



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 5

*Bridging the Gaps in Public Service
and Public Service Delivery*



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



Today's Agenda

<i>Innovation and Digital Government for Public Service Delivery</i>	
Morning Session 0900-1200	Day 5 Bridging the Gaps in Public Service and Public Service Delivery
	Module 5.1. Welcome and Introduction to Day 5
	Module 5.2. Plenary Discussion. Prioritizing Recommended Actions
	Module 5.3. Plenary Discussion. What Needs to Change? What Change Will Create the Most Value?
Lunch Break	
Afternoon Session 1300-1630	Module 5.4. Case Study: Socio-Technical View of Innovation
	Module 5.5. Plenary Discussion. Looking Ahead
	Module 5.6. Course Evaluation and Closing Ceremony
	Adjourn



Key Concepts from Day 4

- The Do ability/Priority Analysis is key to avoiding the trap of doing things that you have the capability for, but that are not a priority in terms of creating public value through PSD innovation
- Action Plans are living documents to capture and communicate the results of design thinking and can inform both iterative processes of prototyping and refinement and implementation
- Many analytical tools and techniques can contribute to design thinking by generating new understanding of problems and analysis of solutions as input to Action Plan
- Performance contracting is an effective tool for increasing transparency and accountability and improving efforts to adhere to the principles of PSD.