

# Inclusive Whole-of-Society Digital Transformation: Digital Readiness Assessment (DRA)



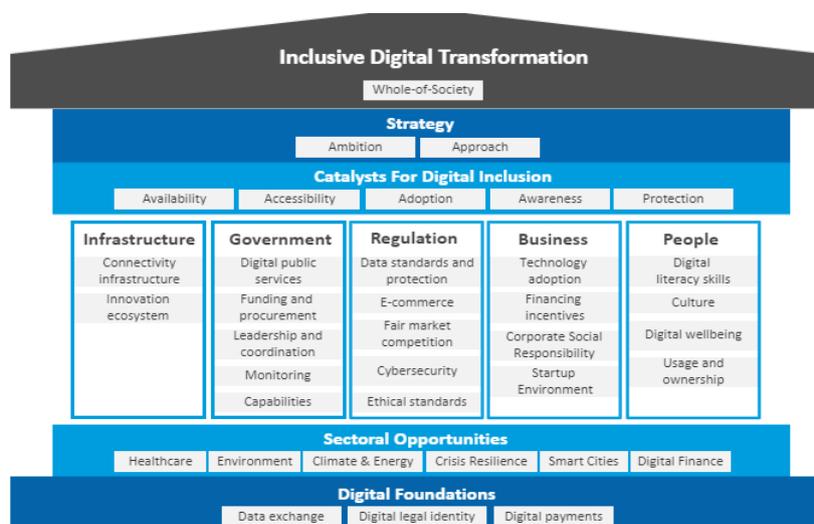
## Project Summary

Emerging and future digital technologies and the opportunities they offer, especially in light of the COVID-19 pandemic, have the potential to profoundly improve the way in which public service providers and institutions engage, provide services to and enables citizens lead healthy and productive lives, but can also create new types of vulnerabilities, inequalities and exclusion. Recognizing this potential, the *United Nations Development Programme* (UNDP) has launched an organization-wide digital transformation that will splice digital into its DNA—harnessing its potential to do good for more people, better and faster.

As Kosovo institutions are preparing for developing the Strategy for *Kosovo's Future Digital Agenda*, UNDP is piloting a new global *Digital Readiness Assessment* tool in Kosovo in order to map out the shape, pace and types of transitions happening and what can be done to accelerate transition, while ensuring that no-one is left behind under a next-generation whole-of-society digital masterplan.

## What we want to achieve:

- Leverage the existing framework for inclusive **whole-of-society digital transformation** to be used as an overarching reference model to identify, structure and prioritize national digital transformation efforts and agendas in Kosovo, while ensuring that **no one is left behind** in the transition to a digital society and economy;
- Through a Digital Readiness Assessment (DRA) and subsequent consultative process, establish a basis for engagement on Kosovo with its partners through existing and future cooperation can accelerate digital transformation in Kosovo;
- Support a coordinated approach between Kosovo institutions, civil society and private sector around digital transformation.



## Quick snapshot of the process:

- **Disaggregated data** at different **levels of granularity and across user groups** is central to understanding accelerator fix points and bottlenecks;
- **DRA** combines results from the **survey** tool with **external data** to provide a holistic snapshot of the digital state and readiness in Kosovo. The online survey can be quickly filled out anywhere by cross-sector ministry and institution officials (various levels); local CSOs and business & tech community with knowledge of digital state in Kosovo.
- **Further analysis** will be done based on the work supported, tools used and assessments done by Kosovo's international partners and donors.
- **Visualized Survey and Data analysis** will be used to drive high-level discussions based on UNDP's insights.
- Upon completion of this DRA, research will be extended to two other stages: 1) **Breadth Expansion** (to focus on Municipalities & Citizens) and 2) **Sector Expansion** (to focus on Sectoral Opportunities).
- The full process is additive to all existing systems and tools, and will not serve to replace but rather **complement and build synergies**.

Status:  
Active

Time Frame:  
December 2020 – Ongoing

Where:  
Kosovo

Focus Area:  
Cross-cutting portfolio on digital transformation

Beneficiaries:  
Kosovo Institutions, civil society, and private sector.

Partners:  
Kosovo Institutions, tech and business communities.

Donor(s):  
UNDP

Budget:  
Core budget

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