CONCEPT NOTE

Task Force 2: Digital Transformation

The digital economy and associated investments in innovation and technology are crucial drivers of rapid, inclusive, and sustainable economic growth. As the digital economy reshapes how global economies function, it presents a unique opportunity for developing countries to enhance efficiency and transform industries to make them fit for purpose and aligned with the Sustainable Development Goals.

Brazil's G20 presidency emphasised the role of the digital economy, highlighting key issues such as innovation, cybersecurity, digital inclusion and the regulation of emerging technologies. Specifically, Brazil has advocated for solutions to bridge the digital divide and foster inclusive connectivity, building on the 2021 G20 Digital Economy Ministerial Declaration. The digital transformation of industries holds the potential for digitising government services, particularly in healthcare and education, to improve accessibility and efficiency. Additionally, digital tools have the potential to transform agriculture, helping farmers increase productivity, manage resources more effectively, and access broader markets. Here, global cooperation and development are seen as integral to fostering inclusive growth, especially through investments in digital infrastructure. These investments enable developing countries, particularly low-income nations, to harness the digital economy's full potential. In addition, e-commerce can play a role in removing trade barriers, boosting economic growth, and promoting regional integration. Brazil has also emphasised regulation and the importance of supporting innovation while ensuring societal and ethical safeguards to promote transparency, fairness, and accountability. Cybersecurity challenges and the digital trust sensitivity of security-related issues vary by country but emphasise broad consensus on the need to prevent cybercrime.

Overall, the urgent call to support capacity building in developing and emerging economies links to South Africa's priorities on Artificial Intelligence (AI), Data Governance, and Innovation for Sustainable Development, which will take the form of a task force.

This T20 task force asks: How may we better harness the digital economy for a shared human-centred vision of the future that achieves sustainable growth?

1. Connectivity

T20 South Africa considers a human-centric approach to digital infrastructure vital for attaining the SDGs. Much of the world's population remains disconnected from the digital environment. The challenge of connecting people living in rural and remote areas remains relevant, as well as providing digital abilities to those with access to the Internet. Closing this connectivity gap requires coordinated and targeted efforts to address the specific needs of the underserved and unconnected, providing not only universal access through reliable, resilient, and high-performance infrastructure but also a level of secure, sustainable, and high-quality connectivity that enables users, including those in vulnerable situations, to have a safe, satisfying, enriching and productive online experience at an affordable cost: in other words, meaningful connectivity.

As a contribution to this dialogue, we welcome the [G20 Guidelines on Indicators and Metrics for Universal and Meaningful Connectivity](#), developed in collaboration with the International Telecommunication Union, as well as the report, '[Universal and Meaningful Connectivity: A Framework for indicators and metrics](#),' introduced during the Brazilian G20 presidency.

- How can the G20 better apply human-centricity to achieve Universal and Meaningful Connectivity, considering the World Summit on the Information Society and other conventions already in place?
- How can the G20 resolutions effectively support domestic measures to align with established conventions?

- What role can the G20 play in leveraging Public-Private Partnerships and other instruments to attain a meaningful human-centric digital Infrastructure?

2. Digital Government – e-Government, Digital Public Infrastructure

[Digital Public Infrastructure](#) (DPI) is about improving the relationship between governments and their citizens, providing high-quality public services and seizing the [digital economy's opportunities](#), all of which require secure DPI that is reliable and inclusive. This topic must be addressed with a focus on the components of digital identification and data sharing:

- How and to what extent can digital transformation and E-governance programmes be aligned with the SDGs, especially regarding service delivery, e-education, and e-health?
- How can digital ID and digital records management compliance with the UN and nation-states' human rights and privacy frameworks be achieved?
- Can a DPI and its application in G20 nations and beyond promote investment in leverage for tech start-ups by young people in developing economies?

3. Regulation of Emerging Technologies

The UN Digital Compact, as a core pillar of the UN Summit of the Future, has centred its concerns on the concentration of capacities, datasets, and infrastructure in a few actors. That concentration does not reflect the diversity of linguistic, cultural, racial, and geographical contexts. Referencing the [G20 AI principles](#) and the UNESCO ['Recommendation on the Ethics of AI](#),' the G20 Maceió Ministerial Declaration on Digital Inclusion for All, 2024 reaffirmed the grouping's commitment to 'leverage AI for good and for all, as well as to unlock the full potential of AI, share its benefits for all and mitigate its risks'.

- What role can the G20 play in promoting the regulation of AI as a global public good to be advanced in meeting the UN SDGs and national development priorities?

- How can the G20 promote the security of the future work of new media and publishing, the creative sector, and creative gig workers?
- What role should the G20 play in advancing data localisation to promote digital infrastructure as a public good?