

# Questions on the Principles for Digital Development

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## Questions on the Principles for Digital Development

### 1. Design With the User

*State principle in default wording: User-centered design starts with getting to know the people you are designing for through conversation, observation and co-creation.*

- 1.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?
  - c. What materials would help you?

Further questions:

1.B.*[P1 in your programming]* Do you have processes in your organisation that ensure “design with the user” in your RFPs or in your programming?

- a. *[programming]* What are typical users’ needs and priorities that you have identified? How do they relate to aspects of (initiatives by) your organisation? How did you identify those needs? Do you have processes that ensures this in your programming?
- b. *[programming]* What underserved populations are users of (initiatives by) your organisation? How have you made sure that (initiatives by) your organisation is sensitive towards them and useful for them? How? Do you have processes that ensures this in your programming?

1.C.Iterative/participatory processes.

- a. Do you believe in iterative/participatory design? How important is this?
- b. How do funders view the cost of user participation? Is there a financial argument for investing in this? How much would you expect to invest in “cost of participation”? What outputs are related to capturing participatory processes?
  - i. Rationale: Are the issues on the funder side, or the implementer side?
- c. How does iterative/participatory design happen for you, what are the issues?
  - i. What are the internal issues?
  - ii. What are the external issues?
  - iii. Budget allocated to user-centred/agile design to “build the right thing”?
    - a. Often no-user interaction at the start, build the wrong thing...
    - b. up-front engagement pays off.
  - iv. Do your contracts support iteration? To what extent have your contract arrangements changed since adopting the Digital Principles? Do you see any conflicts between your contracts and Digital Principles?Do you contract acknowledge the idea that deliverables/targets/indicators can change as a result of participatory and iterative working?
  - v. How do you contracts support the idea of participatory design, i.e. that learning happens?
  - vi. Typically, how would your implementers ensure end users can give feedback on each iteration?
  - vii. Typically, how would your implementers ensure that the outcomes of one iteration feed into the next iteration?
- d. Delineating user-centred design vs. participatory development? Is this principle seen as “participation” or seen as different. (beyond scope?)

1.D. *[Your org-internal implementation of P1]* For your donor organisation, what are the representative groups of users (e.g. who typically wins your funding)? Are there potential users who are just being consulted?

- a. *[org-internal]* Do you have specific processes to include organizations that have less experience writing bids?
- b. *[org-internal]* Better feedback to help applicants improve? Is that a consideration?

1.E. *[org-internal]* What current business processes and workflows are employed by your implementers? Do you co-design such processes and workflows, or is it left to the organisations?

1.F. *[org-internal]* Do you have a sense of how will this make (initiatives by) your organisation more effective (saving resources, improving quality, improving Value-for-Money).

Finally:

- 1.G. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 1.H. If so, how can you make links to those processes or associated documents and resources?

## 2. Understand the Existing Ecosystem

*State principle in default wording: Well-designed initiatives and digital tools consider the particular structures and needs that exist in each country, region and community.*

2.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?

- a. If yes, can you give examples? (Prompt for both org-internal and programming)
- b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

2.B. *[org-internal]* What are the most important features of people, networks, cultures, and politics and perhaps markets that make up your donor ecosystem? Within these aspects of your ecosystem, what are the enabling factors to cooperation? What are the barriers to cooperation?

2.C. *[org-internal]* Do you normally coordinate with other donor/implementing organizations and/or local governments?

- a. To what extent do you seek out successful interventions in the ecosystem when drafting RFPs, e.g. to avoid duplicating efforts, and so you can more easily integrate with existing technical systems?
- b. What about your implementing partners? How are they required to out successful interventions in the ecosystem when responding to RFPs or executing projects?

2.D. *[org-internal]* Once interventions are in progress: How do you monitor the ecosystem for changes throughout the project lifecycle and adapt your products, tools or program, as needed?

- a. *[programming]* What scope do you give to implementers to adapt your products, tools or program, as needed?
- 2.E. *[programming]* Do you have processes to ensure your interventions align with existing evidence and insights from literature reviews, research publications, grey literature and other reports?
- 2.F. *[programming]* Do you have processes to ensure your interventions align with existing technological, legal and regulatory policies?
- 2.G. *[programming]* Do you have processes to ensure your interventions involve community members, local and national government, donors and other implementing organizations throughout the project lifecycle.

Finally:

- 2.H. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 2.I. If so, how can you make links to those processes or associated documents and resources?

### 3. Design for Scale

*State principle in default wording: Achieving scale requires adoption beyond an initiative's pilot population and often necessitates securing funding or partners that take the initiative to new communities or regions.*

- 3.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

- 3.B. *[programming]* Do you have processes that require the implementers of your programming to design for scale from the start?
- 3.C. *[org-internal]* Do you have processes that take solutions from one of your programmes to another? Could you give us examples?
- 3.D. *[org-internal]* Are there certain design choices included in RFPs or recommended to organisations, such as
  - a. Keep your solution simple, flexible and modular to make it easy to adapt for other countries and contexts.
  - b. As you make technology choices, think about if they will make it easier or harder to scale.
  - c. Identify partners early who can help to scale your solution and start collaboration as early as possible.

- d. Can you provide examples?

Finally:

- 3.E. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 3.F. If so, how can you make links to those processes or associated documents and resources?

## 4. Build for Sustainability

*State principle in default wording: Building sustainable programs, platforms and digital tools is essential to maintain user and stakeholder support, as well as to maximize long-term impact.*

- 4.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

- 4.B. *[programming]* Do you have processes that require the implementers of your programming to plan for sustainability from the start?
- 4.C. *[org-internal]* Are there certain design choices included in RFPs or *[programming]* recommended to organisations, such as
  - a. The identification and implementation of sustainable business model?
  - b. Use of and investment in local information technology service providers by default?
  - c. Engagement of local governments and integration of national strategies into programming?
  - d. Collaboration instead of competing and partner to identify the best solution with the greatest impact?
  - e. Building solutions that can be adapted as user needs and the ecosystem change?
  - f. Could you provide examples?

Finally:

- 4.D. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 4.E. If so, how can you make links to those processes or associated documents and resources?

## 5. Be Data Driven

*State principle in default wording: When an initiative is data driven, quality information is available to the right people when they need it, and they are using those data to take action.*

- 5.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
- a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?
  - c. Prompts:
    - i. How does your org approach data?
    - ii. For your own use?
    - iii. Investments in improving data for development?
    - iv. Does mobile or digital data play a role, and if so, how?

Further questions:

5.B. *[org-internal]* In the your RFPs and recommendations to implementers, how much weight do you give to an explicit Theory of Change?

- a. Do you require/recommend to design interventions so that key aspects of the programme-level Theory of Change can be validated, and so that impact can be measured? Do you require measures for outcomes and where possible impact — not just inputs and outputs.

5.C. *[org-internal]* To what extent are you able to leverage data across programmes?

- a. Do you collect data across programmes systematically?
- b. Do you make this data available to future programmes?
- c. Do you have measures for data quality checks?

5.D. *[programming]* To what extent do you require real-time data frameworks in programming, i.e. key data being continuously available to the project team and decision makers?

5.E. *[org-internal]* Are you (as a donor) able to use real-time information where appropriate to support rapid decision-making and to improve programming?

5.F. *[org-internal][programming]* In what way do you create a data use culture by prioritizing capacity-building and data use efforts across all stakeholder groups?

Finally:

5.G. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?

5.H. If so, how can you make links to those processes or associated documents and resources?

## 2.6 Use Open Standards, Open Data, Open Source, and Open Innovation

*State principle in default wording: An open approach to digital development can help to increase collaboration in the digital development community and avoid duplicating work that has already been done.*

Questions:

- 6.A. Should public funds result in public goods? (Prompt: Who should own the IPR?)
  - a. If yes: How is this supported in your contracts? What are the impediments?
- 6.B. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

- 6.C. *[org-internal]* What open standards are relevant for your **internal processes**? How can you make the adoption of relevant standards explicit in your organisation, and share the understanding of open standards with your staff team? What are the most relevant services you need to interoperate with, and what standards do they use?
- 6.D. *[programming]* What open standards are relevant for your **programming**? How can you make the adoption of relevant standards explicit in your projects and share the understanding of open standards with the project teams? What are the most relevant services you need to interoperate with, and what standards do they use? Can you agree the use of open standards with other organisations who may currently not be using open standards?
- 6.E. *[org-internal][programming]* Can you provide examples for:
  - a. Adopted and expanded on existing open standards to facilitate interoperability?
  - b. Shared non-sensitive data without restrictions on data use or users to enable open innovation by any group or sector?
  - c. Developed and documented your Application Programming Interfaces (APIs) to share functionality and help automate data sharing.
  - d. Utilised existing open platforms where possible?
  - e. Invested in software as a public good?
  - f. Enabled open innovation by sharing freely without restrictions, collaborating widely and co-creating solutions?
- 6.F. *[programming]* In your programming, do you have specific requirements for these? For example, to

- a. *[org-internal]* Develop new code to be open source by default and share the code in public repositories.
- 6.G. *[org-internal]* Do you have specific arrangements you share your non-sensitive data?
- 6.H. *[org-internal]* Do you use Open Data Commons licence? If no, why not?
- 6.I. *[org-internal]* Through which 3rd party services will you share your data?
- 6.J. *[programming]* Do you have specific requirements in your programming to share your non-sensitive data?
- 6.K.*[programming]* Do you require use of Open Data Commons licence? If no, why not?
- 6.L. *[programming]* To what extent do you require programming to utilise existing platforms where possible.

Finally.

- 6.M. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 6.N. If so, how can you make links to those processes or associated documents and resources?

## 7. Reuse and Improve

*State principle in default wording: Reusing and improving is about taking the work of the global development community further than any organization or program can do alone.*

- 7.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

- 7.B.*[org-internal]* In your organisation, for internal processes, do you use, modify and extend existing tools, platforms, frameworks and content?
  - a. *[programming]* Do you require your implementers to determine what existing solutions exist, and then use, modify and extend existing tools, platforms, frameworks and content?
- 7.C.*[programming]* Do you request of implementers to develop modular, interoperable approaches instead of those that stand alone. Interoperability will ensure that you can adopt and build on components from others and that your solution can be adopted and built on in the future.
- 7.D. *[org-internal]* Do you participate in technical working groups, communities of practice and other knowledge sharing events to become aware of existing tools and build relationships that could lead to the future reuse and improvement of your tools.

- a. *[programming]* Do you require this of your implementers?

Finally:

- 7.E. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 7.F. If so, how can you make links to those processes or associated documents and resources?

## 8. Address Privacy & Security

*State principle in default wording: Addressing privacy and security in digital development involves careful consideration of which data are collected and how data are acquired, used, stored and shared.*

- 8.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?
  - a. If yes, can you give examples? (Prompt for both org-internal and programming)
  - b. If yes, are there project reports / training / professional development materials or resources that you use?

Further questions:

- 8.B. *[org-internal][programming]* Do you have policies for data security? Are these internal or also imposed in programming?
- 8.C. *[org-internal][programming]* Do you have policies for ethical project implementation? Are these internal or also imposed in programming?
- 8.D. *[org-internal][programming]* Do you have examples from your organisation or in programming regarding the collection of personal identification data?
- 8.E. *[org-internal]* What role has transparency in the organisations, with regard to individuals whose data are collected, how you will use their data and how you intend to protect their information?
- 8.F. *[org-internal]* What ethical standards do you following within your organisation?
  - a. *[programming]* Do you require minimum ethical standards in your programming?
  - b. *[programming]* How do you monitor their implementation?
- 8.G. *[programming]* Do you have guidelines and processes for handling informed consent within your programming? (Prompt: What if your are collecting informed consent e.g. for images that will be posted on the internet among a rural population with high illiteracy? When collecting informed consent for children, which standards do you follow? Just legal consent e.g. from parents, or additionally seek consent from the child?)
- 8.H. *[programming]* To what extent do you explicitly negotiate security and privacy within your programming?
  - a. Do you have explicit requirements to programmes for practical measures such as implementing internal security policies and procedures.?

- b. Do you require e.g. to protect data by encrypting files, using two-factor authentication, restricting access permissions, storing data on secure servers or cloud storage services?

8.I. *[programming]* Are implementers required to assess the hazards that might arise if the data we have collected falls into the wrong hands?

Now that we have explored this principle:

8.J. Do you use other principles or methodologies in your work that relate to this?

8.K. If so, how can you make links to those processes or associated documents and resources?

## 9. Be Collaborative

State principle in default wording: Being collaborative means sharing information, insights, strategies and resources across projects, organizations and sectors, leading to increased efficiency and impact.

9.A. Does this Principle relate to your organisation-internal processes? Does this Principle relate to your programming?

- a. If yes, can you give examples? (Prompt for both org-internal and programming)
- b. If yes, are there project reports / training / professional development materials or resources that you use?

9.B. Existing or intriguing approaches to collaboration

a. How would you characterize your org's approach to working with other donors / investors? *Under what conditions does your org seek to partner with other funders?*

b. To what extent have you worked with other bilateral donors, philanthropies, corporate or other funders in your work related to digital?

*i. If so, what have you done?*

*ii. What resulted?*

c. What has your / your organization's experience been working with other donors?

*i. What's worked?*

*ii. What hasn't worked?*

*iii. What do you do differently as a result?*

d. What examples of funder collaboration / collective investment most excite you and why?

e. Do you have preferred ways of collaboration?

Further questions:

- 9.C. *[programming]* How do you ensure that in your programming implementers engage diverse expertise across disciplines and industries throughout the project lifecycle? Do you require the Creation of an engagement plan? Do you monitor it?
- 9.D. *[org-internal]* Internally, do you work across sectors to create coordinated and holistic approaches, identifying how tools and approaches can be reused in different sectors?
- 9.E. *[programming]* What information about other digital development programs and solutions in your region do you make available within your programming?
- 9.F. *[programming]* What resources do you typically require from programming and How do you collect it? (e.g. Quarterly reports as PDF)
- 9.G. *[org-internal]* Do you have a document management strategy for these? How do you share share such resources? (E.g. aidracker)

Rights acquisition:

- 9.H. *[org-internal]* What rights does your organisation hold to the resources produced in your programming?
- 9.I. *[org-internal]* Does licensing permit you to share resources across programming? If yes: Do you share certain resources across your programming, e.g. to avoid duplication of efforts?
- 9.J. *[org-internal]* Do you apply CC by default? Which licence?
  - a. *[programming]* If yes: do your require this also of programming? If yes, all programming? Do organisations need to present a strong rationale if another licensing approach is taken?
  - b. Knowledge management and Sharing beyond your donor organisation:

Finally:

- 9.K. Now that we have explored this principle: Do you use other principles or methodologies in your work that relate to this?
- 9.L. If so, how can you make links to those processes or associated documents and resources?