Capacity Development Webinar

Advancing Digital Government Transformation for Accelerating the Implementation of the Sustainable Development Goals

Launch of the
Toolkit on Capacities for Digital Government Transformation

30 May 2023

15:00 – 16:40 Seoul (GMT+9)
13:00 – 14:40 Bangkok (GMT+7)
09:00 – 10:40 Addis Ababa (GMT+3)

Via Zoom

Organized by the
United Nations Department of Economic and Social Affairs
Division for Public Institutions and Digital Government
and
United Nations Economic and Social Commission for Asia and the Pacific

Capacity Development Webinar Concept Note

Advancing Digital Government Transformation for Accelerating the Implementation of the Sustainable Development Goals

Event Description

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), in collaboration with the United Nations Economic and Social Commission for Asia and the Pacific (UN ESCAP), is organising a capacity development webinar to launch the Training Toolkit on Capacities for Digital Government Transformation (the "Toolkit"), which is part of the Curriculum on Governance for the Sustainable Development Goals (SDGs) (the "Curriculum"). The Offices of UN Resident Coordinators in the Asia-Pacific region will be invited to provide advice in contextualising the training material to the national level context.

Objectives

The Webinar aims to:
- Introduce the main pillars, strategy and roadmap for advancing digital government transformation;
- Enhance better understanding of the importance to adopt a holistic approach to digital government transformation;
- Raise awareness of the required capacities for digital government transformation at institutional, organisational, individual and societal levels;
- Share country experiences in promoting digital inclusion through bridging the digital divides and developing capacities of people in vulnerable situations; and
- Discuss with participants particularly capacity developers on how to use the Toolkit for enhancing capacities to advance digital government transformation.

Thematic Focus

"Information and communications technology enabled breakthroughs in Government, including the provision of public services, education, health care and employment, as well as in business, agriculture and science, with greater numbers of people having access to services in data that might previously have been out of reach or

unaffordable"[1]. In an era when the world is facing interlinked and cascading crises with far-reaching implications for public health, jobs, social equity, climate change, and environmental protection, digital government plays an increasingly vital role in accelerating the realisation of the 2030 Agenda for Sustainable Development and ensuring that no one is left behind.

Governments around the world are using digital technologies to innovate the way they operate, share information, make decisions and deliver services, as well as to engage and partner with people to solve policy challenges of public concern. Yet, many countries remain ill-equipped to effectively leverage digital technologies and provide accessible, reliable, fast, personalised, secure and inclusive services and empower people through open and participatory mechanisms[2]. In this context, while realising the importance and benefits of digital government transformation, many countries especially countries in special situations are confronted with a multitude of challenges notably in technological, governance and institutional dimensions. UN DESA supports Member States in strengthening their capacities for digital government transformation for achieving sustainable development.

The Training Toolkit provides national and local governments with a comprehensive framework, practical strategies, and tools to embrace a holistic approach and develop required capacities for digital government transformation. It also provides a step-by-step guideline on how to conduct a situation analysis to assess capacity gaps, undertake an envisioning exercise by adhering to the SDGs and fostering design thinking, and devise a strategy and road map to digital government transformation. It examines how to develop capacities at institutional, organisational, individual, and societal levels including highlighting the importance of changing mindsets as well as the need of recruiting, retaining, and motivating the best digital talent within government and creating safe spaces in which individuals can nurture innovation. It puts particular emphasis on how to develop digital capacities of people in vulnerable situations to promote digital inclusion through bridging the digital divide. Since digital government transformation is a dynamic process and a long journey instead of a final destination, the continuous monitoring and evaluation of digital services are essential. So this Toolkit also introduces the objectives, methods, and indicators of monitoring and evaluation of the progress of digital government transformation.

The Toolkit provides methodologies and approaches to advance knowledge and assist governments in developing capacities at the individual, organisational, and

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[1] UN General Assembly, Outcome Document of the High-Level Meeting of the General Assembly on the Overall Review of the Implementation of the Outcomes of the World Summit on the Information Society, available at: https://unctad.org/system/files/official-document/ares70d125_en.pdf
[2] UN Department of Economic and Social Affairs (UN DESA), United Nations E-Government Survey 2020

institutional/societal levels to drive digital government transformation for implementing the 2030 Agenda for Sustainable Development. This Training of Trainers Capacity Development Toolkit is structured around modules that include readings, self-assessment situation analysis, application of theories to concrete issues and challenges, priority setting exercise, through country case studies based on the level of competencies of government officials, action planning, and other activities that can assist countries in advancing digital government transformation for sustainable development. The Toolkit is made available at no cost on the UNPAN website at unpan.un.org. This Toolkit is also intended for schools of public administration and institutes of public management given their strategic role in training public servants and improving the effectiveness of digital government policy and digital government service design, implementation, and evaluation through in-service training and education of all those engaged in digital government transformation.

Format

The Webinar will run for 100 minutes. It will be conducted in English. It will include a thematic session on recent trends in digital government transformation with discussion on challenges, approaches and strategies, and required competencies of government officials, and an overview presentation of the Toolkit. The presentations will be followed by an interactive discussion to solicit recommendations and commitments by representatives from the Global Network of School of Public Administration and an open discussion/Q&A. The Webinar will be conducted using video conferencing tools such as Zoom and Facebook livestreaming (TBC).

The recordings and the presentations will be posted on the website after the conclusion of the Webinar. The follow-up actions, including key recommendations, partnership building among participating agencies and country demands/needs for capacity development support, will be disseminated through the UN DESA and UN ESCAP websites.

Target Audience

The target audience of the Webinar includes government officials, from both national and local government agencies, schools of public administration and institutes of public management in the Asia-Pacific region, members of the United Nations Public Administration Network (UNPAN), the UN Resident Coordinator Offices in the Asia-Pacific region and other relevant stakeholders, including civil society organisations, private sector, and academia. The Webinar is also open to the public upon registration.

Expected Results

The Webinar will result in:

- A better understanding on the essence of digital transformation – which goes beyond digitalisation and harnessing digital technologies.
- Enhanced understanding of the main pillars of digital government transformation, which requires public governance transformation, creating a digital ecosystems and innovation as part of overall national development vision and strategy.
- Raised awareness of the importance of taking a holistic approach to digital government transformation that is value-driven and institutionalised across all levels of government and society.
- Knowledge sharing on how to develop a strategy and roadmap for digital government transformation.
- Increased understanding on the strategy and approaches to developing capacities for digital government transformation at institutional, organisational, individual, and societal levels.
- Increased knowledge on building a mechanism for monitoring, evaluation and improvement of digital government transformation.
- Partnership building among participating countries in advancing digital government transformation.

Upon completion of the Webinar, a survey will be circulated to garner the capacity development interest of participating government officials and schools of public administration to adapt and implement the Toolkit to their national context. The Webinar will also result in the delivery of national training workshops on digital government transformation, upon governments' request. Follow-up activities can also include peer-to-peer learning workshops on developing capacities to promote digital government transformation in the A-P region and beyond.

Key Questions for the Open Discussion

1. Why is promoting and accelerating digital government transformation important for realising the 2030 Agenda for Sustainable Development?

2. What are the benefits and risks of using digital technologies in government?

3. Why is it significant to adopt a holistic approach to digital government transformation? What is the process and the steps in implementing digital government transformation?

4. Why is it necessary to conduct a situation analysis? What tools could be used for situation analysis?

5. What is the future envisioning for digital government transformation? What are the tools available and the procedures to implement the envisioning?

6. What could be the effective strategies and approaches to developing capacities at institutional, organisational, individual and societal levels?

7. What could government do to promote digital inclusion and empower people in vulnerable situations in the process of digital government transformation?

8. Why is continuous monitoring and evaluation needed for digital government transformation and what performance indicators could be adopted for this purpose?

9. What could be the approaches and strategies for collaboration to apply the Toolkit's training material for advancing the digital government transformation in your national curricula?

Programme (Draft)

Time (GMT+9)	Agenda
15:00 – 15:07 (7 mins)	**Opening** **Introduction by the Moderator: Mr. Keping Yao,** Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA (1 min) • **Opening Remarks: Mr. Kyu Chang Ko,** Head of UNPOG, DPIDG/UN DESA (3 mins) • **Opening Remarks: Ms. Tiziana Bonapace,** Director, ICT and Disaster Risk Reduction Division, UN ESCAP (3 mins)
15:07 – 15:39 (32 mins)	**Session 1: Recent trends in Digital Government Transformation: Challenges, Approaches and Strategies, and Required Competencies of Government Officials** **Moderator: Ms. Yun Sook Lee,** Senior Programme Management Expert, UNPOG/DPIDG/UN DESA **Global and Regional Trends and Key Findings from the UN E-Government Survey 2022** • **Mr. Vincenzo Aquaro,** Chief, Digital Government Branch, DPIDG/UN DESA (video presentation) (8 mins) **Korea's Journey toward Digital Platform Government** • **Mr. Sung Joo Son,** Director, Digital Government Cooperation Division, Ministry of the Interior and Safety (MOIS), Republic of Korea (8 mins) **Recent trends in Digital Government Transformation: Challenges, Approaches and Strategies** • **Mr. Sean Doral,** Programme Officer, ITU Regional Office for Asia and the Pacific (8 mins) **Digital Government for an Inclusive Digital Transformation** • **Mr. Tae Hyung Kim,** Chief, ICT and Development Section, ICT and Disaster Risk Reduction Division, UN ESCAP (8 mins)
15:39 – 15:54 (15 mins)	**Session 2: Overview Introduction of the Toolkit** **Moderator: Mr. Khen Gee TAN,** Senior Manager, Technology Management Office, GovTech, Singapore • **Mr. Lei Zheng,** Director, Lab for Digital and Mobile Governance, Professor, Fudan University, China • **Mr. Keping Yao,** Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA

15:54 – 16:24 (30 mins)	**Session 3: Interactive Discussions – Recommendations and Commitments by Representatives from the Global Network of Schools of Public Administration (6 mins for each speaker)** **Moderator: Mr. Anir Chowdhury,** Policy Advisor, a2i, Bangladesh **Enhancing Digital Capacities and Developing Digital Mindset of Public Sector Workforce for Digital Government Transformation in Pakistan** • **Mr. Shah Nasir Khan**, Head, UN Resident Coordinator Office in Pakistan **Developing Digital Capacities of Capacity Developers to Promote Digital Government Transformation in the A-P Region** • **Dr. Haozhi Pan,** Director, Secretariat of the Asian Association for Public Administration (AAPA) **Mainstreaming the Toolkit in the Curricula of the Public Administration Schools and Training Institutes in the A-P region** • **Dr. Alex B. Brillantes,** Secretary-General, Eastern Regional Organization for Public Administration (EROPA) **Developing Digital Capacities of Capacity Developers to Promote Digital Government Transformation in Africa** • **Dr. John Nakabago,** President, African Association of Public Administration and Management (AAPAM) **UCLG Africa Go Digital and Smart** • **Ms. Abir Achour,** Task Manager, the African Local Governments Academy (ALGA) of UCLG Africa
16:24 – 16:37 (13 mins)	**Open Discussion/Q&A** **Moderator: Dr. Lizan E. Perante-Calina,** Dean of Development Academy of the Philippines and President of the Philippine Society for Public Administration • **Mr. Semral Aliyev**, Head of Design of Services and Innovations Department, State Agency for Public Service and Social Innovations under the President, Azerbaijan • **Mr. Steven Matainaho,** Secretary, Department of ICT, Papua New Guinea
16:37 – 16:40 (3 mins)	**Closing: Summary and Way Forward** • **Closing Remarks: Mr. Kyu Chang Ko,** Head of UNPOG, DPIDG/UN DESA

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