

# Brief: Digital technologies and how India can use it to its advantage

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The development of information and communication technologies (ICTs) since the mid-1980s was believed to offer a new ‘development paradigm’ for developing countries such as India to create new markets and employment opportunities in knowledge-intensive services. India embarked on an ambitious effort to integrate ICT development into its national policies and seized this opportunity and developed a range of IT-enabled services from software and R&D services at one end of the skill spectrum to business processes such as call centres at the other end. With the on-going digital transformations in the economy, this repository of skills and knowledge could be harnessed and utilised effectively to bring about a productive transformation of the Indian economy. The development of digital infrastructure serves as an important approach for countries to elevate themselves in the digital value chains, which can be observed in a number of developing countries including India. ILO’s Brief “Digital technologies and how India can use it to its advantage”, provides insight on building and developing digital infrastructure to address the digital divide; how digital technologies can be used for productive transformation of the society and economy; and how institutions can be strengthened in the digital era.

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