

3.5 The Intervention Logic

Overall objective: Contribute to Botswana's inclusive digital transformation and by so doing, support the Government of Botswana's efforts to transform its public sector and its economy.

1. Improved legal, regulatory, institutional and governance frameworks for open and people-centred digital transition.

The underlying intervention logic for this action is that appropriate policies, legislations, regulatory and institutional frameworks for aspects that include governance, data, cybersecurity, e-commerce, gender mainstreaming in digital, accessibility and people's human rights protection, are vital for digital transformation. Weaknesses in this regard will hamper progress towards SmartBots operationalisation, implementation and beneficiation.

Strengthened legal, regulatory, institutional and governance frameworks will support open and citizen centred digital transition, implementation of SmartBots, the establishment of principles of regulatory assessment, impact assessments and digitisation-ready legislative frameworks; and improved frameworks for national IOP standards, guidelines and once-only principle.

2. Improved citizen's access to a transparent and inclusive digital public service.

The underlying intervention logic for this action is that a strengthened governance and intergovernmental framework will foster the coordination of service delivery, actors and stakeholders in the public sector, resulting in improve digitalisation of the public sector/service. Key components of such governance framework will include the main digital actors, structure, mandates, collaboration mechanisms, steering committee and working group, with supporting secretariat and monitoring and measurement approaches. These are essential to improving cooperation and collaboration among stakeholders. These elements are vital to realising the activities outlined in this action and achieving a successful implementation of the Smart Botswana Digital Transformation Strategy (SmartBots). Design and web accessibility standards, guidelines and tools established and improved, alongside core registries to support data completeness and quality in line with IOP standards will be key to realising these aspirations. Likewise, an emphasis on digital by default and effective communication strategy would need to be established and adopted.

3. Strengthened digital innovation and entrepreneurship ecosystems, with a specific focus on women and youth.

The underlying intervention logic for this action is that increasing the role of industry (private sector) in innovation is vital to focusing attention on digital innovation and entrepreneurship that goes beyond the BDIH. Currently many innovations emanating from the BDIH end up as prototypes, do not scale, and are often not commercialised. Greater involvement of industry in innovation (and digital) will help bridge the existing gaps between the demand and supply sides of innovation, improve service delivery, strengthen the ecosystems, and support the economic diversification and job creation in particular for women and youth. To achieve these objectives, digital skills and capacities must be enhanced, alongside improved connectivity and affordability of internet to promote the adoption of digital technologies.