as a government portal, operating on different devices to communicate with the public. This information channel is used to provide both information services and procedural services.



## e-Participation, e-democracy

civil society and encourage citizen engagement. This is a part of general computer literacy development. E-democracy is an integral part of a nation's digital transformation. The smart use of digital tools enriches and transforms existing governance models and practices, increasing the transparency, responsiveness and accountability of government. It also offers citizens an additional opportunity to take part in political processes, resulting in better political outcomes for the society.



## Information security

The growing cyber threats in the world require public administrations to focus on e-governance security measures.

1. If the coordinating institution is required to organize the development, monitoring and supervision of relevant information security rules and measures.
2. If there is in place a designated organization in the form of a CERT/CIRT established, proper audit processes established, and all ministries and authorities should be aware of and use adequate security measures.
3. The cybersecurity framework and the system of security measures should be established by legislation.





## Telecommunications and digital infrastructure

Access to ICT is essential as a basic prerequisite for e-governance. The assessment will evaluate:

1. If a minimum level of ICT infrastructure capacity is needed to implement e-governance projects.
2. The communications networks are built by commercial companies.
3. To what extent the state is regulating the development of the networks and provide favourable conditions for residents to access the network.
4. To what extent the state is responsible to connect all national and local government agencies, schools, libraries, hospitals and other public authorities, using the existing network.



## Areas to examine as prerequisites:

- ✓ International cooperation: cross borders experience exchange and regulations
- ✓ Digital Skills: governmental and citizens' level
- ✓ Emerging Technologies: artificial intelligence, Blockchain
- ✓ Data and Big data.
- ✓ Governance Innovation





**Example**

## e-Service: Business Process

**A process is a series of steps executed by certain stakeholders to achieve a goal.**

each step in a business process creates a task that is assigned to a participant. It is a building block for process management and process digitization.

However, for any process to be completed, it requires someone to push or trigger it, info to be filled out, tracking, data to be centralized, and monitoring or auditing the process.



The process digitalization is so important and will:

- ✓ Reduce reliance on paper-based processes and sustain the environment
- ✓ Improve transparency and visibility: process is well identified with clear starting point and ending point along with actors/ stakeholders involved.
- ✓ Higher operational efficiency: this will save employee's time.
- ✓ Reduce bribery and corruption: by reducing interactions with public officials and limiting the interactions between citizen and gatekeepers from governmental institution.

	Manual Process	Room for corruption	Digitized Process	Contribution to anti-corruption
<b>How it is managed</b>	Requires a human to push it through every step and know whom to send it to	Human Interaction	The system is programmed to auto-assigns tasks	Process is automated with no human intervention
<b>Reminders</b>	Must be sent by a human to everyone	NA	The system can send emails and mobile notifications at specified times	NA
<b>Starting</b>	Physical or digital forms are kept in disparate places	Bribery (Employees makes errors on purpose)	All digital forms are kept in the same place	No Bribery

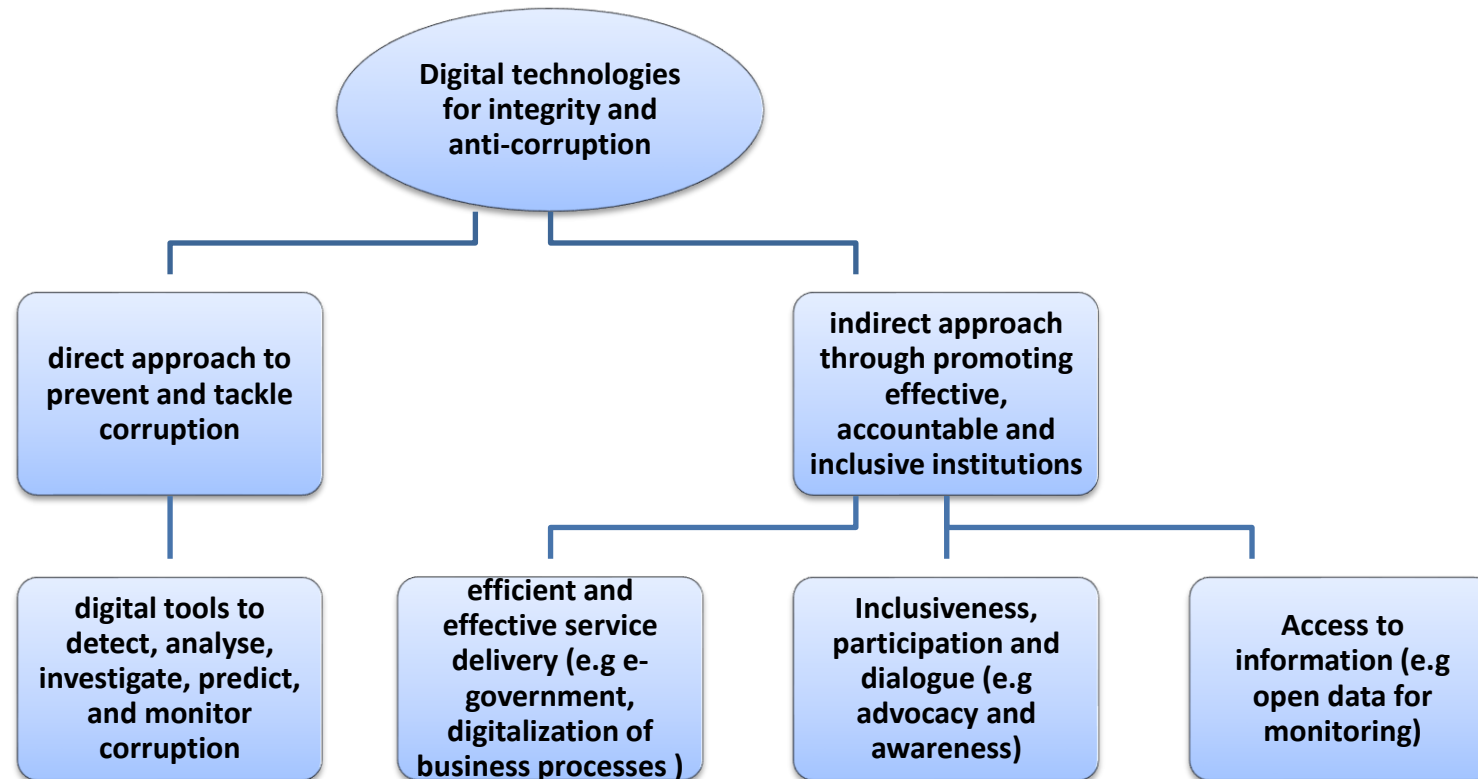
	Manual Process	Room for corruption	Digitized Process	Contribution to anti-corruption
<b>Form Completion</b>	All fields must be completed manually	Bribery (Employees makes errors on purpose)	Some fields can be auto-filled with regular details and computations	No Bribery as fields are auto-filled
<b>Tracking</b>	Must send messages to others to determine where items are	Bribery (Employees makes errors on purpose)	The system keeps a log of the status of every item	No Bribery
<b>Audit Trail</b>	Completion events are easy to falsify and might miss information	Actions are not logged and tempering with information is possible	The system logs every action with the accurate time	Transparency and Traceability
<b>Communication</b>	Process-related communication often happens outside of the context of the process (email, messaging)	Bribery	All communication remains within the workflow management tool	Transparency



# Basic Infrastructure and Technical Building Blocks



The opportunities in the use of digital technologies for integrity and anti-corruption can be grouped into two main approaches:



## ➤ Efficient and effective service delivery

E-government is a broad term that is generally understood to refer to “the use of ICTs to more effectively and efficiently deliver government services to citizens and businesses.

### Examples

- ☑ Digitalization of business processes
- ☑ Tax Digitalization
- ☑ Procurement Digitization
- ☑ Digital identity for reducing corruption in social protection program.

### Key benefits:

- Promote efficiency in delivery of public services
- Promote transparent and accessible services
- Enhance social accountability
- Participatory budgeting
- Reduce or eliminate human discretion
- move intermediaries that create opportunities for bribery
- Solicit feedback and reports from citizens

## ➤ Inclusiveness, participation and dialogue (e.g advocacy and awareness)

### Crowdsourcing platforms

- Crowdsourcing platforms invite citizens to provide input on incidences of corruption, often in the form of sharing personal experiences and publicizing for all citizens to read. These sites can help identify specific trends as to what type of corruption is happening most frequently or where corruption is most likely to happen.
- Example: Bribe Website (IPaidABribe Indian software and is been promoted through NGO in many countries)

### Whistleblowing platforms

- Whistleblowing platforms fight corruption through collecting quality detailed reports of wrongdoing with the intent of building possible legal cases against corrupt actors.
- Example: Corruption Platform (BKMS software of Kenyan Ethics and Anti-Corruption Commission)

### Key benefits:

- Identify trends of the frequency and nature of corruption
- Deter corrupt acts by exposing them
- Increase the visibility of corruption

## Access to information

Transparency platforms are those that focus on disseminating and otherwise making public information about government operations and activities available for the general population.

### Examples

- freedom of information portals and open data portals,
- **mySociety** used to publish information on public spending and misuse expenses of public officials in 25 different countries
- **UK-based WhatDoTheyKnow** portal to conduct a citizen audit of their local authorities' spending

### Key benefits

- Promote transparency of government activities (e.g. budgets, expenditures)
- Encourage citizen participation for social accountability
- Create disincentives for engaging in corrupt acts

Emerging solutions and digital technologies, which have enormous potential for ensuring transparency or enhancing integrity, include:

- ✓ **Artificial Intelligent**
- ✓ **Blockchain technology**
- ✓ **Big data analytics.**

- Adopting digital transformation strategies to transform public services through automation, simplification, and digitalization.
- Automation of bureaucratic procedures and the digitalization of government services are making governments more agile, efficient, predictable, improve business climate and reduce risk.
- Focus digitalization efforts on high-risk transactions; i.e tax administration, public procurement and financial management, as well as company licensing and property registration.
- Invest in data quality, reliability, integrity and open data.
- Invest in integrity analytics.
- Monitor public investment and infrastructure spending.



Thank You