

# DIAL's Software & Technology Platforms Work

In today's world, software platforms can meet the varied needs and desires of billions of underserved people. Unfortunately, building, implementing and maintaining software is a difficult and expensive business. The Platforms Team at DIAL works to expedite the deployment of proven software platforms to make it easier for anyone to integrate technology into development programs. This includes collecting and sharing best practices to make the process as seamless as possible.



DIAL delivers on this commitment through three core programs:

1. **Addressing cross-sector ICT (information, communications and technology) software and existing platform gaps:** Digital investments in global development are often siloed by programmatic sector and limited by prescribed timelines. This often results in fragmentation and duplication of efforts, deprioritization of reuse, and increases in overall costs. There are not enough ICT applications to create sufficient momentum to drive the development of broadly reusable software platforms that are necessary to achieve the Sustainable Development Goals (SDGs).

The [SDG Digital Investment Framework](#) helps policymakers identify reusable ICT building blocks (i.e., software components designed to assist in things such as identification, messaging and payment services) that can deliver on priority use cases. There are recurring business processes that common ICT services can support, and multiple sectors can invest in and share to make progress on the SDGs. By prioritizing use cases according to peoples' needs, DIAL can map functionality across sectors and then invest in comprehensive infrastructure, comprised of reusable ICT building blocks. It will extract, improve and enhance these building blocks from existing tools for the global good in the development and humanitarian sectors.

2. **Open Source Center:** The international humanitarian and development community has embraced open source software with mixed results. The [Open Source Center](#) works to strengthen these products by convening a vibrant, inclusive and free open source software community that promotes knowledge sharing, collaboration and co-investment in technology and human capacity.

The Center works with client partners to overcome key barriers in conceptualizing, designing and building these software products, collectively creating public commons that can be scaled up to achieve global value. DIAL and the Center achieve this through advising and mentoring, offering direct assistance, and providing professional services.



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### 3. Principles for Digital Development:

As steward of the [Principles for Digital Development](#), DIAL advocates for best practices and policies in digital development. This includes facilitating dialogue among the digital development community, curating the exchange of new ideas and resources and promoting adoption and new endorsements of the Digital Principles.

DIAL also provides practical, relevant how-to guidance and resources to development practitioners, including implementing organizations (international and humanitarian NGOs), donors and country governments to improve the efficiency and effectiveness of their programs.

DIAL's overall goal is to enable those who work on critical software platforms and applications in the international development and humanitarian sectors to develop and deploy more sustainable, robust and interoperable systems.



### Did you know...

- Last year, DIAL awarded nearly \$1 million in grants to technology for development (T4D) projects that address ecosystem challenges in the development community.
- DIAL's Open Source Center provided technical support and guidance to 17 projects in the T4D community in 2018.
- DIAL created a methodology to provide development professionals with information they can use to make informed investment decisions in health, agriculture and education. The work also informed a Call to Action for governments to take a "Whole of Government" approach with their ICT investments.
- DIAL co-published a report that explored structural barriers to gender and inclusion within the open source community that included a framework of action to improve women's representation.
- DIAL is a sponsor of Outreachy, the leading provider of remote internships for underrepresented groups.
- More than 150 organizations have now endorsed the Principles for Digital Development, nine "living" guidelines designed to help digital development practitioners integrate established best practices into technology-enabled programs.
- The Principles for Digital Development website offers step-by-step instructions, case studies and videos to help organizations meet their programmatic goals. Materials are now available in French and Spanish.



To learn more about the Platforms Team at DIAL and our programs, visit: [www.digitalimpactalliance.org](http://www.digitalimpactalliance.org) or get in touch with the team at [info@digitalimpactalliance.org](mailto:info@digitalimpactalliance.org).