



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 2

*Exploring Key Concepts and Conducting the
Digital Transformation Assessment*



Workshop at a Glance

Morning Session
0900 – 1200

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

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 an 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: UNICEF'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



Innovation and Digital Government for Public Service Delivery

Today's Agenda

Morning Session 0900-1200	Day 2 Exploring Key Concepts and Conducting the Digital Transformation Assessment
	Module 2.1. Welcome and Introduction to Day 2
	Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery
	Module 2.3. Building Situational Awareness with the DTCA, Part 2
Lunch Break	
Afternoon Session 1300-1700	Module 2.3. Building Situational Awareness with the DTCA, Part 2, Continued
	Module 2.4. Systems Thinking and Situational Awareness
	Module 2.5. Introduction to Action Planning. Part 1
	Module 2.6. Wrap-Up
	Adjourn



Key Concepts from Day 1

- 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