



United Nations

Department of
Economic and
Social Affairs



Capacity Development Online Training of Trainers Workshop on

“Changing Mindsets for Innovation, Digital Transformation, and Improved Public Service Delivery for Sustainable Development Goals Implementation”

Organized by

Association of Bolivian Municipalities (AMB)

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

14 June 2023

10:00 am – 12:30 pm (Bolivia & New York time)

Zoom link: <https://us02web.zoom.us/j/82464927397?pwd=ZGFSSHIJUmoxd1MrblBBL0hWb0lxZz09>

Meeting ID: 824 6492 7397 - Passcode 805480

Concept Note and Agenda

Description of Event

The Association of Bolivian Municipalities (AMB) and the United Nations Department of Economic and Social Affairs (UN DESA), through its Division for Public Institutions and Digital Government (DPIDG), are co-organizing a Training of Trainers (ToT) workshop with the objective of presenting the content in Spanish of UN DESA's Curriculum on Governance for the Sustainable Development Goals (SDGs) and the main modules of the toolkits on Changing Mindsets in Public Institutions to Implement the 2030 Agenda for Sustainable Development, and on Innovation and Digital Government for Public Service Delivery and the Digital Transformation. The workshop will be held online (via Zoom meetings) on 14 June 2023.

The toolkits are part of the Curriculum on Governance for the SDGs which was developed by UN DESA/DPIDG. DPIDG's mission is to advance effective, accountable, and inclusive governance and public institutions for sustainable development, including through innovation, digital government, and digital transformation. The Curriculum on Governance for the SDGs aims to promote critical understanding of sustainable development issues, enhance governance capacity, and strengthen public servants' awareness of their active role in contributing to the achievement of the SDGs.

The Association of Bolivian Municipalities (AMB) representing the largest municipalities in the country advocates for the achievement of the Sustainable Development Goals (SDGs), within the framework of the New Urban Agenda and the National Policy for the Comprehensive Development of Cities (PNDIC) and recognizes the importance of supporting the changing mindsets of the public sector at the local level, as well as for innovation and digital transformation.

Background and Context

The 2030 Agenda highlights the need to build effective, accountable, and inclusive institutions at all levels, in line with Goal 16. General Assembly resolution 60/34 of 17 March 2006 also emphasized "the need to improve the efficiency, transparency and accountability of public administration". Strong public institutions and efficient service delivery are crucial to the achievement of all Sustainable Development Goals (SDGs). Thus, the importance of building transparent, accountable, innovative, and citizen-oriented institutions to accomplish sustainable development.

In its seventeenth session in 2018, the Committee of Experts on Public Administration (CEPA) adopted 11 principles of effective governance. The principles, endorsed by the Economic and Social Council in its resolution 2018/12, highlight the need for pragmatic and ongoing improvements in national and local governance capabilities to achieve the Sustainable Development. CEPA has developed a wide range of commonly used strategies for operationalization of the principles. One of the principles is **competence** which highlights that to perform their functions effectively, institutions are to have sufficient expertise, resources, and tools to deal adequately with the mandates under their authority.

Commonly used strategies to operationalize this principle include the promotion of a professional public sector workforce, strategic human resources management, leadership development and training of civil servants, performance management, results-based management, financial management and control, efficient and fair revenue administration and investment in e-government.

E-government and digital transformation have become essential to sustainable development. Digital transformation is no longer an add-on policy objective. In his report on Our Common Future, the United Nations Secretary-General called for further investment in innovation and digital transformation to reshape our way of working, helping us to reach more people in need and better serve them. Digital tools, whether applied in digital government, digital economy, digital data, are important drivers of sustainable development at all levels. Stimulating digital government and digital economy has become a strategic objective of many municipal and local governments. It is therefore critical that developing countries are enabled to utilize digital tools for advancing the implementation of the 2030 Agenda for Sustainable Development at national, local and community levels. The principles of leaving no one behind; non-discrimination; broad participation; and intergenerational equity, are also critical to support improvements in governance capabilities at all levels to reach the SDGs.

The online workshop will build on, and consolidate, previous work undertaken by UN DESA on launching the Curriculum on Governance for SDGs Implementation in Latin America and the Caribbean (November 2022). It also builds on the activities undertaken by DPIDG, in cooperation with the Center for Latin American Administration and Development (CLAD), on enhancing the integration of the 2030 Agenda into national policy frameworks, including the operationalization of the 11 principles of effective governance for sustainable development.

The need to strengthen institutions and the public sector to deliver equitable, inclusive, and efficient public services that can help restore trust in government is recognized, and several actions are proposed to support it, in the National Economic and Social Development Plan 2021 – 2025 (NDP) of the Plurinational State of Bolivia¹, as well as in the United Nations Common Country Analysis², and in the UNDAF Cooperation Framework³.

Given the political constitution of the Plurinational State of Bolivia, and the significance advances in decentralization and empowerment of the subnational levels of government, supporting the strengthening of capacities at the local level is essential to the achievement of the SDGs. In fact, Goal 5 of the NDP calls for “Municipal Government (that are) strengthened, articulated, efficient, participatory and with technology” for the delivery of public services. Thus, municipal governments need to be supported in the implementation of integral planning processes for sustainable human development with a gender and generational approach.

Even though the Plurinational State of Bolivia has made great progress in capacity building and strengthening of the public sector, serious gaps remain, especially regarding digital transformation and innovation. Changes are needed not only at the institutional and organizational levels, but also and most importantly at the individual level through innovation and digital mindsets and competencies.

Objective

The objective of the online workshop is to equip the Association of Bolivian Municipalities (AMB) trainers on the use of the Curriculum on Governance for the SDGs toolkits to help them train Bolivia’s local

¹ [PDES 2021-2025a compressed \(cepal.org\)](#)

² [UNSDG | UNCT Key Documents](#)

³ [UNSDG | UNCT Key Documents](#)

government public servants with innovative mindsets and behaviors to better address current and future challenges related to SDGs implementation.

The main strategic objective for this online workshop is to evaluate and then customize the translated (Spanish) training materials contained in the Toolkits on Changing Mindsets in Public Institutions to Implement the 2030 Agenda for Sustainable Development, and on Innovation and Digital Government for Public Service Delivery and the Digital Transformation to the needs of Bolivia's local governments as identified by the Association of Bolivian Municipalities (AMB).

This online capacity development workshop will also aim to:

1. Enhance capacities of the Member State to strengthen public institutions and public services delivery to support the implementation of the SDGs using the Curriculum on Governance toolkits on Changing Mindsets for SDGs Implementation, and Innovation and Digital Transformation for Public Service Delivery.
2. Strengthen AMB's engagement and capacities in institution building and public service delivery to promote the implementation of the 2030 Agenda at the local level after the pandemic through ToT of identified modules within the available toolkits of the Curriculum on Governance for SDGs Implementation.
3. Provide sound and innovative advice to local government officials and other relevant stakeholders, on the importance of innovation and digital transformation for long-term institutional development and services provision.
4. Uncover challenges and identify building blocks for public sector transformation at the local level.
5. Start defining a Roadmap and Action Plan for innovation, digital government transformation and changing mindsets which will be further discussed during the proposed in-person workshop.
6. Learn and apply new concepts, tools, and approaches to support strategies, capabilities, and action planning at the local level.

Format

The interactive workshop will be held online via Zoom platform and will last 2.5 hours. It will be conducted entirely in Spanish. A follow-up in person workshop is expected to take place to further strengthen capacities in the area of innovation and changing mindsets.

Target Audience

Trainers and educators of Association of Bolivian Municipalities (AMB) in charge of training and professional education of the local level civil servants.

Expected Results

This online workshop, co-designed with the Association of Bolivian Municipalities (AMB), will contribute to the strengthening of capacities of the Bolivian public sector at the local level. It will raise awareness of the important role that municipalities at the local level play in implementing the SDGs with an emphasis on changing mindsets for innovation and digital transformation of government services.

It is expected that the trainers and educational staff of the Association of Bolivian Municipalities (AMB) will analyse the contents of the toolkits, contribute to its adaptation to the institution's needs and objectives; and learn how to use the ToT developed for both toolkits.

By doing so, the AMB trainers and educational staff will enhance their understanding of the use of the Curriculum on Governance toolkits and the use of ToT tools to advance and strengthen the capacity of the Bolivian local government public sector in support of SDGs implementation.

This online workshop will help define the objectives and goals of the in-person workshop which is scheduled for 25 – 27 July 2023.

Agenda

14 June 2023

<p>10:00 am- 10:15 am</p> <p>(15 min)</p>	<p>Opening Remarks</p> <ul style="list-style-type: none"> • UNCT representative (TBC) • Ms. Adriana Alberti, Chief, PMCDU, DPIDG, UN DESA • Mr. Alfonso Lema, Executive Director, Bolivian Municipal Association <p>Facilitated by Cristina Rodriguez-Acosta, Interregional Adviser on Innovation and Digital Government, UN DESA</p>
<p>10:15 am – 10:25 am</p> <p>(10 min)</p>	<p>Purpose of the Training of Trainers</p> <ul style="list-style-type: none"> • Ms. Cristina Rodriguez-Acosta, Interregional Adviser on Innovation and Digital Government, UN DESA
<p>10:25 am – 10:40 am</p> <p>(15 min)</p>	<p>What are the most pressing challenges in terms of Public Sector Innovation and Digital Government Transformation to advance the SDGs in Bolivia?</p> <p>Tour de Table</p> <ul style="list-style-type: none"> • RCO representative (tbc) • AMB participants <p>Facilitated by Cristina Rodriguez-Acosta, Interregional Adviser on Innovation and Digital Government, UN DESA</p>
<p>10:40 am – 11:30 am</p> <p>(40 min)</p>	<p>Presentation of the Training Materials of the Toolkit on Changing Mindsets for SDGs Implementation (Agenda, Facilitator's Guidance Manual, Activities)</p> <p>Presentation of the Local Online Service Delivery Index (LOSI), with a focus on the Latin American region</p> <p>Presentation of the Training Materials of the Toolkit on Innovation and Digital Government for Public Service Delivery (Agenda, Facilitator's Guidance Manual, Activities)</p> <ul style="list-style-type: none"> • Cristina Rodriguez-Acosta, Interregional Adviser on Innovation and Digital Government, UN DESA

11:30 am - 12:30 pm (60 min)	Interactive Discussion on the use of the Toolkits <ul style="list-style-type: none"> • AMB Trainers Facilitated by Cristina Rodriguez-Acosta, Interregional Advisor on Innovation and Digital Government, UN DESA
12:30 pm	Closing Remarks <ul style="list-style-type: none"> • Ms. Adriana Alberti, Chief, PMCDU, DPIDG, UN DESA • RCO representative (TBC) • Mr. Alfonso Lema, Executive Director, Bolivian Municipal Association

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