



United Nations

Department of
Economic and
Social Affairs



D-8 Organization for
Economic Cooperation

Capacity Building Workshop on Implementing New Approaches to E-government for SDG Implementation

Istanbul, Türkiye
17 - 18 November 2022

*Organized by the
United Nations Department of Economic and Social Affairs (UN DESA)
Division for Public Institutions and Digital Government (DPIDG)
and
D-8 Organization for Economic Cooperation*

In-person
Wyndham Grand Hotel, Istanbul Levent
Esentepe Mah. Buyukdere Cad. No:177 -183, 34394, Sisli, Istanbul

CONCEPT NOTE

Background

Since 2001 the United Nations E-government Survey has tracked developments in e-government in all Member States. The most recent UN E-Government Survey launched in 2022 showed that many more countries and municipalities are pursuing digital government strategies, some of which are radically different from those guiding earlier e-government initiatives. Some of the new approaches include the delivery of e-government as a platform, the integration of online and offline multichannel delivery, the agile development of digital services, the expansion of e-participation and partnerships, the adoption of data-centric approaches, the strengthening of digital capacities to deliver people-centric services, and the innovative use of new technologies such as artificial intelligence (AI) and blockchain, especially in the development of smart cities.

D-8, also known as Developing-8, is an organization for development cooperation among the following eight countries: Bangladesh, Egypt, Indonesia, Iran, Malaysia, Nigeria, Pakistan and Turkey. Its objective is to improve member states' position in the global economy, diversify and create new opportunities in trade relations, enhance participation in decision-making at international level, and improve standards of living. D-8 is a global arrangement rather than a regional one, as the composition of its members reflects.

At the request of the D-8 members, a capacity building workshop on "New Approaches to E-Government for SDG Implementation" was organized for representatives of the D-8 Group from 15 – 16 March 2022. The objective of the workshop was to raise awareness on innovative approaches in E-Government policies and implementation strategies and increase participants' capacities on how to use them for the achievement of the Sustainable Development Goals. During the workshop, a training toolkit on Innovation and Digital Government for Public Service Delivery was utilized. The toolkit is a set of comprehensive materials aimed at strengthening the capacities of government officials to promote innovation and digital government for SDG implementation.

During the workshop several challenges were identified by the participants, including, though not limited to, the following. Generally, there is a lack of access to and affordability of digital technologies which implies inadequate digital infrastructure and the unavailability of broadband and new technologies. Moreover, there is an unbalance of supply and demand in digital expertise with a lack of skills in the supply side (public officials) and a lack of digital literacy in the demand side (citizens). Other generally present challenges include budgetary constraints for E-Government, challenges related to cyber security, resistance to change and technology, etc.

Some specific cases were also highlighted, like the unavailability of real-time data and a lack of disaggregated data for vulnerable groups, challenges surrounding online land management and registration, change resistance in the sense of a general unwillingness to adopt new technology, a lack of interagency coordination and communication, an inadequate power supply, and finally a lack of publicity on digital government drive to the extent that citizens are most unaware of E-Government services – especially at local level.

The workshop also allowed participants to identify opportunities. It was noted that the COVID-19 pandemic has caused a surge of new technologies being adopted by all D-8 Members. In addition, it was emphasized that access to Internet rates and device ownership are increasing across countries and that social media is actively being used by citizens. Participants discussed their collective responsibility to turn these content consumers into content producers, be it in media, education, app development and so on as this would

provide endless opportunities. Moreover, D-8 countries generally have a significant youth population at working age that could be mobilized in ICT related industries. There is also an opportunity in ICT related laws, regulations, policies and strategies including cyber security and data protection related laws to create an enabling environment for people to make use of ICT.

Based on the workshop's report, several areas for further support and assistance were identified, including (1) capacity development of public officials in digital government in terms of digital skills and talent. Further, support was requested in (2) enhancing collaboration between government agencies, as well as in (3) establishing smart cities. In addition, assistance was deemed necessary in (4) the adoption and sharing of open standards, and (5) the promotion of the production of indigenous ICT access devices for public servants and the educational sector. Finally, D-8 Members require support in (6) technology transfers by exploring investment opportunities and bi- and multilateral cooperation, and in foreign investment in high-tech and other industrial parks.

To respond to the request for further support and assistance, a new two-day in-person workshop to strengthen digital government and innovation capacities for public sector transformation also entitled "Implementing New approaches to e-government for SDG implementation" will be held in November 17 - 19 2022 in Istanbul, Turkiye.

Objectives

The workshop's objective is to strengthen digital government and innovation capacities for public service delivery in the D-8 countries. The sessions will allow participants to:

1. Gain insights about emerging trends and new e-government technologies, strategies, and implementation practices from around the world.
2. Uncover challenges and identify building blocks for public sector transformation.
3. Acquire practical hands-on knowledge (and skills) on how to implement e-government strategies and digital technologies in government to deliver inclusive services by promoting change at different government levels (individual, organizational and institutional).
4. Learn and apply new concepts, tools, and approaches to support strategies, capabilities, and action planning.
5. Develop a roadmap and an action plan, using design thinking approaches.

Thematic Focus

Based on the previously identified needs, the capacity development workshop will cover the following topics:

Session 1 – Principles of Effective Governance for Sustainable Development and Trends in E-Government

Session 2 – Conducting a Situation Analysis: Innovation and Digital Government Capability Assessment with a focus on individual capacities, organizational structures for coordination, national to local governance and partnerships.

Session 3 – Identifying Priorities and New Approaches for Inclusive Service Delivery with a focus on:

- Promoting Digital Skills and Changing Mindsets
- Enhancing Institutional Coordination for Effective Public Service Delivery
- Establishing Smart Cities
- Partnerships for Technology Transfers

Session 4: Developing a Road Map and Action Planning for Innovation and Digital Government Transformation for Inclusive Service Delivery to Realize the Sustainable Development Goals (based on the above four areas including key recommendations from the UN E-Government Survey)

Session 5: Towards Digital Government: Turning your Action Plan Ideas into Results

Session 6: Establishing the D-8 E-Government Network

Format

The strategy for this in-person workshop is to evaluate the results of the 2022 UN E-Government Survey for D-8 countries and cities, and then customize the training materials contained in the Toolkit on Innovation and Digital Government for Public Service Delivery and the Digital Transformation toolkit to the needs of D-8 member states.

Based on the previous workshop experience, an effective delivery of the interactive workshop – involving exercises, the development of an action plan based on design thinking, joint activities and discussions - will require facilitation on the ground. In person interaction among participants will facilitate the follow-up phase of the previous online workshop. It will include targeted, innovative, and customized training, including sessions to discuss the governments' priorities, assess the existing institutional arrangements in each country, and design a roadmap for effective public service delivery. The workshop will provide a platform to share solutions and will benefit from the presentations of innovations in digital governments and ICT use that have been introduced in other public institutions. Countries will be paired to facilitate knowledge exchange, provide support, and promote peer-to-peer learning.

To enhance the impact of this workshop, the key findings and lessons learned will be disseminated to all regions through the UN Public Administration Network (UNPAN) and the divisional websites, as well as through the task forces of public administration schools. The workshop will be conducted in English and no interpretation will be provided.

Target Audience

The target audience of the Workshop is relevant ministries or authorities from the D-8 Member States responsible for the policy and decision-making on e-governance and digital transformation. As such, the D-8 Member States are expected to nominate two participants, preferably one at the senior management level and another from the mid-management level.

Expected Results

Participants are expected to actively contribute to the discussion to create a common understanding of the challenges faced by the Member States in their respective transition toward e-governance and digital public services and identify solutions and responses to those potentially arising challenges. The Workshop aims to provide recommendations that cater to and respond to generic or specific needs from each D-8 Member State to accelerate and strengthen their digital transformation efforts.

The expected result is an increased understanding by public servants in the D-8 countries of e-government strategies and innovation, and use of ICTs technologies to promote effective digital government transformation and to deliver better public services, including through peer-to-peer learning. It is also expected that participants will develop a Road Map and Action Planning for Innovation and Digital Government Transformation for Inclusive Service Delivery to Realize the Sustainable Development Goals. It is envisioned that a peer-to-peer learning network will be initiated among the participants with the support of the D8 Secretariat to promote sustainability.

Contact Information

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