SDG ICT PLAYBOOK

FROM INNOVATION TO IMPACT

NETHOPE

intel

CRS
CATHOLIC RELIEF SERVICES

Microsoft

CDW

Acknowledgments

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Acknowledgments

NetHope is a collaboration between the 43 leading international nonprofit organizations and the technology sector. NetHope works with its members and corporate partners to foster collaboration and innovation and leverage the full potential of technology to support development and humanitarian programs. NetHope has extensive experience in delivering programs in partnership with its members and corporate partners. For more information visit www.nethope.org.

For over 40 years, Intel has created technologies that transform the way people live, work and learn. We are committed to connecting people to their potential and empowering them to seize the opportunities that technology makes possible. Collaborating with others, we champion programs that tap the power of technology to create value for society, expand access, and foster economic empowerment. At Intel, we believe that together, we can create a better future.

CRS is the official international humanitarian agency of the Catholic community in the United States. The agency alleviates suffering and provides assistance to people in need in more than 100 countries, without regard to race, religion or nationality. Our programs touch 85 million lives with innovative solutions and responses to poverty. For more information, please visit www.crs.org or www.crsespanol.org.

Microsoft's bold mission, to empower every person and every organization on the planet to achieve more, aligns strongly to the Sustainable Development Goals (SDGs). At Microsoft, the SDGs are a helpful framework to align our business strategies and practices supporting global social and economic priorities. We believe we can make significant contributions across these key areas: Our People, Our Products, Our Operations, Our Partners, Our Communities and overall Governance. Microsoft has a long standing relationship and partnership with the United Nations and is committed to building the framework for aligning businesses to the Global Goals. www.microsoft.com/nonprofit.

CDW, together with Kelway, a CDW European-based IT solutions company, are leading providers of ICT solutions for small, medium and large business, government, education, healthcare and nonprofit customers. The CDW team provides international logistics operations and capabilities to meet the increasingly complex needs of customers working across multiple markets. At CDW, community Involvement is a long-standing corporate objective. For over 30 years, CDW and coworkers have contributed millions of dollars and thousands of volunteer hours to help improve the communities where they live and work. For information about CDW's outreach to nonprofits, please visit www.cdw.com/nonprofit.

Foreword

Kathy Calvin
President and Chief Executive Officer
United Nations Foundation

UNITED NATIONS FOUNDATION

Central to the charter of the United Nations is faith in fundamental human rights, in the dignity and worth of all people, and in equal rights of men and women, and of nations large and small. In September of 2000, world leaders committed to partner together to reduce extreme poverty in all its forms – a commitment that was expressed by the Millennium Declaration – and the world has made tremendous progress in the past 15 years. The number of people living in extreme poverty has declined by more than half, millions of deaths from malaria, tuberculosis and HIV/AIDS have been prevented, and more than 2 billion people gained access to better drinking water. Yet progress has been uneven between and within countries, and more than 800 million people still live in extreme poverty. Challenges stemming from climate change have accelerated, conflicts continue to hinder human development and persistent gaps in gender equality and between rich and poor continue to thwart access to basic services and opportunities.
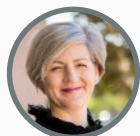
The Sustainable Development Goals (SDGs) for 2016-2030 carry forward the commitment to creating a healthy, prosperous, and just world – one that eliminates poverty, provides dignity for all people and protects our planet for generations to come. The SDGs recognize that sustainable economic, social and environmental development are linked and must be addressed in a cohesive manner if we are to achieve our shared vision of a better future.

The SDGs also recognize that sustainable development requires the close collaboration of governments, business communities and civil society organizations throughout the world. The need for coordinated action has never been greater, nor has the use of information and communications technology (ICT) to support that action. In today's digital world, ICT holds tremendous potential to bridge economic and social gaps, to end isolation, to enhance dialogue, to link people to markets, to generate new livelihood opportunities, to improve our use of natural resources in ways that protect our planet and to provide inclusive access to information and services that better everyone's lives. ICT enables organizations across sectors and geographies to learn from each other, to modify the way they work and interact and to collaborate in reaching the SDGs.

To that end, the SDG ICT Playbook serves as product of collaborative thinking between leading organizations across the technology, government, education and humanitarian sectors. The people leading the way in each of these areas can benefit from collaboration and investments in the ICT strategies and tools that can help transform the way the world works. It is only through this deliberate and sustained effort that we will collectively accelerate our global achievements in reaching the SDGs.

Kathy Calvin

Foreword

Lauren Woodman
Chief Executive Officer
NetHope

NETHOPE

The Sustainable Development Goals represent a unique opportunity for the world to work together on 17 critical measures that embody the collective aspirations of the world's citizens. Developed through the most consultative process in United Nations history, the SDGs are both an opportunity to improve the lives of millions and a challenge for our collective intent in the coming years. Reaching the SDGs will enable all of us to end poverty, protect the planet and ensure prosperity for all.

It will not be an easy task, and to make meaningful progress, we will need to leverage the best tools available. Undoubtedly, technology has tremendous potential to accelerate progress towards reaching the SDGs: from connectivity to cloud computing to the Internet of Things, new and evolving technologies can help increase scale, improve impact, enhance program design and measure results in ways that simply were not possible just a few years ago. Used well, technology can help us realize the SDGs for our collective benefit.

Nonprofit organizations are often at the forefront of addressing the SDGs. But for many nonprofits, understanding which technologies hold the most promise and how to implement technology most effectively is daunting and, sometimes, overwhelming. This playbook was designed to help bridge that gap and help all organizations committed to achieving the SDGs use technology effectively for real impact.

The playbook addresses ten technology areas and explores how each might be applied to achieve the SDGs . We provide a basic overview of each, discuss benefits, trends and challenges and make recommendations for what nonprofits, governments and the private sector can do to enhance the impact of these promising technologies against the SDGs. It is designed to be informative and actionable, a utilitarian resource for any organization seeking to leverage the most promising tools to address the highest priority challenges our world faces.

NetHope, a collaboration of the world's leading humanitarian and conservation nonprofits, is pleased to partner with CRS, Intel, Microsoft, CDW and the UN Foundation on the SDG ICT Playbook. Each of the supporting organizations has been generous with their expertise and knowledge to create a tool that will contribute to achievement of the SDGs. We hope you find it useful and that, as your organization explores solutions and finds promising approaches, you will share your learning with others.

Thank you for your commitment to achieving the Sustainable Development Goals and for striving to make our world a more just, inclusive, safe and prosperous one.

Lauren Woodman

Foreword

Gordon Graylish
Vice President and General Manager
Intel Corporation, Government and World Ahead

Michael Jacobson
Director
Intel Corporation, Corporate Affairs Group

Information and Communications Technology (ICT) has a profound effect on society and the world. It fuels the knowledge economy and creates possibilities, innovation and sustainable economic empowerment. Over the last few decades, there has been massive growth in technological development and opportunities that have continued to transform people's lives and the planet. However, the benefits from ICT have not been evenly distributed—with significant gaps in Internet and technology access, affordability and availability. These gaps have implications for which groups have access to education, economic opportunities, health care and livelihoods. We only advance as a society, as a planet, as businesses and as governments when all people can reap the full benefits of economic growth and the knowledge economy, using technology as an enabling tool for development.

The Sustainable Development Goals (SDGs) represent a global, multi-stakeholder, action-oriented commitment and an opportunity for collaboration on driving economic, social and environmental development for all. ICT can play an enabling role in the implementation of the SDGs. Public-private partnerships are critically important to achieving and tracking progress towards them.

These partnerships must be characterized by collaboration and open dialogue among innovators, academia, local, regional and international development organizations, the private sector and governments to foster innovations that can have a profound impact on these global challenges. To leverage ICT most effectively, it is critical to understand the latest technology trends, the challenges and realistic recommendations that can be implemented for the greatest impact.

There has been much innovation, research and testing of new ideas in the last decade on the role ICT can play in development, many lessons learned, and innovative ways to move forward based on what has and has not worked. This SDG ICT Playbook is designed to foster dialogue and the development of strategies for stakeholders to leverage ICT in the implementation of the SDGs. At Intel, we see significant opportunities to do business with positive social impact.
We hope that together we can drive more equitable access to ICT, new thinking and new skills to address these global challenges.

Foreword

Ann Mei Chang
Executive Director, U.S. Global Development Lab,
U.S. Agency for International Development
USAID

In the past two decades alone, advances in mobile technology and digital connectivity have revolutionized how we interact with the world around us. Information and Communication Technologies (ICT) provide unparalleled opportunities to deliver social impact and economic returns to millions of people in developing countries. Booz & Company has predicted that the 'digitization' of the economy over the next ten years could yield as much as $4.4 trillion in GDP for the world's poorest people.

There are countless examples of how enhanced access to digital information and services can empower individuals and open new windows for delivering more effective and scalable development projects. Digital tools and advances can help developing countries break through to the next level of economic gain and result in transformative innovations to improve development outcomes.

The Sustainable Development Goals create an inclusive plan of action to end poverty in all its dimensions. At the U.S. Agency for International Development (USAID), we are working with our partners to meet the ambitious goal of eliminating extreme poverty. No one organization can achieve this alone. Governments, the private sector, civil society, academia and donors must all work together to discover, fund and scale innovative solutions and business models to longtime development challenges. Through these partnerships we can find new ways to achieve greater

impact at lower cost. Catalyzing increased connectivity, enabling a digital workforce, and expanding the reach and usage of digital financial services are a few critical paths to digital development.

This SDG ICT Playbook presents some of the key tech trends to consider when strategizing on how Information and Communication Technology can support and accelerate progress toward the SDGs. It is a resource that can assist organizations within each development sector in planning their use of Information and Communication Technology to enhance effectiveness and scalability of development initiatives. Through partnership, we can facilitate access and promote business models and technology innovation to reach communities in need.

Foreword

Dr. Carolyn Y. Woo
President & CEO
Catholic Relief Services

The Sustainable Development Goals (SDGs) represent a renewed commitment on the part of leaders around the world to ending poverty in all its forms. These goals recognize that a holistic approach is needed to combat hunger, disease, injustice, and the degradation of our planet and to build a world that allows all human beings to realize their full potential in an atmosphere of peace, social justice and human dignity. And the goals also recognize the need for governments, businesses and civil society organizations to work together to build this world.

The crises we face today, whether they be social, environmental, or economic, are all interrelated. Without a solution to these crises that results in inclusive access to the resources needed to live healthy and prosperous lives, that ensures a peaceful and just world for all peoples, and that protects the earth for current and future generations, we will continue to experience instability, suffering, and destruction of our home – the planet and the resources on which we depend. Finding this solution will take the talent and cooperation of organizations and people from all walks of life and all parts of the globe. We need to understand what has not worked, and what is likely to work in the future in combating such crises.

(ICT) become a strategic enabler of both organizations and individuals to prosper in today's digital economy. It is time to leverage the power of ICT to benefit all peoples – to end the isolation of the world's most vulnerable, to give them a voice and opportunity to fully engage in the society in which they live, and to help them access the resources they need to live healthy, peaceful and prosperous lives. ICT provides not only tremendous opportunities for us to understand what is working in development programming and what is not and to make better evidence-based decisions in our work. It offers numerous opportunities for us to improve the efficiency of our work, to reduce our utilization of scarce resources, and to stem negative impacts on our environment. It opens new opportunities to entrepreneurs that strengthen local economies. And, if we work together, it gives us means to empower individuals with inclusive access to critical resources that improve health, safety, livelihoods, and educational opportunities.

It is CRS' hope that this SDG ICT Playbook will help each organization understand the potential that ICT has to help them to increase