

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

Co-organized by

UN Department of Economic and Social Affairs (UN DESA)/ Division for Public Institutions and Digital Government (DPIDG)/ United Nations Project Office on Governance (UNPOG) & Malaysia Digital Economy Corporation (MDEC) & UN Capital Development Fund (UNCDF) Malaysia

Concept Note & Agenda

Tuesday 3 & Thursday 5 November 2020

**08:00 AM - 12:30 PM Bangkok | 9:00 AM - 1:30 PM Kuala Lumpur
1:00 PM – 5:30 PM Suva**

Via Zoom

The United Nations Department of Economic and Social Affairs (UN DESA), through its Division for Public Institutions and Digital Government (DPIDG) and its Project Office on Governance (UNPOG), and the Malaysia Digital Economy Corporation (MDEC) with the support of the UN Capital Development Fund (UNCDF) Malaysia are co-organizing an Online Training Workshop on “*Government Innovation for Social Inclusion of Vulnerable Groups*” to pilot the Training Toolkit on the same topic. Some selected Modules from the Toolkit will be covered during the 2-day Training Workshop.

The Training Workshop intends to develop capacities of government officials and other stakeholders responsible for social inclusion of vulnerable groups by introducing approaches, strategies and tools for advancing governance innovation and leveraging ICTs and digital government to promote social inclusion of vulnerable groups. During the Training, participants will exchange cases and lessons learned, including on public health emergencies and the COVID-19 pandemic. The Training will include lectures focusing on innovative practices and group discussions, which will enable participants to transform in-depth learning into practice.

I. Thematic Focus

Ensuring no one is left behind is the overarching principle of the 2030 Agenda for Sustainable Development. As highlighted by the UN Secretary-General António Guterres, leaving no one behind means, “listening to the views and guidance of people living in poverty and acting together with them”. In every country, vulnerable groups – typically the youth, women, older persons, refugees, migrants, indigenous peoples, persons with disabilities or other minorities – confront barriers that prevent them

from fully participating in their nation's political, economic, and social life. These groups are excluded through several practices that discriminate people based on gender, race, ethnicity, or disability status.

Most of the UN Sustainable Development Goals (SDGs) are linked to the delivery of inclusive and equitable public services, which are especially critical for vulnerable groups. Vulnerable groups, particularly those experiencing multiple dimensions of vulnerability and limited by their social condition and position in society, can benefit from innovative public service delivery that is targeted to meet their complex needs¹. A lot of vulnerable groups under normal circumstances have difficulty accessing some basic and fundamental human rights – education, healthcare, water and sanitation – and with the pandemic we have seen that deepen so much². The COVID-19 pandemic has further marginalized vulnerable groups and exacerbated their vulnerabilities, pushing back into extreme poverty an estimated 71 million people in 2020, the first rise in global poverty since 1998³. Inclusive and participatory governance and effective, accountable and inclusive institutions are essential to address these challenges, particularly by improving service delivery and engaging vulnerable groups in policy designing, implementation and monitoring and reviewing. Empowerment is essential to support vulnerable groups to take part in social and economic life, as well as to contribute to economic development and employment.

These vulnerabilities facing vulnerable groups, especially during public health emergencies like the COVID-19, range from lack of resilience in the face of disasters to the inability to cope with external shocks, and in the short, medium as well as the long term. If the vulnerabilities of vulnerable groups are not duly addressed, the 2030 Agenda for Sustainable Development will be not be achieved.

Countries have fully acknowledged the need to move from business-as-usual governance to innovation for inclusiveness of vulnerable groups, especially the youth, women, and older persons. Governments expressed their difficulties in empowering vulnerable groups and involving them in decision-making, building local leadership, and enhancing collaboration among government, civil society organizations, local communities, and vulnerable groups.

These challenges call for innovation in government approaches and for increased and tailored public administration capacities at all levels, with transformational leadership and changing mindsets of public officials at the local level. This implies the need for a new direction in public-sector reform, at all levels of government: moving away from a sole focus on efficiency and restoring the balance with the three headline principles of effective governance for sustainable development proposed by the UN Committee of Expert on Public Administration (CEPA) and endorsed by UN ECOSOC in 2018 which are: *effectiveness*, *inclusiveness* and *accountability*⁴. Particularly, government innovation requires a paradigm shift in governance towards inclusive and participatory governance, which fosters the inclusiveness and empowerment of vulnerable groups.

ICTs, especially frontier technologies and digital government, are effective means of government innovation to enable the social inclusion of vulnerable groups such as, for example, in the case of drones used to deliver medical supplies to people living in remote areas. To better exploit the potential of ICTs and digital government for social inclusion of vulnerable groups, government should work together with ICT businesses, civil society organizations, and other stakeholders to bridge the digital divide and improve the digital inclusion of all.

Moreover, due to the limited capacities of governments to break the cycle and barriers of social inclusion of vulnerable groups, especially in some developing countries, government would have to adopt new approaches to financing and partnership building to overcome the financing gap and engage all sectors through a whole-of-society support.

¹ OECD (2015), Integrating Social Services for Vulnerable Groups: Bridging Sectors for Better Service Delivery, available at <http://dx.doi.org/10.1787/9789264233775-en>.

² Mohammed Sabo Keana, Almajiri Child Rights initiative, Nigeria, UN75 dialogue participant. https://www.un.org/sites/un2.un.org/files/un75report_september_final_english.pdf

³ <https://unstats.un.org/sdgs>

⁴ UN, Committee of Experts on Public Administration, Report on the Seventeenth Session (23-27 April 2018), p. 18-21, New York, Economic and Social Council, Official Records, 2018, Supplement No 24. E/2018/44-E/C.16/2018/8.

II. Learning Objectives

By the end of the Online Training, participants will be able to:

- Improve the understanding of different approaches to governance innovation and challenges in government innovation for social inclusion of vulnerable groups;
- Acquire knowledge of innovative approaches and strategies, especially those leveraging frontier technologies and digital government, for effective social inclusion;
- Learn how to ensure that the special vulnerabilities and demands of vulnerable groups are reflected in responses and policies during public health emergencies, including the COVID-19 pandemic;
- Strengthen capacities in innovative financing and building effective partnerships for social inclusion of vulnerable groups;
- Understand the importance of fostering inclusive mindsets of government officials and other relevant stakeholders, which leads to more inclusive societies through the empowerment and engagement of vulnerable groups; and
- Share knowledge and exchange good practices in innovating governance for social inclusion of vulnerable groups.
- Apply knowledge for concrete follow-up through a change management project.

III. Structure & Session Themes

▪ Opening and Introduction

▪ **Session 1: Innovative Governance Toward Inclusive and Participatory Governance**

This Session will address governance innovation in the context of social inclusion of vulnerable groups. It will introduce diverse fundamental issues, including key principles of effective governance, i.e. effectiveness, accountability and inclusiveness, innovating governance to integrate inclusiveness, and empowerment of vulnerable groups.

This Session will also cover the capacities which public servants are required to be equipped with to promote and implement government innovation for social inclusion of vulnerable groups. It will specifically address leadership and mindset change, i.e. flexibility, thinking out-of-the-box and overcoming silo behavior, as well as institutional, organizational and technical capacities of public institutions; and provide policy suggestions on how to foster the capacities to innovate and how to remove factors that hinder those capacities.

▪ **Session 2: Leveraging Digital Government and Frontier Technologies for Social Inclusion**

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 be better equipped to effectively include vulnerable groups in policy consultation and decision-making processes.

Experts 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.

▪ **Session 3: Ensuring Inclusion of Vulnerable Groups during Public Health Emergencies**

This Session will examine the special vulnerabilities of vulnerable groups during public health emergencies, including the COVID-19 pandemic; the impact of public health emergencies to vulnerable groups; the strategies and approaches of government innovation for inclusion of vulnerable groups during public health emergencies; and challenges and policy considerations. This Session will also present innovative practices of engaging the vulnerable groups in disaster risk reduction (DRR) policy designing, implementation, and monitoring and review processes and

building an enabling ecosystem for inclusive DRR strategies, especially by harnessing data and ICTs/frontier technologies.

- **Session 4: Financing and Partnerships for Social Inclusion**

This Session will introduce new approaches to financing and partnership for social inclusion, especially the private funding and blended financing to overcome the financing gap. In addition to the traditional approaches to partnership such as Public-Private Partnerships (PPPs), an enabling ecosystem with the full engagement of all stakeholders, particularly civil society organizations, academia, and volunteers, has to be built up to achieve more comprehensive solutions. Effective partnership will be conducive to delivering more inclusive essential services, especially employment, education, health, social protection, and water and sanitation, and facilitating engagement of vulnerable groups through multi-channels. Innovative financing and effective partnership are critical for breaking the vicious cycle and barriers to social inclusion.

This Session will also introduce the innovative approach to promoting private sector contributions through creating a strategic framework based on leadership, mobilization of funds, channeling of those funds social inclusion of vulnerable groups.

- **Summary & Closing**

IV. Format

The Online Training Workshop will be composed of four Sessions, with each Session running for two hours. Each Session will include thematic presentations, country presentations, Q&A discussion, and group discussion.

The recordings of the Sessions will be posted on the website after the conclusion of the Training. The follow-up actions, including key recommendations and the summary of the discussion, will be disseminated through the UN DESA website.

The Training will be conducted in English, through the online platform Zoom.

Participants are also invited to join the Online Discussion Board to continue discussions and exchange of ideas and practices among participants. Training documents, including presentations, reference materials, etc., will also be shared with the participants via the Online Discussion Board.

V. Targeted Audience

The target audience of the Online Training Workshop will be mainly from Asia-Pacific countries. They include government officials, from both national and local government agencies, working on: social inclusion/protection, SDG implementation, government innovation, public service delivery, ICTs/digital government, public health emergency management, or other relevant fields; and schools of public administration and institutes of public management.

The Online Training Workshop also aims to engage civil society organizations, the private sector, and regional/international organizations that are addressing the social inclusion of vulnerable groups.

VI. Certificate

UN DESA/DPIDG/UNPOG and MDEC will jointly issue a certificate of participation upon completion of the Training. Participants must demonstrate active participation in the Training and attend at least 3 Sessions to be eligible.

VII. Application & Registration

Apply online by **1 November 2020** at: <http://bit.do/fKf9b>

Upon application, you will be asked to provide:

1. Your reason/learning objective for taking this course;
2. Your expectations from the course, and how do you plan to apply your learning; and
3. Your current role related to advancing government innovation for social inclusion of vulnerable groups
4. One or more specific challenge that your institution is facing in terms of social inclusion of vulnerable groups that can be discussed during the workshop through working groups.

Applications will be reviewed in line the criteria above in Part V. Target Audience.

VIII. Agenda

Time (Kuala Lumpur Time GMT+8)	Day 1 – Tuesday, 3 November 2020
9:00-09:20 AM (20 mins)	Opening Session
	<ul style="list-style-type: none"> • Opening Remarks <ul style="list-style-type: none"> - Mr. Bokyun Shim, Head of UN Project Office on Governance (UNPOG), Division for Public Institutions and Digital Government (DPIDG)/ UN DESA - Ms. Surina Shukri, Chief Executive Officer, Malaysia Digital Economy Corporation (MDEC) • Presentation: Ms. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, DPIDG/UN DESA • Presentation: Ms. Makiko Tagashira, Officer-in-Charge, Social Policy Analysis Section, Global Dialogue for Social Development Branch, Division for Inclusive Social Development (DISD)/UN DESA • Training Overview
09:20-11:20 AM (120 mins)	Session 1: Innovative Governance Toward Inclusive and Participatory Governance
	<ul style="list-style-type: none"> • Facilitator: Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA • Presentation 1: Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA • Presentation 2: Mr. Louis Meuleman, Member, UN Committee of Experts on Public Administration • Presentation 3: Ms. Hitomi Rankine, Environmental Affairs Officer, Environment and Development Policy Section, Environment and Development Division, UNESCAP • Country Case Presentation 1: H.E. Mr. Sam Heng Boros, Secretary of State & Chair of the Social Assistance Sub-Committee, Ministry of Social Affairs, Veterans and Youth Rehabilitation, Cambodia • Country Case Presentation 2: Ms. Jocelyn Niwane, Assistant Secretary, Department of Social Welfare and Development, The Philippines • Q&A • Group Discussion • Reporting to the Plenary

11:30 AM-1:30 PM (120 mins)	Session 2: Leveraging Digital Government and Frontier Technologies for Social Inclusion
	<ul style="list-style-type: none"> • Facilitator: Ms. Mi Kyoung Park, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA • Presentation 1: Ms. Mi Kyoung Park, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA • Presentation 2: Ms. Kim Mallalieu, Deputy Chairman, Telecommunications Authority of Trinidad and Tobago; Senior Lecturer, Department of Electrical & Computer Engineering, University of the West Indies • Presentation 3: Ms. Angela Rong Chen, Innovation Programme Officer, UN Women • Country Case Presentation 1: Mr. Ashok Kumar Seetharaman, Centre Director, eGovernment Leadership Centre, National University of Singapore • Country Case Presentation 2: Mr. Nordarzy Razak Norhalim, Director, Digital Inclusion Division, MDEC • Q&A • Group Discussion • Reporting to the Plenary

Time (Kuala Lumpur Time GMT+8)	Day 2 – Thursday, 5 November 2020
9:00-11:00 AM (120 mins)	Session 3: Ensuring Inclusion of Vulnerable Groups during Public Health Emergencies
	<ul style="list-style-type: none"> • Facilitator: Mr. Robert Venne, Social Affairs Officer, DISD/ UN DESA • Presentation 1: Dr. Suvajee Good, Regional Adviser of Health Promotion and Determinants of Health, Department of Healthier Population and NCD, WHO Regional Office for South-East Asia • Presentation 2: Mr. Oleg Serezhin, Chief, Capacity Development and Partnerships Coordination Section, DISD/ UN DESA • Presentation 3: Mr. Eunkoo Lee, Statistician, Statistical Institute for Asia and the Pacific, UNESCAP • Country Case Presentation 1: Mr. Umesh Dhungana, Director-General, Department of Women and Children, Ministry of Women, Children and Senior Citizen, Nepal • Country Case Presentation 2: Dr. Hyeon-suk Lyu, Senior Research Fellow, Division of Disaster and Safety Management Research, Korea Institute of Public Administration • Q&A • Group Discussion • Reporting to the Plenary
11:15-13:15 PM (120 mins)	Session 4: Financing and Partnerships for Social Inclusion
	<ul style="list-style-type: none"> • Facilitator: Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA • Presentation 1: Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA • Presentation 2: Mr. Jaspreet Singh, Global Manager, Innovations and Financial Health, UNCDF Malaysia • Presentation 3: Mr. Sanjay Grover, Public-Private Partnership Specialist, Asian Development Bank

	<ul style="list-style-type: none"> • Country Case Presentation 1: Mr. Norhizam Abdul Kadir, Vice President, Fintech & Islamic Digital Economy, MDEC • Country Case Presentation 2: Mr. Md Shahid Uddin Akbar, Chief Executive Officer, Bangladesh Institute of ICT in Development (BIID) • Q&A • Group Discussion • Reporting to the Plenary
13:15-13:30 PM (15 mins)	Summary & Closing <ul style="list-style-type: none"> • Closing Remarks: Mr. Bokyun Shim, Head of UNPOG, DPIDG/UN DESA

IX. Contact Information

UN DESA/DPIDG/UNPOG	MDEC	UNCDF Malaysia
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