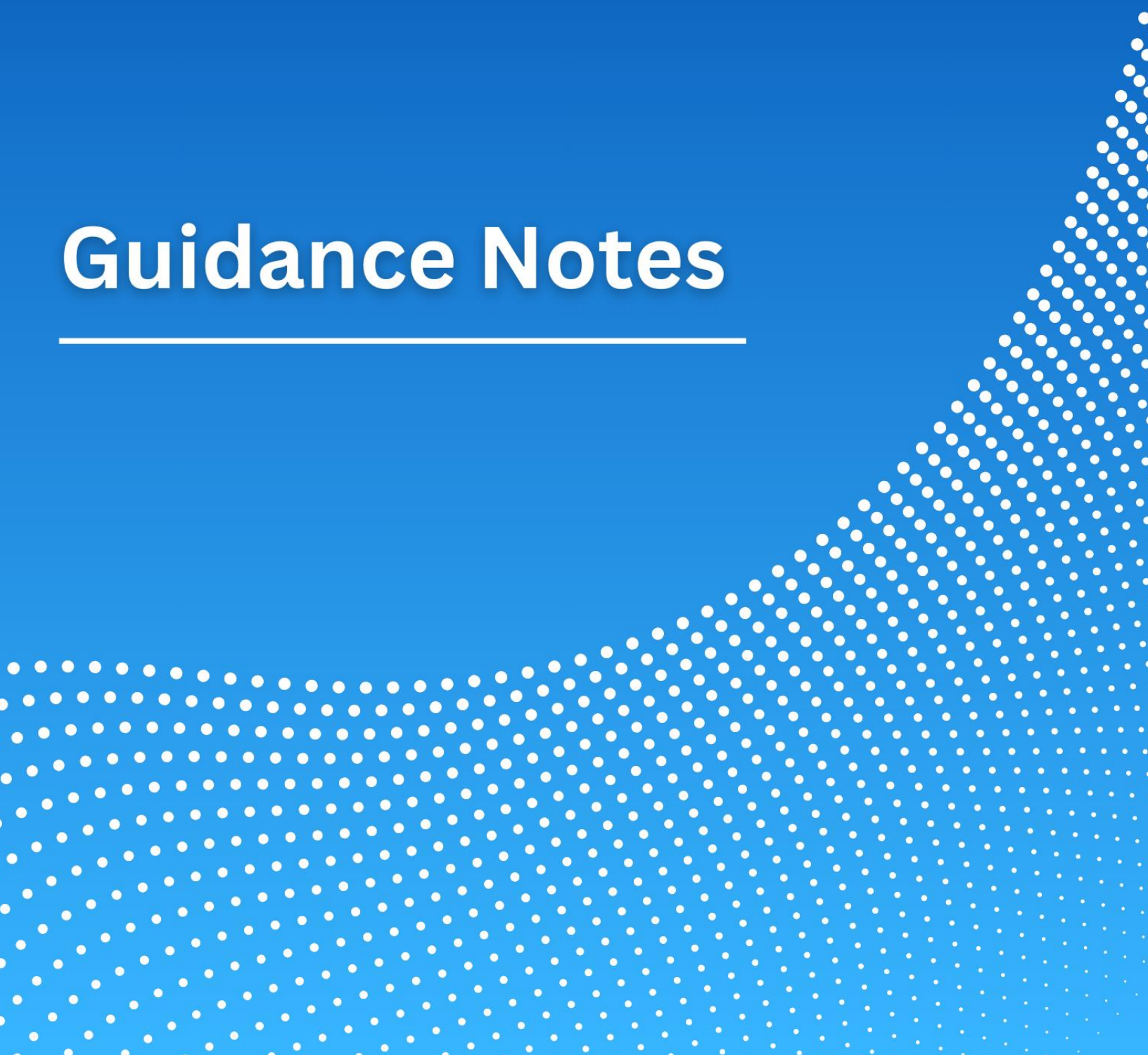# Guidance Notes

Webinar 4 on Country Experiences in Changing Mindsets, Innovation and Digital Government Transformation
Successful country experiences and digital transformation efforts

Background

In a global Survey administered as part of the 75th Anniversary of the United Nations, people from all regions of the world were asked to indicate their top priority. "The immediate priority of most respondents everywhere is improved access to basic services."

In an effort to provide effective, accountable, and inclusive public services, many countries around the world are delivering services through citizen centric One-stop-Shops (OSS). The OSS system is a mechanism, physical and/or digital, which may be a stationary or a mobile service point, where citizens and/or businesses can access all relevant information relating to all public services and conduct all transactions without the necessity of visiting multiple public offices multiple times. The OSS system is considered as an integral part of a digital government transformation strategy. This can also be a vehicle for providing inclusive public service delivery to vulnerable groups.

If properly designed and implemented, the advantages of the OSS system, include: a) greater citizen awareness, expectations and government responsiveness; b) better regulatory delivery; c) increased accountability; d) reduction in corruption; e) enhanced social inclusion; f) decreased fragmentation in public service delivery, thereby improving citizen satisfaction with public service delivery; g) increased citizen trust in government; h) enhanced national competitiveness; and i) increased capacity to deliver on the SDGs. For example, Azerbaijan has created an institution with multiple responsibilities, called SAPPSI, which develops and operates OSSs. Several innovative practices in digital public service delivery are taking place across the Caribbean region, for example the World Bank-funded Caribbean Digital Transformation Project, as well as across Latin America.

This webinar will aim at sharing real-world experiences of public sector digital transformation, including the challenges, the journey, successes and lessons learnt, and approaches to changing mindsets.

Objectives

- To share real-world experiences of public sector digital transformation, including the challenges, the journey, successes, and lessons learnt, including approaches to changing mindsets.

Guiding questions

1. What are some of the good practices around innovation in public service delivery across the world and in the Caribbean region?
2. What type of strategies have been more successful?

3. What are the key ingredients for successful innovation and digital government transformation for effective and inclusive service delivery?
4. What can we learn from these innovative practices?
5. How have countries been able to promote innovation and digital mindsets?