Innovation and Digital Government for Public Service Delivery

Day 4

Toward a Road Map and Action Plan

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 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: 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

	Day 4 Building Toward a Roadmap and Action Plan
Morning Session **0900-1200**	Module 4.1. Welcome and Introduction to Day 4
	Module 4.2. Tools and Techniques for Building Situational Awareness
	Module 4.3. Do-Ability vs. Priority Analysis
Lunch Break	
Afternoon Session **1300-1700**	Module 4.4. Action Planning Part 2
	Module 4.5. Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative
	Module 4.6. Wrap-Up
	Adjourn

DESA

Key Concepts from Day 3

- Building situational awareness and creating understanding of the interests of stakeholders is key to being able to determine if any innovation being considered has the potential to create public value

- Using a range of analytical models and tools such as systems thinking, strategic framework and others are required in any effort to generate deep understanding of problems and potential solutions.

- Such understanding is key to tests of any potential solutions and as input to performance management systems

- Wicked problems require social innovation and social innovation relies on ability to engage in design thinking and to provide innovation intermediaries such as innovation labs.

- Social innovation infrastructures can help realize the principles of PSD and to advance innovation and digital government for PSD.

DESA