

## **2022 UN DESA-KRILA Forum**

# **“Promoting Innovative Local Governance for Accelerating the Implementation of the Sustainable Development Goals & Building an Inclusive and Resilient Society in the Post-COVID-19 Era”**

6 September 2022

## **Draft Outcome Report**



**United  
Nations**

Department of  
Economic and  
Social Affairs



**KRILA**  
Korea Research Institute  
for Local Administration



**Jeonbuk**

# Table of Contents

<b>I. Introduction .....</b>	<b>3</b>
<b>II. Key Messages .....</b>	<b>4</b>
<b>III. Session Summary .....</b>	<b>6</b>
<b>IV. Participants Survey Results.....</b>	<b>23</b>
 <b>Annex. Concept Note &amp; Agenda .....</b>	 <b>28</b>

# I. Introduction

The **2022 UN DESA-KRILA Forum on “Promoting Innovative Local Governance for Accelerating the Implementation of the Sustainable Development Goals & Building an Inclusive and Resilient Society in the Post-COVID-19 Era”** was held on 6 September 2022 via Zoom.

The Forum was co-organized by the Division for Public Institutions and Digital Government (DPIDG) of the United Nations Department of Economic and Social Affairs (UN DESA), through its Project Office on Governance (UNPOG), and the Korea Research Institute for Local Administration (KRILA), in collaboration with Jeollabuk-do, Republic of Korea and with support from the Jeonbuk Center for Creative Economy & Innovation.

The objective of this Forum was to share various approaches, strategies, and good practices in promoting innovative local governance for accelerating SDG implementation at the local level and building an inclusive and resilient local society in the post-COVID-19 era.

The Forum consisted of the following substantive Sessions:

- **Session 1 <Accelerating Digital Transformation for Public Service Innovation and Revitalization of Local Economy>:** This Session examined the role of ICT and digital technologies for promoting SDG implementation at the local level and building an inclusive and resilient local society in the era of the New Normal, with a particular focus on public service innovation and revitalization of local economy. It discussed how to accelerate digital transformation at the local level by introducing diverse approaches, strategies, and experiences.
- **Session 2 <Promoting Social Inclusion & Leaving No One Behind in Local Governance>:** The Session examined the challenges that local governments are confronted with in promoting social inclusion of people in vulnerable situations at the local level and discussed various innovative approaches, strategies, and good practices of people-centered and inclusive governance toward building an inclusive local society and ensuring leaving no one behind at the local level.
- **Session 3 <Addressing Climate Change and Building Resilience at the Local Level through Public-Private-People Partnerships (PPPPs)>:** This Session aimed to highlight the importance of PPPPs and how promoting PPPPs can contribute to addressing of climate change and building resilience at the local level in an effective and inclusive manner. It also introduced innovative cases of PPPPs and discussed policy implications for local government and other relevant stakeholders.

The Forum received a total of 693 registrations from 91 countries and was attended by 343 participants from 50 countries. Participants were from national and local governments, academia, civil society organizations, private sector, and international organizations/UN entities.

The Forum has provided a meaningful venue for peer-to-peer learning by sharing diverse strategies, approaches and experiences with lessons learned and partnership building among participants across regions and sectors.

## II. Key Messages

The insightful discussions of the Forum generated diverse and contextualized views and provided a good number of policy recommendations for promoting innovative local governance for accelerating SDG implementation and building an inclusive and resilient society in the post-COVID-19 era. Key messages from the Forum discussions include the following:

### ***i) Accelerating Digital Transformation at the Local Level***

- Accelerating digital transformation at the local level is critical for innovating public service and revitalizing local economy. Major factors for successful digital transformation include: strong leadership, mobilizing technical, human and financial resources, strengthening digital capacities of local institutions and the whole society, and building an organization structure and a central platform for service integration.
- To ensure people-centered digital transformation, it is necessary to shift from the government perspective to the citizen-centric perspective.
- It is important to strengthen digital data governance by addressing issues of data sharing and exchange, data security and privacy protection, data quality assurance, and data interoperability and integration.
- Effective coordination between national and local governments is essential, especially in the areas of data privacy and data protection as many city government portals are obliged to comply with the data protection regulations set by central government.
- The Local Online Service Index (LOSI), part of assessment of the UN E-Government Survey on online service delivery of selected cities, provides important insights for improving local online service and accelerating digital government transformation at the local level. The LOSI can serve as a useful benchmark for local governments to improve efficiency and enhance transparency and accountability through e-participation.

### ***ii) Harnessing Digital Technologies to Address Local Challenges***

- Digital technologies can significantly contribute to providing innovative solutions for addressing multi-faceted local challenges such as promoting social inclusion of people in vulnerable situations and addressing climate change and building resilience.
- Harnessing data can greatly assist with better measuring and tracking the progress towards achieving the SDGs.
- To fully reap the benefits of digital technologies, it is essential to bridge the digital divide and to provide inclusive services through multiple channels for the marginalized populations who lack access to digital infrastructure and digital skills to ensure leaving no one behind in the hybrid digital society.

### ***iii) Promoting Inclusive and Participatory Governance through Engagement and Participation of Vulnerable People and Local Communities in the Policy Processes***

- To promote social inclusion and ensuring leaving no one behind at the local level, local government needs to effectively identify the continuously changing vulnerabilities and needs of the marginalized and vulnerable people. It is important that local governments actively interact and communicate with local communities and people in vulnerable situations to better understand their unique needs and priorities.

- Fostering inclusive and participatory local governance through engagement and participation of vulnerable people in the policy processes and delivering inclusive public services is highly critical for promoting social inclusion at the local level.
- Particularly, it is important that local governments co-create and co-design policies and services with people, including those in vulnerable situations, to ensure that their needs are addressed in an effective and inclusive manner.
- Through participation and empowerment, vulnerable people and local communities can transform and act as important agents of innovation and for sustainable development.

#### ***iv) Fostering Public-Private-People Partnerships (PPPPs) for Addressing Climate Change and Resilience Building***

- Considering the far-reaching impact of climate change and disaster risks, addressing climate risks and building resilience necessitates strenuous efforts from local government as well as other stakeholders, especially the private sector and local communities. Public-Private-People Partnerships (PPPPs) can foster innovative solutions, enhance investment capacity in infrastructure, strengthen accountability and transparency, and improve citizen satisfaction and trust in government.
- Promoting effective PPPPs require creating an enabling ecosystem including conducive policy frameworks, regulations and guidelines, as well as funding mechanisms.

#### ***v) Institutionalizing the Engagement and Partnership Platforms and Mechanisms***

- To foster engagement and participation of vulnerable people in the policy processes, open and systematic spaces and platforms shall be established. Institutionalizing the engagement and participation mechanisms and platforms is critical, particularly supported by laws and regulations.
- It is also critical to develop strategic approaches and institutionalized mechanisms to facilitate PPPPs together with the private companies, civil society organizations and people.

#### ***vi) Leadership and Capacity Development of Local Government Officials***

- Promoting innovative local governance requires strong commitment, leadership and vision from political leaders as well as capacity development of local government officials.
- Developing digital capacities of local governments, especially small-sized cities, is critical for effective promotion of digital transformation at the local level.
- Promoting social inclusion requires changing mindsets and enhancing skills and capacities of local government officials.
- Open and collaborative mindsets and strong sense of responsibility of local governments, as well as other relevant stakeholders, are critical for building an enabling ecosystem for innovation and PPPPs.

## III. Session Summary

### Opening Session

#### **Opening Remarks: Mr. Kyu Chang Ko, Head of UN Project Office on Governance (UNPOG), DPIDG/UN DESA**

Mr. Kyu Chang Ko highlighted that local governments play a pivotal role in accelerating the implementation of the far-reaching SDGs across economic, social, and environmental sectors and are also at the forefront of recovering the lives and well-being of citizens from the COVID-19 pandemic and building local resilience in the post- COVID-19 era. However, local governments are confronting a multitude of challenges in the process of the pandemic recovery and building an inclusive and resilient society. The progress toward achieving the 2030 Agenda for Sustainable Development is “in grave jeopardy due to multiple, cascading and intersecting crises”, as highlighted by the UN Sustainable Development Goals Report 2022, and the impact of the climate crisis and the food and energy crisis are further exacerbating the plight of citizens and affecting the resilience of local communities, especially with disproportionate impact to the people who are marginalized and in vulnerable situations.

Mr. Ko also accentuated that to address such complex challenges, accelerating SDG implementation, building an inclusive and resilient society and innovation in local governance are important more than ever. Local governments need innovative and transformative approaches to better serve the citizens’ needs in the pandemic recovery and address various newly emerging challenges in the post-COVID-19 era. And the three themes that will be addressed during today’s Forum are particularly significant for promoting innovative local governance. First, accelerating digital transformation is critical for public service innovation and revitalization of local economy. Second, promoting social inclusion and ensuring leaving no one behind in local governance is very critical. Third, addressing climate change and building resilience at the local level through Public-Private-People Partnerships (PPPPs) is highly important.

Mr. Ko expressed his sincere gratitude to KRILA for jointly organizing the 2nd UN DESA-KRILA Forum this year, after the successful first Forum last year, as well as Jeonbuk Province and speakers.

#### **Opening Remarks: Mr. Iljae Kim, President, Korea Research Institute for Local Administration (KRILA)**

Mr. Iljae Kim welcomed all speakers and participants to the second UN DESA-KRILA Forum on promoting innovative local governance and building an inclusive society in the post-COVID-19 era. Mr. Kim said that building partnerships among central governments as well as local governments, international organizations, international financial institutions, the private sector and civil society has never been more critical.

Acknowledging that the COVID-19 pandemic is the defining challenge of our generation with crises in public health, economy and local governance, Mr. Kim highlighted that strengthening international cooperation and solidarity based on multi-stakeholder partnerships to move forward on all these fronts is paramount.

The COVID-19 crisis is having a deep impact on local governance around the world. The pandemic outbreak has a profound effect on local public health and an unprecedented impact on local economies around the world, and it magnifies existing social issues including inequality. While the global economy is facing a devastating recession, more than a billion children are out of school.

Mr. Kim highlighted that solving this conundrum requires taking a paradigm shift. The world has an important opportunity to come together and turn the costly lessons of this pandemic into a united drive to build a more inclusive, sustainable future for all. During the post-COVID-19 era, it is more imperative than ever to reinforce local governance in order to successfully implement the Sustainable Development Goals and build a resilient society. In particular, engagement and collaboration with all local stakeholders are a pre-requisite to ensuring the delivery of essential services to all, including vulnerable groups, and their inclusion in the COVID-19 recovery policy-making and implementation processes.

### **Opening Remarks: Mr. Kwan-Young Kim, Governor of Jeollabuk-do, Republic of Korea**

Mr. Kwan-Young Kim, Governor of Jeollabuk-do, highlighted that the theme of the Forum on promoting innovative local governance for implementing the Sustainable Development Goals and building an inclusive society is aligned with the vision of Jeollabuk-do which is to build a new Jeollabuk-do by making growth and innovation all together. He expected that today's discussion will contribute toward promoting inclusive innovation and growth that can lead to prosperity for all. Governor Mr. Kwan-Young Kim also extended his good wishes to welcome participants to Jeollabuk-do in the future.

### **Keynote Speech: Prof. Alex Brillantes Jr, Secretary-General, Eastern Regional Organization for Public Administration (EROPA); Professor, National College of Public Administration and Governance, University of the Philippines**

Prof. Alex Brillantes Jr. highlighted the critical role of local governments as frontliners, as they are at the forefront of accelerating the implementation of the SDGs and recovering the lives of citizens from the COVID-19 pandemic. Local governments are the first entity and contact of people and they provide an enabling framework to encourage participation of civil society as well as the private sector. At the same time, the COVID-19 pandemic has also exposed the weakness of local governments, including capacity gaps, lack of inter- and intra-local coordination, lack of communication, poor data, and reactive and weak leadership. By addressing these weaknesses, local governments must become a strong link in the chain of good governance through capacity building and strengthening partnerships.

Innovative cases from various countries of the Asia region show the prominent role of local governments in COVID-19 response, particularly by implementing the decisions of central government in the local context, harnessing digital technologies and digital governance, and forging collaborative governance and engagement of local communities.

Dr. Brillantes summarized the success factors of local governments' COVID-19 responses, which are: i) quick and timely response; ii). science-based policy decisions; iii) intergovernmental coordination, i.e. national-national; national-local; and local-local coordination; iv). Localization and contextualization of strategies; v). partnerships with the private sector, business and civil society; vi) discipline and cooperation among citizens; vii). Leadership; viii) transparency and trust in government; and ix) decentralization as an enabling framework.

Lastly, Prof. Brillantes also emphasized the important role of Information and Communications Technology (ICT) and digital governance as a game changer, which enable local government to be more innovative, as well as the need for continuous capacity building for both local and national governments.

## **Session 1 <Accelerating Digital Transformation for Public Service Innovation and Revitalization of Local Economy>**

### **Overview – Moderator: Dr. Pan Suk Kim, International Civil Service Commission**

The COVID-19 has caused a lot of pain and challenges. However, meanwhile, revolutionary changes have occurred in education as well as the way people meet. So, it is the best time to discuss acceleration in digital transformation for public service innovation and revitalization of local economy.

The Session 1 opened with a presentation delivered by Dr. Kyung-eun Lee, Director of the Center for Local Information at KRILA. She elaborated on digital transformation in local government focusing on leadership, human resources, and organizational structure. The second presentation was delivered by Mr. Deniz Susar, Governance and Public Administration Officer, Digital Government Branch, DPIDG/UN DESA, introducing the Local Online Service Index (LOSI) as a benchmark for assessing local public service delivery. Lastly, Prof. Lei Zheng, Professor at the School of International Relations and Public Affairs in Fudan University in China, delivered a presentation on the whole-municipality digital transformation practices in Shanghai.

### **Presentation 1: Ms. Kyung-eun Lee, Director, Center for Local Information, KRILA**

Dr. Kyung-eun Lee presented about organizational strategies of local government in response to digital transformation focusing on leadership, human resources and organizational structure. She explicated the importance of accelerating digital transformation at the local level for achieving the SDGs and the enabling factors for successful digital transformation.

Why is digital transformation important for achieving the SDGs? Progress on certain SDGs can be tracked and correlated with ICT progress, especially in monitoring SDG 3 on health and wellbeing, SDG 4 on quality education, and SDG 9 on infrastructure, industrialization and innovation. Within local governments, digital transformation can contribute to realizing various public values such as transparency, fairness, equity and effectiveness, localizing the SDGs, and providing high-value public services to achieve the SDGs in real time by adopting and utilizing digital technology.

Dr. Lee identified three key factors, among many, of leading organizational innovation to successful digital transformation: leadership, human resource, and organization structure.

Digital leadership in local governments facilitates successful digital transformation through three stages of digital innovation steps: planning, execution, and evaluation and follow-up management. On top of that, having a sufficient number of people proficient in innovation technologies in public sphere will help solve the governments' lack of digital capabilities. Lastly, an integrated structure such as a centralized or a federal structure seems more supportive for local governments than a decentralized structure to become digital organizations.

### **Presentation 2: Mr. Deniz Susar, Governance and Public Administration Officer, Digital Government Branch, DPIDG/UN DESA**

Mr. Deniz Susar presented on the Local Online Service Index (LOSI), as part of the United Nations E-Government Survey which is the only tool that examines e-government development of all 193

UN Member States. He emphasized the importance of e-government development and explained challenges and opportunities.

Cities, as frontliners, are the first entities that are closest to people and can understand people best. LOSI aims to capture city progress on e-government development. This evidence-based research is a result of close collaboration between UN DESA and UNU-EGOV. It complements the Online Service Index (OSI) provided by UN DESA since 2001 by monitoring the key e-government development indicators at the city level. The LOSI was launched in 2018 as a pilot project with 40 cities. In 2020, the scope of the index was extended to include 100 cities. The methodology for the 2022 edition of LOSI is prepared to include the most populated cities in all 193 Member States. The average LOSI for 2020 was 0.43. This means that there is more room for improvement for cities.

Mr. Susar also mentioned about the Local Online Service Index (LOSI) and how one can apply LOSI methodology in his/her own country. He explained the UN DESA partners with institutions (either Member State or non-Member State) who would like to use LOSI methodology and stated that details of the process is explained by following this link: <https://publicadministration.un.org/egovkb/en-us/About/E-Government-at-Local-Level/Application-of-LOSI-methodology-in-countries>.

### **Presentation 3: Prof. Lei Zheng, Professor, School of International Relations and Public Affairs & Director, Lab for Digital and Mobile Governance, Fudan University, China**

Prof. Lei Zheng introduced the digital transformation practices of Shanghai, China. In 2021, the mayor launched a digital transformation plan which consists of three dimensions of digital transformation: Economy Digital Transformation, Lifestyle Digital Transformation, and Governance Digital Transformation.

Digital governance stands for data-centric and online-offline integration of digital government in Shanghai. It means providing services to citizens through just one portal or one application. In order to achieve the one-stop goal, government agencies need to collaborate, share data, reengineer and reform their internal processes. Also, governments have to shift from the department perspective to the user perspective.

However, there are various challenges faced by the government. First is how to shift the perspective from department to citizens. Second is addressing issues for strengthening data governance, including data security, public data quality, and data integration. Third, there is the challenge of the digital divide. Providing services to elderly people who experience difficulties in using mobile phones is still a challenge.

### **Moderated Discussion and Q&A Session**

Mr. Samuel Danaa from the UN Project Office of Governance asked about underlying mechanisms through which we'll be able to establish a more effective or sustainable digital leadership and how we can mobilize a society or equip local governments to promote digital leadership.

Dr. Kyung-Eun Lee responded that local governments have to find the way to improve the leadership capability. She emphasized education and training program as a way to improve the digital leaders' abilities.

Mr. Samuel Danaa also asked how LOSI ultimately helps local governments promote digital transformation.

Mr. Deniz Susar said if we don't measure, we cannot improve. People can raise questions by looking at the index. LOSI helped us ask the right questions. Additionally, by raising awareness, it could help cities improve and invest more on their digital transformation.

Zephaniah Danaa from Yonsei University asked about the origins of the limitations with regard to the city portals, and how they were addressed in the 2022 UN E-Government Survey.

Mr. Deniz Susar mentioned that LOSI has five sub-components: content, services, participation and engagement, technology, and institutional framework. Among these five elements, the biggest limitation we have observed is in the services. There might be many different reasons for this but we need to see the connections between city and national portals as the first step. One of the limitations that cities face is the lack of digital skills. Smaller cities might not have enough resources or digital talent.

KC Pramod from Thailand asked how institution, a main criterion of innovation, is important to local government, and how the local government can have good relationships with the central government to deliver the services in a more effective way.

Prof. Lei Zheng pointed out that other than the vertical system such as public safety and weather forecast, most services are provided by local government so they can have more autonomy to change the services. Sometimes central government gives some cities more autonomy to make some reform. Therefore, there have been lots of interactions, reflections, negotiations and coordination between central and local governments in China.

Dr. Michelle Oren from Israel gave a comment on possible factors which have effect on implementation or development of digital public services. She underscored that political willingness is the number one factor that affects the existence or nonexistence of good national digital portal.

Dr. Haedong Hwang of KRILA asked if there is an example which tells us about relaxation of regulation—deregulation of technology.

Mr. Deniz Susar responded that most city portals are affected by regulation of the central government in terms of either data privacy or data protection. This is also in the Global Digital Compact, proposed as part of the Our Common Agenda of the UN Secretary-General. He added that we need to think of the role of national government in protecting data as well as allowing data to be used by others.

Mr. Edwin Monares asked what driving forces could make local politicians prioritize funding on digitalization in the municipal process.

Dr. Michelle Oren responded that the second factor affecting the implementation of digitalization of public services is public pressure. If there is a demand of digital services from citizens, governments will incorporate it in its public agenda.

## Key Messages

- Digital transformation is crucial to the achievement of the Sustainable Development Goals. To successfully foster digital transformation, leadership, human resources and organizational structure constitute key success factors.

- It is imperative to raise awareness about e-government and local online services through right questions. By using the Local Online Service Index as benchmark to assess local online service, people can expect increased transparency and participation, as well as cost reduction and improvement in efficiency.
- So as to successfully implement digital government transformation, with reference to the whole-municipality digital transformation practices in Shanghai, governments have to address challenges which could be entailed in the changing process.

## **Session 2 <Promoting Social Inclusion & Leaving No One Behind in Local Governance>**

**Overview – Moderator: Ms. Mi Kyoung Park, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA**

People in vulnerable situations have been disproportionately impacted by the COVID-19 pandemic, climate change, energy and food crises, as well as other challenges. Often, these vulnerable people have barriers in accessing public service and fully participating in local governance processes. Local governments play a particularly critical role in promoting social inclusion and ensuring leaving no one behind, which is the overarching principle of the 2030 Agenda for Sustainable Development.

Due to the proximity to citizens, local governments are at the forefront of identifying the dynamically evolving vulnerabilities and special needs and demands of the vulnerable populations on the ground, as well as delivering essential public services and engaging them in policy processes.

The Session 2 consisted of thematic presentations which highlighted the importance of promoting social inclusion and ensuring leaving no one behind in local governance and introduced various innovative practices as well as discussions to share further insights and policy recommendations.

### **Presentation 1: Dr. Bernadia Irawati Tjandradewi, Secretary-General, UCLG ASPAC**

Dr. Bernadia Irawati Tjandradewi first provided the definition and elements of social inclusion and highlighted the important role of local government in promoting social inclusion and ensuring leaving no one behind at the local level. In order to promote inclusive government in the local context, it is important to i) ensure that the distributional effects of each policy and decision on its citizens are systematically evaluated, ii) improve social inclusiveness by strengthening labor market access and participation, reducing gender gaps, and improving overall life opportunities and social mobility; and iii) foster inclusive governance that is essential to advancing democratic values. In an inclusive approach to public policies, equity and fairness can be improved by assessing the impact of various policy options on different groups in society. Inclusive governance processes also allow the civil society and the wider public to be involved in the policy making, regulation and service delivery.

Dr. Tjandradewi further explained that promoting social inclusion and ensuring leaving no one behind is critical for achieving the SDGs, especially at the local level. She also shared the work of UCLG ASPAC in supporting local governments in promoting inclusive government in the Asia and the Pacific region.

Dr. Tjandradewi has also shared several innovative practices. The first is gender-responsive participatory budgeting, which emphasizes the important role of women in decision-making. The second case is the service guarantee and the platform for vulnerable groups in Semarang City, Indonesia, where vulnerable people such as children, women and people with disabilities are provided with counselling services and support system for voicing their opinions. Another innovative practice from the Semarang City is the Thematic Village initiative, which turned a slum area into a colorful village. It has also brought about the development of local economy which provided employment opportunities for the vulnerable populations in the area. Lastly, Guangzhou City in China, has implemented innovative initiatives for empowering women through the Guangzhou Household Service Programme. Dr. Tjandradewi emphasized that it is particularly

critical to promote inclusive local government, strengthening partnership with other stakeholders and fostering peer-to-peer learning among local governments.

**Presentation 2: Dr. Michelle L. Oren, Head of Urban Futures Lab, BIU Center for Smart Cities, Graduate School of Business Administration, Bar-Ilan University, Israel**

Dr. Michelle L. Oren introduced different strategies and approaches to promoting innovation for inclusive public service delivery at the local level. Major challenges confronted by local governments include: lack of access to essential infrastructure, technology and services; bias among government officials and stakeholders; barriers in usability of services, such as complicated administrative process and the lack of literacy skills and availability of information; insufficient involvement of vulnerable people in service design processes, among others. To foster inclusive local public services, it is critical to: i) increase accessibility, usability and diversity; ii) take into account the needs of the furthest behind; iii) establish trust building mechanisms; iv) working in partnerships with a variety of stakeholders; v) co-design and co-create with people in vulnerable situations; and vi) empower vulnerable people through participation and engagement. The eight building blocks for promoting social inclusion of people in vulnerable situations include: people, vision, strategy, process, governance, partnership, technology, and data.

Dr. Oren also presented diverse innovative cases, such as 1) the self-reliant solar energy community initiative of Nong Ta Tam Subdistrict Administrative, Thailand, which enabled people in rural villages to produce energy through participation and training; 2) the Easy Rights initiative of UK for simplifying access to public service for migrants through co-designing; and 3) the Hyo Policy of Seongdong District of Seoul, Republic of Korea which provides personalized health care through home visits for old persons via partnership. Dr. Oren also introduced the structure and thematic areas of the Handbook on “Promoting Local Innovation for Inclusion of People in Vulnerable Situations and Leaving No One Behind”, which is currently being developed by DPIDG/UNPOG.

**Presentation 3: Mr. Young-Mo Hwang, Research Fellow, Jeonbuk Institute**

Dr. Young-Mo Hwang presented on the innovative practice of Jeonbuk Province of the Republic of Korea, focusing on its agricultural administration governance. He highlighted the importance of local partnerships through policy governance where different stakeholders actively participate in decision-making and consultation processes, as well as social innovation that can be fostered through local governance processes.

Dr. Hwang emphasized the important role of agriculture and rural communities as source of social resilience, especially during the times of crises. They can contribute to local responses to global crises, such as climate and food crises. The “Sam-Lak” agricultural administration of Jeonbuk Province focuses on problem-solving strategies for farmers and local communities through discussion and coordination and aims to foster inclusive growth- and people-centered policy. Through the governance body, which is composed of committees and operated by the Jeonbuk Province based on a self-governing legislation, various stakeholders, including farmers groups, directly participate in the processes of problem solving. Major factors for successful agriculture administration include: i) expanding budget on agriculture, securing financial resources for implementing innovative policies; ii) enacting the municipal ordinance on food, preparing for policy experiment for civil participation; and iii) strengthening capabilities of civil societies.

#### **Presentation 4: Ms. Natalia Bayona, Director of Innovation, Education and Investments, World Tourism Organization (UNWTO)**

Ms. Natalia Bayona introduced the five priorities in the work of the World Tourism Organization (UNWTO): innovation and digital transformation, education, investment, sustainability, and value-added jobs. Promoting innovation is crucial for harnessing the power of youth, as innovation can give voices of the young generations who can provide innovative solutions, especially with technology. The start-up ecosystem is key for sustainable innovation, which needs collaboration and partnership among six major actors, which are: innovators/entrepreneurs/start-ups, governments, institutions/accelerators' innovation labs, corporates, investors, and academia. The UNWTO programmes, such as the start-up competitions, innovation challenges, tourism tech adventures, and innovation network, are supporting pillars. Frontier technologies, such as artificial intelligence, big data analytics, augmented reality and virtual reality, play a crucial role.

Yet, it is important to note that innovation is being implemented in only three out of 100 tourism sub-sectors, i.e. mobility and transport, e-commerce, and hospitality. Many other sub-sectors also require innovation. The role of youth and young entrepreneurs of the SMEs and start-ups is crucial to create new technology and stimulate innovation and diversify the sectors for innovation. Partnership between the public and the private sectors is highly necessary, e.g. fund raising for innovation. Ms. Bayona emphasized that the biggest challenge in the tourism innovation ecosystem is with the SMEs, which composed 80 percent of the tourism ecosystem. It is crucial to empower the SMEs and support investment in their growth, particularly by enabling them to access and harness digital technologies, such as digital payment system, cloud computing, digital marketing, and artificial intelligence.

#### **Moderated Discussion and Q&A**

**Q. What are the key factors to foster empowerment of marginalized and vulnerable people as agents of innovation and sustainable development at the local level?**

A. Dr. Bernadia Irawati Tjandradewi answered that it is important for local governments to identify the vulnerable populations in their areas/cities. She highlighted that empowerment of people requires an open mindset and good leaders with vision, as well as regulations that allow and ensure participation of people. Budget allocation for people in vulnerable situations and their participation in the budgeting process through an institutionalized process, for example, gender participatory budgeting, is also important. Dr. Tjandradewi further mentioned that empowerment of vulnerable people require that they are given with open platforms and spaces for engagement.

**Q. What are the mindsets, capacities and skills that are important and required by local government officials to forge innovation for promoting social inclusion and leaving no one behind at the local level?**

A. Dr. Bernadia Irawati Tjandradewi highlighted the importance of laws and regulations and strong institutions and partnership. She also mentioned that providing sufficient incentives for promoting social inclusion is needed.

**Q. What are the strategies and approaches for local government to effectively i) identify complex and continuously changing needs and priorities of vulnerable populations and also to ii) effectively monitor and evaluate the progress toward promoting social inclusion and ensuring leaving no one behind at the local level?**

A. Dr. Oren responded that it would be important to know what local governments can do to address the needs of vulnerable people and engage them in the local policy processes. It is also

important that local government officials actively interact and communicate with local communities and people in vulnerable situations to better understand their needs and priorities.

**Q. What efforts could be taken at the local level to address the digital divide and promote digital inclusion for all?**

A. Dr. Oren explained that, firstly, it is important to bring the vulnerable people who are left behind to the same advanced level of digital access and literacy as other people. The five “As”, i.e. availability, affordability, awareness, accessibility, and ability for effective use, are critical elements. Secondly, it is also necessary that technologies better reflect and address the special needs of vulnerable people, including older persons and people with disabilities. Lastly, diversifying service channels is needed, by ensuring that not only digital services are provided but there are also services provided in conventional person-to-person ways.

**Q. What do you think are the key factors for effective interactions and engagement with local vulnerable populations in the policy designing, development and implementation processes?**

A. Dr. Young Mo Hwang responded that the key factors would include: 1) formalizing a participatory venue systematically; 2) specifically guaranteeing the authorized to operate to ensure effective discussion; 3) reflecting the improvements into the policies.

**Q. What are the major local stakeholders that local government should work together to foster social inclusion and leaving no one behind at the local level? What are the key factors for effective collaboration with those stakeholders?**

A. Dr. Young Mo Hwang highlighted that local communities are important. It is critical to define the target of collaboration such as farmers, small business operators, students, among others. It is necessary to build detailed government policy system that focus on the key issues after defining the target. For example, in the case of farmers, farmers can be divided into small- and medium-sized farmers, female farmers and elderly farmers. The agricultural sector can also be sub-categorized, with different interests and reality in field.

**Q. How can data and AI technology be harnessed for effective promotion of social inclusion of vulnerable people?**

A. Dr. Michelle L. Oren responded that the lack of data is a great challenge to achieve the SDGs. With the use of data and digital technologies, it is possible to better measure the advancement toward the SDGs. The main issue is how to collect and use data as well as how to integrate data and analyze and draw conclusions from the data. Effectively integrating data from different sectors and fields can help monitor and highlight possible risks to vulnerable populations.

**Q. What is the driving force for promoting innovation in local government?**

A. Dr. Yong-mo Hwang mentioned that the three major driving forces for promoting innovation in local government would be: i) providing spaces for citizen participation; ii) institutionalizing such citizen participation spaces, especially through laws and regulations at the local level; and iii) strengthening the willingness of leaders of local governments toward promoting innovation, which can be further heightened by the power of citizens.

## **Key Messages**

- Local governments play a significant role in promoting social inclusion and ensuring leaving no one behind. They are at the forefront of identifying and addressing the special demands of the marginalized and vulnerable people.

- Fostering inclusive and participatory local governance through engagement and participation of marginalized and vulnerable people in the policy processes and delivering inclusive public services is highly critical for promoting social inclusion at the local level. Particularly, it is important that local governments co-create and co-design policies and services with citizens, including those in vulnerable situations, to ensure that their needs are addressed in an effective and inclusive manner.
- To foster engagement and participation of vulnerable people in the policy processes, open spaces and platforms need to be provided. Institutionalizing the engagement and participation mechanisms and platforms is particularly critical.
- Promoting empowerment and capacity building of vulnerable people and local communities as agents of innovation and sustainable development is critical.
- Promoting social inclusion requires changing the mindsets and building capacities and skills of local government officials. Particularly, strong will and commitment by political leaders is an important element.

## **Session 3 <Addressing Climate Change and Building Resilience at the Local Level through Public-Private-People Partnerships (PPPPs)>**

**Overview – Moderator: Ms. Mi Kyoung Park, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA**

Addressing climate crisis and building resilience is one of the most urgent priorities for many local governments, as cities and local communities are prone to the impact of climate change and disaster risks.

Considering the far-reaching impact of climate change and disasters, addressing climate risks and building resilience necessitate strenuous efforts from not just local government but also other stakeholders, especially the private sector and local communities.

In this context, the Session 3 focused on strengthening Public-Private-People Partnerships (PPPPs), which is critical for addressing climate change and building resilience at the local level in an effective and inclusive manner, particularly by for forging innovative local measures and people-centered approaches.

**Presentation 1: Ms. Ana Thorlund, Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA**

Ms. Ana Thorlund started her presentation by highlighting the importance of taking climate action, particularly at the local level, which is also emphasized in the UN Secretary-General's Our Common Agenda Report. While addressing climate change requires collective actions due to its intrinsic linkage to many other areas, major governance challenges in addressing climate change include: weak governance, lack of innovation, and a siloed approach to problem-solving.

Ms. Thorlund explained that strengthening Public-Private-People Partnerships (PPPPs) is critical for tackling the challenges of climate change and building resilience. PPPP is important for mobilizing private sector expertise, fostering innovative thinking, promoting investment capacity in climate-smart infrastructure, and allowing quick responses. Some of the innovative approaches include: Seoul Night Bus "The Owl Bus" based on big data technology, Digicel collaborating on preparation for pre-hurricane season, and stakeholder engagement in water solar energy in the Republic of Korea with the involvement of community participation.

**Presentation 2: Dr. Aslam Alam, Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development (BIILSD)**

Dr. Aslam Alam started the presentation by introducing the significant impact of climate change in Bangladesh. Bangladesh has the Public-Private Partnerships Act 2015, according to which "people" are also included under "Private partner". Bangladesh has been implementing PPP since 1996 and so far 35 projects have been completed in the power, telecommunication, port and road sectors. Currently, 76 projects are ongoing in various sectors.

Dr. Alam explained that challenges faced by PPP projects include: quality project designs, skill shortage, knowledge gap, cost over-run, resistance from public sector officials, financing, stakeholders' conflict of interest, citizens ending up paying more for less services, and lack of transparency and accountability, and drainage system of public money.

Dr. Alam also introduced the successful cases of Public-People Partnership projects, such as community clinics at local levels, management of forest resources, and conventional garbage management. And prospective areas for PPPP projects to address climate change impact would include: coastal embankment, coastal afforestation, solar-powered street light system, non-conventional waste management system, scaling-up adaptative technologies, etc.

The advantages of PPPP projects would include increased accountability and transparency, scaling up of smaller initiatives, citizen satisfaction, and public trust in government. As there is no policy framework for PPPP in Bangladesh currently, regulations and guidelines are needed for: technical assistance financing, viability gap financing, unsolicited proposals, procurement guidelines, and contract template. It is also important to identify funding mechanisms and build capacities of local governments through training programmes.

**Presentation 3: Ms. Soo Young Lee, Investment Development Team Leader, Jeonbuk Center for Creative Economy & Innovation & Ms. Seonju Choi, Assessment Expert, K-ESG Assessment Center**

Ms. Soo Young Lee introduced that the Jeonbuk Center for Creative Economy & Innovation is based on the collaboration among the central government, local government, and the private sector with the vision of enhancing the driving force of Jeonbuk's economy through the start-up of innovation. Jeonbuk Network of Living Lab (JNoLL) is a case of PPPP, where living lab promotes real-life setting/user-led open innovation in which various actors such as public, private companies, and citizens participate and solve problems in the community together. The JNoLL is composed of local governments, public institutions, corporate council, civil councils, and research institutes. Specific cases delivered through the JNoLL include the development of demonstration technology for the local food support system based on smart agriculture life. The case of "Cool Bears" is also one example where diverse stakeholders, including local government, the private sector, and citizens, collaborated for producing eco-friendly garment. To foster local open innovation ecosystem and ensure it is sustainable, the organization council of the initiative is composed of various local actors, such as universities, local innovator network groups, Jeonbuk Sustainable Development Council, and start-up support institutions.

Ms. Seonju Choi highlighted the importance of applying the values and principles of ESG, which is critical to addressing the climate crisis as well as promoting sustainable development. Nevertheless, there is still no sufficient awareness on ESG at the local level and support from local governments, requiring active role by the civil society for strengthening ESG principles by the corporate sector. As an example of this efforts, Jeonbuk Center for Creative Economy and Innovation is collaborating with the K-ESG Assessment Center as part of the civil group, as well as the start-ups, for better improving implementation of ESG principles for business strategy and goals that can contribute toward addressing climate change.

**Moderated Discussion and Q&A**

**Q. What are the key factors for building institutionalized mechanisms for facilitating PPPPs?**

**A.** Ms. Ana Thorlund answered that inclusion, collaboration, and coordination across public-private-civil society is critical. Local government needs to be open, collaborative, and transparent to promote engagement of the private sector and the civil society in addressing climate change. A whole-of-society approach to building resilience is important. Also, ICT and digital government can greatly facilitate cooperation on achieving the SDGs and implementing climate change adaptation plans.

**Q. What do you think are the critical factors for local governments to expand from PPPs to PPPPs?**

A. Dr. Alam responded that firstly there needs policy frameworks, guideline and templates. It is also important to develop capacity of local governments to foster PPPPs. Bangladesh started PPPs without proper policy framework in 1996 and the policy framework has evolved to be a complete form in 2015. During this time gap, private interest groups took advantage of public-private partnerships, and many of the programmes were not successful. With the policy framework, it became much more efficient and fruitful. For PPPP, it is important to devise the policy framework, by identifying the geographical and thematic areas that are suitable for PPPP and financing mechanism, through multi-stakeholder consultation. For effective engaging of the private sector in the PPPP projects for climate change adaptation and mitigation, providing incentives and introducing various fiscal measures would be needed. Lastly, capacity building and awareness raising are very important.

**Q. What are the key factors for mobilizing sustained investment for climate action and resilience building, including in resilient infrastructure?**

A. Ms. Soo Young Lee responded that it is critical to identify the needs of the public, private and citizens. In case of public sector, strong leadership is important. In case of the private sector, as their needs are creating new markets and strengthening the ESG values and principles, these can be interconnected to fostering investment by the private companies. Continuous interaction and collaboration with the civil society, as in the case of the Living Lab, can create new investments.

**Q. What are the key factors for creating an enabling ecosystem for open innovation at the local level? What are the major stakeholders that need to be engaged?**

A. Ms. Seonju Choi responded that the major stakeholders in innovation include public sector, private companies, civil society organizations, and citizens. In order to create an enabling ecosystem for innovation, open mindedness and sense of responsibility are necessary. Especially, the role of local government officials is particularly crucial. To foster the adoption of ESG principles in the private sector, the efforts and support by local governments to implement ESG principles in public sector is needed, especially by including the ESG principles in their visions and strategies. Another important factor is the support from local communities on promoting ESG.

**Q. How can climate change be addressed in line of COVID-19 pandemic recovery and in the post-COVID-19?**

A. Dr. Aslam Alam answered that the COVID-19 pandemic has exposed the importance of addressing climate change and enhancing biodiversity. In Bangladesh, there was a severe cyclone during the COVID-19 pandemic, and poor and vulnerable people and the climate victims were particularly affected. To respond to the cyclone, cyclone shelters were built. During the pandemic, it was challenging as a great number of people who used to go to the cyclone shelters had to keep social distancing due to the hygiene concerns. Cyclone volunteers played a crucial role during the pandemic in creating awareness of hygiene issues and sanitization. Relief packages also included masks and soaps, which is now becoming a new normal. It also requires stronger healthcare facilities to help those affected by the climate disasters. To address this problem, more local community clinics are needed and can be increased through collaboration with the private sector. For this, partnership mechanism needs to be established to effectively engage the private sector.

## **Q. How can business organizations be brought on board?**

A. Ms. Soo Young Lee responded that it is not easy to encourage active participation of the private sector in the public area. There are insufficient interconnections between the social value and the management of private companies and lack of active participation of the private companies at the local level. In this regard, approaches and strategies that take into consideration of the need of the private sector and enable them to transform the value of their products toward achieving changes at the local society would be needed.

### **Key Messages**

- Strengthening Public-Private-People Partnerships (PPPPs) is critical for addressing climate change and building resilience at the local level in an effective and inclusive manner. Strategic approaches and institutionalized mechanisms to facilitate partnership with the private companies and civil society organizations/citizens are highly needed.
- Public-Private-People Partnerships (PPPPs) can forge innovative solutions, improve investment capacity in infrastructure, strengthen accountability and transparency, and enhance citizen satisfaction and trust in government.
- Promoting effective PPPPs require conducive policy frameworks as well as regulations and guidelines. It is also important to identify funding mechanisms and build capacities of local governments through training programmes.
- To effectively engage the private sector, approaches and strategies that take into consideration of the needs of the private sector and enable them to transform the value of their products toward achieving changes at the local society would be needed.

## Closing Session

### **Closing Remarks: Mr. Kyu Chang Ko, Head of UN Project Office on Governance (UNPOG), DPIDG/UN DESA**

Mr. Kyu Chang Ko stated that the Forum provided a valuable opportunity for peer-to-peer learning by exchanging innovative approaches, strategies, and experiences for promoting innovative local governance, with insightful presentations and discussions by distinguished speakers and interactive engagement by participants. He also expressed his hope that the fruitful discussions of the Forum can contribute to better strengthening local governance and forging innovative solutions for accelerating SDG implementation and building an inclusive and resilient society in the post-COVID-19 era.

Mr. Ko mentioned that the discussions of the Forum highlighted the importance of accelerating digital transformation at the local level for promoting public service innovation and revitalizing local economy. Major points from the Forum's discussion include that local governments shall prepare for the "New Normal" in the post-COVID-19 era by effectively leveraging ICT and digital technologies. It was also emphasized that local governments need to effectively harness innovation and provide inclusive public service to all citizens. Engagement and participation of local communities and vulnerable people in the policy processes is also highly essential for fostering social inclusion and leaving no one behind. Moreover, the need for a whole-of-society and people-centered approach to addressing climate change and building resilience, particularly by forging Public-Private-People Partnerships, was discussed. Establishing institutionalized mechanisms for facilitating PPPs and collaborating with diverse stakeholders are particularly crucial for creating an enabling ecosystem that can lead to open innovation at the local level.

Mr. Ko further emphasized that to achieve all these, it is important to build new capacities and skills of public servants at all levels as well as other relevant stakeholders in the society. It is also essential to foster new mindsets, such as innovative, digital, collaborative, and inclusive mindsets.

In this regard, he committed that UN DESA/DPIDG/UNPOG will make its continued endeavors to support Member States with strengthening public governance capacities at all levels for accelerating the pace of achieving the SDGs and building an inclusive and resilient society, through continued collaboration with Member States and our partners.

### **Closing Remarks: Mr. Iljae Kim, President, Korea Research Institute for Local Administration (KRILA)**

Mr. Iljae Kim remarked on several lessons from the Forum. First, in the post-pandemic era, digital transformation at the local government level for public service innovation and revitalization of local economy is indispensable. The endeavor that the Republic of Korea has recently put forth to construct digital platform government will provide diverse approaches for accelerating the implementation of the Sustainable Development Goals at the local level.

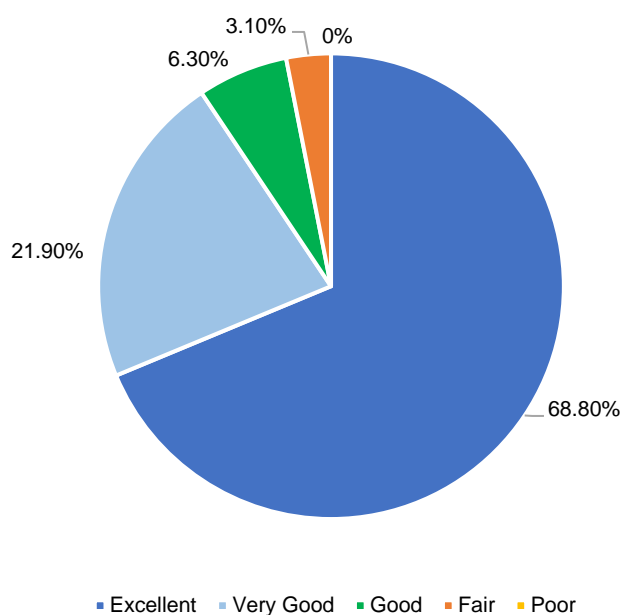
Second, in this post-COVID-19 era, we need to promote participation of the vulnerable in local governance. To do so, a paradigm shift from old governance toward more innovative local governance is inevitable. Today's discussions in the Forum provided an opportunity to facilitate that paradigm shift.

Third, in order to successfully respond to the climate change, one of the biggest challenges for our society, it is paramount to establish collaborative partnerships among public sector, the private sector and local residents.

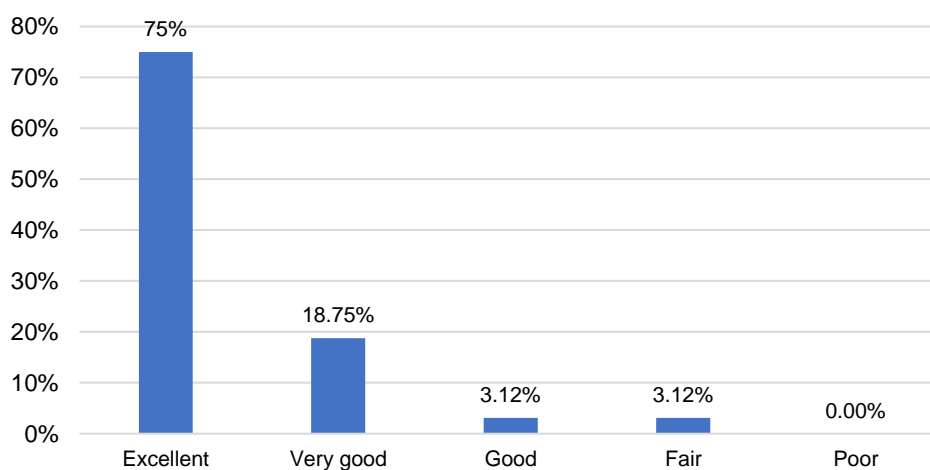
## IV. Participants Survey Results

The participants survey received a total of 32 responses. The respondents were from Academic Institutions (37.5%), Civil Society Organizations (3.12%), International Organizations (3.12%), Local or Regional Government (25%), National Government (25%), Private Sector or Philanthropic Organizations (3.12%), and Scientific Community (3.12%).

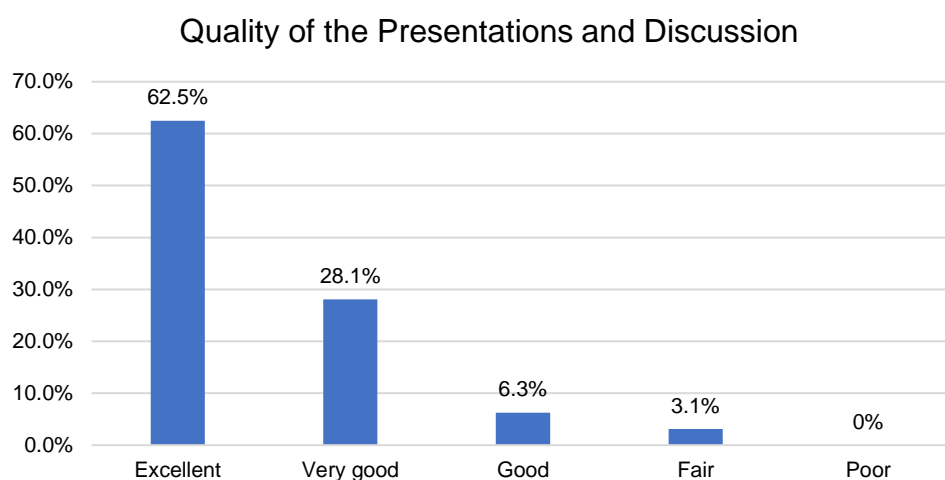
### Q1. Overall Rating of the Forum



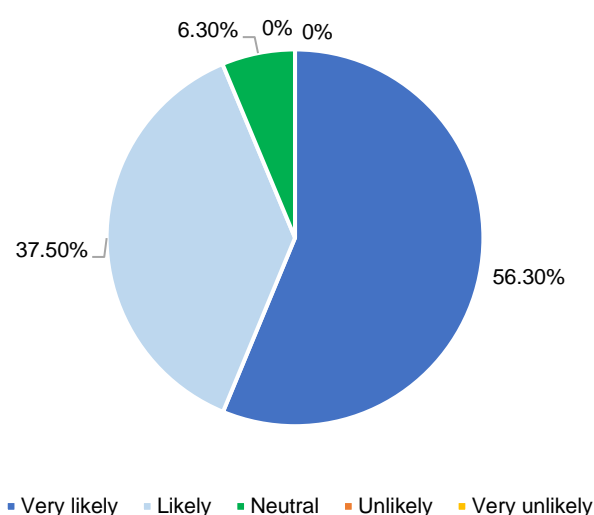
### Q2. Relevance of the Theme and Clarify of the Objectives



### Q3. Quality of the Presentations and Discussion



### Q4. How likely are you going to apply what you have learned in the Forum in practice?

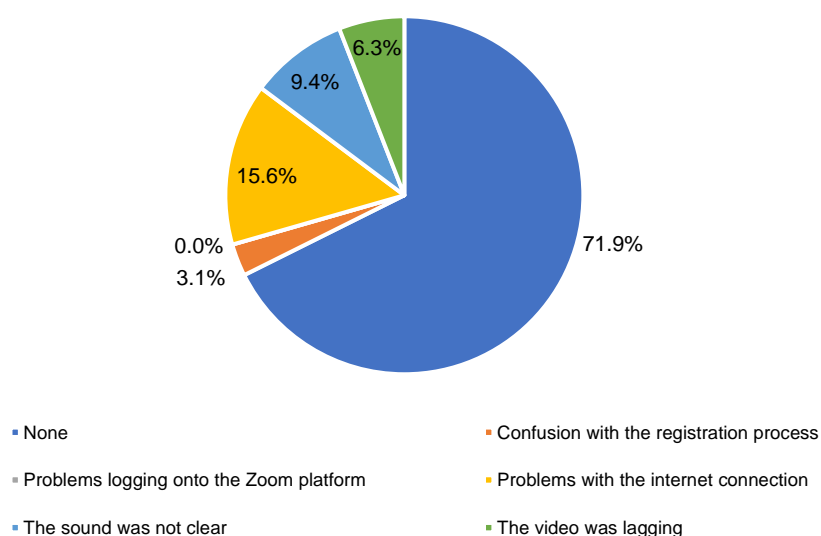


### Q5. What did you find most useful from the Forum?

Selected Feedback	
<ul style="list-style-type: none"> <li>• PPPP</li> <li>• Policy approach on sustainability</li> <li>• Digital Transformation in Local Governance</li> <li>• The process of how to cope with covid19 in local government, pros and cons of it and how to measure the index</li> <li>• Relevant topics</li> <li>• Importance of close collaboration among stakeholders in SDG Goals achievement.</li> <li>• Updated SGD topics much needed in the nation</li> <li>• Resource speakers</li> </ul>	

- Different insights from different countries and their methods of getting by post-pandemic.
- ESG and the Bangladesh case study
- Digitization of Local Services
- Sharing of experiences
- Sharing in the initiatives practical
- Local government programs
- Just good to hear of innovations from other places
- The presentations were very relevant as COVID Virus and other calamities due to climate change hit our country. The examples given by speakers could help us to develop our responses to the need of our country.
- Best practices
- The strategies mentioned to increase local governance capacity
- The framework discussed earlier
- The application of technology to help succeed in implementing SGDs
- In finding out some aspect of local needs
- I find the case studies very useful. These studies may serve as our benchmarking activity for our next local government projects.
- Very informative and exemplary
- Public Private People Partnership, social inclusion, participation and engagement
- The strategies and methodologies shared by the resource speakers especially on the local government level
- Innovative approaches and strategies such as inclusive local public service delivery.
- Strengthening the Public Private People Partnerships to fully address climate change and establish resiliency
- High level speakers and edge innovation
- The discussion of the topics after the presentations, reflecting on the main ideas
- Everything is perfect thank you.
- It created social connections and a sense of community.

#### Q6. Have you encountered any technical or logistical difficulties?



### Q7. What could we further improve if we organize similar events in the future?

#### Selected Feedback

- Hopefully it will be a face-to-face event next time.
- It was an excellent forum.
- Certificates, hand outs
- None so far. Maybe prize and swags? Yay
- Continuing webinar series of the SDG topics
- For links, it can be shared in a clickable chatbox.
- All good
- Please include other Asian countries.
- Maybe include experiences from the ground, like presentation from local govt practitioners
- To have more time in the Q and A and engage more participants.
- None at the moment
- Time management to entertain more questions from the participants
- Make the translation louder and the presentation a little bit bigger for easy reading
- Probably livelier and more prepared speakers but then again, it's on their end.
- Technical aspect of presenters
- I found it was perfectly timed and coordinated.
- I hope the quality of talk could be improved with more related experts
- Kindly get more examples from the activities made in developing countries.
- Everything is perfect thank you.
- Better coordination with the speakers, availability of the material before hand
- Everything is okay.
- Too many speakers; so little time; too much information to absorb
- None that I can think of, so far.
- None so far.
- Please do provide participants training certificates or certificate of attendance
- Take advantage the modern technology

### Q8. What themes would you like to suggest for our future webinars/capacity development activities?

#### Selected Feedback

- Communications related topics
- Futures Thinking
- Culture and values
- In depth discussion on environmental protection and governance
- Water Governance and Infrastructure
- Sustainability, Policies
- Agriculture
- Best practices in achieving education SDGs
- SDGs and Futures Thinking
- enhancing citizen engagement
- Politics and how it affects resiliency
- Climate change mitigation and adaptation strategy to solve the real problem
- How South Korea could help Africa overcome the effects of covid
- More public private people partnership; more social inclusion and how to help the vulnerable as to not leaving them behind
- More topics on the sustainable development on the local government level
- Sustainable Development.

- Gender and Development and Public Policy Making and Good Governance
- Specific employment of edge technologies for Inclusion and overcoming the digital divide through assisting technologies. What can Technology do for those further left behind.
- Anything thank you.
- Post-Pandemic Leadership and Management Webinar

**Q9. Please share your country/organization's interests in receiving capacity development support from UN DESA/DPIDG (e.g. specific themes, types of support, etc.), if any.**

#### **Selected Feedback**

- Strategic Communications
- As we're experiencing economical woes right now, I'm thinking that.
- To accelerate DDI
- Trainings, webinars
- Local governance and disaster resiliency continuity of programs before and after election
- What could be the coordinated response for real overcoming of climate change
- Youth Engagement, Youth Participation, Youth Council, Contextualizing/Localizing Western and Developed Countries Concepts
- UN DESA/DPIDG can help especially how to better apply Digital Manpower, Leadership and Organization Structure
- More topics on public administration and local governance
- We would like to strengthen our 'disaster preparedness' capacity so that we can mitigate the effects of the impacts of a disaster, given that our country is prone to typhoons and earthquakes.

**Q10. Do you have any other comments?**

#### **Selected Feedback**

- None so far but Congratulations and thank you so much for the very informative and knowledgeable discussions of topic
- Good forum. Thanks for the interpretation service. Thanks :)
- Congratulations
- Very organized and very good presentations. thank you very much!
- Thank you for the invitation. Looking forward to more invites.
- Nice presentation of topics; hope you would have more information campaign just like this
- Overall, it is a nice presentation but I wish there is subtitles to some presenter so that we can understand. Somehow, it is a great forum.
- Thank you so much for the knowledge imparted to us. More power!
- I hope the contents should contain more fresh and new materials.
- Thank you for a wonderful meeting
- Everything is perfect thank you.
- None, overall the webinar was excellent. Thank you.

# Annex I. Concept Note & Agenda

## **2022 UN DESA-KRILA Forum on “Promoting Innovative Local Governance for Accelerating the Implementation of the Sustainable Development Goals & Building an Inclusive and Resilient Society in the Post-COVID-19 Era”**

### **Co-organized by**

United Nations Project Office on Governance (UNPOG)  
Division for Public Institutions and Digital Government (DPIDG)  
UN Department of Economic and Social Affairs (UN DESA)  
&  
Korea Research Institute for Local Administration (KRILA)

### **In collaboration with**

Jeollabuk-do, Republic of Korea

### **With support from**

Jeonbuk Center for Creative Economy & Innovation

**09:00-14:00 Seoul (KST), GMT+9  
6 September 2022**

**Via Zoom**

## **I. Background**

Local governments play a pivotal role in accelerating the implementation of the far-reaching Sustainable Development Goals (SDGs) across economic, social, and environmental sectors, especially considering that 65 percent of the total SDG targets have to be delivered by local authorities and actors<sup>1</sup>. The 5th Local and Regional Governments Forum on the 2030 Agenda organized during the 2022 United Nations High-level Political Forum (HLPF) also underscored the important role of local governments in implementing the SDGs at the local level.<sup>2</sup> Local governments are also at the forefront of recovering the lives and well-being of citizens from the COVID-19 pandemic and building local resilience in the post-COVID-19 era. However, they are confronted with a multitude of challenges in the process of recovering from the COVID-19 pandemic and building an inclusive and resilient society in the post-COVID-19 era. With less than a decade left until 2030, the progress toward achieving the 2030 Agenda for Sustainable Development is “in grave jeopardy due to multiple, cascading and intersecting crises”, as revealed by the UN Sustainable Development Goals Report 2022<sup>3</sup>. The significant repercussions of the COVID-19 pandemic have reversed the development progress achieved over the past years. Moreover, the impact of the climate crisis as well as the current food and energy crisis are further exacerbating the plight of citizens and affecting the

<sup>1</sup> OECD (2019). Achieving the SDGs in cities and regions. Available at: <http://www.oecd.org/about/impact/achievingthesdgsincitiesandregions.htm>

<sup>2</sup> <https://sdgs.un.org/events/fifthLRF-2022HLPFSpecial>

<sup>3</sup> United Nations (2022). The Sustainable Development Goals Report 2022, p. 3.

resilience of local communities, especially with disproportionate impact inflicted on those who are marginalized and in vulnerable situations.

Addressing such cascading and intertwined challenges and crises, accelerating SDG implementation, as well as building an inclusive and resilient society all call for innovation in local governance. As local governments alone cannot address the far-reaching and complex challenges, it is critical that local governments engage and collaborate with various stakeholders, including the private sector, civil society organizations, academia, experts, and local communities, among others. Multi-stakeholder engagement allows local government to tap into the resources, skills, and ideas of those diverse stakeholders and forge innovative solutions to various local challenges. It is particularly essential to include people in vulnerable situations in local governance through participatory policy processes to address their special vulnerabilities and demands. By promoting inclusive governance with engagement and participation of people in vulnerable situations, local government can foster human-centered policies and services and ensure that no one is left behind.

Particularly, it is critical to foster Public-Private-People Partnerships (PPPPs) at the local level. Effective and strategic PPPPs can contribute to addressing the financial, technical, and human resource gaps of local governments. In this regard, it is important to establish institutionalized mechanisms and platforms for PPPPs among local stakeholders.

Another very important dimension in promoting innovative local governance is harnessing ICT and digital tools and promoting digital transformation. With the COVID-19 pandemic, the pace of digital transformation has accelerated, and the way which local government provides services and interacts with citizens has become increasingly digitalized. ICT and digital technologies can enable local government to provide local services in a more effective and inclusive manner to all citizens, including those who are marginalized and in vulnerable situations. ICT and digital technologies also play an important role in promoting inclusive and participatory local governance by fostering e-participation, from e-information sharing to e-consultation and e-decision-making, as well as in enhancing local resilience and promoting digital economy at the local level.

Against this background, UN Project Office on Governance (UNPOG), an integral part of the Division for Public Institutions and Digital Government (DPIDG) of UN Department of Economic and Social Affairs (UN DESA), and the Korea Research Institute for Local Administration (KRILA), in collaboration with the Jeonbuk Provincial Government of the Republic of Korea and with support from the Jeonbuk Center for Creative Economy & Innovation, are co-organizing a Forum on “Promoting Innovative Local Governance for Accelerating the Implementation of the Sustainable Development Goals & Building an Inclusive and Resilient Society in the Post-COVID-19 Era”. The objective of this Forum is to share various approaches, strategies, and good practices in promoting innovative local governance for accelerating SDG implementation at the local level and building an inclusive and resilient local society in the post-COVID-19 era.

## **II. Objectives**

- 1) Discuss how to promote innovative governance at the local level for accelerating SDG implementation and building an inclusive and resilient society in the post-COVID-19 era;
- 2) Exchange innovative approaches, strategies, and experiences and promote peer-to-peer learning among different countries and stakeholders, in particular dimensions of i) accelerating digital transformation for public service innovation and revitalization of local economy, ii) promoting social inclusion and leaving no one behind; and iii) addressing climate change and building resilience through PPPP;
- 3) Provide policy recommendations for fostering innovative local governance; and
- 4) Facilitate partnership among participants.

## **III. Structure & Format**

The virtual Forum is composed of three thematic sessions. Each thematic session will include: thematic presentations, a moderated panel discussion, and an interactive Q&A discussion with participants.

The event will be organized using video conferencing tools such as Zoom.

English-Korean simultaneous interpretation will be provided.

#### IV. Thematic Focus

The themes of the three thematic sessions are aligned with those of the Handbook Series on “Innovative Local Governance for the Implementation of the Sustainable Development Goals”, which is under development by DPIDG/UNPOG and KRILA jointly.

##### **Session 1: Accelerating Digital Transformation for Public Service Innovation and Revitalization of Local Economy**

The 2030 Agenda for Sustainable Development calls for transformation through enhanced creativity and innovation in public service at the local level of governance and public administration. Also, the significant repercussions of the pandemic on the economy, particularly on jobs and loss of income, require a more proactive role of local governments in revitalizing the local economy in the post-COVID-19 era.

Leveraging digital technologies and platforms has been at the center of the COVID-19 response and recovery due to an exponential demand for digital services and so-called “non-contact industries”. Digitalization has fundamentally changed the way local governments operate, deliver public services, and interact with local constituents. Considering the intertwined challenges coupled with the diminished fiscal space due to the loss of tax revenues of local governments, it is pressing to accelerate digital transformation in local governance for implementing the SDGs at the local level and forge ahead with building an inclusive and resilient society in the post-COVID-19 era.

ICT and digital technologies can contribute to providing effective, tailored, and inclusive local services to all and facilitating e-participation of various stakeholders in policy processes. Digital technologies also can strengthen risk-informed governance by allowing local governments to prevent and rapidly respond to various risks and disasters, especially with real-time data and information which enables making evidence-based decisions and early crisis predictions.

Accelerating digital transformation in local governance, especially strengthening local digital government platforms by opening government data and widening civic space, can strengthen accountability and transparency and enhance public trust in local governments. The accelerated pace of digital transformation in local governance can provide local citizens with better insights about government challenges and priorities, so the local society could be more motivated to co-create and co-design local public services and innovative solutions to specific contextual situations. This will eventually lead to partnership building between local government and other stakeholders.

This Session will examine the role of ICT and digital technologies for promoting SDG implementation at the local level and building an inclusive and resilient local society in the era of the New Normal, with a particular focus on public service innovation and revitalization of local economy. It will discuss how to accelerate digital transformation at the local level by introducing diverse approaches, strategies, and experiences.

##### **Session 2: Promoting Social Inclusion & Leaving No One Behind in Local Governance**

People in vulnerable situations, including children, youth, older persons, persons with disabilities, refugees and migrants, and indigenous peoples, often confront barriers in accessing to public service and fully participating in local governance processes. These vulnerable people have also been disproportionately affected by the impact of climate change, COVID-19 pandemic, energy and food crises, conflicts, as well as other challenges. Local governments play a particularly critical role in promoting social inclusion of people in vulnerable situations and ensuring leaving no one behind in realizing the 2030 Agenda. Due to the proximity to citizens, local governments are at the forefront of identifying the dynamically evolving vulnerabilities and special needs and demands of the vulnerable populations on the ground, as well as delivering essential public services and engaging them in policy processes.

Effectively addressing the special vulnerabilities and needs of vulnerable groups and building inclusive local societies requires people-centered and innovative approaches and strategies. It calls for a paradigm shift from governance-as-usual to innovative local governance with people at its center and inclusive public service delivery particularly by harnessing innovation, ICT and digital government, and partnerships at the local level. Local government officials and other relevant local stakeholders also need to be equipped with new mindsets, capacities and skills for promoting social inclusion.

This Session will examine challenges which local governments confront with in promoting social inclusion of people in vulnerable situations at the local level and discuss various innovative approaches, strategies, and good practices of people-centered and inclusive governance toward building an inclusive local society and ensuring leaving no one behind at the local level.

### **Session 3: Addressing Climate Change and Building Resilience at the Local Level through Public-Private-People Partnerships (PPPPs)**

Addressing climate crisis and building resilience is one of the most urgent priorities of many local governments, as cities and local communities are prone to the impact of climate change and disaster risks. Implementing climate adaptation and mitigation measures and policies for disaster risk reduction and resilience building at the local level is key to accelerating SDG implementation and building a resilient society. Considering the far-reaching impact of climate change and disaster risks, addressing climate risks and building resilience necessitate strenuous efforts from not just local government but also other stakeholders, especially the private sector and local communities. It particularly requires sustained investment in resilient infrastructure. The widening financing gaps and the complexity to address climate change all call for mobilizing the resources and soliciting collective wisdom from the whole society for innovative solutions. Moreover, monitoring and evaluating the climate actions also needs partnerships with diverse stakeholders through various channels, including by harnessing social media data, satellite imagery from private companies, and citizen-generated data.

In this context, strengthening Public-Private-People Partnerships (PPPPs) is critical for addressing climate change and building resilience at the local level in an effective and inclusive manner. PPPPs allow effective harnessing of resources, skills, and ideas from the society for forging innovative local measures and inclusive and people-centered approaches to climate action and building resilience.

This Session will highlight the importance of PPPPs and how promoting PPPPs can contribute to effective and inclusive addressing of climate change and building resilience at the local level. It will introduce innovative cases of PPPPs and discuss policy implications for local government and other relevant stakeholders.

### **V. Target audience**

Target audience include national and local government officials, as well as representatives and experts from research institutes, academia, civil society organizations, private sector, and regional and international organizations both in the Republic of Korea and abroad. The Forum is also open to the public upon registration.

### **VI. Co-organizers**

**UN DESA** holds up the development pillar of the UN Secretariat and works to promote the social, economic and environmental dimensions of sustainable development. UN DESA promotes capacity development as a link between global and regional processes and development at the country level. The mandate of DPIDG is to assist the Member States in fostering effective, efficient, transparent, accountable, innovative and citizen centered public governance, administration and services for sustainable development. United Nations Project Office on Governance (UNPOG), as an integral part of UN DESA/DPIDG, is mandated to address the strengthening of the capacities of public administration in Asia and the Pacific and Eastern Africa to translate the SDGs and other internationally agreed goals into institutional arrangements, strategies and programmes at country level.

**KRILA** is the cornerstone of local autonomy and decentralization in Korea. It carries out research projects that lead the local autonomous development such as local autonomy and policy, revitalization of local economy and development of future regions. KRILA also provides a long-term viable vision for local autonomy and autonomous decentralization and generous support for the major challenges of local administration.

## VII. Agenda

Time (Korea Time, GMT+9)	Agenda
09:00-09:30 (30 mins)	<p><b>Opening Session</b></p> <p><b>Overall Moderator:</b> Mr. Jae-hee Park, Director, Center for Administrative System Research, KRILA</p> <ul style="list-style-type: none"> <li>■ <b>Opening Remarks</b> <ul style="list-style-type: none"> <li>- Mr. Kyu Chang Ko, Head of UN Project Office on Governance (UNPOG), DPIDG/UN DESA (5 mins)</li> <li>- Mr. Iljae Kim, President, Korea Research Institute for Local Administration (KRILA) (5 mins)</li> <li>- Mr. Kim Kwan-Young, Governor of Jeollabuk-do (5 mins)</li> </ul> </li> <li>■ <b>Keynote Speech</b> <ul style="list-style-type: none"> <li>- Prof. Alex Brillantes Jr, Secretary-General, Eastern Regional Organization for Public Administration (EROPA); Professor, National College of Public Administration and Governance, University of the Philippines (10 mins)</li> </ul> </li> <li>■ <b>Group photo</b></li> </ul>
09:30-10:45 (75 mins)	<p><b>Session 1: Accelerating Digital Transformation for Public Service Innovation and Revitalization of Local Economy</b></p> <ul style="list-style-type: none"> <li>■ <b>Moderator:</b> Dr. Pan Suk Kim, Commission Member, International Civil Service Commission (ICSC), UN</li> <li>■ <b>Presentation 1</b> (15 mins): Ms. Kyung-eun Lee, Director, Center for Local Information, KRILA</li> <li>■ <b>Presentation 2</b> (15 mins): Mr. Deniz Susar, Governance and Public Administration Officer, Digital Government Branch, DPIDG/UN DESA</li> <li>■ <b>Presentation 3</b> (15 mins): Prof. Lei Zheng, Professor, School of International Relations and Public Affairs &amp; Director, Lab for Digital and Mobile Governance, Fudan University, China</li> <li>■ <b>Moderated discussion</b> (15 mins)</li> <li>■ <b>Q&amp;A</b> (15 mins)</li> </ul>
10:45-11:00 (15 mins)	<b>Break</b>
11:00-12:20 (80 mins)	<p><b>Session 2: Promoting Social Inclusion &amp; Leaving No One Behind in Local Governance</b></p> <ul style="list-style-type: none"> <li>■ <b>Moderator:</b> Ms. Mi Kyoung Park, Governance and Public Governance Officer, UNPOG/DPIDG/UN DESA</li> <li>■ <b>Presentation 1</b> (15 mins): Dr. Bernadia Irawati Tjandradewi, Secretary-General, UCLG ASPAC</li> <li>■ <b>Presentation 2</b> (15 mins): Dr. Michelle L. Oren, Head of Urban Futures Lab, BIU Center for Smart Cities, Graduate School of Business Administration, Bar-Ilan University, Israel</li> <li>■ <b>Presentation 3</b> (15 mins): Mr. Young-Mo Hwang, Research Fellow, Jeonbuk Institute</li> </ul>

	<ul style="list-style-type: none"> <li>■ <b>Presentation 4</b> (10 mins): Ms. Natalia Bayona, Director of Innovation, Education and Investments, World Tourism Organization (UNWTO)</li> <li>■ <b>Moderated discussion</b> (15 mins)</li> <li>■ <b>Q&amp;A</b> (10 mins)</li> </ul>
<b>12:20-12:30</b> (10 mins)	<b>Break</b>
<b>12:30-13:45</b> (75 mins)	<b>Session 3: Addressing Climate Change and Building Resilience at the Local Level through Public-Private-People Partnerships (PPPPs)</b> <ul style="list-style-type: none"> <li>■ <b>Moderator:</b> Ms. Mi Kyoung Park, Governance and Public Governance Officer, UNPOG/DPIDG/UN DESA</li> <li>■ <b>Presentation 1</b> (15 mins): Ms. Ana Thorlund, Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA</li> <li>■ <b>Presentation 2</b> (15 mins): Mr. Aslam Alam, Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development (BIILSD)</li> <li>■ <b>Presentation 3</b> (20 mins): Ms. Soo Young Lee, Investment Development Team Leader, Jeonbuk Center for Creative Economy &amp; Innovation (10 mins) &amp; Ms. Seonju Choi, Assessment Expert, K-ESG Assessment Center (10 mins)</li> <li>■ <b>Moderated discussion</b> (15 mins)</li> <li>■ <b>Q&amp;A</b> (10 mins)</li> </ul>
<b>13:45-14:00</b> (15 mins)	<b>Closing Session</b> <ul style="list-style-type: none"> <li>■ <b>Closing Remarks</b> <ul style="list-style-type: none"> <li>- Mr. Iljae Kim, President, Korea Research Institute for Local Administration (KRILA) (5 mins)</li> <li>- Mr. Kyu Chang Ko, Head of UN Project Office on Governance (UNPOG), DPIDG/UN DESA (5 mins)</li> </ul> </li> </ul>

## VIII. Contact

### UN DESA/DPIDG/UNPOG

Ms. Mi Kyoung Park  
Governance and Public Administration Officer  
UNPOG/DPIDG/UN DESA  
[mikyoung.park@un.org](mailto:mikyoung.park@un.org)

### KRILA

Ms. Yeon-in Lee  
Communication and Cooperation Officer  
[lyi@krila.re.kr](mailto:lyi@krila.re.kr)

### Jeonbuk Provincial Government

Mr. Yong Jun Park  
Coordinator, Division of International Affairs  
[pyj15380@korea.kr](mailto:pyj15380@korea.kr)

### Jeonbuk Center for Creative Economy & Innovation

Ms. Soo Young Lee  
Investment Development Team Leader  
[culturm@hanmail.net](mailto:culturm@hanmail.net)

