

Concept Note

Concept Note

1. Description of the Event

The Caribbean Centre for Development Administration (CARICAD) in collaboration with the United Nations Department of Economic and Social Affairs, Division for Public Institutions and Digital Government (UN DESA/DPIDG), as well as other global and regional partners, will organize a Webinar Series on “Innovation, Digital Government and Changing Mindsets for Public Sector Transformation”. The webinars will be held on 21 and 28 February 2024 and 20 and 27 March 2024. They will bring together research findings, innovative practices and thought leadership on these all-important topics of innovation, digital government and changing mindsets for public sector transformation.

Among the areas to be covered, in this four-session webinar series, are the global context of digitalization and an exploration of the requirement for changing mindsets as foundational to innovation, digitalization and public sector transformation. CARICAD will also present its findings from an e-Government survey conducted amongst its member states. In addition, small country experiences will be explored.

2. Context

The world is undergoing a period of unprecedented change. At the same time, the rapid pace of emerging technologies requires an improvement in management capabilities. Indeed, the digitalization of societies is globally recognized as an enabler for the achievement of human progress as defined by the Sustainable Development Goals (SDGs). While enabling benefits are recognized, so too are the associated risks. Public institutions therefore play a critical role in establishing the appropriate policy frameworks to maximize the benefits, while mitigating the risks, to support digital societal transformation.

The Caribbean’s commitment to the SDGs, the priorities for the Caribbean Community (CARICOM), as well as the national vision of the CARICOM member states, all require more innovative, responsive, and transformed public services. The Caribbean region must be prepared to take advantage of these developments as well as to create an environment which will lead to adaptability in mindset, resilience, and innovation.

Much has been said about the implementation deficit in the Caribbean region and its vulnerability. In addition, the loss of talent particularly at the leadership and senior levels caused by retirement, resignations, and migration, creates a need for the development and sustaining of relevant capabilities to address the emerging challenges and interlocking crises, such as climate change, food insecurity, energy access, jobs and social protection, and digital connectivity.

3. Objectives



Webinar Series on Innovation, Digital Government and Changing Mindsets for Public Sector Transformation

The Webinar Series on Innovation, Digital Government and Changing Mindsets for Public Sector Transformation seeks to explore practices and approaches to the digital transformation of public services globally and regionally, different mindsets, the role of changed mindsets and capacity building strategies (aimed not only to the public sector but society as a whole), to support this transformation.

It will examine the relevance of adopting new mindsets to accelerate the implementation of digital government to improve the delivery of public services to citizens. By changing our mindset, we can leverage the potential of emerging technologies and foster a culture of innovation and resilience and respond to the needs and expectations of our citizens.

The Webinar Series will also be an opportunity to highlight a project on “Developing Capacities for Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean Small Island Developing States (SIDS)”. The project is being spearheaded by UN DESA/DPIDG and the Division for Sustainable Development Goals (DSDG) in collaboration with CARICAD, the Economic Commission for Latin America and the Caribbean (ECLAC) and the UN Resident Coordinator Offices in the region. The project will strengthen the capacity of selected countries in the Caribbean SIDS to mobilize their institutions and public servants to enhance effectiveness and institutional coordination, public accountability, and engagement of key stakeholders in the implementation and review of the SDGs. Lessons learned and experiences will be shared among colleagues in the region during the life of the project. The three-year project is expected to begin in January 2024. The Webinar Series will align with the objectives of the project.

4. Thematic Focus

The Webinar Series will focus on how to develop a culture of innovation to improve the delivery of government services by changing mindsets. The series will cover the following topics:

Webinar 1: Changing Mindsets for Innovation and Digital Government

Webinar 2: State of Digital Transformation in CARICAD Member States - Findings of the CARICAD e-Government Survey and the UN e-Government Survey

Webinar 3: Innovation in Public Service Delivery

Webinar 4: Country Experiences in Changing Mindsets, Innovation and Digital Government - Successful country experience and digital transformation efforts underway in the Organisation of Eastern Caribbean States (OECS)

Relevance to the UN DESA project and the realities of Artificial Intelligence (AI) will be discussed throughout all the sessions.



Webinar Series on **Innovation, Digital Government and Changing Mindsets for Public Sector Transformation**

5. Methodology

The Webinar Series will feature presentations by experts and discussions on innovative practices for peer-to-peer learning. It will be conducted virtually.

6. Format

The webinar series will comprise four (4) online sessions using the Zoom Platform. There will be one (1) weekly session over a period of four (4) weeks. Each session will last for 1.5 to two (2) hours and will consist of:

- A presentation by a featured speaker/s
- Q and A segment

7. Target Audience

Public officials, including those performing at senior levels.

8. Expected Results

The Webinar Series aims to increase awareness and foster a shift in mindsets that are essential for innovation and digital transformation of public services. By the end of the Webinar Series, participants will have:

- Learned about the changes that are required at different levels (individual, organizational, and institutional) to successfully change mindsets.
- Gained insights from country experiences to inspire and guide their actions to address the challenges of implementing digital public services in their contexts.

