



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*



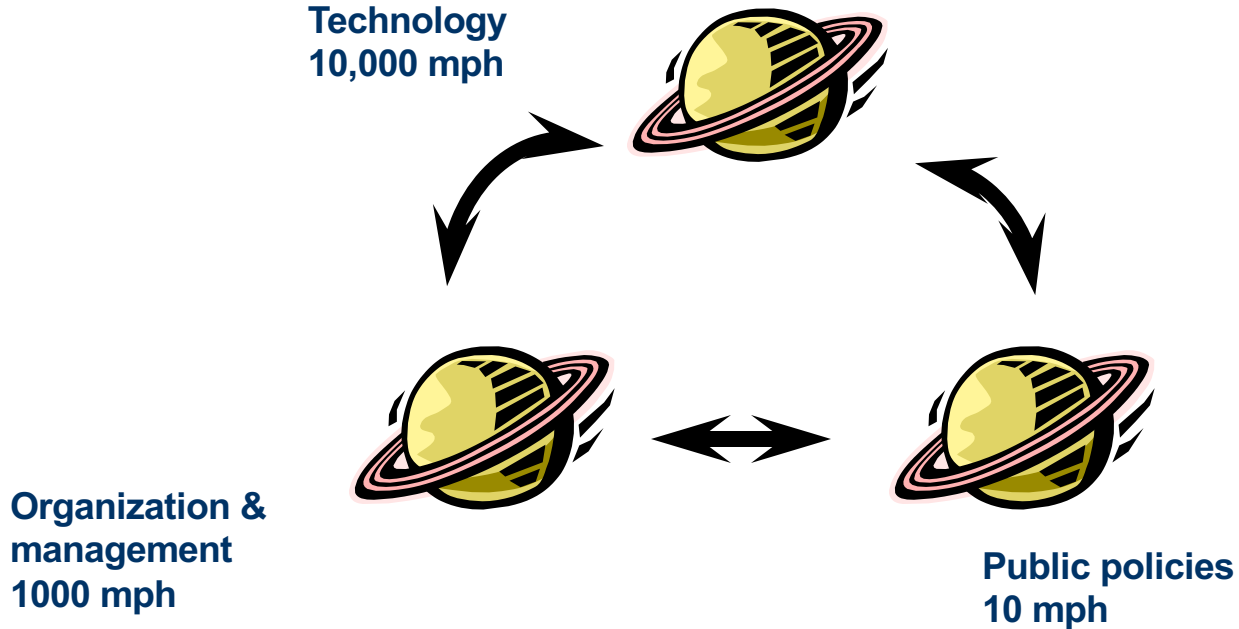


Module 2.2

Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery



The Government Innovation Context





To Achieve the SDGs

- Public sector capacity must be bolstered at the national and local levels
- This requires:
 - Institutional innovations
 - Organizational innovations
 - Process innovations
 - Conceptual innovations

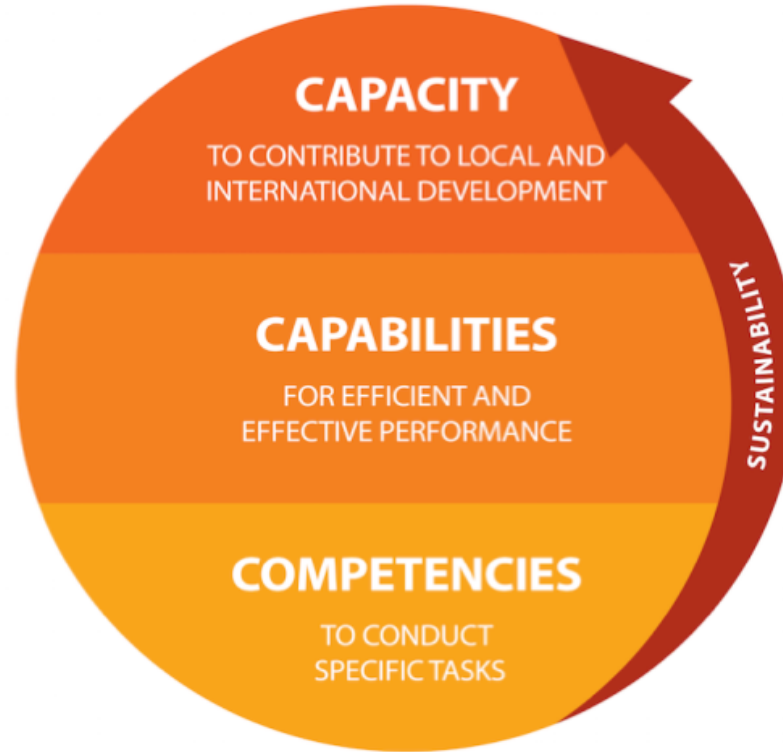
Source: UN DPIDG Interim Policy Brief Capacity Development Unit



Innovation requirements

- Public sector capacity must be bolstered at the national and local levels
- Developing capacities for e-government transformation is essential for digital transformation
- Capacities for digital transformation are required at societal, institutional, organization and individual levels
 - It entails fundamental changes in the mindsets of public servants and in the way public institutions collaborate
- Digital government transformation must not be seen as a technology-led process
- This is the approach that the most advanced e-government countries have adopted.

➤ Source: 2020 UN E-Government Survey





Digital Government

- Digital government is not an end, but a means to improving public service delivery, increasing people's engagement, enhancing transparency, accountability and inclusion and, ultimately to making life better for all.

Source: UN e-Government 2020 Survey Report



Capability to Innovate Varies

- Governments around the world are using digital technologies to innovate the way they operate, share information, make decisions and deliver services, as well as to engage and partner with people to solve policy challenges of public concern.
- Yet, many countries remain ill-equipped to effectively leverage digital technologies and provide accessible, reliable, fast, personalized, secure and inclusive services and empower people through open and participatory mechanisms.

Source: UN e-Government 2020 Survey Report



Realizing Innovation in PSD

Principles

1. Access
2. Quality
3. Inclusion and Responsiveness
4. People-drive and personalized
5. Transparency and accountability of service delivery

Strategies

1. Institutional and organizational innovation
2. Transformation of leadership and public officials capacities
3. Process Innovation
4. Organizational culture
5. Leverage the potential of ICTS which create new opportunities for innovation



Five Main Principles to Guide Innovation in PSD

- Access
- Quality
- Inclusion and Responsiveness
- People-driven and personalized services
- Transparency and accountability of service delivery



Access

- Expanding coverage or enhancement of quality service delivery to vulnerable groups is critical to inclusive, sustainable development
- One way to expand coverage is by having in place adequate civil identity registration and management systems.
 - Global, regional and national commitments to sustainable development and poverty reduction require that all citizens, men, and women, have equal access to quality services
- Target 16.9 of the 2030 Agenda is devoted to access



Quality

- High-quality service delivery includes – but is not limited to:
 - degree of excellence of the services offered
 - availability of quality government services at times and in ways that are more convenient to the public
 - speedy processing of applications or claims
 - reduction in the amount of paperwork and other activities people must perform to demonstrate compliance with clearly written government regulations



Inclusion and responsiveness to the needs of the furthest left behind

- The principle of “leaving no one behind” implies that it is not enough to offer standard delivery of public services if the vulnerable, including the poor, remain ignored
- Disaggregated data is vital to understand the needs of the vulnerable groups and deliver services that are needed



People-driven and personalized services

- Utilizing mechanisms that have proven to collect feedback from people and that succeed in engaging them in the delivery of services



Transparency and accountability of service delivery

- Ensure transparency in service delivery and accountability to ensure that resources are going to the most vulnerable groups



Five Central, Interlinked and Interdependent Strategies to Enable Innovation in PSD

1. Institutional and organizational innovation
 - Particularly collaborative governance frameworks (whole of government and whole of society approaches) to deliver integrated services
2. Transformation of leadership and public officials capacities
3. Process innovation
 - Including innovative channels and mechanisms for partnership building and people engagement
4. Organizational culture to promote integrity, the principles of the 2030 Agenda, knowledge sharing and management for innovation, transparency and accountability
5. Leveraging the potential of ICTs, which creates new opportunities for innovation

Source: UN DPIDG Policy Brief Capacity Development Unit



Plenary Discussion

Whole of Government Approach refers to a cross-sectoral and cross-organizational consideration of individuals' needs with reference to delivering digital services in a more integrated and coordinated manner.



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Thank You!

