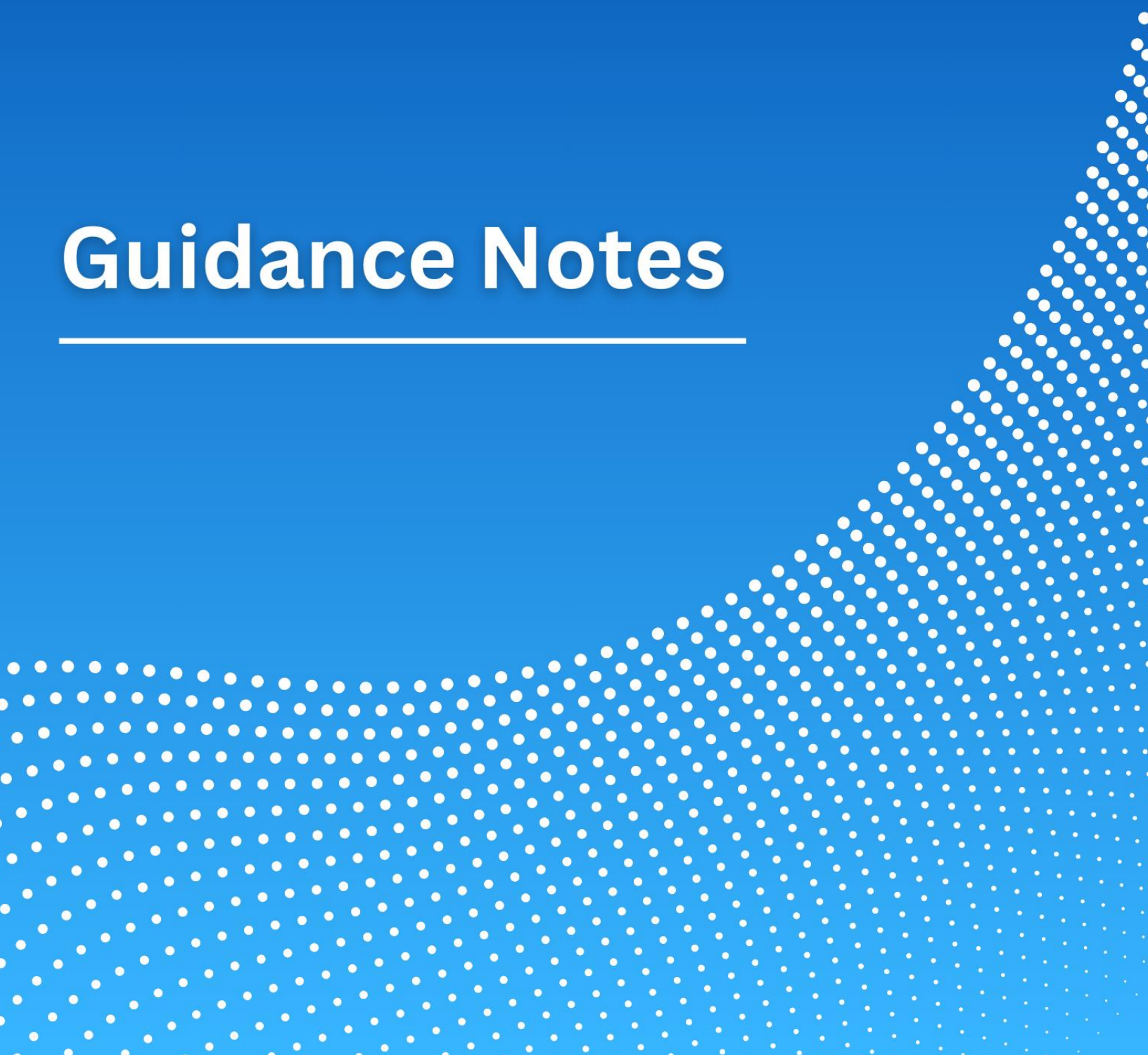# Guidance Notes

Webinar 3 on Innovation in Public Service Delivery

Background

Promoting innovation and digital transformation in the Caribbean can help countries to deliver services in a more effective and inclusive way, particularly to underserved, rural, physically disconnected, and otherwise marginalized segments of society. Implementing effective, accountable, and inclusive governance and institutions, and pursuing opportunities for innovation and digital transformation, including digital services, could build resilience through progressive structural changes, and mitigate geographical remoteness. The populations in the Caribbean could then be provided with reliable, fast, and affordable connectivity and better access to services, such as health and education.

Innovation should be seen as a means to create public value and not as an end in itself. Promoting innovation, digital government and changing mindsets needs to be a strategic priority for the Caribbean. The goal is to engender innovative, technology-driven economies and societies. Institutional arrangements should also be strengthened to support closer collaboration among policymakers, technology producers, innovators, knowledge management platforms, universities, research institutions, private firms, and consumers.

Artificial Intelligence (AI) has emerged as a disruptive force that promises to reshape economies across the globe. Much has been said about the potential of AI to promote innovation, improve public service delivery, reduce waste, contribute to residents' engagement, among many other predictions. The rapid technological advances in AI can have ambiguous implications and create both opportunities and challenges. Artificial Intelligence has enormous potential for generating social welfare and for accelerating human progress and sustainable development. At the same time, the rapid development of AI and related technologies raises ethical concerns, including questions about how to deal with the perpetuation of biases, AI capacity development, training, privacy, data disclosure and access *(UNESCO)*. Many Caribbean states have not yet developed strategies and national policies to manage the impact of AI on their societies.

This webinar will discuss some of the lessons learned to create a supportive environment for innovation in the public sector. The role of technologies, such as AI, will be examined. Challenges and opportunities will also be discussed.

Objectives

- To explore approaches to fostering innovation in the public sector context

- To explore conditions for successful innovation in digital transformation in the age of AI

- To better understand the public sector skills required for AI and digital transformation

Guiding questions

1. What are some of the good practices around innovation in public service delivery? What type of strategies have been more successful?
2. What are some of the key mindsets needed to ensure the public sector embraces the use of new technologies such as AI for the benefit of public service delivery? What kind of best practices are there that can be applicable to the Caribbean context?
3. How can we build an ethical AI? What kind of regulatory frameworks are in place or need to be put in place to ensure its ethical use?
4. How can the public sector prepare itself for the necessary changes?