Innovation and Digital Government for Public Service Delivery

Toolkit for the Achievement of the Sustainable Development Goals

Learning Objectives

- Through this five-day program participants will have the opportunity to learn strategies to strengthen country level capabilities as they relate to the 2030 SDGs and their capability to create a more innovative and efficient public service.

- Participants will be introduced to new concepts, tools and techniques to support their capability assessment and action planning skills.

- Participants will complete a Digital Transformation Capability Assessment, which will be used to showcase the value of and approach to conducting such assessments on an ongoing basis.

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Workshop at a Glance

Innovation and Digital Government for Public Service Delivery

		Day 1 Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030	Day 2 Exploring Key Concepts and Conducting the Digital Transformation Assessment	Day 3 Mapping the Institutional Environment	Day 4 Toward a Road Map and Action Plan	Day 5 Bridging the Gaps in Public Service Delivery Action Plans
Morning Session **0900 – 1200**		Module 1.1. Welcome & Introduction to the Course	Module 2.1. Welcome and Introduction to Day 2	Module 3.1. Welcome and Introduction to Day 3	Module 4.1. Welcome and Introduction to Day 4	Module 5.1. Welcome and Introduction to Day 5
		Module 1.2. Government, Public Service and the Agenda 2030	Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery	Module 3.2. Implications for the Realization of the NDP	Module 4.2. Tools and Techniques for Building Situational Awareness	Module 5.2. Plenary Discussion Prioritizing Recommended Actions
		Module 1.3. Our National Development Plan	Module 2.3. Building Situational Awareness with the DTCA, Part 2	Module 3.3. Public Value Framework Part 1	Module 4.3. Do-ability vs Priority Analysis	Module 5.3. What Needs to Change? What Change Will Create the Most Value?
Lunch Break						
Afternoon Session **1300 - 1700**		Module 1.4. Innovation, Digital Transformation and Digital Government	Module 2.3. Building Situational Awareness with the DTCA, Part 2 Continued	Module 3.3. Public Value Framework Part 2	Module 4.4. Action Planning Part 2	Module 5.4. Case Study: Socio-Technical View of Innovation
		Module 1.5. Realizing Digital Government Transformation	Module 2.4. Systems Thinking and Situational Awareness	Module 3.4. Enabling change: Innovation Labs and Design Thinking	Module 4.5 Case Study. Reversing a Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative	Module 5.5. Looking Ahead
		Module 1.6. Building Situational Awareness through a DTCA	Module 2.5. Introduction to Components of Action Planning Part 1	Module 3.5. Case Study: UNCEF's Kosovo Innovation Lab		Module 5.6. Course Evaluation and Closing Ceremony
		Module 1.7. Wrap-Up	Module 2.6. Wrap Up	Module 3.6. Wrap-Up	Module 4.6. Wrap-Up	Module 5.7. Wrap-Up

United Nations | Department of Economic and Social Affairs

Today's Agenda

	Innovation and ICT for Public Service Delivery	
	Day 1 Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030	
Morning Session **0900-1200**	Module 1.1. Welcome & Introduction to the Course	
	Module 1.2. Government, Public Service and the Agenda 2030	
	Module 1.3. Our National Development Plan	
	Lunch Break	
Afternoon Session **1300-1700**	Module 1..4. Innovation, Digital Transformation and Digital Government	
	Module 1.5. Realizing Digital Government Transformation	
	Module 1.6. Building Situational Awareness through a DTCA	
	Module 1.7. Wrap-Up	
	Adjourn	

Day 1 Learning Objectives

- Consider the role of government and public service and how they relate to the realization of the Agenda 2030

- Explore key pillars for the realization of sustainable development and how governments must manage change

- Introduce the concepts of Innovation, digital transformation and digital government

- Introduce the capability assessment framework and the process for conducting capability assessments

Introductions

- Name

- Title

- Primary Responsibilities

- Years of Service

- *What is your biggest hope for your country in achieving the SDGs by 2030?*

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