



# DIGITAL GOVERNANCE DIALOGUES

Capacity development and cooperation  
in digital governance capacities in the Palop

## Dialogues on digital governance: Capacity Development and Cooperation in Digital Governance Capacities in the PALOP

### Webinar #2 – Digital identity and public services for the population: Challenges and opportunities in the PALOP

March 26, 2026, Thursday, 9:00 a.m. – 11:00 a.m. (GMT-3)

#### CONCEPTUAL NOTE

*2<sup>nd</sup> Version, March 17<sup>th</sup>, 2026*

#### I. INTRODUCTION

Digital identity has been established as one of the central pillars of digital governance by enabling the population to access public services via the Internet. Well-structured digital identification and authentication systems contribute to simplifying processes, expanding access to rights and services, improving the user experience, and strengthening trust in interactions between government and society.

However, poor integration between information systems, barriers to access the Internet and lack of digital literacy faced by more vulnerable groups, and risks related to privacy and data protection, among other difficulties, can limit the implementation of digital services. These challenges reinforce the importance of people-centered approaches that consider not only technologies but also institutional and regulatory aspects and existing inequalities in each country's context.

In Portuguese-speaking African countries (PALOP, according to the acronym in Portuguese), the development of digital identity solutions and the expansion of digital public services to the population occur in contexts marked by structural challenges, such as infrastructure limitations, asymmetries in institutional capacities, and inequalities in access to digital technologies. At the same time, PALOP countries have made progress in relevant initiatives and accumulated valuable experiences, which can be strengthened through regional cooperation and knowledge exchange.

It is in this context that the initiative "Dialogues on digital governance: Capacity



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development and cooperation in digital governance capacities in the PALOP" was organized by Cetic.br|NIC.br and UNU-EGOV. The project seeks to promote spaces for dialogue, technical training, and exchange of experiences among participating countries, contributing to the strengthening of institutional capacities and to the development of digital governance policies and practices aligned with the local context.

As part of this initiative, thematic webinars are planned between 2025 and 2027. Following an inaugural webinar in October 2025 dedicated to national digital governance strategies, policies, and plans<sup>1</sup>, Webinar #2 deepens the debate on identity and digital public services for the population, emphasizing their role as essential infrastructure for inclusion, access to rights, and the modernization of the public sector in the PALOP.

## II. OBJETIVE OF WEBINAR #2

The **Webinar #2 – Digital identity and public services for the population: Challenges and opportunities in the PALOP** seeks to promote dialogue between representatives of these countries and experts on the role of digital identity as a fundamental infrastructure for the population's access to digital public services. The session will also address opportunities and challenges for the implementation of digital identity systems that facilitate access, efficiency, and integration between public services, respecting rights such as privacy and data protection, and ensuring security. Therefore, the webinar aims to contribute to reflections that support inclusive and secure digital identity policies and practices in the context of PALOP countries, aligned with both local needs and best practices observed globally.

## III. TARGET AUDIENCE

The event is aimed at government representatives and policymakers from PALOP, as well as international and regional organizations. It also includes academia, research centers, and experts in digital governance, as well as civil society and organizations working in the field of technology and the public sector.

## IV. ORGANIZING AND PARTNER INSTITUTIONS

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<sup>1</sup> More information about the project can be found at: <https://unu.edu/egov/dialogos-sobre-governacao-digital>. In addition, the inaugural webinar can be viewed at: <https://www.youtube.com/watch?v=CX9VWK9gN5A>.



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## Organizers:

- **Cetic.br | NIC.br** – Regional Center for Studies on the Development of the Information Society, department of the Brazilian Network Information Center
- **UNU-EGOV** – United Nations University – Operational Unit on Electronic Governance

## IV. FORMAT

**Date and time:** March 26, 2026, Thursday, 9:00 a.m. to 11:00 a.m. (GMT – 3)

**Format:** virtual

**Broadcast:** via NIC.br YouTube channel (<https://www.youtube.com/nicbrvideos>)

**Language:** Portuguese

## V. PRELIMINARY AGENDA:

### Institutional opening (5 min)

- Representative from UNU-EGOV

### PANEL 1. Digital identity and public services in the PALOP: initiatives, opportunities, and challenges (55 min)

**Focus:** Brief presentation by up to two countries on their actions in digital identity and its use in public services, including key challenges and opportunities (10 minutes each). Comments from other countries on the possibilities of digital identity in their context (5 minutes each). The remaining time of the panel will be used for comments and questions from the audience.

### PANEL 2. People-centered digital identity: international experiences (55 min)

**Focus:** Debate on digital identity models for public services, including principles, challenges, and practical experiences.

- International expert (20 min)
- Brazilian government representative: [Gov.br](#) experience (15 min)
- Remaining time: space for comments and questions.

### Closing (5 min)



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**Focus:** Summary of key messages; announcement of upcoming activities for the initiative.

- Representative of Cetic.br | NIC.br

## VI. EXPECTED RESULTS

The expected outcomes of the webinar include the sharing and exchange of experiences among PALOP regarding digital identification initiatives and access to public services. It also aims to create a space to discuss the challenges and opportunities in these countries for improving public services, considering their contexts, needs, and digital transformation policies. The webinar also aims to present initiatives and studies from other countries and organizations to promote knowledge about strategies for the adoption of digital identity in public services and policies. Finally, it is expected to raise awareness among relevant stakeholders in PALOP, especially government organizations, about the possibilities, benefits, and risks of adopting digital identity to ensure access to public services for the population.