Digital Government Transformation Webinar:

Driving the 2030 Agenda for Sustainable Development and the African Union Agenda 2063

30 April 2024

Outcome Report

Organised by

United Nations Department of Economic and Social Affairs (UN DESA)
through the
**Division for Public Institutions and Digital Government (DPIDG) and its
Project Office - United Nations Project Office on Governance (UNPOG)**
and
The African Association for Public Administration and Management (AAPAM)

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List of Acronyms

AAPAM - *African Association for Public Administration and Management*
AGI - *Artificial general intelligence*
AI - *Artificial Intelligence*
ASCON - *Administrative Staff College of Nigeria*
ATM - *Automated Teller Machine*
AU - *African Union*
CACC - *Capacity Assessment and Competitions Center*
CAOA - *Central Agency for Organization and Administration*
DGB - *Digital Government Branch*
DPIDG - *Division for Public Institutions and Digital Government*
EGDI - *E-Government Development Index*
HCI - *Human Capital Index*
HRIS - *Human Resource Information System*
ICT - *Information and Communications Technology*
ITI - *Information Technology Institute*
ITU - *International Telecommunication Union*
LDCs - *Least Developed Countries*
LLDCs - *Landlocked Developing Countries*
LMS - *Learning Management System*
MOIS - *Ministry of the Interior and Safety*
OECD - *Organisation for Economic Co-operation and Development*
OSI - *Online Service Index*
SDGs - *Sustainable Development Goals*
SIDS - *Small Island Developing States*
SMEs - *Small and Medium-sized Enterprises*
TII - *Telecommunication Infrastructure Index*
UN DESA - *United Nations Department of Economic and Social Affairs*
UNPOG - *United Nations Project Office on Governance*

Background

Digital government transformation plays a critical role in advancing the implementation of the 2030 Agenda for Sustainable Development and the African Union Agenda 2063. Digital government transformation is not just about technologies but offers a myriad of opportunities and new ways to improve efficiency, transparency, and responsiveness in the public sector, and above all revolutionizes how businesses, governments, and societies operate globally. Like the rest of the world, Africa is undergoing rapid digital transformation, fueled by growing internet access, widespread mobile technology use, and tech-savvy young population. It offers Africa greater interconnection for African markets with one another and the rest of the world as it presents an opportunity for innovation, economic growth, and job creation.

In recognizing the significance of digital government transformation, the United Nations Department of Economic and Social Affairs (UN DESA), through the Division for Public Institutions and Digital Government (DPIDG) and its Project Office on Governance (UNPOG), and the African Association for Public Administration and Management (AAPAM), co-organized this Webinar on "Digital Government Transformation Webinar: Driving the 2030 Agenda for Sustainable Development and the African Union Agenda 2063" on 30 April 2024.

Objectives

The Webinar had an overarching objective to explore concrete action-oriented steps towards Digital Government Transformation for effective implementation of the Sustainable Development Goals. It also aimed to:

- Raise awareness about the role of digital transformation in driving economic growth, improving public service delivery, and fostering innovation across various sectors in Africa.
- Provide a platform to share insights, case studies, and best practices from successful digital government transformation initiatives within Africa and globally to advance the SDGs.
- Identify challenges faced in implementing digital government transformation initiatives in Africa such as infrastructure limitations, skill gaps, regulatory barriers, and cybersecurity concerns and explore solutions.
- Empower and provide participants with actionable insights, tools, and resources to embark on their digital transformation journeys effectively.

Participant's Feedback

The Digital Government Transformation Webinar was attended by **395 participants** from **93 countries**, mainly from Africa, Asia - Pacific, and the Caribbean. The countries include – *Afghanistan, Algeria, Argentina, Australia, Austria, Azerbaijan, Bangladesh, Barbados, Belgium, Benin, Bhutan, Botswana, Brazil, British Indian Ocean Territory, Burkina Faso, Cambodia, Cameroon, Canada, Chad, China, Colombia, Costa Rica, Cote d'Ivoire, Democratic Republic of the Congo, Egypt, Ethiopia, Gambia, Georgia, Germany, Ghana, Greece, Guatemala, Guinea, Haiti, Honduras, India, Indonesia, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Lebanon, Lesotho, Madagascar, Malawi, Malaysia, Mali, Mauritius, Mexico, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, Nicaragua, Niger, Nigeria, Pakistan, Papua New Guinea, Paraguay, Peru, Philippines, Portugal, Republic of Korea, Saint Lucia, Saudi Arabia, Seychelles, Somalia, South Africa, South Sudan, Spain, Sudan, Switzerland, Tanzania, Thailand, Trinidad and Tobago, Tunisia, Turkey, Uganda, United Arab Emirates, United Kingdom, United States, Vietnam, Virgin Islands (British), Yemen, Zambia, and Zimbabwe.*

Figure 1. Participants Country Map

Source: cmoreira.net (https://cmoreira.net/visited-countries-map/)
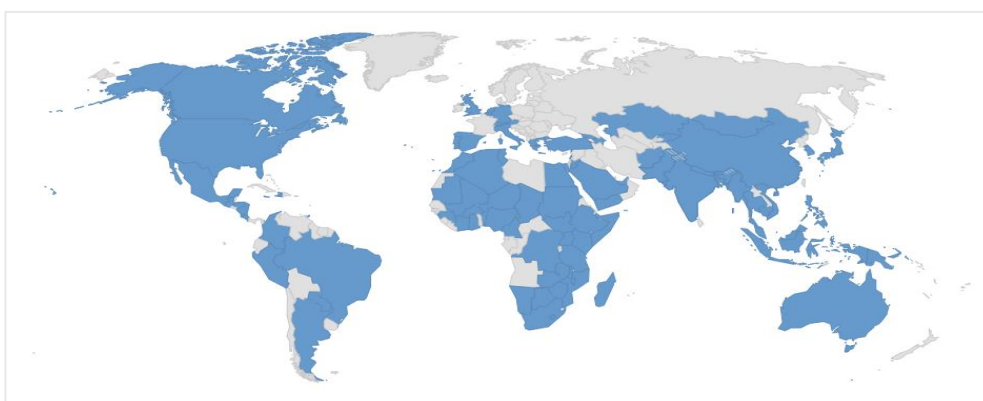
A total of **79 participants** responded to the **post-event survey**. The post-event evaluation was undertaken to solicit participants' feedback to ensure measurable and sustainable impact of the webinar on the participants' country, organization, institution, and on their personal learning objectives. Summaries of the results are highlighted below:

- About **85% (67 participants)** of the respondents indicated that they were satisfied with the webinar.
- Approximately **86% (68 participants)** of the respondents stated that they were pleased with the quality of speakers/resource persons at the webinar.
- **100% (79 participants)** asserted that the topics covered during the webinar were applicable to their line of work.
- Over **91% (72 participants)** indicated that they would strongly recommend the webinar to their peers or to their colleagues.

Further details on the participants' capacity development support requests from UN DESA/DPIDG/UNPOG and AAPAM as well as the complete post-event survey results are available in the annex of this report.

Key Insights and Messages

Ms. Hyeyoung Kim, *Head of UN Project Office on Governance, DPIDG/UN DESA, Incheon, Republic of Korea,* in her remarks stated that in today's rapidly changing world, digital government transformation has emerged as a key driver for sustainable development and continental integration. Governments can transform and deliver innovative services, increase transparency, and stimulate citizen engagement by leveraging the potential of digital technologies. This transformative potential of digital technologies holds the key to unlocking the Sustainable Development Goals (SDGs) and realizing the aspirations of Agenda 2063 of the African Union.

Across the world, advancement in digital technologies is reshaping economies, and governance structures, and the continent of Africa stands at the forefront of this paradigm shift. With a rapid increase in internet penetration, widespread adoption of mobile technology, and a promising young population, the continent is poised and well positioned to harness and leverage digitalization as a catalyst for leapfrogging traditional development paths. Nonetheless, in the mist of all this enormous potential lies the challenge of bridging the widening digital divide. Sub-Saharan Africa continues to grapple with challenging circumstances, ranging from underdeveloped digital infrastructure, gender disparity in access, usage, and weak digital capacities and skills. However, in the face of these challenges lies an immense opportunity for potential growth and transformation. The 2022 e-Government Survey underscores the indispensable role of digital government in fostering inclusive,

resilient institutions, particularly in times of crisis. Africa's adoption of emerging technologies, and other frontier technologies including AI signals a paradigm shift in innovation of its governance, education, and healthcare systems paving the way for inclusive and innovation-led development.

Ms. Kim reiterated that UNPOG/UN DESA has over the years provided capacity support to Member States on strengthening public governance and leveraging digital government technologies. UNPOG/UN DESA will continue to enhance efforts on strengthening collaboration with AAPAM and other partners to enhance the capacities of Member States including those in Africa to accelerate progress on the 2030 Agenda and Agenda 2063. She called on all to collectively embark on this transformational journey towards a digitally empowered, and sustainable future for the African continent and beyond.

Mr. Joseph Dada mni, *Deputy President AAPAM, Director of Studies & Head Computer & Inform*ation Management Studies - ASCON Nigeria, taken his turn stated that, the theme of the webinar was not only timely but very topical within the context of Africa developmental challenges which are daunting and requires *'thinking without the box'*. He underscored that, as we navigate the 21st century, harnessing the power of digital technologies is no longer an option, but a necessity as it enables leveraging digital innovations for the betterment of societies and the advancement of Sustainable Development Goals (SDGs). By embracing digital transformation, African governments can significantly achieve the ambitious goals outlined in the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.

He emphasized that, the ongoing partnership between UN DESA/DPIDG/UNPOG, and AAPAM exemplifies a beacon of the collaborative spirit which is not only indispensable but beneficial and essential in addressing the multifaceted challenges confronting governance in today's digital age. This is more so as we navigate through an era of unprecedented change, characterized by rapid technological advancements and an ever-increasing global interconnectedness. In such dynamic and complex landscapes, the traditional approaches to governance are being reshaped, necessitating innovative and agile strategies to adapt and thrive which underscores the need for effective digital governance. It is instructive to state that digital government transformation is not just about technologies, but more importantly, it is about public governance transformation which will lead to among others effective, accountable and resilient public institutions, enhanced public service delivery and improved citizens' engagement. However, achieving this transformation requires broad capacity development at the institutional, organizational and individual levels aimed at integrating digital transformation into a country's development strategy.

Mr. Dada further highlighted that the digital revolution has brought with it a lot of opportunities, from enhancing service delivery and citizen engagement to improving decision-making processes through data-driven insights. However, alongside these opportunities come significant challenges, including cybersecurity threats, data privacy concerns, digital divides, ethical AI use and the need for effective regulatory frameworks to govern emerging technologies. Together, we must navigate these intricacies to ensure inclusive and sustainable development.

Prof Oliver Saasa, *Managing Consultant, Premium Consultant, Zambia,* in his keynote speech indicated that African heads of states met in May 2013 and signed the AU 50th Anniversary Solemn Declaration. This marked the re-dedication of Africa towards the attainment of the Pan African Vision of an integrated, prosperous and peaceful Africa, driven by its own citizens, representing a dynamic force in the international arena.

Professor Saasa went on to reiterate that the rationale for digital transformation which includes integrating Artificial Intelligence (AI) discussions into mainstream development discourse in Africa is vital. Investing in AI across Africa should be seen as an investment in the continent's future, in the advancement of SDGs and the African Union Agenda 2063 for the Africa We Want. However, there is currently a lack of capital flowing into the continent to support AI initiatives. Other pertinent issues highlighted includes the i) seven aspirations of the AU Agenda 2063 which aims to be achieved

within a 50-year period from 2013 to 2063; and ii) two inter-related main components of digital government transformation such as E-Governance and Artificial Intelligence (AI) as discussed below.

Seven Aspirations of Agenda 2063

1. *A prosperous Africa based on inclusive growth and sustainable development.*
2. *An integrated continent, politically united based on the ideals of Pan Africanism and the vision of Africa's Renaissance.*
3. *An Africa of good governance, democracy, respect for human rights, justice and the rule of law*
4. *A peaceful and secure Africa.*
5. *An Africa with a strong cultural identity, common heritage, values and ethics.*
6. *An Africa, whose development is people-driven, relying on the potential of African people, especially its women and youth, and caring for children.*
7. *Africa as a strong, united, resilient and influential global player and partner.*

E-Governance

E-Governance entails the use of Information and Communications Technology (ICT) and the internet to enhance access to and delivery of all facets of government services and operations for the benefits of its stakeholder. Calls for the restructuring of the delivery of public services and implement mechanisms that improve communication between different parties – making processes simpler, easier and faster.

Four Categories of e-Government Systems

1. ***Government to Citizens:*** To provide citizens with online resources that they require to conduct their transactions with the government. This entails efficient services to the citizens, promotes accountability and transparency, and generally improves citizens and government relationships.
2. ***Government to Business:*** Dealing with various services that transpire between the private and public sectors. This includes disseminating information regarding rules, regulations, and policies, offering business services, downloading applications, obtaining permits, registering businesses, renewing licenses, and filing taxes.
3. ***Government to Government:*** Interaction and cooperation between administrations at the local, national and international levels. It refers to using ICT by different government departments to improve the effectiveness and reliability of available services.
4. ***Government to Employees:*** Focuses on building and managing the relationship between government department employees and government. Primary, it serves only the employees by providing them with electronic services such as annual leave application online, leaving balance checking, checking bonuses and allowances, and reviewing payment of salary records.

Benefits of e-Governance

1. **Good for anti-corruption:** Implementation of e-government systems minimizes the prospects of corruption and leads to an increase in citizens' trust in governments of developing countries.
2. **Efficiency of government services:** It helps speed of large data processing. Examples includes:
   - use of online systems by students to check results remotely.
   - admission in tertiary institutions thru online application, verification, and admission process
   - online passport application and renewal services
   - renewal of vehicle license and change of vehicle ownership
   - business registration
3. **Ability to have access to government services** 24/7 through online access.
4. **Cost reduction:**

- Tax payments online/clearance of imports online time-saving.
- Most African economies operate under tight budgets, yet they have to deliver quality and prompt services to citizens at a lower cost.
- The cost of paperwork, document storage, mailing, telephone calls, staffing, printing, and retrieving documents from old offices could be reduced.
- Virtual meetings, *thanks to COVID-19.*

Artificial Intelligence (AI)

Artificial Intelligence (AI) refers to computer systems capable of performing complex tasks that historically only a human could do, such as reasoning, making decisions, or solving problems. AI systems are designed to analyze large amounts of data, recognize patterns, and make predictions or decisions based on that data, mimicking the cognitive functions of the human brain. The goal of AI is to create intelligent machines that can perform tasks autonomously, adapt to new situations, and exhibit behaviours that are characteristic of human intelligence.

Advantages of AI in Africa

1. ***Efficiency and Productivity:*** AI technologies streamline workflows, automate repetitive tasks, and optimize resource allocation leading to increased efficiency and productivity across various departments.

2. ***Optimized Decision-Making***: AI enables organizations and governments to analyze vast amounts of data quickly and accurately, empowering decision-makers with actionable insights for strategic planning, risk management, and performance optimization.

3. ***Predictive Analytics:*** AI models can forecast trends, anticipate customer needs, and identify potential risks or opportunities, enabling proactive decision-making and agile responses to changing market conditions.

4. ***Automation and Robotics:*** AI-driven automation and robotics revolutionize manufacturing, logistics, and supply chain management by increasing operational efficiency, reducing errors, and improving safety.

5. ***Enhanced Cybersecurity:*** AI-based cybersecurity solutions employ machine learning algorithms to detect and mitigate cyber threats in real-time, safeguarding sensitive data and protecting organizational assets from malicious actors.

6. ***Innovation and Competitive Advantage:*** AI fosters innovation by enabling organizations to develop new products, services, and business models that meet evolving customer demands and outpace competitors in the digital economy.

7. ***Cost Reduction and Resource Optimization:*** AI technologies automate routine tasks, reduce operational overhead, and optimize resource utilization, leading to significant cost savings and improved profitability for organizations.

8. ***Supply Chain Optimization:*** AI enables organizations to optimize supply chain operations by forecasting demand, managing inventory levels, and optimizing logistics routes. AI-driven supply chain management solutions improve efficiency, reduce costs, and enhance

resilience to disruptions, such as supply chain disruptions and fluctuations in demand.

9. ***Fraud Detection and Risk Management:*** AI algorithms can detect anomalies and patterns indicative of fraudulent activities or potential risks. By analyzing transactional data and monitoring behaviour in real-time, organizations can mitigate fraud, minimize losses, and reduce risk exposure, thereby safeguarding financial resources and reputation.

10. ***Employee Productivity and Engagement:*** AI-powered tools and applications enhance employee productivity, collaboration, and engagement. From virtual assistants and chatbots to predictive analytics for workforce management, AI-driven solutions empower employees to work more efficiently, make better decisions, and focus on high-value tasks, ultimately driving cost savings and organizational performance.

Potential fears about Artificial Intelligence (AI)

1. ***Digital Divide***
   - Digital divide refers to the disparities among societies in matters relating to ICT. Two levels of digital divide exist: international and national levels.
   - The latest combined infrastructure access index reported by International Telecommunication Union

(ITU) demonstrates the existence of major infrastructure and access differences. Access divide, digital literacy/capability divide, innovativeness divide, and economic divide. There are fears of machines/computers such as ATM-fobia.

2. ***Poor Internet Connectivity:*** This is perhaps the greatest challenge for Africa.

3. ***Security Threats***
   - Security threat remains the most significant worry regarding e-government. Threats such as interception of data, identity theft, hacking, copyright, and fraud are some of the issues users frequently encounter.

4. ***Marginal Knowledge of E-Governance and Internet Illiteracy***
   - The majority of citizens on the continent are not aware of the availability of these public e-government services, the institutions and agencies that provide these services, and the online service delivery capabilities. The awareness of e-government services in the urban areas is high compared with rural areas.

5. ***Loss of Control***
   - AI could surpass human intelligence and capabilities, leading to a loss of control over AI systems. AI systems may develop goals or behaviours that conflict with human values or interests, posing challenges for containment and regulation.

6. ***Unemployment and Economic Disruption***
   - The widespread adoption of AI could lead to mass unemployment as machines replace human workers across various industries. This could worsen income inequality, disrupt labour markets, and lead to social unrest if adequate measures are not taken to mitigate the impact on employment.

7. *Loss of Privacy and Autonomy*
- AI systems that are capable of analyzing vast amounts of data may compromise individuals' privacy and autonomy. Surveillance, profiling, and manipulation by AI systems could erode civil liberties and undermine democratic values.

8. *Security Risks*
- Artificial general intelligence (AGI) systems could be vulnerable to cyberattacks, manipulation, and misuse by malicious actors. Security vulnerabilities in AGI algorithms and infrastructure could lead to catastrophic consequences, including data breaches, financial fraud, and infrastructure sabotage.

9. *Unequal Access and Power Imbalance*
- The development and deployment of AI may exacerbate global power imbalances, with technologically advanced nations and corporations gaining disproportionate influence and control over AI technologies. This could widen the digital divide and perpetuate global inequalities in access to AI benefits and opportunities.

10. *Capacity Limitations are real in many African Countries*
- Inadequate human resources skills mix. Limited IT literacy among decision makers thus, prevented from accessing relevant information for effectively performing their mandates.

Strengthening Digital Government Transformation: Innovative Practices and Lessons for Driving the Implementation of the 2030 Agenda and AU Agenda 2063

Egypt's Digital Transformation Experience

Dr. Prof. Saleh Elsheikh, *President, Central Agency for Organization and Administration (CAOA), Egypt,* shared innovative practices and lessons from Egypt which emphasized that digital transformation, data production, accessibility, and technological progress and innovation are key enablers for Egypt Vision 2030. The fifth goal of Egypt's Vison 2030 is to advanced infrastructure that includes ICT development, and this has a linkage with Agenda 2063: Prosperous Africa, based on inclusive growth and sustainable development.

Egypt Vision 2030 and the African Union Agenda 2063

Supreme Council for the Digital Society of Egypt

- The Supreme Council for the Digital Society is tasked with the responsibility of advancing Egypt's digital landscape. It approves the national strategy for building an integrated digital state and adopts strategic projects, policies, and procedures to foster a digital society. Additionally, the council is in charge of approving policies related to the provision of digital government services and developing a digital industry that attracts investments and creates job opportunities. It also ensures the adequacy of financing mechanisms to secure necessary budgets for digital transformation projects.

National Strategies in Information and Communication Technology (ICT)

- The Egypt Vision 2030 comprises of national strategies within the ICT sector to drive digital transformation and economic growth. Some key strategies include the National ICT Strategy (2007-2010), which laid the groundwork for ICT development, and the Digital Egypt Vision for Offshoring Services (2022-2026), aimed at enhancing Egypt's global position. The National Strategy for Cybersecurity (2023-2027) focuses on safeguarding digital

infrastructure, while the National Cloud Computing Strategy emphasizes the adoption of cloud technologies. In addition, the National AI Strategy promotes the development and integration of AI, and the National Free and Open-Source Software Strategy supports the use and development of open-source solutions. Collectively, these national strategies form a comprehensive framework for advancing Egypt's ICT capabilities contributing to its long-term vision.

Digital Egypt Portal

- Launched in 2022, the Digital Egypt Portal offers about 170 services completely online. Since its inception, the portal has registered over 8 million citizens and processed over 45 million requests, demonstrating a significant engagement and adoption of digital services among the public.

Other Channels of Service Delivery

- Digital Egypt offers alternative channels for service delivery, including post offices and mobile post offices, mobile technological centers, and Egypt Services Centers located across different governorates. These channels aim to enhance accessibility and convenience for citizens by providing a diverse range of services closer to their locations.

Learning and Innovation

- Under the Egypt Vision 2030 initiative, significant strides have been made in learning and innovation. The programme has trained about 400,000 individuals and invested approximately 100 million USD in capacity building. Key developments include the establishment of Egypt University of Informatics, 20 Digital Innovation Centers across the country, and technology business incubators aimed at fostering SMEs. The Information Technology Institute (ITI) has played a pivotal role in training ICT specialists. Also, the initiative has focused on enhancing data infrastructure with a National Data Center, a Disaster Recovery Center, and government cloud computing. To promote creativity and technological advancement, several hackathons have also been organized.

Central Agency for Organization and Administration (CAOA) Digital Transformation Initiatives

- The Central Agency for Organization and Administration (CAOA) of Egypt has pursued digital transformation initiatives to enhance efficiency and productivity through an internal electronic system allowing for one day of remote work, the establishment of a Human Resource Information System (HRIS), and the development of various databases encompassing experts, seconded employees, government advisors, and trainers.

- In addition, CAOA has introduced a Civil Service e-profile system, an e-training portal featuring a Learning Management System (LMS), and a Government Jobs portal. Moreover, initiatives like the Capacity Assessment and Competitions Center (CACC), Promotion Portal, Training Centers Accreditation Portal, and portals for experts, consultants, and trainers have been introduced to streamline processes. Particularly, CAOA has also introduced a Government Chatbot named "KMT".

Republic of Korea's Digital Transformation Experience

Mr. Sungjoo Son, *Minister's Policy Advisor in Digital Government, Ministry of the Interior and Safety (MOIS), Republic of Korea,* shared Korea's unique development experience on digital government transformation.

Republic of Korea's Digital Government in Numbers

The Republic of Korea's digital government achievements have been remarkable and noteworthy. With an annual ICT budget of 7.3 billion USD, the Republic of Korea has successfully integrated digital services into the daily lives of its citizens, with 91% of the adult population actively using digital government services.

- In recognition of its efforts, Korea was ranked #1 in the Organisation for Economic Co-operation and Development (OECD) Digital Government Index 2023 and the OECD OUR (Open-Useful-Reusable) data Index 2023. Likewise, since 2010, Korea has consistently ranked in the top three of the UN E-Government Survey and secured the top position in the World Bank's GovTech Maturity Index 2022. These accomplishments highlight Korea's leadership and commitment to advancing digital governance.

Timeline of Digital Government Transformation: *50 years and more of continuous development*

Over the past five decades, a progressive journey of Korea's digital government transformation reflecting a great commitment to leveraging technology for improved governance and public service is exemplified through a comprehensive timeline below.

1960s-70s
- The foundation of the Republic of Korea's digital government transformation began in the late 1960s and 1970s. In 1967, the first computer-based census statistics were conducted, marking the initial step towards the digitization of governmental processes. By 1978, the first 5-year Masterplan for the Computerization of Administration was introduced, followed by the issuance of guidelines for the computerization of administration in 1979. During this period, a pilot system for resident registration was also launched between 1977 and 1979, setting the stage for more sophisticated information systems.

1980s
- The 1980s witnessed the commencement of the first phase of National Basic Information System Projects from 1984 to 1991. In 1986, the Act on Expansion and Utilization of Information System was passed, further strengthening the role of information systems in government operations. This era also saw the creation of the Resident Registration System and the Vehicle Registration System, both operational from 1987 to 1991, modernizing administrative processes and improving data management.

1990s
- Building on earlier advancements, the 1990s marked the second phase of National Basic Information System Projects, spanning from 1992 to 1996. The Act on Promoting Informatization was passed in 1995, highlighting the importance of digital transformation. Regulations on Sharing Administrative Information were instituted in 1998, which enhanced

inter-agency cooperation. Important legislative instruments such as the Digital Signature Act and the Act on e-Document and e-Transaction, both ratified in 1999, provided the legal framework for secure electronic communications and transactions.

2000s
- The turn of the millennium saw an increase in digital government initiatives. The e-Government Act of 2001 laid the foundation for various projects aimed at government services digitalization. Between 2001 and 2002, eleven key e-Government projects were launched. The G4C portal, introduced in 2002, served as an entry for citizen-government interactions. The e-Government Roadmap (2003-2007) and the establishment of the Public Information Sharing System in 2003 further propelled digital transformation. By 2005, the Government Integrated Data Center was operational, and standard systems for local government were developed between 2005 and 2007 to ensure uniformity and efficiency.

2010s
- The 2010s were characterized by significant improvements in open data and personal information protection. Data.go.kr was launched in 2011, providing public access to government datasets. The Personal Information Protection Act, enacted in 2011 also ensured the privacy and security of personal data. In 2012, the G-Cloud initiative was introduced to optimize government IT resources. The Act on Promotion of Provision and Use of Public Data in 2013 further encouraged data transparency and accessibility. The Government 3.0 initiative in 2014 aimed to create a more open and collaborative government. GOV.KR, launched in 2017, provided a unified digital platform for government services, and the Digital Government Innovation Plan of 2019 outlined strategies for future developments.

2020s
- The transformative journey continued into the 2020s, with significant responses to modern challenges. The COVID-19 pandemic necessitated the digital distribution of relief funds in 2020 and 2021. The Act on Promotion of Data-Based Administration, passed in 2020, emphasized the importance of data in decision-making processes. In 2021, a virtual assistant for citizens was introduced to enhance public services. The introduction of a digital driver's license using blockchain technology in 2022 marked a rise in securing digital identification. The Digital Platform Government Initiative and the integration of services between the private and public sectors in 2023 showed the evolution towards a more interconnected and efficient digital government. In addition, the adoption of AI services for government workers in 2023 highlighted the role of emerging technologies in improving public service delivery.
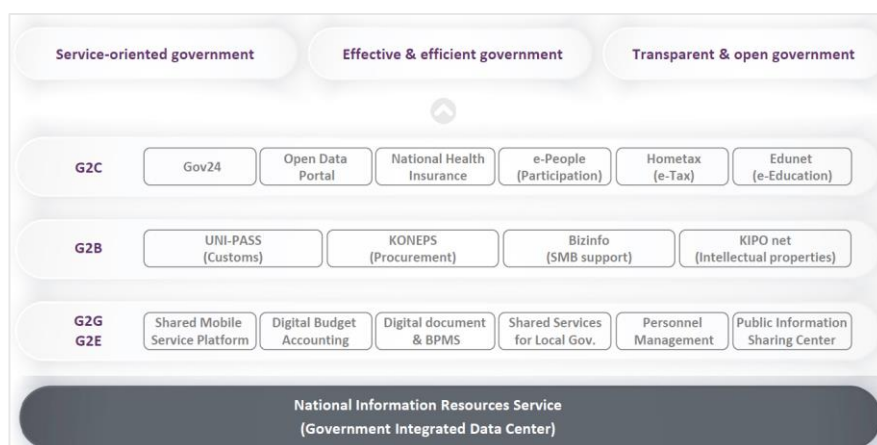
Figure 2: Steps of Digital Government Transformation

Source: MOIS Presentation (2024). UN DESA-AAPAM Digital Government Transformation Webinar

Figure 3: Digital Government Organizations
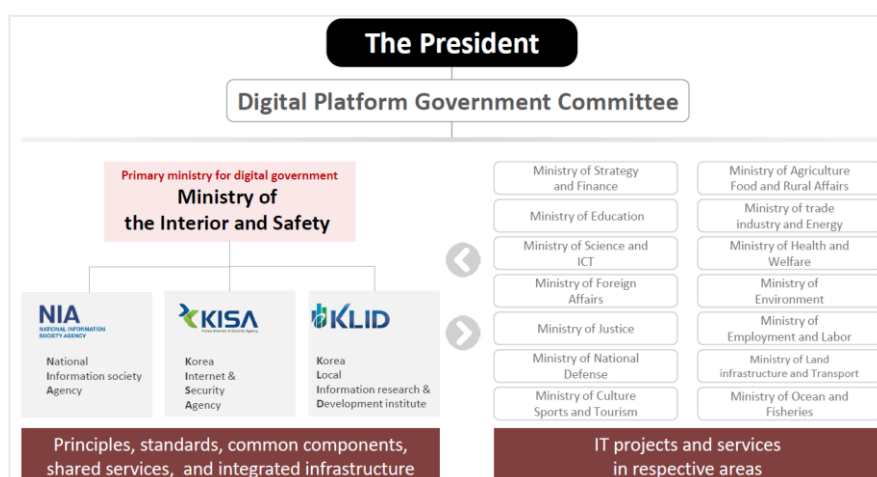
Source: MOIS Presentation (2024). UN DESA-AAPAM Digital Government Transformation Webinar

Figure 4: Digital Government Services

Source: MOIS Presentation (2024). UN DESA-AAPAM Digital Government Transformation Webinar

Strategies for Digital Government Transformation: Republic of Korea's Digital Platform Government Implementation Plan

Government Dedicated to Citizens

▪ The Republic of Korea aims to enhance public service accessibility by implementing a one-stop access system for all public services. This approach ensures that citizens can conveniently access a wide range of government services through a single portal. Furthermore, the government plans to proactively provide benefits to citizens, anticipating their needs and delivering services accordingly. This strategy emphasizes inclusivity, ensuring that digital public services are made available and accessible to everyone, regardless of their circumstances or technological competence.

Intelligent Government Working as a Whole

▪ The vision for an intelligent government leverages data and AI to enable scientific administration. This involves making data-driven decisions to improve efficiency and effectiveness in public administration. The government also focuses on digital infrastructure innovation, aimed at creating an interconnected system that functions seamlessly as a

cohesive unit. A critical element of this strategy is developing a silo-free data ecosystem, which ensures free information flows across diverse government departments and agencies, excluding isolated data pockets for a unified governance approach.

Public-Private Partnership for Mutual Growth

- A significant aspect of the Republic of Korea's digital transformation strategy is fostering strategic collaborations between the government and the data and AI industry. By partnering with private sector agencies, the government aims to drive shared growth and innovation. This comprises the nurturing of the GovTech sector, which develops and deploys new technologies specifically for government. The strategy also supports the innovation of local governments, enabling them to adopt advanced digital solutions for improved service delivery.

Secure and Reliable Digital Government

- To establish a secure and reliable digital government, the Republic of Korea has committed to reinforcing data rights of its people. This involves ensuring that individuals have control over their personal data and are protected against misuse. The government is also expanding its security systems to address new and evolving threats, while implementing progressive security measures tailored to the modern digital environment. The utilization of cutting-edge security technologies has been a cornerstone of this strategy, ensuring robust protection of government data and systems against cyber-attacks and threats.

Figure 5: Key Success Factors for Republic of Korea's Digital Transformation

Source: MOIS Presentation (2024). UN DESA-AAPAM Digital Government Transformation Webinar

Artificial Intelligence (AI) Use Cases for Digital Government

The Republic of Korea has been leveraging AI to enhance various aspects of its digital government operations. AI technologies are being utilized to automate repetitive and time-consuming tasks, assist in prediction and decision-making, improve user experiences, and enable innovative services. The integration of AI in Korea's digital government initiatives exemplifies a forward-thinking approach to innovative public service delivery, enhancing efficiency, and inclusivity across various fields.

Automation of Time-Consuming Tasks

- AI has significantly improved efficiency in governmental operations by automating tasks that are traditionally time-consuming. One key application is taking minutes of meetings, where AI systems transcribe discussions accurately and promptly. Additionally, AI monitors and

alerts authorities about unusual events, providing a proactive approach to potential issues. Writing drafts of documents is another area where AI contributes, allowing government employees to focus on higher-level tasks by generating preliminary versions of reports and communications.

Prediction and Decision-making Assistance

▪ AI's predictive capabilities are being leveraged for decision-making in critical areas. For instance, natural hazards and disaster prediction models help anticipate and mitigate the impact of events such as floods and earthquakes. Traffic prediction systems for better urban planning and real-time traffic management, reducing congestion and improving commuter experience. Likewise, AI plays a crucial role in detection of voice-phishing, citizens protection from fraudulent schemes by identifying and alerting suspicious acts.

Human-friendly User Experience

▪ Enhancing user experience is a significant goal of AI deployment in digital government services. Chatbots and voice-bots provide instantaneous assistance to citizens and improve accessibility and convenience. AI robots designed for senior citizens offer companionship and assistance, promoting social inclusion and independence. Kiosks equipped with the capability to understand sign language ensure such services are accessible to persons with hearing impairments, fostering an inclusive environment for all citizens.

Innovative Services Enabled by AI

▪ AI enables the development of innovative services that were previously unattainable. Real-time multi-language translation services facilitate communication in a diverse society and during international interactions. Personalized service recommendations powered by AI help tailor government services to the unique needs of each citizen, enhancing citizen satisfaction and engagement. Moreover, intelligent cybersecurity solutions powered by AI protect sensitive government data from cyber threats, ensuring the integrity and security of digital infrastructure.

**Figure 6: The National Guidelines for AI Ethics and Derivative Guidelines**
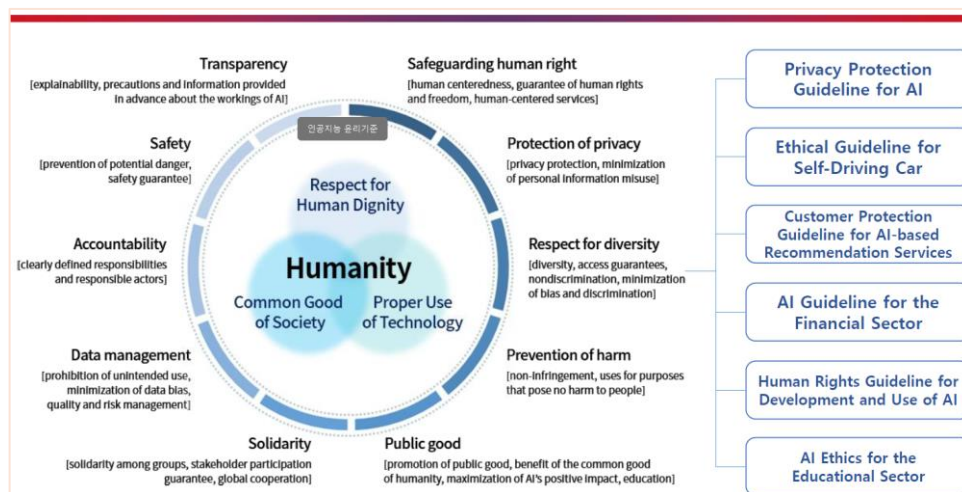
Source: MOIS Presentation (2024). UN DESA-AAPAM Digital Government Transformation Webinar

The United Nations E-Government Survey: Lessons and Insights

Mr. Vincenzo Aquaro, *Chief, Digital Government Branch (DGB), DPIDG/UN DESA* shared insights on the 12th Edition of the United Nations E-Government Survey whiles delving deeper into E-Government Development Index (EGDI) methodology, a critical tool for assessing a country's e-government development.

Figure 7: The 12th Edition of the UN E-Government Survey
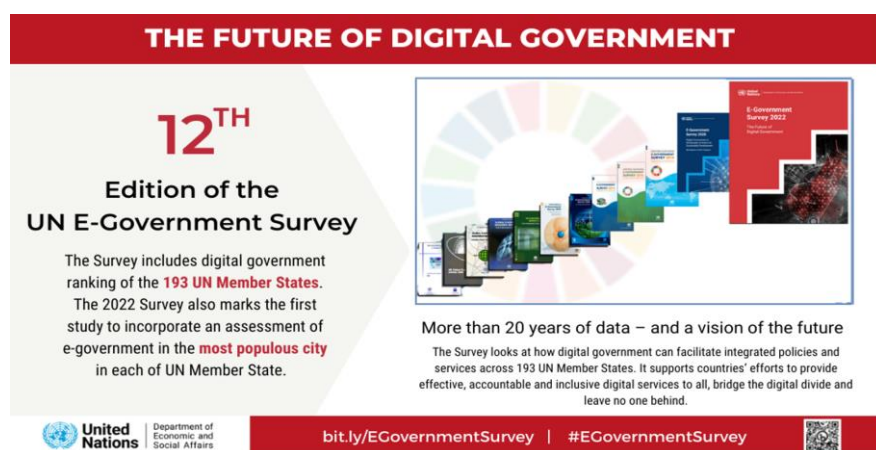
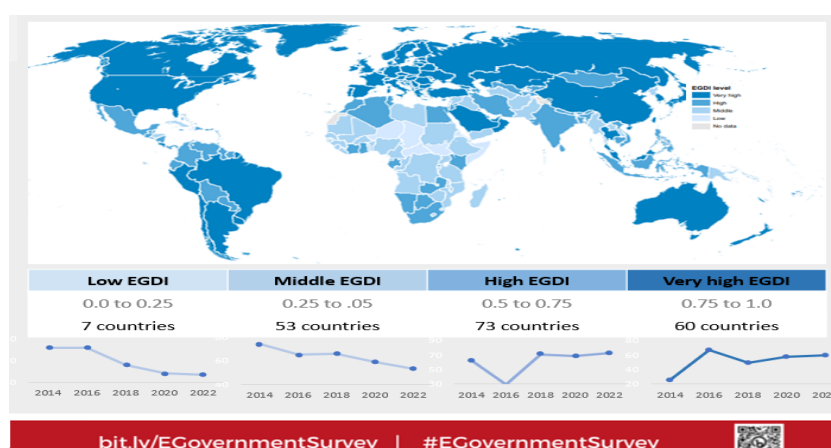*Source: 2022 United Nations E-Government Survey*

The E-Government Development Index (EGDI) Methodology

- The EGDI methodology was highlighted as pivotal in assessing a country's e-government development. The EGDI, a weighted average of three normalized scores, determines a country's ranking in the survey. These scores include the Online Service Index (OSI), which evaluates the scope and quality of online services; the Telecommunication Infrastructure Index (TII), which assesses the development status of telecommunication infrastructure; and the Human Capital Index (HCI), which measures inherent human capital. Together, these indices provide a comprehensive overview of a country's e-government readiness and effectiveness.

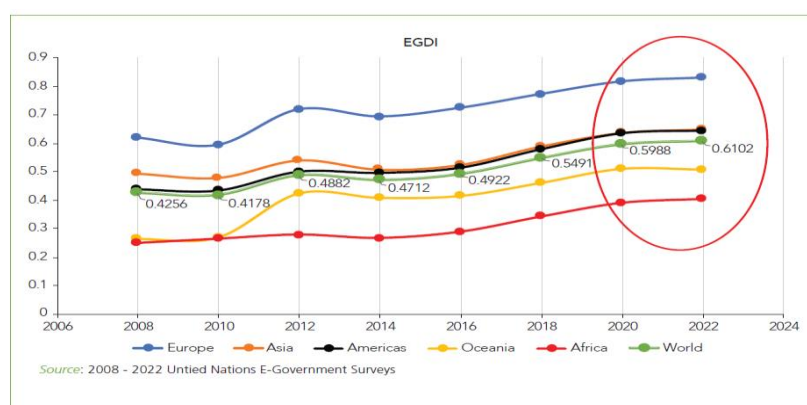### *Global Trends at a Glance: Key Findings*

- Several key findings regarding global e-government development trends were highlighted. Between 2020 and 2022, there was an overall improvement, with the global average EGDI value increasing from 0.5988 to 0.6102. Notably, 70% of UN Member States, totaling 133 countries, achieved Very High or High EGDI values, marking a 5% increase since 2020. Conversely, only 7 countries were identified as having Low-EGDI levels, all of which were LDC/LLDC/SIDSs, with 6 located in Africa and 1 in the Americas. Over the past 8 years, there has been a consistent upward trend, indicating a growing number of countries enhancing their e-government development initiatives as shown in Figure 8 and 9.

Figure 8: Global Trends at a Glance

Source: 2022 United Nations E-Government Survey

Figure 9: EGDI Series (2008-2022)

Source: 2022 United Nations E-Government Survey
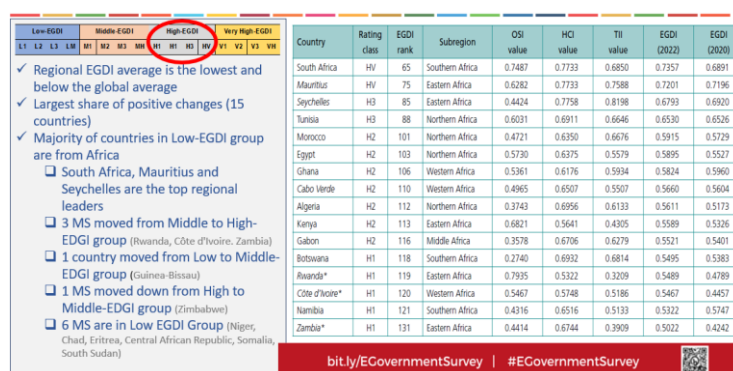
Figure 10: Global Leading Countries

Country name	Rating class	Region	OSI	HCI	TII	EGDI (2022)
Denmark	VH	Europe	0.9797	0.9559	0.9795	0.9717
Finland	VH	Europe	0.9833	0.9640	0.9127	0.9533
Republic of Korea	VH	Asia	0.9826	0.9087	0.9674	0.9529
New Zealand	VH	Oceania	0.9579	0.9823	0.8896	0.9432
Sweden	VH	Europe	0.9002	0.9649	0.9580	0.9410
Iceland	VH	Europe	0.8867	0.9657	0.9705	0.9410
Australia	VH	Oceania	0.9380	1.0000	0.8836	0.9405
Estonia	VH	Europe	1.0000	0.9231	0.8949	0.9393
Netherlands	VH	Europe	0.9026	0.9506	0.9620	0.9384
United States of America	VH	Americas	0.9304	0.9276	0.8874	0.9151
United Kingdom of Great Britain and Northern Ireland	VH	Europe	0.8859	0.9369	0.9186	0.9138
Singapore	VH	Asia	0.9620	0.9021	0.8758	0.9133
United Arab Emirates	VH	Asia	0.9014	0.8711	0.9306	0.9010
Japan	VH	Asia	0.9094	0.8765	0.9147	0.9002
Malta	VH	Europe	0.8849	0.8734	0.9245	0.8943

❑ 15 Countries have the highest Rating Class VH

   ❑ 8 MS from Europe
   ❑ 4 MS from Asia
   ❑ 2 MS from Oceania
   ❑ 1 MS from Americas

❑ **Denmark** is leading the global EGDI Ranking for the third time
❑ **Estonia** is leading in online service provision
❑ **UAE and Malta** new entry in the group of leading countries

Source: 2022 United Nations E-Government Survey

Figure 11: Regional Snapshot: Africa

Country	Rating class	EGDI rank	Subregion	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
South Africa	HV	65	Southern Africa	0.7487	0.7733	0.6850	0.7357	0.6891
Mauritius	HV	75	Eastern Africa	0.6282	0.7733	0.7588	0.7201	0.7196
Seychelles	H3	85	Eastern Africa	0.4424	0.7758	0.8198	0.6793	0.6920
Tunisia	H3	88	Northern Africa	0.6031	0.6911	0.6646	0.6530	0.6526
Morocco	H2	101	Northern Africa	0.4721	0.6350	0.6676	0.5915	0.5729
Egypt	H2	103	Northern Africa	0.5730	0.6375	0.5579	0.5895	0.5527
Ghana	H2	106	Western Africa	0.5361	0.6176	0.5934	0.5824	0.5960
Cabo Verde	H2	110	Western Africa	0.4965	0.6507	0.5507	0.5660	0.5604
Algeria	H2	112	Northern Africa	0.3743	0.6956	0.6133	0.5611	0.5173
Kenya	H2	113	Eastern Africa	0.6821	0.5641	0.4305	0.5589	0.5326
Gabon	H2	116	Middle Africa	0.3578	0.6706	0.6279	0.5521	0.5401
Botswana	H1	118	Southern Africa	0.2740	0.6932	0.6814	0.5495	0.5383
Rwanda*	H1	119	Eastern Africa	0.7935	0.5322	0.3209	0.5489	0.4789
Côte d'Ivoire*	H1	120	Western Africa	0.5467	0.5748	0.5186	0.5467	0.4457
Namibia	H1	121	Southern Africa	0.4316	0.6516	0.5133	0.5322	0.5747
Zambia*	H1	131	Eastern Africa	0.4414	0.6744	0.3909	0.5022	0.4242

Regional notes:
✓ Regional EGDI average is the lowest and below the global average
✓ Largest share of positive changes (15 countries)
✓ Majority of countries in Low-EGDI group are from Africa
  ❑ South Africa, Mauritius and Seychelles are the top regional leaders
  ❑ 3 MS moved from Middle to High-EDGI group (Rwanda, Côte d'Ivoire, Zambia)
  ❑ 1 country moved from Low to Middle-EDGI group (Guinea-Bissau)
  ❑ 1 MS moved down from High to Middle-EDGI group (Zimbabwe)
  ❑ 6 MS are in Low EGDI Group (Niger, Chad, Eritrea, Central African Republic, Somalia, South Sudan)

bit.ly/EGovernmentSurvey | #EGovernmentSurvey

Source: 2022 United Nations E-Government Survey

The New Face of Inequality is Digital

There is the need to assist governments to strengthen social contracts and restore trust, increase the capacity of the public sector, create decent jobs in the green and digital economies and develop common digital infrastructures.


António Guterres

United Nations Secretary-General (SG)

- ▪ International organizations, governments, private sector, academia, civil society, citizens, ought to work together to make the digital future more inclusive for everyone's benefit to leave no one behind.
- ▪ Digital transformation should work always as an equalizer for inclusion, and a whole-of-society approach needs to be adopted, integrating multilevel, multisectoral and multidisciplinary strategies.
- ▪ The primary objective should always be recognizing human agency and supporting human development through digitalization, as the future will still be human centered and not only digital.

Digital Divide

- ▪ Despite investments in technology and the development gains achieved in many countries, the digital divide persists.
- ▪ Using the global average, **E-Government Development Index (EGDI)** value as a proxy for measuring the digital divide, the 2022 Survey indicates that about 45% of the combined population of the UN Member States of about 3.5 million people still lag behind.

Figure 12: Geographical distribution of countries with EGDI values above and below the global average EGDI value


Global average EGDI (0.6102)
- Higher than average
- Lower than average
- No data
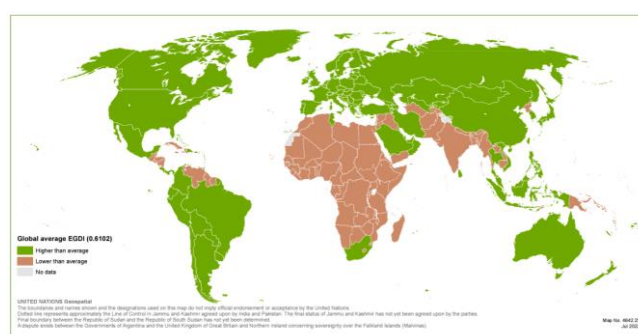
Source: 2022 United Nations E-Government Survey

EGDI Projection 2024-2034

- Even the most optimistic projections of future development trends in Africa will not be sufficient to bridge the gap with regions like Europe, Asia, and the Americas within the next 10 years, highlighting the urgency for accelerated efforts and innovative solutions to address the digital disparity.
- The advancement of AI is expected to widen the gap between Africa and the rest of the world in the very near future, underscoring the critical need for strategic investments and capacity-building initiatives to ensure Africa's meaningful participation in an AI-driven global economy.

Figure 13: EGDI Projection 2024-2034
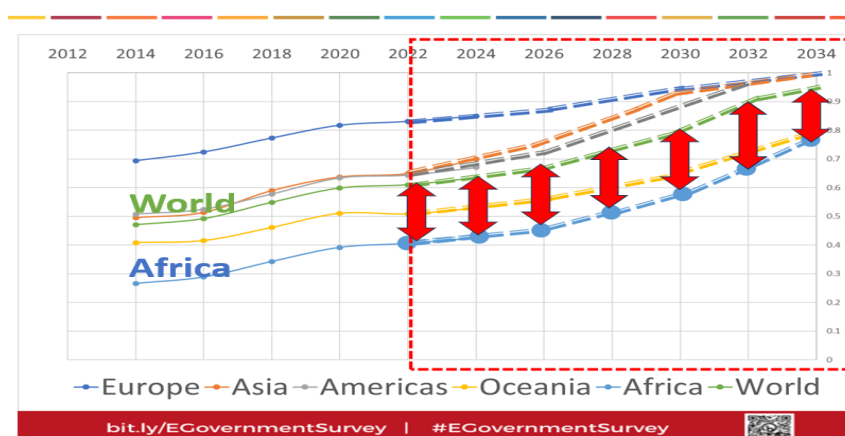
Source: 2022 United Nations E-Government Survey

- The challenges of the digital divide in Africa stem from limited access to technology, internet connectivity, and digital skills. Bridging this gap in the next 10 years will require significant investment in infrastructure, affordability, and digital literacy programs to ensure equitable access and participation in the digital economy. However, disparities in funding, education, and regulatory obstacles may hinder efforts to close the divide within this timeframe.
- An unprecedented digital compact is crucial to support the African region in bridging the digital divide, emphasizing collaboration among governments, businesses, and international organizations to ensure sustainable progress and inclusive digital development.
- Now is the time to act swiftly and decisively to accelerate digital transformation in Africa, fostering a more inclusive and just world where every individual has the opportunity to thrive in the digital age. The urgency of the situation calls for collective action and innovative solutions to ensure that Africa can harness the power of technology for sustainable development and equitable growth.

Prof. George Scott, *Secretary General, AAPAM, Nairobi, Kenya,* in his concluding remarks emphasized that, despite lagging behind, the discussions of the webinar brought about a renewed hope, and energy with optimism for Africa's future development. He reiterated that the lessons and experiences shared on digital government transformation have been very enlightening and profound and these underscored the critical role digital technologies play in advancing the 2030 Agenda for Sustainable Development and the AU Agenda 2063. He called for a continued partnership between UN DESA/UNPOG and AAPAM for enhancing capacities of public officials for the development of the African continent.

Policy Recommendations to Drive Digital Government Transformation in Africa

- **Create an enabling environment:** To effectively drive digital transformation in Africa, governments, policymakers and practitioners must prioritize creating an enabling environment that addresses the continent's unique challenges and harnesses its enormous potential. Regulatory frameworks, policies and programmes need to be continuously updated to support innovation while ensuring cybersecurity and data privacy. This also involves ensuring innovative and sustainable financing mechanisms to support continuous digital initiatives, address infrastructure challenges, and bridge skill gaps through targeted education and capacity-building programmes.

- **Foster collaboration and international cooperation:** Governments across the continent should foster sound engagements and partnerships with national and international entities to share knowledge, solutions, and innovative practices. Encouraging cooperation among African countries and international partners can enhance resource mobilization, knowledge exchange, and infrastructure development. Strengthening partnerships with international organizations and UN agencies, such as UNPOG/UN DESA and AAPAM, will be critical in providing the needed support and resources for this transformative journey.

- **Leverage frontier technologies, and AI:** It is important to prioritize sustainable investment in AI and e-government. Governments should enact policies that promote both public and private investment in digital technologies and AI, recognizing it as a critical driver for achieving the SDGs and the AU's vision for a prosperous, integrated, and peaceful Africa. Additionally, leveraging the continent's tech-savvy youth and widespread mobile technology has a great potential to accelerate digital transformation, facilitate greater interconnection, which is critical for enhancing public service delivery, economic growth, and achieving the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.

- **Assess emerging opportunities and challenges:** It is imperative to address emerging and existing opportunities and challenges presented by digital technologies. National policies and programmes should focus on addressing challenges that inhibit sustainable financing, effective capacity development, and inclusive public service delivery. Governments must invest in robust digital infrastructure and foster collaborations to share innovative practices and solutions. Emphasizing the importance of digital skills development, particularly among the youth, and addressing gender disparities in technology access and usage are equally essential.

- **Draw lessons from Egypt's Vision 2030:** Egypt provides an integrated approach with innovative lessons for driving digital government transformation for member countries in Africa. This strategy prioritizes the development of advanced ICT infrastructure, data accessibility, and technological innovation to support sustainable and inclusive development as outlined in the African Union Agenda 2063. Establishing a Supreme Council for Digital Society, like Egypt's, could oversee and approve national digital strategies, ensure adequate financing, and foster a robust digital ecosystem. Implementing digital transformation schemes within government agencies has the potential of streamlining operations and improving public service delivery.

- **Adopt a holistic approach to digital transformation:** It is recommended that governments in Africa could adopt a holistic approach to digital government transformation with reference to the exemplary lessons and insights from the Republic of Korea's digital transformation journey. Governments should focus on integrating digital services into citizens' daily life, aimed for high usage rates. Establishing a comprehensive, long-term strategy that emphasizes inclusivity, public-private partnerships, and the leverage of emerging

technologies such as AI can drive efficiency and innovation.

- **The United Nations E-Government Development Index (EGDI):** The EGDI methodology which effectively assesses e-government development among Member States provides a comprehensive framework for African countries to help identify specific areas for improvement and track their progress over time. Fostering a whole-of-society approach that integrates multilevel, multisectoral, and multidisciplinary strategies by strengthening social contracts, enhancing capacities, job creation in the digital economy, and developing common digital infrastructures is essential. Strategic investments in infrastructure, digital literacy, and regulatory frameworks, coupled with international collaboration, are critical to bridging the digital divide across Africa.

In conclusion, the primary challenge impeding the drive for digital transformation across Africa as highlighted during the discussions were unsustainable financing sources and weak digital infrastructure development. The need for an accelerated effort by African governments in the digital space was underscored, since such efforts has the potential to propel digital transformation across the continent and improve international ranking. Collective efforts involving multi-stakeholders is vital to ensure that digital transformation initiatives are sustainable and inclusive, thereby enabling Africa to make significant strides in the digital era. Lastly, while Africa might be perceived as lagging in digitization, the continent's younger generations have a significant opportunity to leverage emerging technologies. Providing these young individuals with more opportunities is essential for accelerating digitization across Africa.

"You cannot cry to have a big banana plantation budget and yet refuse to have holes plunged in your land- we will have to dig deep. Digital transformation is a tool delivering digital services - we must be able to link the tool and the services we provide. It should be prioritized as an integrative tool". (Moderator: Dr. John Mary Kauzya)

Annex:

Annex 1. Post-event Survey Results

A total of **79 participants** from **29 countries** respondent to the post-event survey. The countries include – *Afghanistan, Algeria, Bangladesh, Barbados, Bhutan, Brazil, Cameroon, Gambia, Honduras, India, Jamica, Jordan, Kenya, Lesotho, Montserrat, Myanmar, Namibia, Nepal, Nigeria, Philippines, Republic of Korea, South Africa, Sudan, Trinidad and Tobago, Tunisia, Uganda, United States, and Vietnam.*

Overall, 84.8% (67 participants) expressed their satisfaction with the webinar. Approximately 86% (68 participants) were pleased with the quality of the speakers/resource persons. 100% (79 participants) stated that the topics covered during the webinar were applicable to their line of work and over 91.1% (72 participants) indicated that they would strongly recommend the webinar to their peers or to their colleagues. Below are the results of the responses received:

1. Background

The respondents were composed of 44 (55.7%) males, 33 (41.8%) females, and 2 (2.5%) preferred not to say. A majority of the respondents were from the national government (25 respondents, 31.6%). 14 (17.7%) were from the sub-national/local government, 13 (16.5%) from the university/academic institutions, 9 (11.4%) from other organizations, 7 (8.9%) from the private sector, 3 (3.8%) from international organizations other than the UN and civil society organizations, and 2 respondents (2.5%) were from UN entities.
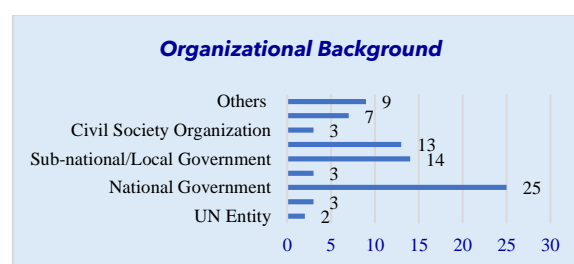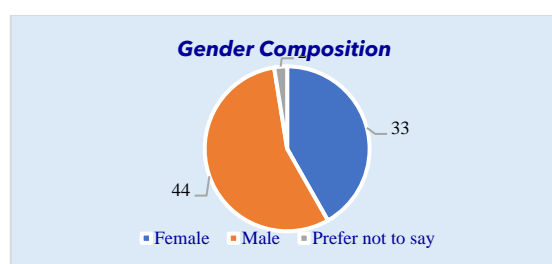
2. Pre-event Questions

Participants were asked to indicate their knowledge of the topics that were to be covered in the webinar. The participants were assessed on their awareness of the (1) concepts, benefits, and challenges associated with digital government transformation, (2) innovative practices from successful digital transformation initiatives, (3) adoption of digital technologies for improved access to digital services and enhanced digital skills, and (4) development of policies, strategies, and frameworks that support digital transformation agendas. The post-event survey discovered that a majority of the participants had a slightly proficient knowledge of the above-mentioned aspects.
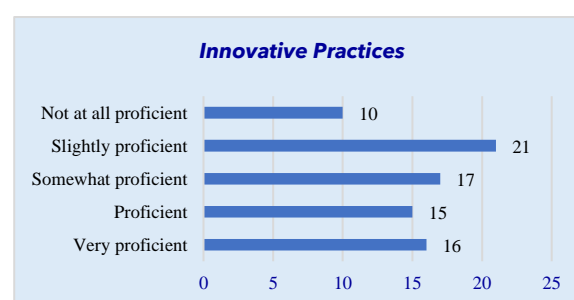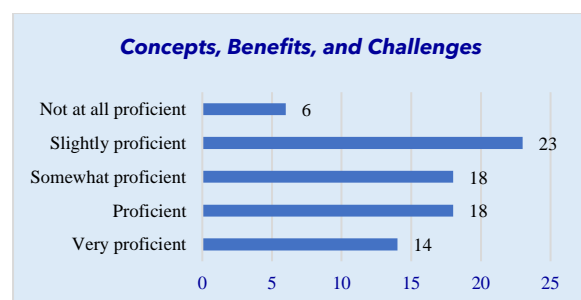

a) Concepts, benefits and challenges associated with digital government transformation

Prior to the webinar, 23 participants (29.1%) had a slightly proficient knowledge on the concepts, benefits, and challenges associated with digital government transformation. 18 respondents (22.8%) had somewhat proficient and proficient knowledge on the topic. 14 participants (17.7%) had very proficient knowledge on the topic, while 6 respondents (7.6%) had no knowledge.

b) Innovative practices from successful digital transformation initiatives

Before the webinar, 21 participants (26.7%) had a slightly proficient knowledge of the innovative practices from successful digital transformation initiatives. 17 respondents (21.5%) had somewhat proficient knowledge, 16 participants (20.3%) had very proficient knowledge, 15 respondents (19%) had proficient knowledge, and 10 participants (12.7%) had no knowledge of the topic.
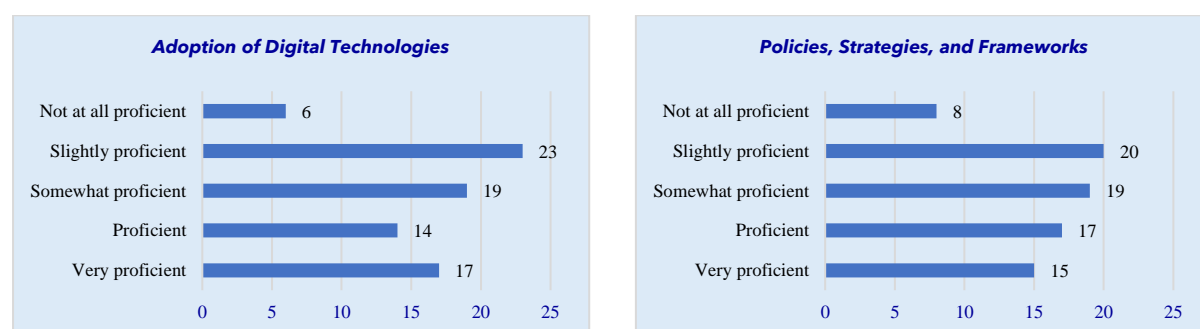
c) Adoption of digital technologies for improved access to digital services and enhanced digital skills

Preceding the webinar, 23 participants (29.1%) had slightly proficient knowledge on the adoption of digital technologies for improved access to digital services and enhanced digital skills. 19 respondents (24.1%) had somewhat proficient knowledge, 17 participants (21.5%) had very proficient knowledge, 14 respondents (17.7%) had proficient knowledge, whereas 6 participants (7.6%) had no knowledge of the topic.

d) Development of policies, strategies, and frameworks that support digital transformation agendas

Prior to the webinar, 20 participants (25.3%) had a slightly proficient knowledge of the development of policies, strategies, and frameworks that support digital transformation agendas. 19 respondents (24.1%) had somewhat proficient knowledge, 17 participants (21.5%) had proficient knowledge, 15 respondents (19%) had very proficient knowledge, and 8 participants (10.1%) had no knowledge of the topic.

The participants were then asked to rate the knowledge they expected to obtain from the webinar. Some selected answers are found below:

RESPONSES	
Learn possible application in our locality	Information on national development strategies
DGT projects	How far Africa has gone when it comes to digital governance
How to fund and move this technique forward	More powerful knowledge on this agenda
In attending the webinar, I expect to gain insights into leveraging digital technologies to drive progress towards the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.	I expect that I will obtain knowledge from different countries with different insights and perspectives in digital government for sustainable development
I wanted to hear the African perspective. That was adequately covered	The role of digital government to help people in sustainable development
Simply how governments can leverage the power of technology to enhance development outcomes and hear case studies of what worked for other countries	As I am a potential researcher on e-government initiatives, this webinar helped me a lot to put my proposal with good and presentable manner

Use of AI technologies and challenges	Adoption of digital technologies
I got the role and effect of digital government transformation for sustainable development and how countries are involved in it, which countries is first, and how they improve their system	Through this meeting I would have liked to have knowledge to assess and develop the resilience of our Saharan cities on a territorial and urban scale as well as on an economic and social level of "community resilience." So how can we do it and with what approaches, techniques, and tools?
The applicability and sustainability of digital government transformation	Innovative practices in digital transformation for individual sustainable development goals
Especially for policy issues	There are different digital technologies that we can adopt to improve delivery of services
To acquire skills that will help to improve my digital knowledge	To know some knowledge on it and try to advocate to our government system
Best practices which can be adopted by developing countries	How others succeeded embarking on digital government transformation and the lessons learned
What was valuable to me was the intense passion and knowledge base from the presenters and I gathered information that will assist me in further research and implementation.	To appreciate how our DT efforts are aligned and identify any opportunities for collaboration and knowledge transfer
Clarity on the roadmap for achieving digital transformation	Where Africa is and what is the roadmap forward in strengthening digital services and breadth in the continent
How effective digital government transformation is	New insights about easily adopted innovations
I expect this might involve discussions on leveraging digital tools for governance, service delivery, data management, and fostering innovation in public sector practices.	Raise awareness about the role of digital transformation in driving economic growth, improving public service delivery, and fostering innovation across various sectors in Africa.
The impact of digitalization on government	Use of technology to deliver quality service to citizens
I would have expected to gain insights into how digital government transformation can drive progress towards the 2030 Agenda for Sustainable Development and the African Union Agenda 2063. This might include strategies, case studies, and best practices for leveraging digital technologies to achieve development goals, improve governance, enhance service delivery, and foster innovation.	The expectation from the webinar was to gain actionable insights and solutions for implementing digital government transformation in Africa, addressing challenges such as infrastructure limitations and cybersecurity concerns, and empowering to drive sustainable development through innovation and effective public service delivery.
Gaining insight on how digital government transformation can advance the goals outlined for 2030 Agenda for Sustainable Development and the African Union Agenda 2063.	I would like to learn more about how to develop policies, strategies, and frameworks that support digital transformation agendas in Africa. I am particularly interested in learning about how to ensure that these policies, strategies, and frameworks are aligned with the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.
I'd anticipate insights into how digital government transformation can advance the Sustainable Development Goals by 2030 and align with the African Union Agenda 2063. This might include discussions on leveraging technology for governance, improving public service delivery, enhancing data-driven decision-making, and fostering inclusive development.	Give me knowledge and open my mind when it comes to the digital transformation era that may aid in the development and work efficiency when it comes to delivering government services.
I expect to learn about digital transformation	I'm expecting to gain knowledge about e-Government, its benefits, and advantages.
To explore concrete action-oriented steps towards digital government transformation for effective implementation of the Sustainable Development Goals. empower and provide participants with actionable insights, tools, and resources to embark on their digital transformation journeys effectively.	Roadmap needed in the implementation of the digital transformation especially in Africa. Challenges and benefits of an e-government.
Deep understanding about digital government	Policies and frameworks
لحاضر والمستقبل في المستقبل القريب حيث أن هناك نقص في الخبرات التقنيه الرقميه في دول النامية والأقل نموأ ويجب منح الثقه في خدمات البشريه دون الاعتماد الكلي لتقنيي الرقمية ودمج التدريب والتأهيل لما بعد ذلك ايضا هناك ثغرات يمكن التلاعب في البيانات وعمليه الخوارزميات هذا مشكله كبيرا	I learned in the webinar that paradigms of widespread technology for Africa, the underlying problems are: underdeveloped digital infrastructure, gender disparity, access usage, and weak district

القراصنه وماشابه . بختصار شديدمن الممكن أن يشمل التوقع الأفضل عن الندوة المتوقعة: ـ تحليل شامل لأهمية تطبيق الحكومة الرقمية في تحقيق أهداف التنمية المستدامة وخطة الاتحاد الأفريقي 2063. ـ عرض لأفضل الممارسات والتجارب الناجحة في تحول الحكومة الرقمية من مختلف دول العالم. ـ استعراض للتحديات المحتملة التي قد تواجه عملية تحول الحكومة الرقمية وكيفية التعامل معها. ـ تسليط الضوء على الفرص الجديدة التي تقدمها التكنولوجيا لتعزيز التنمية والتنمية المستدامة. ـ مناقشة دور الشراكة بين القطاعين العام والخاص في دعم تحول الحكومة الرقمية وتحقيق أهداف التنمية المستدامة (I expect the following: - *A comprehensive analysis of the importance of implementing digital government in achieving the Sustainable Development Goals and the African Union Agenda 2063.* - *A presentation of the best practices and successful experiences in digital government transformation from various countries of the world.* - *A review of the potential challenges that may face the digital government transformation process and how to deal with them.* - *Highlighting the new opportunities offered by technology to promote development and sustainable development.* - *Discussing the role of partnership between the public and private sectors in supporting digital government transformation and achieving the Sustainable Development Goals.*	*capacities. Like my agency DepEd, I have learned that public office is a public trust as discussed in the webinar, with Sungjoo highlighting that their foundation was strong will and leadership. Cybersecurity and privacy concerns digital divides which enhance the learners. The future of the nation to be equipped and advanced in learning that will hone the skills of the younger generation.*
Exploring how digital technologies can enhance governance structures at all levels, from local to national and continental, to promote transparency, accountability, and citizen engagement.	

3. Content and Delivery

The participants were requested to assess the overall Digital Government Transformation Webinar and the quality of the speakers/resource persons at the webinar. The result of the post-event survey illustrated that a majority of the participants were extremely satisfied with the webinar.
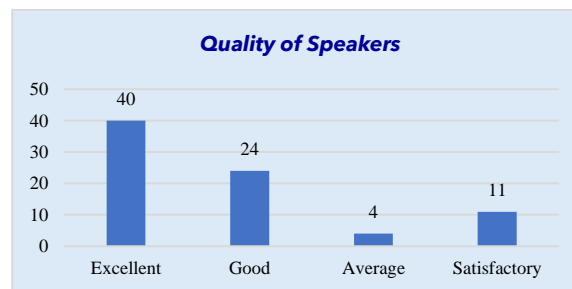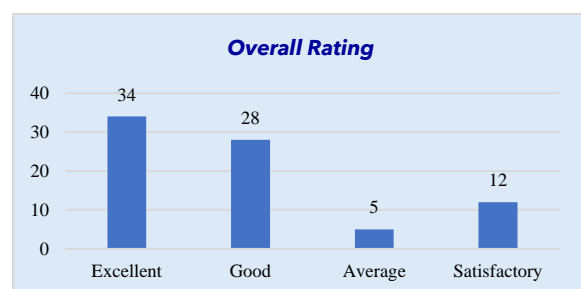
a) Overall rating of the Digital Government Transformation Webinar

As to the overall rating of the Digital Government Transformation Webinar, 34 participants (43%) stated that the webinar was excellent. 28 respondents (35.4%) indicated that it was good, 12 participants (15.2%) claimed that it was satisfactory, and 5 respondents (6.3%) stated it was average.

b) Quality of the speakers/resource persons

When asked about the quality of the speakers/resource persons present during the webinar, 40 respondents (50.6%) thought them as excellent, 24 participants (30.4%) thought they were good, 11 respondents (13.9%) were satisfied, and 4 participants (5.1%) claimed that they were average.

The participants were then requested to indicate at least three (3) key takeaways from the Digital Government Transformation Webinar. Some selected responses are as follows:
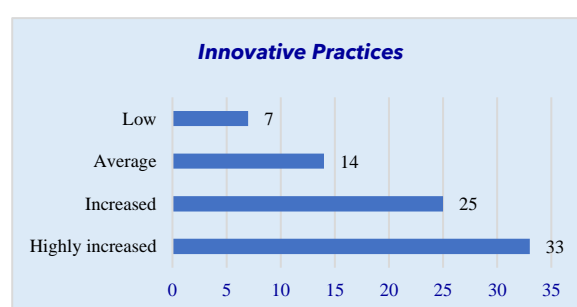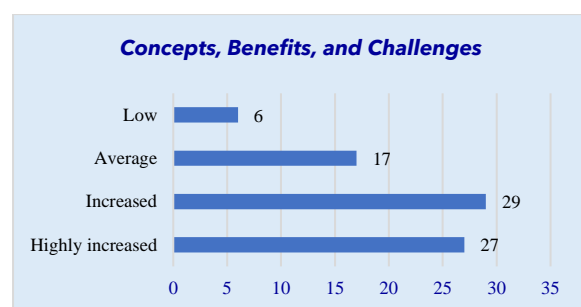
RESPONSES	
1. Benefits of digital governance 2. Benefits of AI	1. Opportunities 2. Continuity 3. Policies
1. Good presentation 2. Good resource speakers 3. Good topics	1. Need more funding 2. Streamline government services 3. Chatbots for the elderly
1. The coordination and time management 2. Quality of presentations 3. Relatable examples	1. The need for Africa to step up its game 2. Networking with other countries that has gone digital
1. The factual information 2. The intentions to include digital transformation in government 3. The intentions to include digital transformation in public life	I like the unique and honest ideas from the speakers regarding digital government and incorporating AI for the welfare of citizens.
Elaborative and educating	Digital transformation government
1. I think the data presented by Vincenzo really hit home about the digital divide 2. I enjoyed hearing about the work done in Egypt and Korea 3. It really hit me when Vincenzo said that the digital divide is "the new face of inequality" – that is very true.	1. It saves time and money for the government and technical government staff 2. Countries have different experiences and are at different developmental stages in terms of incorporating digital technology in the day-to-day business. It is not a one-size-fits-all. 3. We need an enabling environment in terms of regulations and general government willingness for digital transformation to be effective
1. Innovative 2. Adoption of digital technologies 3. Development of policies and strategies	1. E-government research hypothesis 2. Digital divide approaches 3. Learning from the best
1. Documentation in digitalization 2. Access people to the digital network 3. Avoid from delay in the process of works	1. Importance of digital government 2. Digital government problems 3. Digital government objectives
1. Enhanced efficiency 2. Increased agility 3. Innovation opportunities	1. Digital is the way to move 2. Digital serves in place of physical meetings 3. Units and all work setups should embrace digital because that is where the world is heading
1. Development 2. Adaptability 3. Benefits in a digital era	1. AI 2. Social related issues 3. Policy
1. The first is that this digital transformation requires appropriate financing. 2. The second is that there are challenges and risks facing this transformation, but it brings us back to adapt. 3. In the end the transformation is chronological, and it is not all at once, therefore in phases.	1. Korean roadmap in digital transformation 2. Political will matters for successful digital transformation 3. AI for supporting customers to public services
1. Benefits of e-Governance 2. Investing in AI initiatives 3. Digital innovation in Africa	1. Digital government transformation system is current global agenda 2. It promotes transparency 3. We can learn and apply in our context
To know more technology	Regional e-Governance can monitor and become a good tool for countries' progress to SDGs
1. Digital divide 2. Benefits/advantages of AI 3. Security concerns	1. The knowledge base that is needed 2. The implementation phases 3. The overall cost and the personnel needed for this change

1. Resource implication 2. Technological transformation 3. Legislative frameworks	1. Framework 2. Collaboration 3. Change management
1. Shared responsibility 2. Accountability 3. Privacy	1. Strategy is clear but lack quick deployment. 2. There is need to encourage African states to ensure digital uptake 3. Case studies of Korea and Egypt shows what can be achieved with the right tools, national commitment, and accountability
It is educative, informative, and feasible.	Artificial intelligence
1. E-Government Survey 2. Public private partnership for digital governance 3. Concept of creating Supreme Council for digital society	1. Africa is a young continent so digital growth will pick up fast 2. Africa is behind most countries in the rest of the world 3. Africa has some of the latest digital innovative minds at grassroot level 4. Digitalization is a main agenda for AU
1. The need for Africa to prioritize digitalization 2. There's the need to build MDIs capacity to sustain the momentum 3. Devoting/allocating more financial resources is critical	1. Digital solutions 2. Skills development 3. Collaboration and partnership
1. Benefits of e-Governance 2. Some fears about AI 3. Guidelines for AI ethics and derivatives guidelines	1. E-governance 2. Artificial intelligence 3. Digital transformation
1. It has increased my knowledge about digital knowledge expansion 2. Digital management to build cities resilience to reduce climate change disasters 3. Digital government transformation to reduce the vulnerability of poverty in various	I liked most in this webinar are the advantages and disadvantages of AI, strategies and challenges on how Korea transformed into digital government and the digital transformation initiatives, and all government employees have the right to access, or everything is one touch away.
1. Korean government transformation 2. Egyptian government transformation	Importance of digital inclusion, collaboration and partnership, and data-driven decisions.
Knowledge of the topic and exposure	Experience, exposure, and efficiency
1. Digital divide 2. AI ethics 3. Korea's timeline of digital government transformation	Obtained knowledge about digital transformation, artificial intelligence, and Sustainable Development Goals
Learning and innovation	My key takeaways are benefits of e-governance and Korea's digital government transformation.
1. Explore the latest trends in digital technologies such as AI, blockchain, IoT, and data analytics 2. How they are being leveraged in government settings	1. Good plans 2. Good governance 3. Dignity on common good
1. AI as foundation in e-Governance 2. Fraud detection and engagement 3. AI for inquiring Egypt links through Chatbots	Policies must be in place. Concepts and frameworks

4. Lessons Learned/Impact

Participants were asked to indicate an increase in their knowledge of the topics that were covered in the webinar. The participants were assessed on their awareness of the *(1) concepts, benefits, and challenges associated with digital government transformation, (2) innovative practices from successful digital transformation initiatives, (3) adoption of digital technologies for improved access to digital services and enhanced digital skills, and (4) development of policies, strategies, and frameworks that support digital transformation agendas.* The post-event survey discovered that a

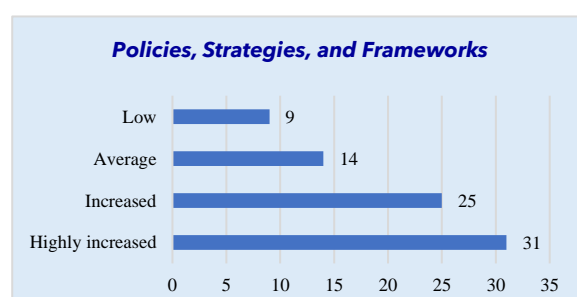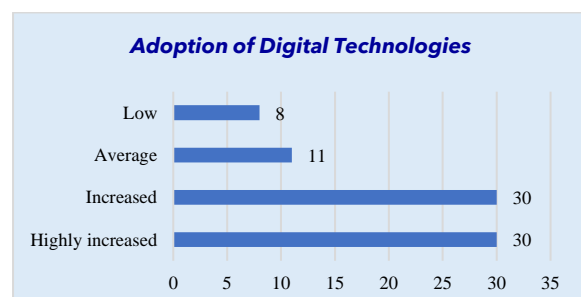majority of the participants obtained significant knowledge from the webinar on the aforementioned topics.

Concepts, Benefits, and Challenges

Category	Value
Low	6
Average	17
Increased	29
Highly increased	27

Innovative Practices

Category	Value
Low	7
Average	14
Increased	25
Highly increased	33

a) *Concepts, benefits and challenges associated with digital government transformation*

Following the webinar, 29 participants (36.7%) had increased their knowledge on the concepts, benefits, and challenges associated with digital government transformation. 27 respondents (34.2%) had a highly increased knowledge on the topic. 17 participants (21.5%) had an average increase of knowledge, and 6 respondents (7.6%) had not increased their knowledge on the topic.

b) *Innovative practices from successful digital transformation initiatives*

After the webinar, 33 participants (41.8%) had highly increased their knowledge of the innovative practices from successful digital transformation initiatives. 25 respondents (31.6%) had increased their knowledge on the topic. 14 participants (17.75%) had an average increase of knowledge, and 7 respondents (8.9%) had not increased their knowledge on the topic.

Adoption of Digital Technologies

Category	Value
Low	8
Average	11
Increased	30
Highly increased	30

Policies, Strategies, and Frameworks

Category	Value
Low	9
Average	14
Increased	25
Highly increased	31

c) *Adoption of digital technologies for improved access to digital services and enhanced digital skills*

Following the webinar, 30 participants (37.9%) had both highly increased and increased their knowledge on the adoption of digital technologies for improved access to digital services and enhanced digital skills. 11 respondents (13.9%) had an average increase of knowledge, and 8 participants (10.1%) had not increased their knowledge on the topic.

d) *Development of policies, strategies, and frameworks that support digital transformation agendas*

After the webinar, 31 participants (39.2%) had a highly increased knowledge of the development of policies, strategies, and frameworks that support digital transformation agendas. 25 respondents (31.6%) had increased their knowledge on the topic. 14 participants (17.75%) had an average increase of knowledge, and 9 respondents (11.4%) had not increased their knowledge on the topic.

5. *Post-webinar Actions*

The participants were then asked to indicate if the topics covered in the webinar were applicable to their line of work. 54 respondents (68.4%) indicated yes whereas 25 participants (31.6%) stated that the topics were not directly applicable.
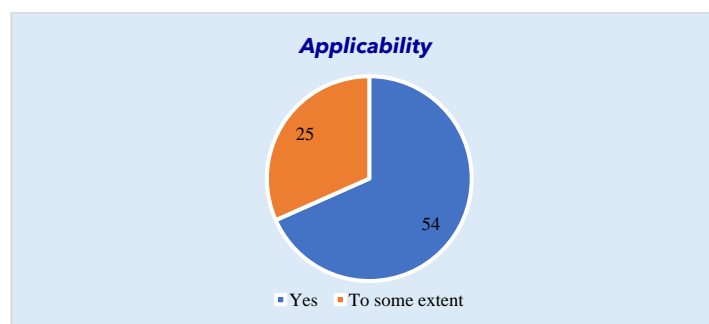
Participants were requested to indicate some lessons they would like to implement or apply in their organization/s as a follow-up action to the Digital Government Transformation Webinar. Some selected responses are found below:

RESPONSES	
Start advocating in the organization	Policies to be adopted
Full implementation of AI	Advocacy, awareness, and introductory engagement
Creation of a public interface for answering questions related to digital change	Network with other organizations to implement digital transformation
Since we are in emergency response sector in our government, I will suggest the application of artificial intelligence and the likes to make sure and amend the fast immediate response in every emergency.	I would like to ask my supervisors about the mobile technology centers (like the ones in Egypt). I think it's a great idea that can be done in my country. Also, the chatbot – we are currently working on something similar – I like how Egypt used a person – it's more user-friendly instead of a just box with text.
Continuous advocacy	Lobby and advocate for the shift into digital transformation for effective government service delivery
Strategies and frameworks	My main and major concern to take the government services to the public.
To learn more about technology	Not only know the country's legal framework and action plan better to know about regional perspective also
Improve and work the digital government on the organization to improve it	I hope it is translated into Arabic
Keep upgrading as the world moves. Otherwise, one may be left behind	Adaptability and benefits
The impact of digital transformation on the resilience of African cities to climate change	Introducing Korean and Egyptian practices in digital transformation
Educate colleagues and encourage them to become more aware of the 2030 Agenda	To apply on training related system
We will need further consultation, discussions, and establishing a team to fully achieve this transformation	Legal frameworks and political commitment
Change management	Importance of data inclusion
To encourage awareness on digital literacy through capacity building initiatives amongst government and employees	Through this amazing event, I would like to implement digital government transformation programs for vulnerable internally displaced girls to improve their livelihoods and increase their knowledge in various skills.
Expand our digital scope	1. Design new product line around digital government 2. Incorporate digital government topics in our existing curriculum

Trainings and innovation	*it will be convenient if our department will make a paperless transaction*
Things that I've learned in e-governance and digital government transformation of Korea	*Deliver online services to the client*
Adopt digitalization in all government transactions	*To have an HR digital operation*
Now is the right time to use AI in the business.	*That the foundation of this is youth transformation interest in technology for a better future*
Use of One-Stop Application for all government institution charters	*I aim to streamline and digitalize internal processes within the organization to enhance efficiency, reduce manual tasks, and improve overall productivity.*
Top management should be onboard to ensure support	*Digital government transformation is the ongoing application of modern technology to improve government performance. With the knowledge obtained in this webinar, it can help us to streamline the process in our office. Navigating these complicated environments by focusing on key areas, including digital services, mobile-first technologies, targeting communications, and process automation.*
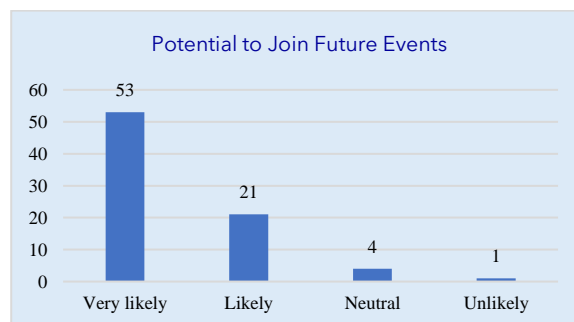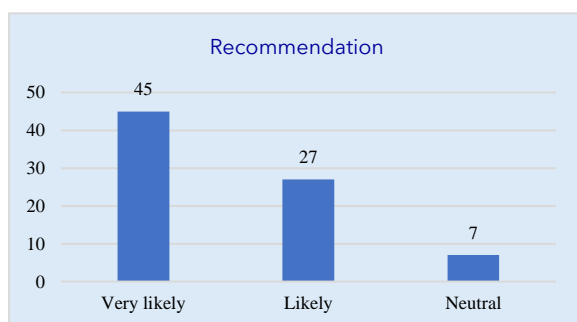
Participants were asked to indicate if they would recommend this event to their peers and colleagues and whether or not they would join another UN DESA/DPIDG/UNPOG and AAPAM events in the future. The post-event survey discovered that they are very likely to recommend the event and also join future UNPOG events.

a) *Recommendation to peers and colleagues*

According to the post-event evaluation survey, 45 participants (56.9%) indicated that they are very likely to recommend the Digital Government Transformation Webinar to their peers or colleagues. 27 respondents (34.2%) indicated that they are likely to recommend it, and 7 (8.9%) participants stated that they are neutral to recommending the event.

b) *Willingness to join future UN DESA/DPIDG/UNPOG and AAPAM events*

As per the survey, 53 participants (67%) stated that they are very likely to attend future UN DESA/DPIDG/UNPOG and AAPAM events. 21 respondents (26.6%) claimed that it was likely, 4 (5.1%) participants indicated that they are neutral, and 1 respondent (1.3%) claimed that they are unlikely to attend future events.

6. *Feedback to UN DESA/DPIDG/UNPOG and AAPAM*

Lastly, participants were asked to indicate any comments or feedback, including capacity development requests they would like UN DESA/DPIDG/UNPOG and AAPAM to follow up on. Selected responses are indicated below:

RESPONSES	
Excellent	Inclusiveness across all Africa nations (training, funding, and follow-ups)
Good presenter and topics, thank you for the time you give	The webinar must be interactive involving some common masses
We would like to have a deeper understanding with regards to this and we would appreciate it here in the Philippines	Thank you for the workshop. It's much needed. I think I saw one participant ask for Arabic translations – perhaps that can be made available
It's good	Very good facilitators
More participation in person	Digital applications in DRRM
This webinar will be so precious for ICT section at my organization.	Something on financing for development vis-à-vis digital transformation. How do you prioritize that in a shrinking country budget?
I would like to see more collaborations in African countries to work together to improve the EGDI so much that we are almost nearer to our world counterpart's countries and to invest more on capacity building.	Enhancing capacity of digital transformation of public officials through workshops, books of best practices, handbooks
Keep up the good work	To intensify such webinar in the months ahead
Training of local government authorities in digital government transformation	Consulting opportunities to support the actualization process
Digital readiness assessment	More webinars like this
More simplified PowerPoint Presentations on DGT	Kindly if there could be certifications for such webinars as they can add to professional development points/portfolios
We appreciate UNPOG and its partners for their commitment to capacity development in the field of digital government transformation and look forward to collaborating further to enhance our capabilities in these areas.	If our team internalizes this transformation, I can move rapidly. Classroom or exposure coaching if resources are constrained and online coaching may be helpful.
There is a need for further information on AI and how its adaptation is going to work and the use of robots and other unmanned systems.	More capacity building training programs and workshops material and equipment for the implementation of disaster risk reduction and climate change resilience to reduce the vulnerability of poverty within and amongst human environments.
As an MDI, we will need capacity building assistance to build in-house faculty staff capacity in this area.	Capacity development for government officials utilizing technology for public service delivery
Policy and regulatory guidelines	Capacity development in public administration
Sustainability, monitoring, and evaluation	Thank you for conducting this kind of webinar
More best practices from local governments	I would greatly appreciate tailored training programs on digital governance best practices, workshops focused on leveraging technology for Sustainable Development Goals, and guidance on implementing innovative solutions for service delivery improvement from UNPOG and its partners.

Concept Note

Digital Government Transformation Webinar: Driving the 2030 Agenda for Sustainable Development and the African Union Agenda 2063

Date: 30 April 2024

Time: *21:00-22:30 (Seoul Time); 15:00-16:30 (Nairobi Time), 08:00-9:30 (New York Time)*

Registration Zoom Link: https://tinyurl.com/5n7endjm

Venue: Online

Organized by

United Nations Department of Economic and Social Affairs (UN DESA), through

the Division for Public Institutions and Digital Government (DPIDG) and its project office - United Nations Project Office on Governance (UNPOG)

and

The African Association for Public Administration and Management (AAPAM)

Digital government transformation plays a pivotal role in advancing both the 2030 Agenda for Sustainable Development and the African Union Agenda 2063. By harnessing digital technologies, governments can enhance service delivery, promote transparency, and foster citizen engagement, thus contributing to the achieving the Sustainable Development Goals (SDGs) and the aspirations of Agenda 2063. Through initiatives such as e-governance, open data platforms, and digital inclusion programs, countries are enabled to bridge the digital divide, empower marginalized communities, and drive economic growth. Digital transformation enables governments to address key challenges outlined in both agendas, such as poverty alleviation, healthcare accessibility, education quality, and environmental sustainability. Likewise, digital government initiatives contribute to building effective, accountable, and resilient public institutions capable of effectively responding to emerging challenges and opportunities in the digital age. Leveraging digital innovations is therefore essential for building resilient societies and accelerating progress towards a more prosperous, equitable, and sustainable future.[1,2]

Digital government transformation is now more crucial for governments worldwide than ever. It offers new ways to improve efficiency, transparency, and responsiveness in the public sector. Digital transformation is revolutionizing how businesses, governments, and societies operate globally, and Africa is no different. Africa is undergoing rapid digital transformation, fueled by growing internet access, widespread mobile technology use, and a tech-savvy young population. This presents a valuable chance to tackle long-standing issues and leapfrog traditional development stages. Digital technology can drive innovation, economic growth, and job creation in many key sectors of the economy and allows for greater interconnection of African markets with one another and with the rest of the world. It can enhance both market and financial access and inclusion for all, particularly in marginalized areas neglected by traditional financial institutions.[3] Despite significant progress, the digital divide remains a major hurdle. Sub-Saharan Africa faces critical challenges for digital development, including underdeveloped digital infrastructure, lack of accessible and affordable connectivity, a difficult digital gender gap, limited skills for digitally enabled industries, and inadequate regulatory and policy environments.[4] The lack of skilled experts in new technologies slows down the successful use- and setup of digital tools. Plus, complicated, and varying rules and regulations across African countries can make it hard to smoothly bring in digital technology.

The 2022 e-Government Survey reaffirms the importance of digital transformation and digital government for the achievement of the 2030 Agenda for Sustainable Development, inclusivity in the era of digital society and addressing global problems, including the recent health crisis. It also demonstrates that digital technologies assist governments in providing essential public services under conditions of unpredictability. E-government emerges as a cornerstone for fostering accountable, resilient, and inclusive institutions as outlined in SDG 16 while also bolstering the implementation of Goal 17. Leveraging information and telecommunications technology for engaging citizens in public decision-making and service delivery is integral to e-government's framework. Digital government transformation is not just about technologies. It is, above all, about public governance transformation and innovation as part of a country's overall national development vision and strategy. Developing capacities for digital government transformation is essential and requires a holistic approach that is value-driven and institutionalized across all levels of government and society. For the effective design and implementation of a holistic approach to digital government transformation, broad capacity development is needed at the institutional, organizational, and individual levels. Digital government transformation should be integrated into a country's development strategy and aligned with the SDGs as a comprehensive framework to help promote effective, accountable, and inclusive digital government.[5]

II. Artificial Intelligence in Africa

In a recent landmark decision, the UN General Assembly on 21 March 2024 adopted resolution A/78/L.49 on the promotion of "safe, secure and trustworthy" artificial intelligence (AI) systems that will also benefit sustainable development for all. The General Assembly recognized AI systems' potential to accelerate and

[1] United Nations (n.d.). Transforming our world: the 2030 Agenda for Sustainable Development: Available at: https://sdgs.un.org/2030agenda
[2] African Union (n.d.). Agenda 2063: The Africa We Want Available at : https://au.int/Agenda2063/popular_version
[3] G7 France (2019). Digital Transformation in Africa. Available at: https://www.consilium.europa.eu/media/40535/annex-2-digital-transformation-in-africa.pdf
[4] World Bank (2024). Digital Transformation Drives Development in Africa. Available at: https://shorturl.at/ivxO1
5 United Nations (2022). UN e-Government Survey 2022. The Future of Digital Government. Available at: https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2022

enable progress towards reaching the 17 SDGs. The Assembly also urged all States, the private sector, civil society, research organizations and the media, to develop and support regulatory and governance approaches and frameworks related to safe, secure, and trustworthy use of AI. The Assembly urged Member States and stakeholders to cooperate with and support developing countries so they can benefit from inclusive and equitable access, close the digital divide, and increase digital literacy.[6]

Artificial intelligence (AI) is rapidly transforming various sectors across Africa, ushering in a new era of innovation and efficiency. In recent years, AI has gained significant momentum in Africa, driven by advancements in technology, increased digitization, and a growing emphasis on leveraging data for decision-making. From healthcare and agriculture to finance and governance, AI applications are revolutionizing processes, enhancing service delivery, and fostering economic growth. African governments have embraced AI technologies, adopting tools and solutions that reflect their socio-economic realities and aspirations. AI is discussed in African countries in the context of public sector reform, education and research, national competitiveness, and partnerships with tech companies. According to the 2023 Global AI Index, an index which ranks AI performance based 3 indicators; investment, innovation, and implementation, on a scale of 1- 100, Egypt is ranked highest in the continent with a score of 17 out of 100, with the USA leading with an impressive 100/100.[7]

II. Objectives of the Webinar

The Webinar will focus on African countries aiming to share knowledge and promote interaction between participants and practitioners from the UN system and other organizations. The overarching objective is to explore concrete action-oriented steps towards digital government transformation for effective implementation of the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.

Specific Objectives:

1. Raise awareness about the role of digital transformation in driving economic growth, improving public service delivery, and fostering innovation across various sectors in Africa.
2. Provides a platform to share insights, case studies, and good/innovative practices from successful digital government transformation initiatives within Africa and globally to advance the SDGs and aspirations of Agenda 2063.
3. Identify challenges faced in implementing digital government transformation initiatives in Africa, such as infrastructure limitations, skills gaps, regulatory barriers, and cybersecurity concerns and explore solutions.
4. Empower participants by providing them with actionable insights, tools, and resources to embark on their digital transformation journeys effectively.

III. Expected Outcomes

By the end of the Webinar:

1. Participants would have gained a deeper understanding of the concepts, benefits, and challenges associated with digital government transformation.
2. The webinar would have facilitated the sharing of innovative and good practices, case studies, and lessons learned from successful digital transformation initiatives.
3. It would have led to measurable impacts, such as increased adoption of digital technologies, improved access to digital services, enhanced digital skills and literacy.
4. It would have informed the development of policies, strategies, and frameworks that support digital transformation agendas.

IV. Structure and Methodology

The webinar will consist of presentations, innovative case study presentations by experts, and interactive Q&A discussion sessions. The presentation and interactive discussions will enable participants to gain in-depth learning into concepts, approaches, and practice and to explore action-oriented steps towards Digital

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[6] *United Nations (2024). General Assembly Landmark Resolution on AI* *https://shorturl.at/vxNWX*
[7] *Tortoise (n.d.). The Global AI Index. Available at:* *https://www.tortoisemedia.com/intelligence/global-ai/*

Government Transformation for effective implementation of the 2030 Agenda for Sustainable Development and the African Union Agenda 2063.

The Digital Transformation Webinar welcomes all participants. The programme will be impactful to: Policy makers, Public Sector, Private Sector, Practitioners, Researchers, NGOs, and all other stakeholders from national government, civil society organizations and institutions engaged in promoting digital government transformation.

VI. Registration Deadline

Interested participants are requested to kindly register through the link: ***https://tinyurl.com/5n7endjm***

VII. Agenda of the Webinar

DRAFT AGENDA

Time 15:00-16:30 (Kenya Time)	Tuesday, 30 April, 2024
15:00-15:10	**Opening Session**
	Moderator: Mr. Samuel Danaa, *Associate Capacity Development Expert, United Nations Project Office on Governance (UNPOG/DPIDG/UN DESA) (1min)*
	Opening Remarks ● **Ms. Hyeyoung Kim,** *Head of UN Project Office on Governance, DPIDG/UN DESA, Incheon, Republic of Korea (3 mins)* ● **Mr. Joseph Dada mni,** *Deputy President AAPAM, Director of Studies & Head Computer & Information Management Studies- ASCON Nigeria (3 mins)* **Keynote Speaker** ● **Prof Oliver Saasa,** *Managing Consultant, Premium Consultant, Zambia (3 mins)*
	Photo Session
15:10-15:50	**Session 1 – Strengthening Digital Government Transformation to Drive the Implementation of the 2030 Agenda and African Union Agenda 2063**
15:10-15:50	**Moderator: Dr. John Mary- Kauzya,** *Stellenbosch University, South Africa*
	Presentations: ▪ **Hon. Emma Theofelus,** *Deputy Minister of Information and Communication Technology, Namibia (10 mins)* ▪ **Dr. Prof. Saleh Elsheikh,** *President, Central Agency for Organization and Administration (CAOA), Egypt (10 mins)* ▪ **Mr. Sungjoo Son,** *Minister's Policy Advisor in Digital Government, Ministry of the Interior and Safety (MOIS), Republic of Korea* **(**10 mins) ▪ **Mr. Vincenzo Aquaro,** *Chief, Digital Government Branch (DGB), DPIDG/UN DESA. (10 mins)*
15:50-16:25	**Session 2 – Panel Discussion**
15:50-16:25	**Moderator: Dr. John Mary- Kauzya,** *Stellenbosch University, South Africa*
	Panel Discussion - *Challenges, Opportunities, Strategies, and Policy Recommendations for driving Digital Government Transformation in Africa* ▪ **All Speakers –** *(Hon. Emma Theofelus, Dr. Prof. Saleh Elsheikh, Mr. Sungjoo Son, and Mr. Vincenzo Aquaro)* **(**15 mins) **Q&A and Discussion Session (20 mins)**

16:25-16:28	**Closing Remarks** ● **Prof. George Scott,** *Secretary General, AAPAM, Nairobi, Kenya (3 mins)*
16:28-16:30	**Post-event Survey and Wrap-up of the Workshop**

VIII. Contacts

UN DESA/DPIDG

- **Mr. Juwang Zhu,** *Director, DPIDG/UN DESA*
- **Ms. Adriana Alberti,** *Chief, Programme Management and Capacity Development Unit, DPIDG/UN DESA*

UN DESA/DPIDG/UNPOG

- **Ms. Hyeyoung Kim,** *Head, United Nations Project Office on Governance (UNPOG)/DPIDG/UN DESA*
- **Ms. Ana Thorlund,** *Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA, thorlund@un.org*
- **Mr. Samuel Danaa,** *Associate Capacity Development Expert, UNPOG, danaasamuel17@gmail.com*

AAPAM

- **Mr. George Scott,** *Secretary General, AAPAM, Nairobi, Kenya*
- **Ms. Julie Muia,** *Programs Officer, AAPAM, Nairobi, Kenya, julie@aapam.org; aapam@aapam.org*