



Original: French

OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIGWG/01/2025 - Doc No. 2

DIGITALIZATION AND INNOVATION WORKING GROUP (DIGWG)

21st MARCH 2024 (ONLINE) 09:00 GMT

IMPLEMENTATION STATUS REPORT

1. Subject	References/paragraphs
Implementation Status Report	Action Plan for The Period 2022-2025
2. Decision expected	
<ul style="list-style-type: none">Take note of the recommendation therein. Adopt the report.	

1. INTRODUCTION

The Programme of Activities (2022-2025) adopted by the Administrative Council during its 40th Ordinary Session held in Kinshasa, Democratic Republic of Congo (DRC), provided a road map for the Working Group on Digitalization and Innovation (WGDI) for it to carry out certain activities in line with its objectives.

The following are the main objectives of the WGDI's:

- Improve the digital infrastructure and modernize operations;
- Establish a digital postal administration model;
- Develop post-specific digital innovations;
- Improve communications; and
- Provide feedback on the progress of the digitalization and innovation programme.

Thus, this Paper is prepared to share the Implementation Status of Digitalization and Innovation activities within the framework of the PAPU Action Plan for the Period 2022-2025 Plan.

Annex 1 to this document presents the Status of Implementation of the Activities of the Working Group.

2. RECOMMENDATIONS

Digital Post Office Projects are currently being implemented or are in the pilot phase in Tanzania and Senegal, respectively. The process is ongoing and should be finalized as a model by the end of the Cycle (2022-2025). The Working Group recommends an assessment of the level of progress of their respective projects in order to ascertain progress on the existing models for benchmarking, where appropriate.

For the following activities:

- Develop a digital transformation framework and road map for Posts in Africa;
- Streamlined postal digitalization programme;

The working group recommends, where necessary, taking into account the UPU's digital transformation and innovation projects, particularly Connect. POST and .POST, in order to benefit from these platforms, which constitute an ecosystem for mobilizing resources, by improving digital investments in the postal network with greater security.

3. CONCLUSION

The Working Group is hereby requested to:

- Take note of the recommendation therein.
- Adopt the report and submit it to the Operations and Technology Committee.

OPERATIONS AND TECHNOLOGY ACTION PLAN FOR THE PERIOD 2022-2025
DIGITALIZATION AND INNOVATION WORKING GROUP ON (DIGWG)

KEY ISSUE	MILESTONE	DEADLINE S	Completed	In process	Pending
Model digital post office	i) Create a model digital post office benchmarked from other regions and industries; ii) Develop a digital transformation framework and road map for Posts in Africa; iii) Streamlined postal digitalization programme; iv) Continue coordinated implementation by Member State DOs.	Q1 2023			
Improving digital infrastructure and modernizing operations	i) Provide an enabling environment and infrastructure for digitalization in Member States to meet the following needs: <ul style="list-style-type: none"> • Electrification and alternative energy sources; • Internet connectivity; • Networked post offices; • Cloud computing. 	Q2 2023			
	i) Participate in digitalization and innovation projects in tandem with relevant industry players	Q4 2022			
Post-specific digital innovations	i) Develop digital solutions specific to the Post; <ul style="list-style-type: none"> • Software; • Applications. 	Q2 2023			
	ii) Members to Participate in exhibitions and innovation contests, such as the World Summit on the Information Society (WSIS).	Q3 2022			
	i) Organize a workshop on digital transformation and financial inclusion.	Q4 2022			
Communication and feedback on progress in digitalization and innovation	i) Active participation of members in various projects <ul style="list-style-type: none"> • Regional/global meetings on innovation and product development • Digitalization initiatives ii) Feedback from Member States on project implementation	Annual			