

## Online Training Workshop on “Government Innovation for Social Inclusion of Vulnerable Groups”

# Session 2 Leveraging Digital Government and Frontier Technologies for Social Inclusion

## Session Guidance Note

**Day 1 - Tuesday, 3 November 2020  
11:30 AM-1:30 PM Kuala Lumpur**

### I. Background & Objectives

This Session will showcase the practical applications of frontier technologies and digital government for social inclusion of vulnerable groups. By leveraging technologies such as big data and data analytics, artificial intelligence (AI), blockchain, and more, governments can provide inclusive public services to all, including vulnerable groups, and be better equipped to effectively include vulnerable groups in policy consultation and decision-making processes.

This Session will present solutions that countries have in integrating innovations and ICTs into government programming for social inclusion of vulnerable groups. It will cover many areas such as enhancing the role of ICTs and digital government for engagement and inclusion of vulnerable groups. The Session will also address the important concern of the digital divide, which often also causes further marginalization of the vulnerable groups who do not have access to digital technologies or lack capacities to harness them. It will furthermore highlight how harnessing digital government and frontier technologies can foster the empowerment of vulnerable groups, through digital inclusion.

Through this Session, participants will:

- Understand how to use digital government tools and frontier technologies to address the specific needs of vulnerable groups and provide inclusive public services;
- Learn digital government tools and frontier technologies in engaging vulnerable groups in policy designing and implementation processes;
- Understand diverse policy concerns in leveraging digital government and frontier technologies for social inclusion – including the digital divide; and how the digital divide can be addressed; and
- Learn various innovative practices of fostering digital inclusion for promoting empowerment of vulnerable groups.

## II. Structure & Agenda

Time (Kuala Lumpur)	Agenda
11:30-11:35 AM (5 mins)	<b>Opening &amp; Session Introduction by Facilitator</b> <ul style="list-style-type: none"> <li>• <b>Ms. Mi Kyoung Park</b>, Governance and Public Administration Officer, UNDESA/DPIDG/UNPOG</li> </ul>
11:35-11:50 AM (15 mins)	<b>Presentation I: Harnessing Digital Government and Frontier Technologies for Inclusive Public Service Delivery and Engagement of Vulnerable Groups in Policy Processes</b> <ul style="list-style-type: none"> <li>• <b>Ms. Mi Kyoung Park</b>, Governance and Public Administration Officer, UNDESA/DPIDG/UNPOG</li> </ul>
11:50 AM-12:05 PM (15 mins)	<b>Presentation II: Bridging the Digital Divide and Promoting Digital Inclusion</b> <ul style="list-style-type: none"> <li>• <b>Ms. Kim Mallalieu</b>, Deputy Chairman, Telecommunications Authority of Trinidad and Tobago; Senior Lecturer, Department of Electrical &amp; Computer Engineering, The University of the West Indies</li> </ul>
12:05-12:20 PM (15 mins)	<b>Presentation III: Digital Government and Frontier Technology for Inclusion and Empowerment of Women</b> <ul style="list-style-type: none"> <li>• <b>Ms. Angela Rong Chen</b>, Innovation Programme Officer, UN Women</li> </ul>
12:20-12:30 PM (10 mins)	<b>Country Presentation 1</b> <ul style="list-style-type: none"> <li>• <b>Mr. Nordarzy Razak Norhalim</b>, Director, Digital Inclusion Division, MDEC</li> </ul>
12:30-12:40 PM (10 mins)	<b>Country Case Presentation 2</b> <ul style="list-style-type: none"> <li>• <b>Mr. Ashok Kumar Seetharaman</b>, Centre Director, eGovernment Leadership Centre, National University of Singapore</li> </ul>
12:40-12:50 PM (10 mins)	<b>Q&amp;A with Presenters</b>
12:50-1:20 PM (30 mins)	<b>Group Discussion</b> <ul style="list-style-type: none"> <li>• Needs Analysis &amp; Innovation by Harnessing Digital Government and Frontier Technology</li> <li>• Change Project - Harnessing Digital Government and Frontier Technology &amp; Developing the Digital Skills</li> </ul>
1:20-1:25 PM (5 mins)	<b>Reporting to the Plenary</b>
1:25-1:30 PM (5 mins)	<b>Wrap-up &amp; Next Session</b> <ul style="list-style-type: none"> <li>• <b>Ms. Mi Kyoung Park</b>, Governance and Public Administration Officer, UNDESA/DPIDG/UNPOG</li> </ul>

## III. Guiding Questions for Presentations

**Presentation I: Overview Presentation - Harnessing Digital Government and Frontier Technologies for Inclusive Public Service Delivery and Engagement of Vulnerable Groups in Policy Processes - Ms. Mi Kyoung Park, Governance and Public Administration Officer, UNDESA/DPIDG/UNPOG**

- How can digital government and frontier technologies be harnessed for providing inclusive public service delivery, by addressing the special vulnerabilities of different vulnerable groups?
- How can digital government and frontier technologies be leveraged for promoting engagement and participation of vulnerable groups in policy designing and implementation processes?
- What are innovative approaches and practices?
- What are the major challenges in advancing inclusive digital solutions and policy considerations?

**Presentation II: Addressing the Digital Divide and Promoting Digital Inclusion of Vulnerable Groups - Ms. Kim Mallalieu, Deputy Chairman, Telecommunications Authority of Trinidad and Tobago; Senior Lecturer, Department of Electrical & Computer Engineering, The University of the West Indies**

- What are the various causes/factors of the digital divide? What are the major challenges and policy concerns of Government in addressing the digital divide and promoting digital inclusion?
- What are the approaches, strategies, and innovative practices to address the digital divide and promote digital inclusion for ensuring leaving no one behind?
- What are the innovative ways for government to collaborate with other stakeholders, including the private sector, civil society organizations, academia, etc., to effectively address the digital divide and foster digital inclusion?

**Presentation III: Digital Government and Frontier Technology for Inclusion and Empowerment of Women – Ms. Angela Rong Chen, Innovation Programme Officer, UN Women**

- What are the innovative practices of harnessing ICT and digital government tools for addressing the special needs of women and promoting their social inclusion and empowerment?
- How can government bridge the gender digital divide and engage women in the process of developing gender-responsive ICT and digital government policies?

**Country Case Presentations**

- What are the experiences and innovative practices of your country in leveraging digital government and frontier technologies for addressing special vulnerabilities and demands of vulnerable groups and promoting digital inclusion?
- What are the challenges experienced in the process and what efforts were made to address these challenges?
- What are the lessons learned to be shared with other countries?

## **IV. Group Discussion**

**Activity 1: Needs Analysis & Innovation by Harnessing Digital Government and Frontier Technology (15 mins)**

*Please discuss in your group the special risks and vulnerabilities confronted by each vulnerable group and what are the innovation required to address these special risks and vulnerabilities. Please also identify what digital government tools and frontier technology can be leveraged for designing, developing and implementing the innovation.*

Vulnerable Groups	Risks & Vulnerabilities	Innovation Required	Type of digital government tools	Type of frontier technology
People living in poverty				
Persons with disabilities				
Older persons				
Youth				
Children				
Women				
Indigenous people				
Migrants, refugees, and Internally displaced persons (IDPs)				
Other				

**Activity 2: Change Project - Harnessing Digital Government and Frontier Technology & Developing the Digital Skills (15 mins)**

**Change Project – Harnessing Digital Government and Frontier Technology & Developing the Digital Skills**

**1. How can digital government tools and frontier technology be leveraged for developing and implementing your Change Project Plan (if applicable)?**

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**2. What are the necessary digital skills and capacities that need to be developed by government officials and other relevant stakeholders to effectively leverage the digital government tools and frontier technology?**

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**3. What could be possible challenges/policy concerns (i.e. digital divide) in leveraging digital government tools and frontier technology in your Project Change? What could be the practical solutions?**

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## V. Reference Materials

### Toolkit Modules

- **Module 8:** Digital Government and Frontier Technologies for Promoting Social Inclusion of Vulnerable Groups: Potentials and Challenges
- **Module 7:** Innovating Public Service for Vulnerable Groups

### Other Reference Materials/Sources

- UN DESA (2020), [UN E-Government Survey 2020](#)
- UN DESA (2020), [Compendium of Digital Government Initiatives in Response to the COVID-19 Pandemic](#)
- UN Women (2019), [Innovation for Gender Equality](#)
- UNESCAP & UN DESA/DPIDG/UNPOG (2016). [E-Government for Women's Empowerment in Asia and the Pacific](#)
- UNDESA/DPIDG Public Service Innovation Hub  
<https://publicadministration.un.org/unpsa/database>

## VI. Session Coordinators

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