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SUDESA PRODUCT PROPOSAL

AN ECOSYSTEM FOR A DIGITALISED SOUTH SUDAN

CREATED BY

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Product Proposal: Microsoft Digital Ecosystem for South Sudan

Executive Summary

This proposal presents a comprehensive framework for the digital transformation of South Sudan's government, education, and public sector institutions through the adoption of Microsoft's secure, scalable, and integrated digital ecosystem. Developed under the auspices of the European Social Label (EUSL), the proposal outlines a ten-year mandate for the implementation of Microsoft technologies across key national systems, with the South Sudan Digital and Social Equity Agency (SUDESA) envisioned as the primary implementing institution.

The proposed ecosystem includes Microsoft 365 Government, Azure Government Cloud, Microsoft Defender, Power Platform, Intune for Education, and Surface devices, supported by robust compliance, training, and deployment services. The initiative is designed to enable South Sudan to leapfrog legacy infrastructure constraints and establish a modern, secure, and citizen-centric digital public sector.

While EUSL is supported by global technology leaders including Microsoft, Google, and Meta, this proposal recommends Microsoft as the preferred partner for initial implementation due to its proven government-grade solutions, ease of integration, and comprehensive support for public sector digitalisation. The proposal is structured to support procurement processes, donor engagement, and internal decision-making, and is aligned with national development priorities, Agenda 2074, and regional digital transformation strategies.

Strategic Rationale

South Sudan stands at a pivotal juncture in its nation-building journey. As the country seeks to strengthen governance, improve service delivery, and foster inclusive development, digital transformation emerges as a foundational enabler. The absence of legacy systems presents a unique opportunity to design and implement a future-ready digital infrastructure from the ground up—one that is secure, interoperable, and aligned with global standards.

This proposal is anchored in the recognition that digital public infrastructure is not merely a technical undertaking, but a strategic imperative for national resilience, economic diversification, and social equity. By adopting a unified digital ecosystem, South Sudan can enhance transparency, streamline public administration, and expand access to essential services across all regions and communities.

The European Social Label (EUSL), through its mandate under Agenda for Social Equity 2074, has developed this proposal to support the Government of South Sudan in establishing a sovereign, citizen-focused digital environment. The proposed ten-year mandate ensures continuity, institutional memory, and the gradual development of national capacity through SUDESA, a co-owned agency designed to operate independently of political cycles while remaining fully accountable to national priorities.

While the Government of South Sudan retains full autonomy in selecting its digital partners, EUSL recommends Microsoft as the optimal choice for initial deployment. Microsoft's government-specific offerings, combined with its global experience in public sector digitalisation, provide a robust foundation for rapid implementation, secure data governance, and long-term scalability.

This strategic investment in digital infrastructure is not an end in itself, but a means to empower institutions, uplift communities, and realise the vision of a digitally inclusive South Sudan.

Institutional Ownership and Governance

The implementation of the Microsoft Digital Ecosystem for South Sudan shall be undertaken by the South Sudan Digital and Social Equity Agency (SUDESA), a proposed institution jointly established and co-owned by the European Social Label (EUSL) and the Government of South Sudan. SUDESA is conceived as a neutral, technically competent, and strategically aligned body with the mandate to oversee the digitalisation of public sector institutions, including government ministries, educational systems, and social development agencies.

SUDESA shall operate under a ten-year mandate, ensuring continuity of operations, institutional memory, and the gradual development of national capacity. Its governance structure will be designed to reflect both international best practices and local realities, with safeguards to ensure independence from political cycles and administrative disruptions. The agency will report jointly to EUSL and designated national authorities, maintaining full transparency and accountability while retaining operational autonomy.

The establishment of SUDESA is intended to mirror successful regional models such as ACTESA under GSIA, with provisions for diplomatic privileges, international recognition, and access to global technical resources. Its legal framework will be developed in consultation with both domestic and international stakeholders, ensuring compliance with South Sudanese law and alignment with regional and global digital governance standards.

SUDESA will serve as the national implementing body for all components of this proposal, including procurement, deployment, training, and monitoring. It will also act as the primary interface with technology providers, donors, and development partners, ensuring that all engagements are coordinated, strategic, and aligned with the broader goals of Agenda for Social Equity 2074.

The creation of SUDESA represents a foundational step in South Sudan's digital transformation journey, providing the institutional infrastructure necessary to manage complex, multi-sectoral digital initiatives with professionalism, neutrality, and long-term vision.

Product Overview

The Microsoft Digital Ecosystem proposed for South Sudan is a comprehensive suite of cloud-based software, hardware, and services tailored to the needs of public sector institutions. It is designed to provide a secure, scalable, and interoperable digital foundation for government operations, education systems, and public service delivery.

The ecosystem integrates core productivity tools, cloud infrastructure, cybersecurity frameworks, data governance mechanisms, and device management solutions into a unified platform. It enables ministries, agencies, and institutions to collaborate efficiently, manage data securely, and deliver services to citizens with transparency and accountability.

The following components form the backbone of the proposed ecosystem:

- **Microsoft 365 Government:** A secure productivity suite for communication, collaboration, and document management across government entities.



- **Azure Government Cloud:** A sovereign cloud infrastructure for hosting national systems, databases, and digital services.
- **Microsoft Defender & Compliance Center:** Advanced cybersecurity and compliance tools to protect sensitive government data and ensure regulatory alignment.
- **Power Platform & Dynamics:** Tools for automating workflows, building custom applications, and managing citizen-facing services.
- **Intune for Education:** A device and application management solution tailored for schools and educational institutions.
- **Surface Devices:** High-performance hardware for government and education use, pre-configured for secure deployment and remote management.

Each component is supported by Microsoft's global technical assistance, training programs, and compliance frameworks, ensuring that South Sudan's digital infrastructure is not only modern but also resilient and future-proof.

The ecosystem is modular and adaptable, allowing for phased implementation based on national priorities and institutional readiness. It is designed to integrate seamlessly with existing systems while laying the groundwork for future innovations in digital identity, e-governance, and data-driven policymaking.

Microsoft 365 Government

Microsoft 365 Government is a secure, cloud-based productivity suite tailored specifically for public sector institutions. It provides the foundational tools necessary for modern governance, including email, document collaboration, video conferencing, and secure file storage. The suite includes applications such as Outlook, Word, Excel, PowerPoint, Teams, SharePoint, and OneDrive, all configured to meet the compliance and security requirements of government operations.

For South Sudan, Microsoft 365 Government offers a unified platform for inter-ministerial communication, policy coordination, and administrative efficiency. It enables real-time collaboration across departments, facilitates remote work, and supports multilingual communication. The platform also includes built-in accessibility features, ensuring inclusivity for all users regardless of ability.

The deployment of Microsoft 365 Government will prioritise key ministries such as Finance, Education, and Health, with subsequent expansion to all public sector entities. Licensing models will be adapted to the size and function of each institution, with options for donor-supported access where appropriate.

Azure Government Cloud

Azure Government Cloud provides a sovereign, secure, and scalable cloud infrastructure for hosting national digital services, databases, and applications. It is designed to meet the highest standards of data protection, operational resilience, and regulatory compliance, making it an ideal foundation for South Sudan's digital public infrastructure.

Azure enables the Government of South Sudan to host critical systems such as civil registries, tax platforms, education portals, and health information systems in a secure environment that is resilient to cyber threats and physical disruptions. It supports advanced analytics, artificial intelligence, and machine learning capabilities, allowing for data-driven policymaking and service delivery.



The platform also facilitates integration with existing systems and supports hybrid deployments where necessary. Azure's modular architecture allows for phased implementation, beginning with core government services and expanding to sector-specific applications over time.

Through Azure, South Sudan can establish a national data center in the cloud, ensuring data sovereignty while benefiting from global best practices in cloud governance and cybersecurity. The platform's compliance with international standards such as ISO 27001, GDPR, and NIST further reinforces its suitability for public sector use.

Microsoft Defender & Compliance Center

Microsoft Defender and the Microsoft Compliance Center provide a comprehensive suite of cybersecurity and regulatory tools designed to protect sensitive government data and ensure institutional compliance with national and international standards. These tools are essential for safeguarding South Sudan's digital infrastructure against cyber threats, data breaches, and unauthorized access.

Microsoft Defender offers advanced threat protection across endpoints, identities, emails, and cloud applications. It enables real-time monitoring, automated threat response, and forensic analysis, ensuring that government systems remain secure and resilient. Defender's integration with Microsoft 365 and Azure allows for seamless protection across all layers of the ecosystem.

Microsoft Compliance Center supports data governance, information protection, and regulatory compliance. It includes tools for managing data retention policies, conducting internal audits, and ensuring adherence to privacy laws and sector-specific regulations. For South Sudan, this will be critical in establishing trust in digital systems and ensuring that citizen data is handled with integrity and transparency.

Together, these platforms provide the backbone for a secure digital government, enabling South Sudan to meet global standards in cybersecurity and data protection while maintaining full sovereignty over its digital assets.

Power Platform & Dynamics

The Microsoft Power Platform and Dynamics suite empower South Sudan's public institutions to build custom applications, automate workflows, and manage citizen services without the need for extensive coding or technical expertise. These tools are designed to democratize digital innovation, allowing ministries and agencies to respond quickly to evolving needs and service demands.

Power Platform includes:

- **Power Apps:** For building custom applications tailored to specific institutional needs.
- **Power Automate:** For automating repetitive tasks and streamlining administrative processes.
- **Power BI:** For data visualization and analytics, enabling evidence-based decision-making.
- **Power Pages:** For creating secure, low-code websites for public engagement and service delivery.

Dynamics 365 provides integrated solutions for managing operations, finance, human resources, and citizen engagement. It supports case management, service requests, and feedback systems, making it ideal for ministries such as Social Development, Interior, and Public Service.

These platforms will be deployed in a modular fashion, allowing institutions to adopt and scale based on their readiness and strategic priorities. Training and support will be provided to ensure local ownership and sustainability, with SUDESA serving as the central coordinating body for all deployments.

Intune for Education

Microsoft Intune for Education is a cloud-based device and application management solution designed specifically for the education sector. It enables school administrators and IT personnel to configure, manage, and secure student and teacher devices from a central platform, ensuring a consistent and safe digital learning environment.

For South Sudan, Intune for Education offers a scalable solution to support the digitalisation of primary, secondary, and tertiary education institutions. It allows for:

- Remote configuration of devices, including pre-installation of learning applications and security settings.
- Centralised management of user access, ensuring that students and teachers can securely access educational content and collaboration tools.
- Protection of student data through compliance with global privacy standards.

The deployment of Intune will be aligned with national education priorities, beginning with teacher training colleges, secondary schools, and institutions participating in digital pilot programs. Integration with Microsoft 365 and Surface devices ensures a seamless user experience and reduces the administrative burden on local education authorities.

By equipping schools with Intune, South Sudan can accelerate the adoption of digital learning, improve educational outcomes, and lay the groundwork for a digitally literate generation.

Surface Devices

Microsoft Surface devices are high-performance, secure, and versatile hardware solutions designed for professional and educational use. They are optimised for integration with Microsoft 365, Azure, and Intune, offering a seamless and secure user experience across all levels of government and education.

For government institutions, Surface devices provide:

- Enterprise-grade security features, including hardware-based encryption and biometric authentication.
- Portability and durability for field operations and remote work.
- Compatibility with digital signature tools, productivity applications, and secure communication platforms.

For educational institutions, Surface devices offer:

- Lightweight, student-friendly form factors.
- Long battery life and robust performance for classroom and remote learning.
- Compatibility with stylus input and accessibility tools to support diverse learning needs.



Procurement of Surface devices will be coordinated through SUDESA, with options for bulk acquisition, donor-supported distribution, and phased deployment. Devices will be pre-configured with necessary applications and security protocols, ensuring immediate usability upon delivery.

The integration of Surface hardware into South Sudan's digital ecosystem will enhance productivity, reduce maintenance costs, and ensure that both government officials and students have access to reliable, modern tools.

Deployment Strategy

The deployment of the Microsoft Digital Ecosystem in South Sudan will follow a phased and modular approach, coordinated by SUDESA under the ten-year mandate. This strategy ensures that implementation is aligned with institutional readiness, national priorities, and available resources.

Phase 1 will prioritise foundational ministries such as:

- **Ministry of Finance:** To enable secure financial management, budgeting, and reporting systems.
- **Ministry of General Education and Instruction:** To support digital learning environments, teacher training, and school administration.

Subsequent phases will expand to other ministries and public institutions, including Health, Interior, Agriculture, and Social Development. Each phase will include:

- Needs assessment and readiness evaluation
- Infrastructure setup and cloud configuration
- Device deployment and user onboarding
- Training and capacity building
- Monitoring and feedback integration

Microsoft's global deployment frameworks for public sector transformation will be adapted to South Sudan's context, ensuring compliance with data residency, security, and operational sovereignty

Azure's regional deployment options and encryption protocols will be leveraged to safeguard national data, while tools like Customer Lockbox and Defender for Cloud will provide additional layers of control and protection.

SUDESA will serve as the central coordinating body, ensuring that deployments are harmonised across institutions and aligned with Agenda 2074's strategic goals.

Licensing and Cost Models

Microsoft offers flexible licensing models tailored to government and education sectors, including volume-based pricing, donor-supported access, and cloud solution provider (CSP) arrangements

For South Sudan, the following options are recommended:

- **Microsoft 365 Government G3 and G5 Plans:** These provide secure productivity tools with varying levels of security, compliance, and analytics capabilities. G3 is suitable for general administrative use, while G5 includes advanced features such as Power BI and audio conferencing.



- **Azure Reserved Instances and Consumption-Based Pricing:** Azure services can be billed based on usage or reserved capacity, allowing institutions to optimise costs based on operational needs.
- **Education Licensing:** Academic institutions can benefit from Microsoft's Academic Volume Licensing programs, which offer reduced pricing and simplified management for schools and universities

SUDESA will negotiate licensing agreements on behalf of the Government of South Sudan, ensuring consistency, cost-efficiency, and compliance. Donor engagement strategies will be developed to subsidise initial costs, particularly for education and social development sectors.

All licensing arrangements will be documented transparently, with provisions for scalability, renewal, and integration with future digital initiatives.

Integration with National Systems

The Microsoft Digital Ecosystem proposed herein is designed to integrate seamlessly with South Sudan's existing and planned national systems. This includes administrative platforms, financial management systems, education databases, and civil registries. The modular architecture of Microsoft 365, Azure, and Dynamics allows for interoperability with third-party applications, legacy systems, and future digital initiatives.

Integration will be guided by a national digital architecture framework developed by SUDESA, in consultation with relevant ministries and stakeholders. This framework will ensure:

- **Data interoperability** across institutions and platforms
- **Secure APIs** for system-to-system communication
- **Scalable infrastructure** for future expansion
- **Alignment with regional and global standards**, including those of the African Union and GSIA

The ecosystem will also be connected to **GSIA's continental digital infrastructure strategy**, enabling South Sudan to participate in cross-border digital initiatives, regional data exchanges, and collaborative governance platforms. Furthermore, the implementation will be anchored in EUSL's **Flowhub PPP framework**, which facilitates structured public-private partnerships for digital transformation, ensuring transparency, accountability, and shared value creation.

This strategic integration positions South Sudan not only as a digitally sovereign nation but also as a proactive participant in regional and global digital governance.

Compliance and Data Governance

Ensuring compliance and robust data governance is central to the success of South Sudan's digital transformation. The Microsoft ecosystem provides built-in tools and frameworks to support national data protection laws, international privacy standards, and sector-specific regulations.

Key compliance features include:

- **Data residency controls** to ensure that sensitive government and citizen data remains within designated jurisdictions
- **Role-based access management** to prevent unauthorized data access



- **Audit trails and reporting tools** for transparency and accountability
- **Encryption at rest and in transit**, aligned with ISO 27001 and NIST standards

SUDESA will establish a national data governance policy in collaboration with the Ministry of Justice, Ministry of ICT, and other relevant bodies. This policy will define:

- Data classification and handling protocols
- Consent and privacy mechanisms
- Cross-border data sharing rules
- Institutional responsibilities and oversight mechanisms

Microsoft Compliance Center will be used to monitor adherence to these policies, conduct internal audits, and generate compliance reports for national and donor stakeholders.

By embedding compliance and governance into the digital infrastructure from the outset, South Sudan can build public trust, protect citizen rights, and ensure long-term sustainability of its digital systems.

Training and Capacity Building

A successful digital transformation requires not only technology, but also the development of human capital. This proposal includes a comprehensive training and capacity-building component, coordinated by SUDESA in partnership with Microsoft and aligned with the broader educational and leadership development goals of the **Council for Global Social Advocacy (CGSA)**.

Training will be delivered through a combination of:

- **Microsoft Learn for Government:** Self-paced and instructor-led courses tailored for public sector professionals.
- **Train-the-Trainer Programs:** To build local capacity and ensure sustainability.
- **Onboarding Workshops:** For ministry staff, IT administrators, and educators.
- **Digital Literacy Campaigns:** Targeted at civil servants, teachers, and students to foster inclusive adoption.

Special emphasis will be placed on:

- **Cybersecurity awareness**
- **Data governance and compliance**
- **Use of Power Platform for local innovation**
- **Digital pedagogy for educators**

These efforts will be integrated into CGSA's global leadership education framework, ensuring that South Sudan's digital transformation is accompanied by a new generation of digitally fluent public servants and educators. The training strategy will also leverage Microsoft's global partnerships with academic institutions and development agencies, ensuring access to world-class content and certification pathways.

Procurement and Vendor Options

Procurement of Microsoft products and services will be managed through SUDESA, ensuring consistency, transparency, and alignment with national procurement laws and international donor requirements. The procurement strategy will be structured under the **Flowhub Public-Private Partnership (PPP) framework**, developed by EUSL to facilitate ethical, efficient, and impact-driven collaboration between governments and private sector actors.

Key procurement pathways include:

- **Direct procurement through Microsoft's Government Cloud and Education programs**
- **Engagement with Microsoft-certified local and regional partners**
- **Donor-supported procurement via multilateral agencies (e.g., AfDB, SIDA, Swedfund)**
- **Framework agreements for bulk licensing and device acquisition**

All procurement processes will be guided by principles of value for money, open competition, and long-term sustainability. Vendor selection will prioritise partners with proven experience in public sector digitalisation, local presence, and capacity to provide ongoing support.

SUDESA will maintain a central procurement registry and vendor performance dashboard, ensuring accountability and enabling adaptive management. This approach will also facilitate donor coordination and reporting, strengthening South Sudan's position as a credible and capable partner in digital development.

Monitoring, Evaluation, and Impact Framework

To ensure accountability, transparency, and continuous improvement, the implementation of the Microsoft Digital Ecosystem will be accompanied by a robust Monitoring, Evaluation, and Impact (MEI) framework. This framework will be developed and managed by SUDESA in collaboration with relevant ministries, donor agencies, and civil society partners.

Key components of the MEI framework include:

- **Baseline Assessments:** Conducted prior to deployment to establish reference points for institutional capacity, digital readiness, and service delivery metrics.
- **Key Performance Indicators (KPIs):** Defined for each phase of implementation, including system uptime, user adoption rates, training completion, and service delivery improvements.
- **Quarterly and Annual Reporting:** Structured reports submitted to national authorities, EUSL, and donor partners, detailing progress, challenges, and corrective actions.
- **Digital Inclusion Metrics:** Tracking access and usage across gender, geography, and socioeconomic status to ensure equitable benefits.
- **Feedback Loops:** Mechanisms for collecting user feedback from civil servants, educators, and citizens to inform iterative improvements.
- **Independent Evaluations:** Periodic third-party assessments to validate outcomes and ensure alignment with Agenda 2074 and national development goals.



The MEI framework will be integrated into the broader GSIA digital governance architecture, allowing South Sudan to benchmark its progress against regional peers and contribute to continental learning and innovation.

Final Word

This proposal represents a strategic opportunity for South Sudan to establish a resilient, inclusive, and future-ready digital public infrastructure. Developed under the European Social Label (EUSL) and aligned with the Agenda for Social Equity 2074, it offers a ten-year roadmap for transforming governance, education, and public service delivery through the adoption of Microsoft's secure and scalable ecosystem.

The establishment of SUDESA as a neutral, co-owned implementing agency ensures that this transformation is guided by professionalism, continuity, and national ownership. The proposal respects South Sudan's sovereign right to choose its digital partners, while recommending Microsoft as the optimal choice for initial deployment due to its comprehensive offerings and ease of integration.

Through strategic partnerships, capacity building, and a robust monitoring framework, this initiative aims not only to modernise systems but to empower institutions and uplift communities. It is a call to action for collaborative investment in the future of South Sudan—a future where technology serves the people, strengthens governance, and accelerates social equity.

EUSL stands ready to support this journey, in partnership with the Government of South Sudan, GSIA, and the global community.