



Module 1 – Getting Started
Submodule 1.2
User Manual
[beta version]

In this section you will learn...

How to use the toolkit

- Key features of the toolkit

Learning Outcomes

- Summary of each submodule



Objective

By the end of this submodule, you will :

- ✓ Learn how to use the toolkit
- ✓ Get an overview of the key learning points from each module

Completion time



- In total there are around **30 pages** for this submodule. It will take approximately **40 minutes** for each user to complete. This is an indication and can differ per user.
- Feel free to skip some parts of this submodule if you are already familiar with the content.

Other Information

- You can read along (PDF) as well as listen to the content (audio) while taking this course;

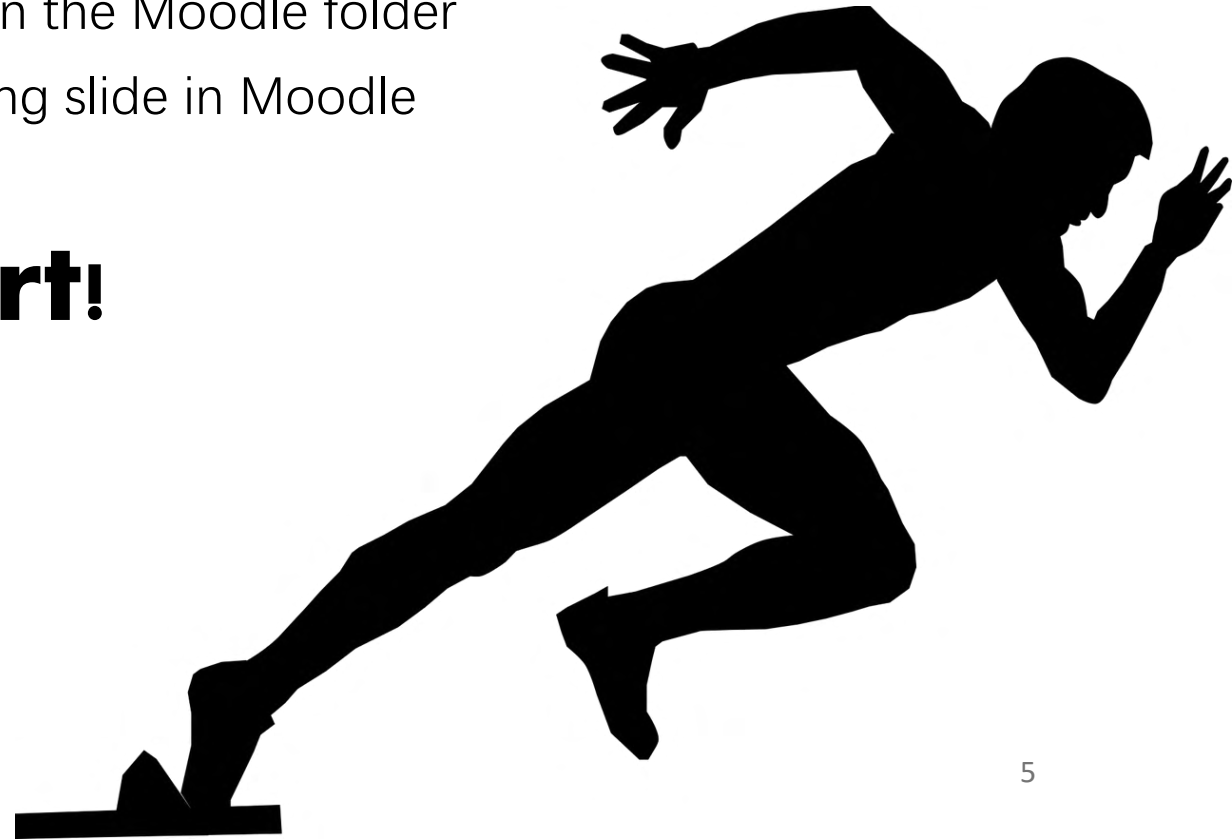


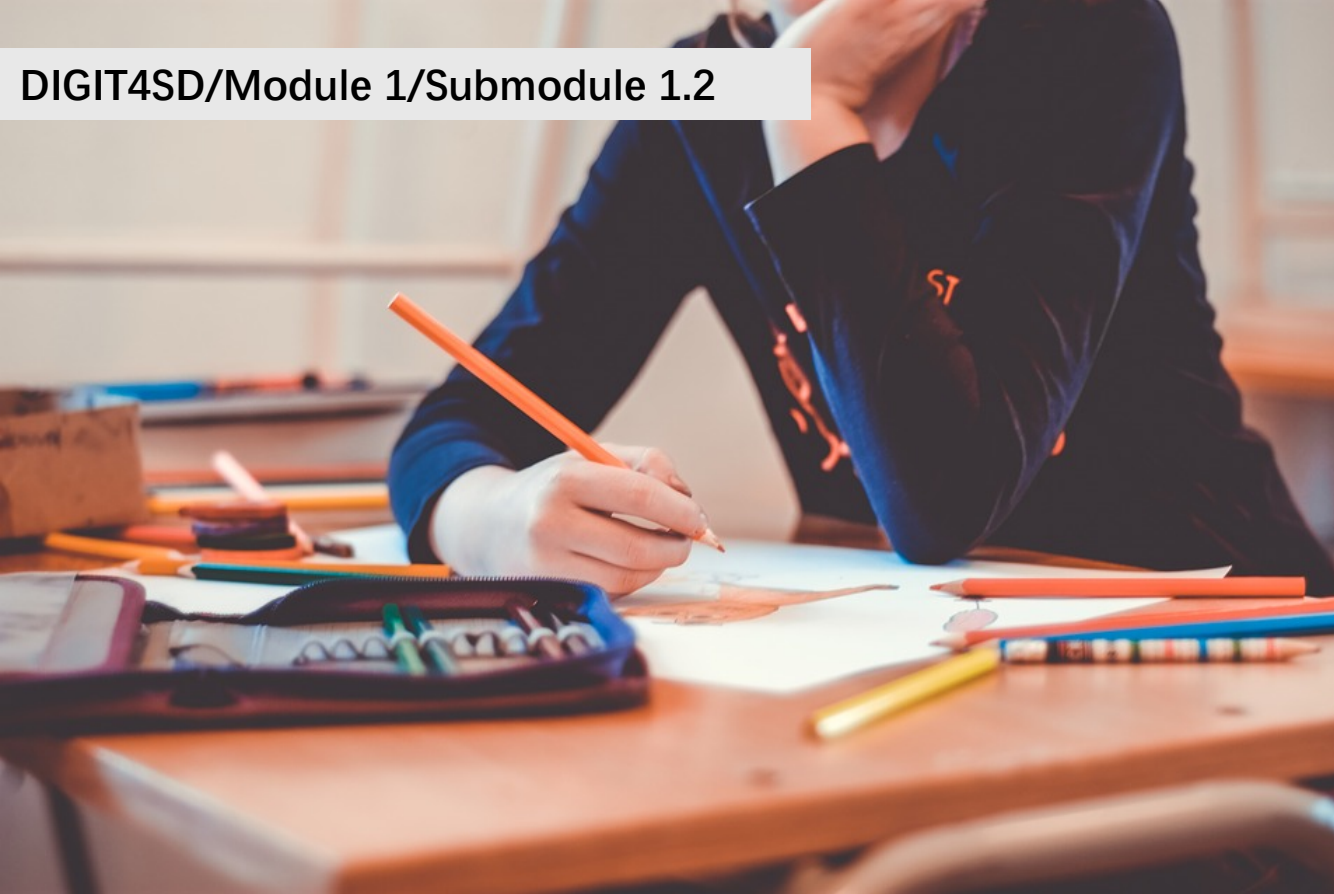
Course material (PDF) can be downloaded in the Moodle folder



Audio can be streamed on the corresponding slide in Moodle

Let's start!



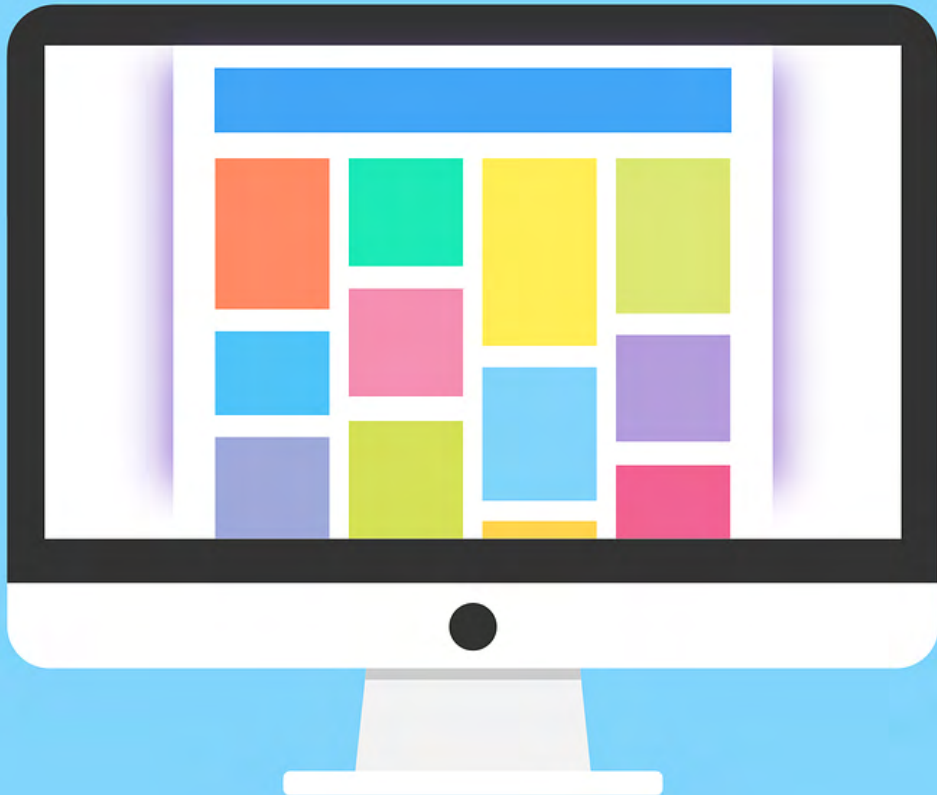


The toolkit can be used for self-learning as well as instructor-led trainings

- Instructor-led trainings maybe conducted online (via webinars) or in classroom settings
- The modules can also be customized and personalized trainings can be offered to government offices and other institutions



Key Features of the Toolkit

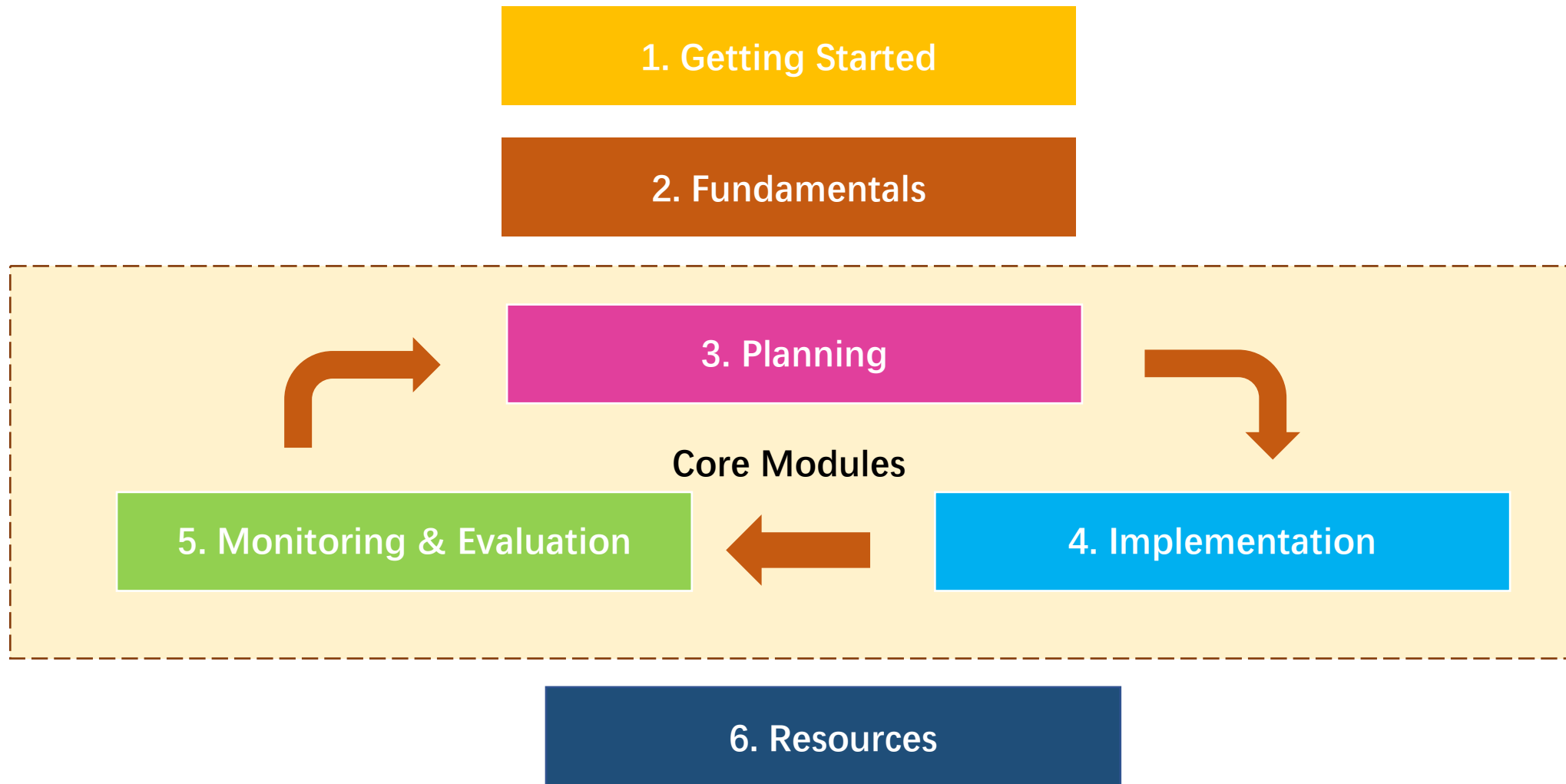


- Online and offline capabilities
- Users can login into Moodle and take advantage of its interactive features
- Audio narration is available to guide users as they go through the content
- Both online and offline users can download the content in PDF files
- Every module comes with a summary sheet containing key learning points
- The toolkit concludes with a summary of the essential topics that the user is expected to learn
- Continuous progress evaluation through quizzes, exercises & discussions
- Contains practical frameworks to guide e-government strategy



Module Summary

The Modules



The Modules

1. Getting Started

- Background on the toolkit, importance of digital governance & how it can help reach the SDGs and its targets

2. Fundamentals

- Overview of the Agenda 2030, basic e-government concepts, the UN e-government survey, methods to boost e-participation & digital inclusion

3. Planning

- Methods to help identify target areas, stakeholders and build partnerships, develop performance indicators

4. Implementation

- Learn implementation frameworks, understand integration & interoperability and implementation at the local level

5. Monitoring & Evaluation

- Understand monitoring & evaluation, developing trackers, conducting audits

6. Resources

- Case studies from LDCs & developed countries, templates and checklists



Module 2 provides a general overview of the sustainable development agenda and how digital governance is linked to the SDGs. This module also explains the e-government survey, relevance of data and how we can strive towards e-participation and digital inclusion.

Module 2

E-government Fundamentals

2.1 Sustainable Development Goals (SDGs)



- SDGs are a set of **17 global goals** backed up by **169 detailed targets** and **232 indicators** that were adopted by the United Nations General Assembly in 2015
- Achieving SDGs are vital in making **societies resilient**
- Information Communications Technologies (ICTs) share a strong relationship with the SDGs and can hasten their achievement, particularly **goals 16 and 17**



2.2 E-government Fundamentals

- E-government is the **use of modern information and communication technology**, wherever possible. It has emerged as a powerful tool to achieve the SDGs
- In developing e-government, several key enabling factors (**political, organizational, cultural context, human resources and financial conditions, communication and technological infrastructure, data and information systems**) need to be considered
- The development of e-government initiatives should be anchored to **citizen-centered governance**
- A **reference model** can be used to identify, plan, and design e-government



2.3 E-government Survey

- The UN E-government Survey is published every two years, **since 2011 by UN DESA**
- It provides analysis and evidence on the **e-government development status of all 193 Member States**
- Based on data collected from Member States, the survey computes a composite indicator-**E-government Development Indicator (EGDI)** that comprises an Online Service Index, Telecommunication Infrastructure Index and Human Capital Index
- The survey allows Member States to identify **areas of strengths and weaknesses** and accordingly shape their e-government policies

2.4 Data



- **Open Government Data (OGD)** contributes to the achievement of the 2030 Agenda for sustainable development in multiple ways. Apart from generating better quality data for tracking sustainable development progress, it also supports the attainment of several SDGs including Goal 16 — to build effective, accountable and inclusive institutions at all levels
- OGD and big data can help measure the impact of policies and improve public service delivery. It also **empowers communities and citizens, increases citizen engagement and leads to the creation of new knowledge, innovation and overall economic growth**



2.5 E-Participation

- E-participation can **engage citizens and strengthen collaboration between governments and citizens**, ensure responsive, inclusive, participatory and representative decision-making at all levels
- **E-participation Index** is an important indicator for monitoring, measuring and comparing a country's level of participation
- E-participation ensures that vulnerable people and marginalized communities can take advantage of e-government services. This is in alignment with the core principle of Agenda **2030-leave no one behind**



Module 3

Planning

Module 3 provides guidance on how to identify target and priority areas and how they can be aligned to the sustainable development agenda. It also introduces approaches to find stakeholders, form successful partnerships and create performance indicators related to SDGs and ICT.



3.1 Identification of Target Areas

- **Political, Economic, Social, Technological, Environmental, Legal (PESTEL), Strengths, Weaknesses, Opportunities, Threats (SWOT) and the SDG Accelerator and Bottleneck Assessment (ABA)** are some useful frameworks for conducting environmental analysis to select SDG target areas for different countries
- The objectives of different target areas become clearer and the chances of success increase when they are linked to the SDGs through desk and/or field research
- The availability of **quality data** is critical for proper decision-making and implementation
- Evidence-based decision-making is often challenged by **data, policy and implementation gaps**. Good decisions are taken when each of these gaps are analyzed in detail and remedial strategies are sought





3.2 Stakeholders & Partnerships

- **Stakeholder engagement** results in achieving desired results through building trust, solving problems, and gaining legitimacy. Creating a **stakeholder engagement plan** is a useful first step of the **design platform**
- Greater effort is required to mobilize all stakeholders by providing them with the right ecosystem, strengthening global partnerships, and **involving youth and most vulnerable communities in decision-making**
- By working together and engaging in partnerships, both the outcome as well as the processes will be more **inclusive and deliver greater impact**
- Clear objectives, defined management processes, good leadership, trust, fairness and recognition of each party' s contribution, accountability structures, good communication and feedback, and monitoring and evaluation processes will all help **partnerships succeed**

3.3 Performance Indicators

- It is important to closely **monitor indicators** and thereby advance progress towards achieving the SDGs
- Each Goal and Target in the 2030 Agenda is **monitored globally through specified indicators**
- Specific **ICT-related indicators** are important for measuring how technology can catalyze the achievement of the SDGs
- Countries can formulate **national and regional indicators** to monitor progress towards attaining the SDGs
- **Collaboration between diverse stakeholders** like the National Statistical Office (NSO), civil society organizations, private sector, academia, and other organizations can help in collecting data and measuring progress






Module 4 Implementation

Module 4 focuses on the implementation phase of ICTs. It includes best practices on the use of the implementation canvas and results framework and provides an overview on what aspects need further attention.



4.1 Implementation Frameworks

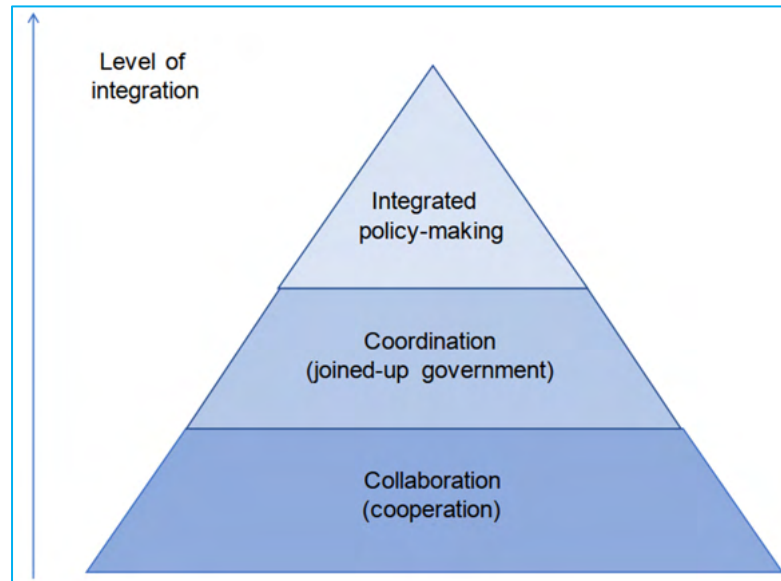
- **Implementation frameworks** help transform strategies and plans into actions to accomplish strategic objectives and goals
- Implementation can be affected by **institutional, technological, social and political factors**
- Inspired by the Business Canvas model, an **implementation canvas** comprises nine building blocks that provide a holistic picture of the entire project
- **The results framework** is a sequence of six steps that indicate cause and effect relationships between the steps as well as the desired outcome. It plays a critical role in shaping strategies and objectives
- A **theory of change** is a method of explaining a given intervention. It also helps identify risks and assumptions that are expected to lead to the desired change

 SUSTAINABLE DEVELOPMENT GOALS Implementation Canvas				
		Ministry or Agency Name:	Date:	<input type="checkbox"/> Primary Canvas <input checked="" type="checkbox"/> Alternative Canvas
Partners	Activities	Selected SDG Target	Service Delivery	Target Audience
	Policy & Resources		Digital Channels	
Funding			SDG Indicator	

This work is licensed under the Creative Commons Attribution-Share Alike 3.0 Unported License (<http://creativecommons.org/licenses/by-sa/3.0>). Based on the Business Model Canvas designed by Business Model Foundry AG / Strategyzer. v0.1, Adapted for SDG Implementation by WaiMin Kwok, Richard Kerby, UNDESA/DPADM (<http://publicadministration.un.org>)

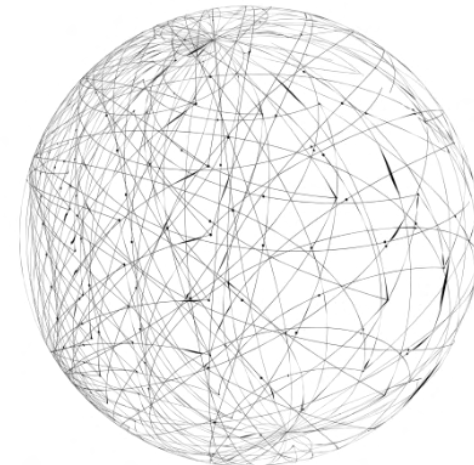


4.2 Integration and Interoperability



- **Integration** is the coordination of working arrangements where multiple departments or public sector organizations are involved in delivering a public service/program
- **Policy integration** transcends the boundaries of established policy fields and focuses on the management of cross-cutting issues in policy-making
- **Interoperability** refers to the process of joining and merging data without losing meaning to allow reusability

- **Open standards like TCP/IP** are collaboratively developed and made available to the public for widespread adoption. Open standards facilitate interoperability and data exchange
- **Interoperability is not integration!** While integration refers to connecting applications to permit data exchange, interoperability is the real-time exchange of data between systems without middleware
- Integration across sectors and interoperability within institutions plays crucial roles in **e-government development and the achievement of SDGs**





4.3 Implementation at Local Level

- Local implementation is the process of **defining, implementing and monitoring strategies** at the local level. It requires coordination at the global, national and regional levels
- Local implementation plays a crucial role in the achievement of SDGs and must be done very carefully
- The three-levels of integration are **cooperate, coordinate and integrated policy-making** in ascending order of hierarchy, respectively



- SDG implementation at the local level must consider subnational contexts in the achievement of the 2030 Agenda to **'leave no one behind'**. This can be achieved through digital government initiatives
- **Design-reality gap** analysis helps identify possible causes of project failure. It also helps minimize the gap between design and reality
- **Factor-specific analysis** assesses a set of factors that affect the outcome of a project to increase a project's success rate



Module 5

Monitoring & Evaluation

Module 5 includes measures for monitoring and reviewing activities in both the planning and implementation phases. It covers methods for tracking and measuring the implementation of policies and activities as well as techniques to audit and evaluate progress towards the Agenda 2030



5.1 M& E Frameworks



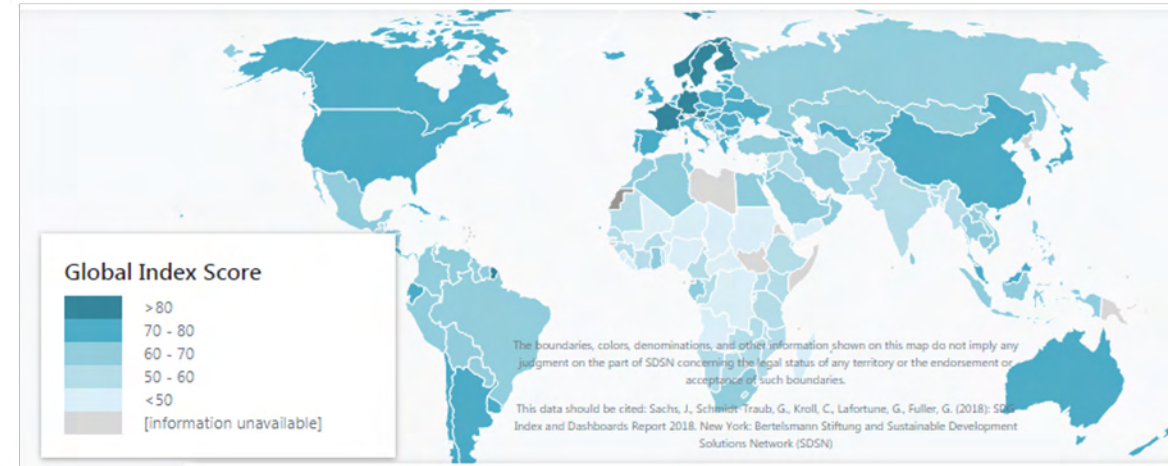
- M&E is an essential part of programming. It is a **continuous** process, which should be conducted at **all stages of the program**
- Building a M&E life cycle with **assessment, planning, designing, monitoring and evaluation** phases is key to a program's success
- When done properly M&E can ensure that **programs are on track**. Hence, it is critical for achieving the SDGs, and helps improve the quality of e-government services
- Making a clear **M&E framework** that articulates the objectives, timeframe, methods roles and responsibilities of monitoring and evaluation activities is the starting point for M&E implementation



Sustainable Development Goals

score

Select one of the 17 SDGs to see it on the map



5.2 Dashboards & Trackers

- **ICT** can contribute to the entire **SDG monitoring cycle**. It also catalyzes **better financial governance**
- Dashboards and Trackers are two essential tools for **reporting M&E outcomes**
- **National reporting and dissemination platforms** are important channels for SDG implementation and review

Conclusion



- The DigIT4SD toolkit can be used for self-learning as well as instructor-led trainings
- The toolkit has both online (Moodle) and offline (PDF) capabilities
- The toolkit contains 6 modules and 17 sub-modules
- The key learning points from modules 2-5 are summarized in this User Guide for quick reference

Congratulations!

You have reached the end of submodule 1.2 on User Manual.

Thank you for joining us in this exciting journey.

Under this submodule, you:

- ✓ Learnt how to use the toolkit
- ✓ Got an overview of the key learning points from each module

You may proceed to the next submodule 2.1 on SDGs



Sources & Recommended Reading

Please check the PDF in the folder

Contact us for inquiries or questions

DPIDG@un.org

Or post your questions/comments in the forum!

Please note that this is a beta version. We appreciate your feedback so we can further improve our toolkit



Acknowledgement

The toolkit DiGIT4SD (beta version) was developed under the general guidance of Juwang Zhu and Vincenzo Aquaro. The conceptual framework and overall content development of the toolkit was guided and facilitated by Wai Min Kwok and Olivia Lin. This submodule was developed by Anindita Chakraborty and reviewed by Olivia Lin. Substantive contributions were made by Yihan Li.

United Nations Department of Economic and Social Affairs
Division for Public Institutions and Digital Government