



OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIG/01/2022 - Doc No.03

DIGITALIZATION AND INNOVATION WORKING GROUP

6th JUNE 2022 (VIRTUAL)

ACTION PLAN FOR THE PERIOD 2022-2025

| S/N | SUBJECT MATTER | MILESTONE | OBJECTIVE | PERIOD | KEY PERFORMANCE INDICATOR (KPI) | RESPONSIBLE |
|-----|----------------------------------|--|---|---------|---|---------------------------------------|
| 1. | Model Digital Post Office | i) Develop a Digital Post Office Model benchmarked from other regions and industries covering the following areas: <ul style="list-style-type: none"> • Information platform system • Customer experience platform • Data analysis Platform • Internet of Postal Things • Eco-system Platform • Cyber Security • Human Resources skills | <ul style="list-style-type: none"> • Develop a Digital Transformation Framework and road-map for the Posts of Africa • Member States to adopt a stream lined postal digital transformation program • Pursue coordinated implementation by Member States' DOs | Q1 2023 | <ul style="list-style-type: none"> • Model Digital Post Office Framework • Number of countries implementing the roadmap | Working Group/ General Secretariat |

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| 2. | Digital Infrastructure and modernization of operations | <ul style="list-style-type: none"> Provision of digitization environment and infrastructure within Member States to cover the following: <ul style="list-style-type: none"> Electrification and alternative power sources Internet connectivity Networking of offices Cloud computing | <ul style="list-style-type: none"> Provision of necessary infrastructure, hardware and software to support digitization | Q2 2023 | Number of offices connected | Working Group/ General Secretariat |
| | | i) Members to ensure provision of hardware at Post Offices: <ul style="list-style-type: none"> Servers Computers/laptops Printers Scanners Digital Scales | <ul style="list-style-type: none"> Designated Operators to be fully equipped and successfully transition to deliver digital services | Q3 2023 | Provision of required hardware | Working Group/ General Secretariat |
| | | ii) Share information on postal systems and tools in order to develop specifications for ideal software for digitalization of the Post in Africa | <ul style="list-style-type: none"> Assist with information to guide DOs in identification and deployment of appropriate software that addresses the following areas among others: <ul style="list-style-type: none"> Affordability Not resource-hungry Interoperability Scalability Inter connectivity Cyber Security | Q3 2023 | Guidelines on Specifications for digitalization software | Working Group/ General Secretariat |

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| 3. | Digitalization of Postal Services | i) Migration of services from the traditional onto the digital platforms: <ul style="list-style-type: none"> • E-Post • E-commerce • E- Government • Digital financial services | <ul style="list-style-type: none"> • Promoting the provision by DOs of digital/electronic services in line with global trends • Tailoring services that transcend various digital economy sectors | Q1 2024 | <ul style="list-style-type: none"> • Number of digital services offered by Member States • Number of economic and social sectors benefiting from the introduction of digital services | Working Group/ General Secretariat |
| | | ii) Deploy technology-based value-added features on the Integrated Product Plan (IPP) portfolio: <ul style="list-style-type: none"> • ECOMPRO • Tracked delivery service • Small packets | <ul style="list-style-type: none"> • Ensuring full implementation of Integrated Product Plan | Q1 2024 | Level of implementation of Integrated Product Plan in Africa | Working Group/ General Secretariat |
| | | Participation in the Digitalization and Innovation projects | <ul style="list-style-type: none"> • Participate in UPU digitalization projects: <ul style="list-style-type: none"> ○ Digital Readiness for E-commerce ○ Payment Readiness for E-commerce ○ Financial Inclusion Technical Assistance Facility (FITAF) funded projects | Q4 2022 | Number of Countries implementing projects | Working Group/ General Secretariat |

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| 4. | Postal home-grown digital innovations | i) Develop own digital solutions: <ul style="list-style-type: none"> • Software • Applications | <ul style="list-style-type: none"> • Encourage Member States to create an environment for developing home based postal solutions using local experts | Q2 2023 | <ul style="list-style-type: none"> • Number of innovative solutions developed • Hackathons organized for digital solutions | Working Group/ General Secretariat |
| | | ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS) | <ul style="list-style-type: none"> • Showcasing African innovations • Promote youth creativity and innovation | Q3 2022 | <ul style="list-style-type: none"> • Number of Africa Member States participating in exhibits and competitions • Number of new solutions adopted for deployment | Working Group/ General Secretariat |
| 5. | Human capital Development | i) Members to capacitate staff on digital skills | <ul style="list-style-type: none"> • Building capacity and getting buy-in of postal staff on digitalization process. • Train staff on use of new systems and product knowledge: <ul style="list-style-type: none"> ○ Capacity Building ○ Up-skilling ○ Re-skilling | Q3 2024 | Number of staff trained <ul style="list-style-type: none"> • Completed Skills Audit reports • Number of training episodes | Working Group/ /General Secretariat |
| | | ii) Organize workshop on Digital Transformation and Financial Inclusion | <ul style="list-style-type: none"> • Building capacity and sharing of experiences | Q4 2022 | Number of Member States participating | General Secretariat |
| | | iii) Training workshop: <ul style="list-style-type: none"> • IT systems • Tools • Cyber security | <ul style="list-style-type: none"> • Provide all Member States with relevant knowledge to digitize and transform the post | Q4 2023 | <ul style="list-style-type: none"> • Number of Training workshop conducted • Number of participants in attendance | Working Group / General Secretariat |

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| 6. | Communication and Feedback on Digitalization and Innovation Progress | <ul style="list-style-type: none"> • Members' active participation in the different projects <ul style="list-style-type: none"> ○ Regional/Global Meetings on Innovation and Product Development ○ Digitization implementation initiatives ○ Information feedback from Member States on implementation of the projects | <ul style="list-style-type: none"> • Monitor and assess status of implementation of digitalization initiatives in Africa. • Involvement of all Member States to ensure harmony in implementation • Participate in workshops organized for the projects | | <ul style="list-style-type: none"> • Response rate to questionnaires | Working Group / Member States /General Secretariat |
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