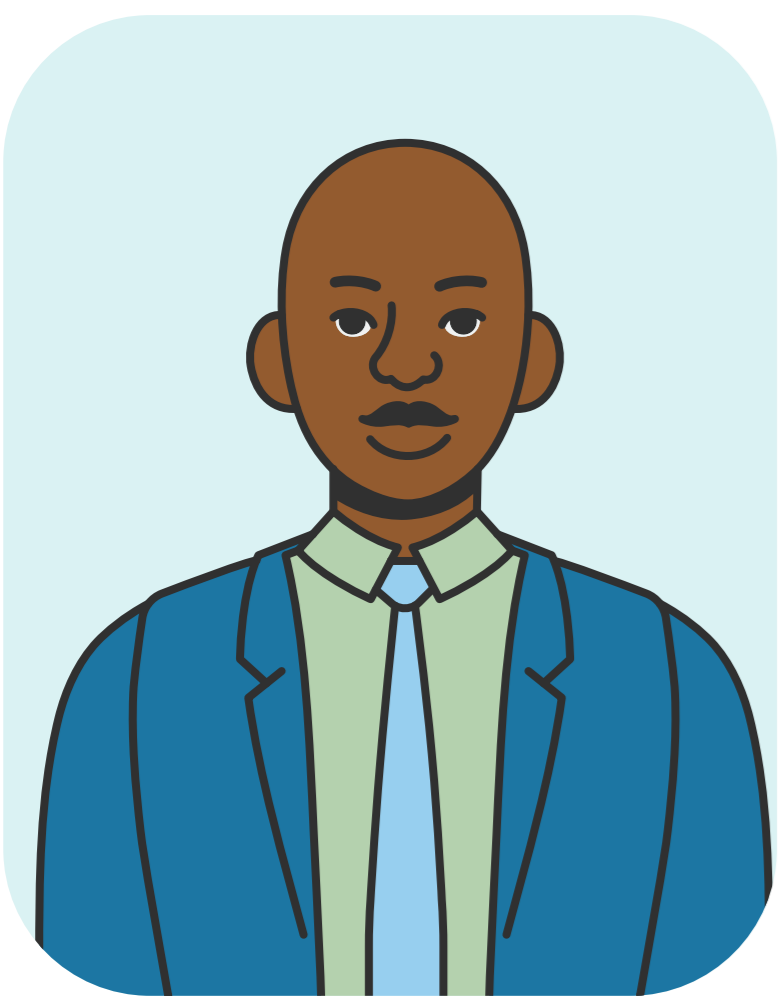


# How can local and regional governments better leverage digitisation, particularly in regard to furthering equity, prosperity and sustainability?



**Samson Madzokere**  
Head of ICT Division  
Harare

Digitalisation is an opportunity to make the management of administrative procedures more efficient. It is key to improve the infrastructure by bringing new technologies and **providing training to citizens and local authorities** in terms of ICTs.



**Núria Freixas**  
Innovation Coordinator  
Metropolitan Area  
of Barcelona

Digital transformation is not about having the latest digital device, but the one that is the easiest and more accessible to everyone.

The AMB aims to offer digital services that are **manageable, free and accessible to everyone.**

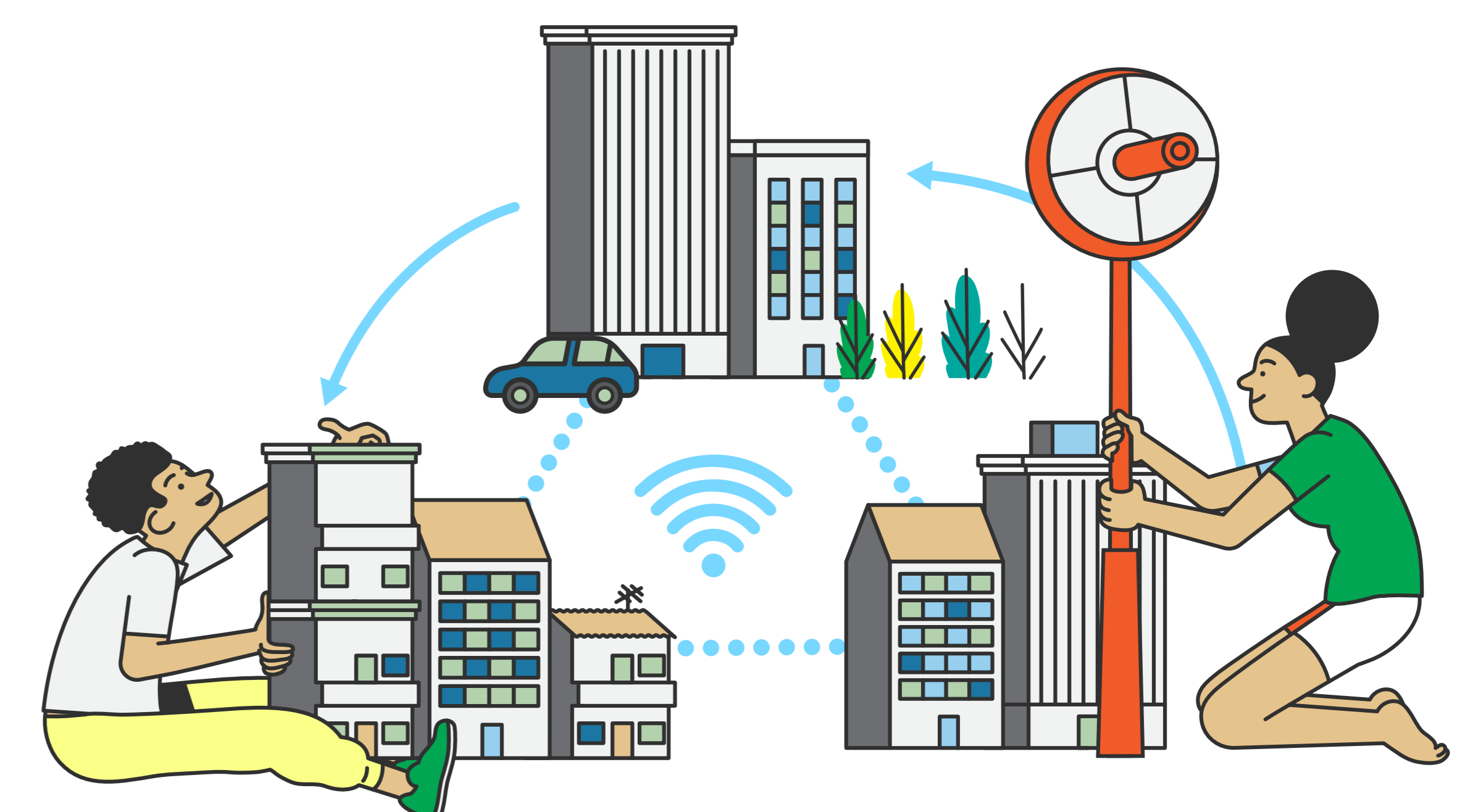


To this end, they have launched the **Smart AMB platform**, a project that focuses on the integration of information, consolidation and deployment of shared smart technology services for application in the metropolitan area.



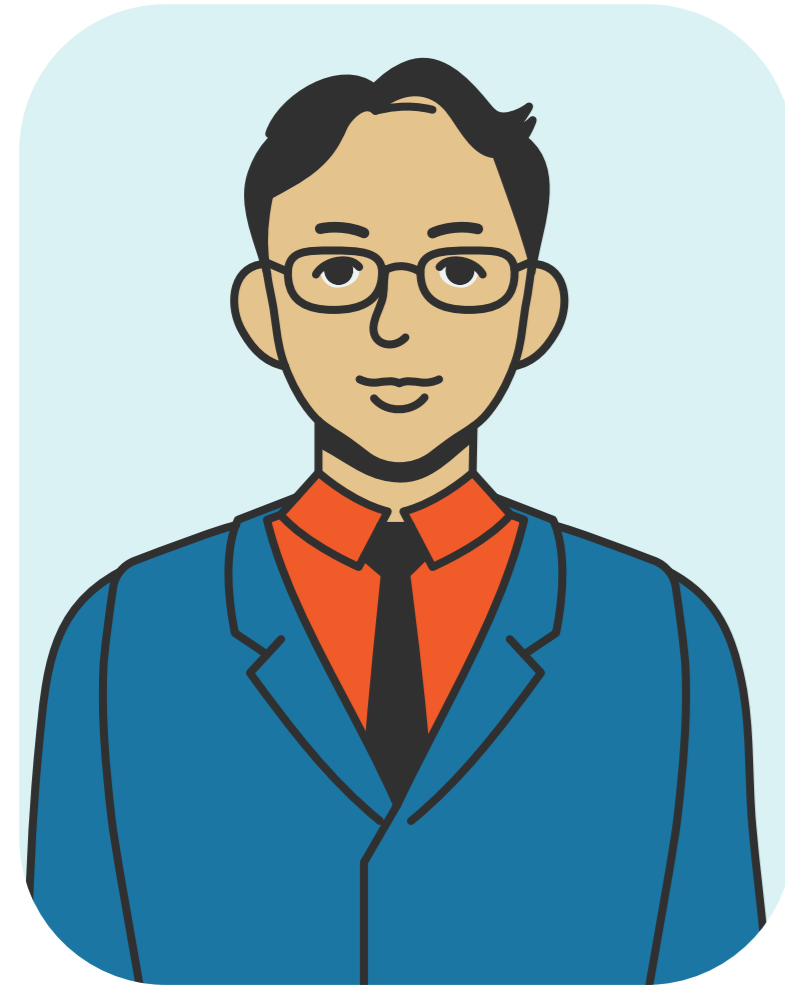
**Alice Xu,**  
Manager,  
Connected Community  
(Smart City)  
Technology Services Division,  
Toronto

One of the challenges presented by digital transformation is the digital gap. To solve this situation they diagnosed in a recent study, they set out four outcomes:



- 1 To reduce internet costs for vulnerable and underserved Torontonians
- 2 To connect homes and businesses with high-speed internet to stimulate digital economy and enable working from home
- 3 To attract and enable future and emerging connected technologies.
- 4 To add value to City infrastructure by creating the City's own fiber network and unlocking value from existing assets

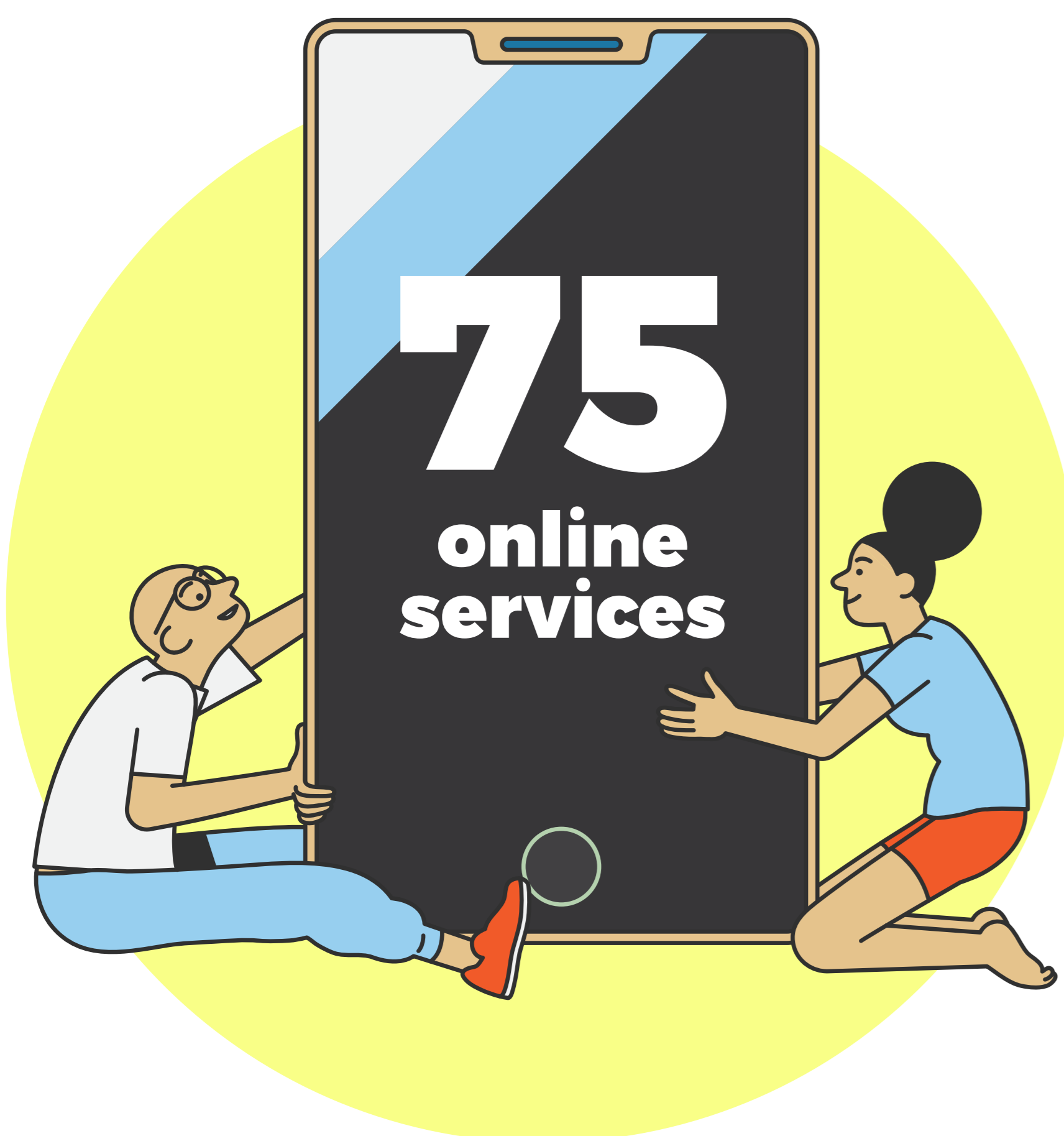
# Which are the challenges and opportunities of the use of information and communication technologies (ICTs) in metropolitan spaces?



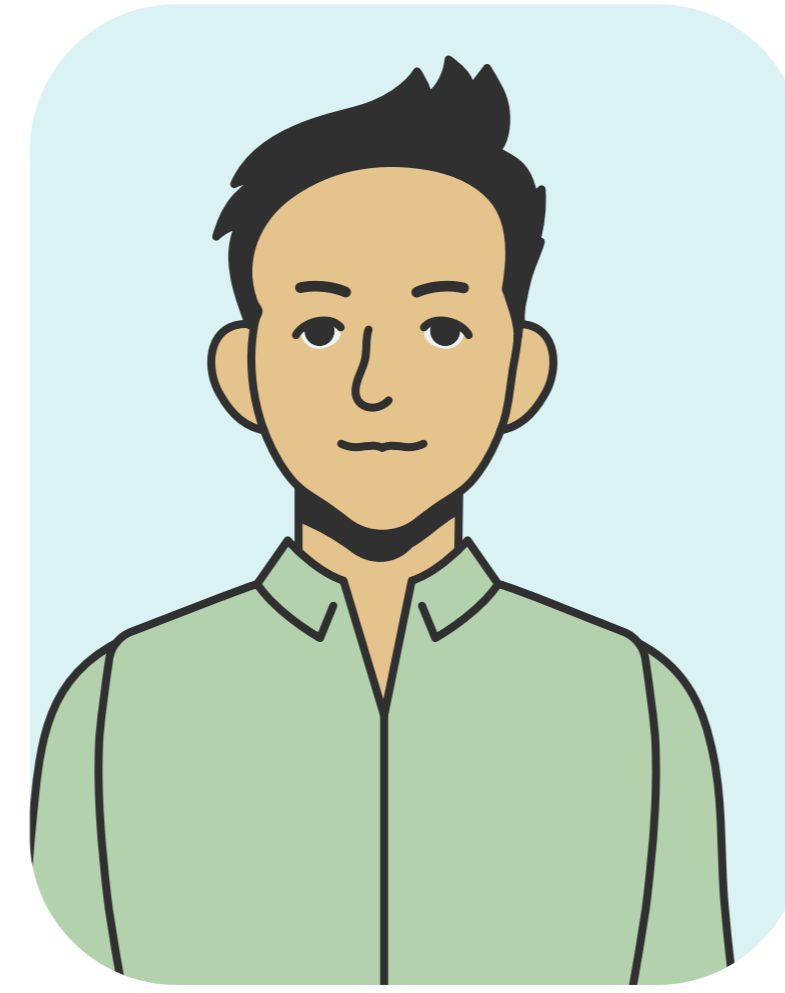
**Claudio Beato**

Municipal Secretary for Economic Development  
Belo Horizonte

Unequal access to digital technologies is one of the most difficult challenges as few people have access to and knowledge on how to use a computer.



Belo Horizonte offers **75 different online services** to citizens so that anyone can access it through their cell phone, taking into consideration that **90/100% of people in Belo Horizonte have access to a mobile phone.**



**Eloy Lafaye**

Project Manager  
Digital Innovation  
Grand Paris

Grand Paris is composed of **131 municipalities** (including the City of Paris) which represents a total population of **7.2 million inhabitants.**



Digital tools are crucial for the training of civil servants and elected officials from the whole metropolitan space. In this behalf, Grand Paris has created “**Innovate city**”, a program dedicated to support the innovation process for the municipalities by training local civil servants to explore the challenges brought by digitalisation



**Nicolás Pérez Aguila**

Digital Transformation Director  
Córdoba

There are four challenges in the use of ICTs in local government:

- 1 Managing the complexity of their massive incorporation into a government
- 2 Providing the correct integration and interoperability of technological applications
- 3 Ensuring the security of technological applications
- 4 How to engage users in the use of technological applications.



The **massive digital transformation** of Córdoba is based on processes reengineering to change obsolete paradigms, ambitious goals with a high impact for residents, Govtech alliances with strong public-private participation and evidence-based policy decisions using data and information.

# Has Covid-19 been the turning point to make visible the barriers generated by not having access to the internet?



**Darjalhe Taleb**

Software Architect  
and Developer

Nouakchott Region

COVID-19 has shown us how important it is to have access to new technologies. Regarding this, the Nouakchott local government has set up a digitalisation project to **improve fibre optic access to low-income areas** as Covid-19 showed the need for access to digital technologies. The government has also set up specific departments for the digital transition.

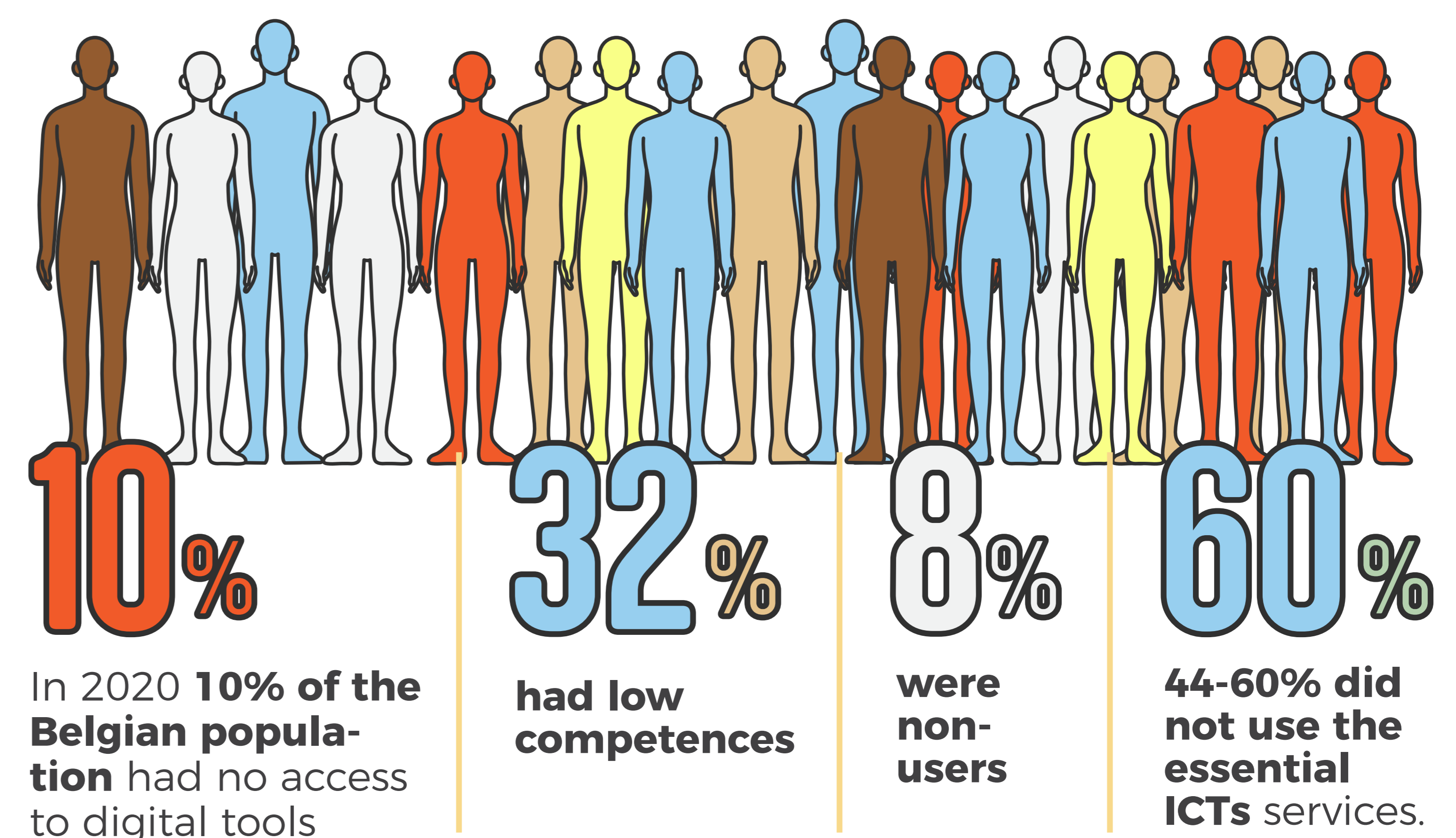


**Tania Maamary**

Digital inclusion coordinator

Région de Bruxelles-Capitale

In Brussels, Covid-19 has increased and accelerated the digital transformation because it has shown the digital fracture and the need to improve access, objectives and knowledges.



That is why they have created a new digitalisation plan that includes practices like raising awareness, equipping, uniting or supporting.

