**Capacity Development Online Training of Trainers Workshop on**

**"Changing Mindsets for Innovation, Implementing Digital Transformation, and Improved Public Service Delivery for Sustainable Development Goals Implementation"**

*Organized by*
*Ministry of Telecommunications and Information Society*
*United Nations Department of Economic and Social Affairs (UN DESA)*
*United Nations Resident Coordinator Office in Ecuador*

**8 August 2023**
**09:00 am – 11:30 am (Ecuador time)**
**10:00 am – 12:30 pm (New York time)**

Zoom link: https://zoom.us/j/97014064694

# Concept Note and Agenda

The Office of the President of Ecuador, the Ministry of Telecommunications and Information Society, and the United Nations Department of Economic and Social Affairs (UN DESA), through its Division for Public Institutions and Digital Government (DPIDG), in collaboration with the Resident Coordinator Office in Ecuador 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 Innovation and Digital Government for Public Service Delivery and the Digital Transformation. The workshop will be held online (via Zoom meetings) on 8 August 2023.

The toolkit on Innovation and Digital Government for Public Service Delivery is 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 Office of the Presidency has identified the Ministry of Telecommunications and Information Society as the main beneficiary of the workshop activities as the Ministry is the governing body for the development of information and communication technologies in Ecuador, which include telecommunications and the radioelectric spectrum. It issues policies, general plans and monitors and evaluates their implementation, coordinating actions with the actors of the strategic sectors to guarantee equal access to services and promotes their effective, efficient, and effective use, ensuring progress towards the information society for the good living of the Ecuadorian population. The Ministry of Telecommunications and Information Society has identified a group of technical staff who will be trained online on the use of the toolkit and will then support and lead the planned in-person workshop. It is expected that this team will, in the future, continue training other public sector employees.

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 on 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. The principles of leaving no one behind; non-discrimination; broad participation; and intergenerational equity, are also critical to support improvements in local governance capabilities 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. Government officials from Ecuador have actively participated in these activities.

The Government of Ecuador, recognizing the importance of digital transformation, has set forth a path for the reform of the public sector to support the necessary changes required to achieve the country's digital transformation. The Government's Digital Transformation Agenda stresses the need for increasing financing for digital infrastructure that must simultaneously be accompanied by updated regulatory tools, renewing efforts to create and maintain skilled digital workforce, by strengthening digital literacy and capacity development of digital skills working with the private sector and academia, and recognizes the need to build on sound data governance, which is required not only to protect privacy but also to facilitate cross-border data flow[1].

The need for innovation and changing mindsets for digital transformation in the delivery of public services in Ecuador, from the local, to regional, to national levels is considered essential to achieve the SDGs and to improving trust in government institutions. At the same time, the impact of the pandemic is seen as an opportunity to rethink a more efficient institutional framework with the capacity to generate and sustain the trust of the population. It is necessary to innovate and digitize public management to generate channels for citizen participation and social control, while working on the democratization of access to connectivity and the reduction of the existing digital divide in the country[2].

This online workshop, co-designed with the Open Government Under-Secretariat of the Office of the President of Ecuador, the Ministry of Telecommunications and Information Society through its Under-Secretariat for E-Government and Civil Registry, and the UNCT, will contribute to the strengthening of capacities of the Ecuadorian public sector and support the role of the Ministry of Telecommunications as the provider of knowledge and help disseminate the adoption and mainstreaming of the Curriculum on Governance for SDGs Implementation in the region.

## Objective

The objective of the online workshop is to build a team of trainers in coordination with the Ministry of Telecommunications and Information Society trainers on the use of the Curriculum on Governance for the

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[1] Agenda de Transformación Digital del Ecuador 2022-2025. Ministerio de Telecomunicaciones y de la Sociedad de la Información. República del Ecuador. Junio 2022
[2] Ecuador CCA, page 95

SDGs toolkits to help them train Ecuador's public servants with innovative mindsets and behaviors to better address current and future challenges related to digital government transformation 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 Innovation and Digital Government for Public Service Delivery and the Digital Transformation to the needs of Ecuador as identified by the Ministry of Telecommunications.

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 the Ministry of Telecommunications' engagement and capacities in institution building and public service delivery to promote the implementation of the 2030 Agenda 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 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.
5. Start defining a Roadmap and Action Plan for innovation and digital government transformation 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.

## Format

The interactive workshop will be held online via Zoom platform and will last 2.5 hours. It will be conducted entirely in Spanish. Follow-up in online workshops are expected to take place to further strengthen capacities in the area of innovation and digital transformation before the in-person workshop takes place in Ecuador.

## Target Audience

Trainers and staff of the Ministry of Telecommunications and Information Society.

## Expected Results

It is expected that the trainers of with the coordination of the Ministry of Telecommunications and Information Society 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 toolkits.

By doing so, the trainers 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 Ecuadorian public sector in support of SDGs implementation.

This online workshop, part of a total of five sessions will help define the objectives and goals of the in-person workshop which is scheduled for 10 – 12 October 2023.

**8 August 2023**

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| **9:00 am- 9:15 am (Ecuador)**<br><br>**10:00 am – 10:15 am (New York time)**<br><br>**(15 min)** | **Opening Remarks**<br><br>• UN Resident Coordinator<br>• PMCDU, DPIDG, UN DESA<br>• Mr. Patricio Lloret, Office of the President, Ecuador<br>• Ministry of Telecommunications and Information Society<br><br>Facilitated by Cristina Rodriguez-Acosta**,** Interregional Adviser on Innovation and Digital Government, UN DESA |
| **9:15 am – 9:25 am (Ecuador)**<br><br>**10:15 am - 10:25 am (New York time) (10 min)** | **Purpose of the Training of Trainers**<br><br>• Ms. Cristina Rodriguez-Acosta, Interregional Adviser on Innovation and Digital Government, UN DESA |
| **9:25 am – 9:40 am (Ecuador)**<br><br>**10:25 am - 10:40 am (New York time)**<br><br>**(15 min)** | **What are the most pressing challenges in terms of Public Sector Innovation and Digital Government to advance the SDGs in Ecuador?**<br>**Tour de Table**<br>• UN RCO/Ecuador (tbc)<br>• Ministry of Telecommunications trainers and other participants<br><br>Facilitated by Cristina Rodriguez-Acosta, Interregional Advisor on Innovation and Digital Government, UN DESA |
| **9:40 am – 10:30 am (Ecuador)**<br><br>**10:40 am - 11:30 am (New York time)**<br><br>**(40 min)** | **Presentation of the Training Materials of the Toolkit on Innovation and Digital Government for Public Service Delivery (Agenda, Facilitator's Guidance Manual, Activities**<br><br>• Cristina Rodriguez-Acosta, Interregional Advisor on Innovation and Digital Government, UN DESA |
| **10:30 am - 11:30 am (Ecuador)**<br><br>**01:30 pm - 02 :30 pm (New York time)**<br><br>**(60 min)** | **Interactive Discussion on the use of the Toolkits**<br><br>• Ministry of Telecommunications trainers and other participants<br><br>Facilitated by Cristina Rodriguez-Acosta, Interregional Advisor on Innovation and Digital Government, UN DESA |

| 11:30 am (Ecuador) | Closing Remarks |
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| 12:30 pm (New York time) | • PMCDU, DPIDG, UN DESA<br>• RCO representative (TBC)<br>• Mr. Patricio Lloret, Office of the President, Ecuador<br>• Ministry of Telecommunications and Information Society |

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