Innovation and Digital Government for Public Service Delivery

Toolkit for the Achievement of the Sustainable Development Goals

Module 1.6
Building Situational Awareness through a DTCA

Why Conduct a DTCA?

- Build new understanding of the level of digital transformation capability that exists in a country as a foundation for continued efforts to innovate and lead in the area of digital government and public service delivery

- The focus of interest, or unit of analysis is not a particular digital initiative, such as a portal, but rather it is the whole of government capability for creating and sustaining a mature digital government.

- Not meant to be used to benchmark capability, but rather to develop an understanding of current capability and to inform decision making about where investments are needed to increase innovation and Digital Government capability leading to improvements in public service delivery

A DTCA Serves Multiple Purposes

- Exposure to the general process of conducting assessments as a way to systematically identify gaps between existing capability and desired capability

- Use new understanding as a new lens through which to frame the content presented in the Workshop

- Use that new understanding your country's digital transformation capabilities when working with fellow Workshop Participants to create an action plan for building new capability

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Instructions   1.6. Conducting a DTCA

Individual Activity

- **Group Formation**
  - This is an individual assignment
- **Activity Assignment**
  - Complete the DCTA using a copy of the DTCAF
- **Activity Process**
  - Do the following for each item in the DTCAF:
    - Consider each item statement
    - Consider the reference statements provided for the high, low, and medium ratings for each item
    - Decide the extent to which you agree or disagree that the item statement represents the situation in your government and mark your score sheet
    - Circle/enter your response

DESA

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Today's Key Concepts

- Importance of government as an institution and the critical and unique role of the public service

- Innovation, digital transformation, and digital government

- The enabling power of digital transformation and digital government

- The critical four step approach to realizing digital government transformation

- Using the Digital Transformation Capability Assessment Framework as a tool to help you realize digital government transformation

- How to apply the results of a DTCA to help identify key areas for capability and capacity building

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

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Thank You!