Innovation and Digital Government for Public Service Delivery

Day 5

Bridging the Gaps in Public Service and Public Service Delivery

Plenary Discussion

Looking Ahead

Conclusive Recap

Key Concepts Day 1-2

- To achieve the SDGs public sector capacity must be bolstered at the national and local levels
- Innovation and digital transformation require fundamental changes in the mindsets of public servants and in how public institutions operate and collaborate
- Capability to innovate is context specific, but innovators can be guided by sets of recognized principles and best practice strategies
- Situational analysis is key to understanding capability in context.
  - Systems thinking, stakeholder analysis, and strategic framework are tools to support scenario development and testing as part of action planning
- The process of action planning for innovation and digital government for public service delivery is key to ensuring that the resulting plan is focused on priorities, advanced the government toward the SDGs, and is actionable and measurable

- 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

Key Concepts Day 3-4

- 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.

- The Do ability/Priority Analysis is key to avoiding the trap of doing things that you have the capability for, but turn out not to be very impactful in terms of creating public value through PSD innovation

- Action Plans are living documents the 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.

Innovation and Digital Government for Public Service Delivery

Thank You!