

NAMIBIA'S DIGITAL IDENTITY SYSTEM

Global lessons and principles

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Digital identity is national infrastructure.

Its value lies in what it enables: access to
services, economic participation and
inclusion.

GLOBAL FRAMING

Digital identity: from access to opportunity

Identity, payments and secure data exchange work as an interconnected public infrastructure ecosystem.



What experience tells us

- Identity is the entry point.
- The development dividend comes from what identity enables.
- Digital identity can reduce administrative barriers, but only when institutions use it to improve services.
- Interoperability reduces duplication and enables integrated delivery.
- Digital identity alone does not guarantee inclusion.

1

ACCESS TO SERVICES

Simplifies pathways to social protection, health, finance and public services.

2

A WIDER ECOSYSTEM

Value grows when identity connects securely to data exchange and payments.

3

TRUST AND ADOPTION

Clear rules on data use, security and redress are essential.



Identity → Access → Participation →
Opportunity → Reduced exclusion

Services | Social protection | Health | Education | Finance | Employment | Enterprise

PRINCIPLES



Success depends as much on governance, inclusion and institutional ownership as on technology.

1. HUMAN RIGHTS + PRIVACY

Legal safeguards, protected personal data, meaningful remedies.

2. LEAVE NO ONE BEHIND

Design for urban/rural communities, persons with disabilities and people lacking documentation.

3. SECURITY + ACCOUNTABILITY

Cybersecurity, oversight and redress built in from the outset.

4. INTEROPERABILITY + OPEN STANDARDS

Secure connections, reusability and reduced vendor lock-in.

5. GOVERNMENT OWNERSHIP + CAPACITY

Authority, skills, financing and long-term operational capability.

6. PUBLIC TRUST + TRANSPARENCY

Explain how the system works, how data is used and what protections apply.

Governance must accompany technology | Measure inclusion in practice | Build for the long term | Retain meaningful national control

Global experience: Key Lessons

- 1. Start with use cases**
Don't build technology looking for a problem.
- 2. Build interoperability**
Avoid replacing physical silos with digital silos.
- 3. Build national capability**
Technology must be operable and adaptable locally.
- 4. Build trust from the beginning**
Privacy, security, transparency and redress are design requirements.
- 5. Adapt technology to national priorities and capacity.** Not directly comparable in scale, stage or outcomes

OPEN-SOURCE ID PLATFORMS

Flexible building blocks can support sovereignty and adaptation.

Pair technology choice with governance, procurement discipline and local capacity.

SIERRA LEONE EXPERIENCE

Coordination is connecting identity and payment systems for service delivery.

Start from use cases, strengthen help desks and **build operational capacity.**

NAMIBIA'S OPPORTUNITY

Identity, NamX data exchange and Nampay can form a wider DPI ecosystem.

Coordinate architecture, safeguards and institutional responsibilities.

International experience offers adaptable lessons, not copy-and-paste models.

FROM POLICY TO PRACTICE

Why and how UNDP is collaborating in Namibia



WHY NOW

Fragmented systems and limited interoperability constrain seamless service delivery.

WHY UNDP?

- Neutral convening, governance expertise, global networks and technical support.
- Governance and institutional design
- Inclusion and citizen engagement
- Global experience
- Interoperability and architecture
- Capacity and sustainability.

HOW WE ASSIST

Help to assess governance, strengthen architecture, engage citizens, build capacity and connect institutions.

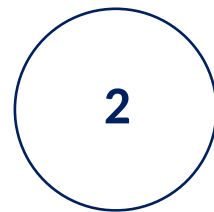
**Helping to translate global principles into a nationally owned, rights-based implementation pathway.
The goal is a trusted Namibian system shaped by Namibian institutions and communities.**

NAMIBIA's JOURNEY

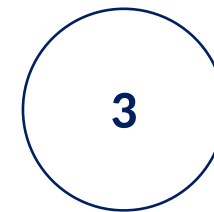
Assess, Pilot, Engage, Connect



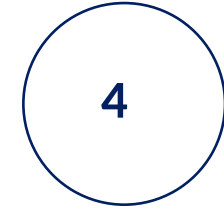
ASSESS



PILOT



ENGAGE



CONNECT

Technical, legal and social readiness.

Baseline review of technical, legal and social readiness

Test governance arrangements and technical approaches.

Model Governance Framework and prototype testing

Understand concerns, build awareness and incorporate citizen perspectives.

Citizen dialogue, culturally relevant communication and regional outreach

Interoperability between identity, authentication, data exchange and services.

Middleware, authentication and institutional capacity

An iterative approach combining governance, technical development and citizen participation. The objective is not simply to create an e-ID.

It is to support the creation of the foundation for better digital public services.

GOVERNANCE AND SAFEGUARDS

Trust is the operating system

RIGHTS	Equality and non-discrimination
PRIVACY	Purpose limitation and data protection
SECURITY	Risk-based controls and resilience
ACCOUNTABILITY	Clear roles, oversight and redress
PARTICIPATION	Accessible information and citizen voice

MEASURE WHAT MATTERS

- ✓ Equitable access
- ✓ Successful authentication
- ✓ Quality of service access
- ✓ Public understanding
- ✓ Effective complaints and redress
- ✓ Citizen confidence

The number of IDs issued is an **output**. The ability of people to access services is an **outcome**

Public confidence is built through institutional choices, clear protections and accountable implementation.

Towards inclusive digital growth



GOVERNMENT	Policy direction, standards, safeguards and national ownership
PRIVATE SECTOR	Responsible innovation for finance, enterprise and employment
ACADEMIA + CIVIL SOCIETY	Research, accessibility testing, literacy and independent scrutiny
COMMUNITIES + YOUTH	Co-design, feedback and local adoption
DEVELOPMENT PARTNERS	Technical assistance, evidence and catalytic finance

THE PRACTICAL AGENDA

- ✓ Design useful services
- ✓ Reach rural and low-connectivity settings
- ✓ Strengthen privacy, cybersecurity and redress
- ✓ Build digital literacy and local capability

**Build a trusted ecosystem around identity, services, skills, safeguards and local innovation.
Recognize every person. Protect every right. Unlock opportunity for every Namibian.**

