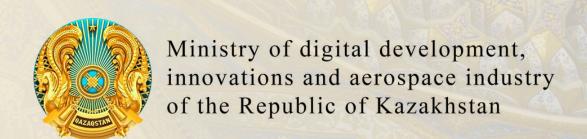Facilitated Online Capacity Development Training Workshop

Innovation, Digital Government & Public Service Delivery for Sustainable Development in the Central Asia Region

Programme

3-5 August 2021 | 08:00 – 12:00 (EDT) | 18:00 – 22:00 (GMT+6)

Ministry of digital development, innovations and aerospace industry of the Republic of Kazakhstan

ZERDE

AGENDA OVERVIEW AND AGENDA AT A GLANCE

Overview

Session 1 - Innovation and Digital Government Transformation to Advance the 2030 Agenda for Sustainable Development: Key Concepts
The first Session sets the stage with the 2030 Agenda and the role of digital transformation in implementing the SDGs, and how they relate to National Development Plans.

Session 2 – Innovation and Digital Government Capability Assessment, Principles and Roadmaps
The second Session introduces the key concepts for Innovation and Digital Government, and briefly presents the Digital Government Capability Assessment (DTCA) tool that seeks to enhance understanding of key capabilities required to promote Innovation and digital government.

Session 3 - E-Government Development Index (EGDI) as a framework of assessment of digital transformation
The third Session presents the E-Government Survey and E-Governemnt Development Index (EGDI) as analytical and policy-making tools to advance digital transformation. The session presents key components and methodology of the EGDI assessment. It provides an overview of the 2020 E-Government Survey findings for the Central Asia region, and briefly introduces the changes in methodology for the 2022 Survey.

Session 4 - National Development Plans and Priorities, Innovation and New Approaches for Inclusive Service Delivery
The fourth Session relates National Development Plans and Priorities to Innovation and Digital Government. It explores Public Value and Social Inclusion and introduces principles and practices of Design Thinking and Innovation Labs for Social Innovation through Digital Government.

Session 5 – Developing a Road Map and Action Planning for Innovation and Digital Government Transformation to Realize the Sustainable Development Goals
The fifth Session explores how Design Thinking and Innovation Labs might be created and actioned and the role of Action Planning and different steps involved – from making good decisions to launching prototypes and going live. The role of risk is also discussed.

Session 6 - Towards Digital Government: Turning your Action Plan Ideas into Results
The sixth and final Session explores different levels of change – contextual, organizational and personal – and how these relate to one another. There is emphasis on Leadership and People as agents of Organizational Change and on the importance of Personal Change. The workshop closes with discussions of organizational and personal changes that participants are ready to undertake.

OPENING SESSION

18:00   **Introductions by Moderator(s)**
        Mr. Vincenzo Aquaro, UN DESA and Mr. Darkhan Akhmediev, KZ

18:02   **Welcome address by Mr. Bagdat Mussin, Minister of Digital Development, Innovation and Aerospace Industry, Kazakhstan**

18:08   **Keynote address by Mr. Liu Zhenmin, Under-Secretary-General, UN DESA**

18:16   Remarks by **Mr. Oleg Pekos**, First Deputy Minister for Development of Information Technologies and Communications of the Republic of Uzbekistan

18:23   Remarks by **Ms. Asel Kenebayeva**, Deputy Minister of Minister of Digital Development of the Republic of Kyrgyzstan

18:30   Remarks by **Mr. Farhod Bilolzoda**, Deputy Minister of Industry and New Technologies, Republic of Tajikistan

18:37   Remarks by **Mr. Nurmurad Rejepov**, Deputy Chairman of Turkmengatnashyk Agency, Turkmenistan (TBC)

18:44   **Introductions by participants**

Session 1 - Innovation and Digital Government Transformation
to Advance the 2030 Agenda for Sustainable Development: Key Concepts

Preparation
- Please read pages 15-27 of "Transforming our world: the 2030 Agenda for Sustainable Development". Reflect on how public service delivery relates to the SDGs and how digital government transformation can add value to public service delivery.

https://sdgs.un.org/2030agenda
- Read the Principles of Effective Governance for Sustainable Development available at: https://unpan.un.org/sdg16/prin_of_governance

19:00 **Objectives of Session 1**
- Examine the role of government and public service and how they relate to the realization of the 2030 Agenda for Sustainable Development

- Discuss how digital transformation can add value to public service delivery and to the implementation of the SDGs

Moderators: Ms. Arpine Korekyan, and Ayazhan Mukanova

19:02 **Public Service Delivery, Digital Transformation and the 2030 Agenda for Sustainable Development – How do They Relate?**

Presentation by Mr. Vincenzo Aquaro, Chief, Digital Government Branch (DGB), DPIDG, UN DESA

19:17 **ACTIVITY – Group discussions**
In what ways might Digital Transformation bring value to public service delivery in your country?

Prior to the activity, during the break a short 2 min poll will be prompted for the participants to choose 3-4 key features of digital government to be summarized at the Plenary after the Group discussion

Moderated by Jonas Rabinovitch/ Keping Yao

19:47 **Plenary**
Reporting back to plenary: Countries present key points from group discussions
(5 min each group)

20:12 **Q&A**

20:19 **BREAK**

Moderator gives the floor to KZ for the presentations

20:30   **COUNTRY CASES – Kazakhstan**

In what ways has digital transformation been leveraged in Kazakhstan to advance the implementation of the 2030 Agenda for Sustainable Development and the SDGs?

Presentations:
- *Mr. Rostislav Konyashkin, Chairmen of the Board at the National Information Technologies JSC (5 min)*
- *Mr. Vitaliy Pustovoitenko, Deputy Director of Digital Innovation and Transformation LLP (Ashyq)(5 min)*
- *Mr. Ilyas Ospanov, Chief Executive Officer of QAZINNOVATIONS (5 Min)*

20:45   **Q&A**

20:50   **Conclusion**
Summary of key learning points by the moderator

Session 2 - Innovation and Digital Government Capability Assessment, Principles and Roadmaps

Preparation
- Optional: Read "Innovation in Public Service Delivery for the Sustainable Development Goals" (6 pages)
- Familiarize yourself with the Digital Government Capability Assessment Framework available at: https://unpan.un.org/sites/unpan.un.org/files/DGCA%20Handbook_June%202021.pdf
- Read Chapter 7 of the 2020 UN E-Government Survey

21:00   **Objectives of Session 2**
- Introduce the concepts of innovation, digital transformation, and digital government and how they drive change
- Introduce the Digital Government Capability Assessment (DGCA)
- Highlight key capacities needed for digital government transformation

Moderators: Ms. Arpine Korekyan, and Ayazhan Mukanova

21:01   **Basic Concepts and Practice of Innovation and Digital Transformation in Public Service Delivery**

Presentation by **Mr. Jonas Rabinovitch**, UN DESA/ **Mr. Keping Yao**, UN DESA, UNPOG

21:15   **Key Capacities for Promoting Innovation & Digital Government Transformation**
Findings from the 2020 UN E-government Survey on "Capacities for Digital Government Transformation."

Presentation by **Ms. Adriana Alberti**, Chief, Programme Management and Capacity Development Unit, DPIDG, UN DESA

21:30   **COUNTRY CASES – Uzbekistan (TBC)**
How did your country develop the capacities needed to promote digital transformation in public service delivery?

Presentation by: **Mr. Bokhodir Ayupov**, Deputy Director of IT Park of the Republic of Uzbekistan

21:45   Q&A

21:50   **The Digital Government Capability Assessment (DGCA) Tool**

Presentation by Mr. Jonas Rabinovitch, UN DESA
Assignment of activity for participants to be completed by Day 3 (5 August) – Poll to be completed before concluding the session.

21:58   **Conclusion**
Summary of key learning points. Preparation for next session.
Evaluation

Session 3 - E-Government Development Index (EGDI)
as a framework of assessment of digital transformation

18:00   **Objectives of Session 3**
- Understand the sub-components and methodology of the UN E-Government Survey
- Discuss key findings of the 2020 UN E-Government Survey for the Central Asian region
- Highlight key features of data governance, e-participation, and local e-government development

Moderator: **Mr. Deniz Susar**, Governance and Public Administration Officer, DPIDG, UN DESA

18:01   **E-Government Survey: Sub-components, assessment methodology, and key findings in 2020 for the Central Asia region**

*Presentation by **Ms. Arpine Korekyan**, Governance and Public Administration Officer, DPIDG, UN DESA*

18:16   **Data Governance and E-participation components**

*Presentation by **Mr. Wai Min Kwok**, Senior Governance and Public Administration Officer, DPIDG, UN DESA*

18:23   **Local E-Government Development (LOSI)**

*Presentation by **Mr. Deniz Susar**, Governance and Public Administration Officer, DPIDG, UN DESA*

18:30   **Plenary: Soliciting feedback and recommendations on E-Government Survey Methodology from CA countries**

Q&A and feedback through open discussion

19:10   **Conclusion by the moderator**
Key learning points and recommendations

19:15   **BREAK**

Session 4 - National Development Priorities and New Approaches to Innovation and Digital Government for Inclusive Service Delivery

Preparation:
- As a country team meet up and create TWO PowerPoint slides on: A list of key priorities (up to 4) of your National Development Plan and how innovation and digital transformation can help you achieve each priority. Prepare a 2-minute presentation.
- Reflect individually on how to use Design Thinking and Innovation Labs in your country and meet up online with your designated team to: Design a Regional Innovation Lab to serve the region and prepare a brief (up to 5 minutes) outline presentation based on the suggested content. Please use 2-3 PowerPoint slides.

19:30   **Objectives of Session 4**

- Relate National Development Plans and Priorities to Innovation and Digital Government Transformation
- Explore Public Value and Innovation for Social Inclusion to Leave No One Behind
- Discover principles, practice and value of Design Thinking and Innovation Labs for digital government transformation
- Learn about innovative public-private partnerships

Moderator: **Mr. Deniz Susar**, Governance and Public Administration Officer, DPIDG, UN DESA

19:32   **PRESENTATION**
2-minute presentation by each country on how innovation and digital transformation can help achieve their national development priorities

19:42   **PRESENTATION**
Design Thinking and Innovation Labs for Digital Government
Principles of design thinking, solving problems in sequential stages, creative and critical thinking, creating rapid prototypes.

Presentation by **Mr. Dimis Michaelides**, Managing Director of Performa Consulting

19:52   **ACTIVITY - Group discussions**
In what ways might Design Thinking and Innovation Labs add value to public service delivery in your country?
(brainstorming on whiteboard in concurrent group discussions): In what ways might Design Thinking and Innovation Labs add value to public services? List ideas/solutions.

20:12   **BREAK**

20:27   **Public Value and Innovation for Social Inclusion to Leave No One Behind**
What is social innovation, why public innovation can deliver significant social value, what is a "wicked" problem, why new thinking and new institutional approaches are required to promote inclusive service delivery.

*Presentation by **Ms. Mi Kyoung Park**, Governance and Public Administration Officer, United Nations Project Office on Governance (UNPOG), DPIDG, UN DESA*

Q&A

20:47   **Innovation Labs: Public-Private partnerships for public service delivery**
How did private and public sectors cooperate to address social problems through technology and innovation

Presentation by **Mr. Asset Dosymkhanov**, Head of Technological Development and Innovation at the AIFC Tech Hub, on Innovative approaches in public sector (Sprint-designs),

21:02   Q&A

21:07   **PRESENTATION**
National Development Priorities and Digital Government in Kazakhstan

*Presentation by **Ms. Aigul Kosherbaeva**, Member of the Committee of Experts of Public Administration (CEPA).*

21:22   Q&A

21:35   **Conclusion**
Key learning points
Preparation for next session. Evaluation.

Session 5 - Strategy and Action Planning for Innovation and Digital Government Transformation

Preparation
- Reflect as a country team on what concrete actions you can take to further promote innovation and digital government transformation to advance the SDGs

18:00   **Objectives of session 5**
- Undertake action planning for digital government transformation to realize the Sustainable Development Goals (linked to the dimensions of the Digital Capability Framework)

Moderators TBD

18:01   **PRESENTATION**
From Thinking to Action: Risk-Taking and Innovation

Trade-offs between value and feasibility, how to conclude the design thinking process, securing buy-in and mobilizing people to commit to implementation, importance of making mistakes and taking risks.

*Presentation by **Mr. Dimis Michaelides**, Managing Director of Performa Consulting*

18:16   **ACTIVITY- Debate**
Participants debate: Organizations should encourage their people to make mistakes and take risks.

Moderated by Mr. Dimis Michaelides

18:36   **COUNTRY CASES – Tajikistan (TBC)**
What strategies has your country adopted to promote innovation and digital government transformation?

Presentations by TBD

18:51   **COUNTRY CASES – Kyrgyzstan (TBC)**
How did your country leverage innovation and digital technologies to help solve social problems and reach out to the most vulnerable groups?

Presentation by **Mr Burjuev Azamat Cholponbekovich**

19:06   **Entry Points for Action Planning: Digital Government Capability Assessment as a Tool for Identifying Gaps and Opportunities**
(linked to the dimensions Digital Government Capability Assessment Framework)

*Presentation by **Mr. Jonas Rabinovitch**, Senior Advisor on Innovation and Public Service Delivery, DPIDG, UN DESA/ **Mr. Keping Yao**, UN DESA, UNPOG*

19:21   ***Q&A***

19:26   **ACTIVITY – Group Discussion**

Groups concurrently discuss how to advance ideas for their action planning based on the opportunities identified during the previous exercise (with some reference to Quality, Responsiveness, Affordability, People-orientation and Inclusiveness)

Moderated by Jonas Rabinovitch/ Keping Yao

19:46   **Conclusion**
Key learning points
Preparation for next session

19:51   **BREAK**

Session 6 - Towards Digital Government: Institutional, Organizational and Personal Change for Transformational Action

Preparation: Innovation and Digital Transformation call for significant changes in the ways most public services operate. Please reflect individually and take personal notes on the following questions:

- What are the obstacles for promoting innovation and digital government transformation in your country? Please focus on the key dimensions of the Digital Capability Framework and the challenges that you will need to overcome to implement the Action Plan ideas you discussed earlier.
- In what ways might you and your institution overcome these obstacles to implement your Action Plan for digital government transformation?
- What concrete actions can be taken at the organizational and institutional levels to implement your Action Plan Ideas?
- In what ways might you change your own behavior and actions to achieve the change you would like to see towards digital government transformation in your country to realize the Sustainable Development Goals?

20:00   Objectives of Session 6

Discuss how to turn your Action Plan ideas into concrete change:
- Leveraging digital technologies for public service delivery (focusing on Quality, Responsiveness, Affordability, People-orientation and Inclusiveness)
- Explore the issue of change needed at different levels to promote innovation and digital government transformation.
- Explore ways of achieving change for digital government transformation.
- Link contextual, organizational, and personal change.
- Underscore the necessity of making change happen fast.

Discover how personal change can be promoted in public service.

Moderated by **Mr. Wai Min Kwok**, *Senior Governance and Public Administration Officer, DPIDG, UN DESA*

20:01   Innovation and Faster Organizational Change - Part I
Presentation of a cycle of innovation and the accelerating pace of change as a contemporary reality. Why the speed of change is crucial today?

Presentation by **Mr. Dimis Michaelides**, *Managing Director of Performa Consulting*

20:16   ACTIVITY
Poll: Which are the greatest obstacles to Innovation and/or Digital Transformation in public administration in your country?

20:31   Innovation and Faster Organizational Change – Part II
Presentation on "How fast can organizations adapt to contextual change?"

Presentation by **Mr. Dimis Michaelides**, *Managing Director of Performa Consulting*

20:46   BREAK

21:01   **Tips for Personal Change**
Presentation addressing the challenge "How fast can we and our people adapt to organizational change?

*Presentation by **Mr. Dimis Michaelides**, Managing Director of Performa Consulting*

21:11   **ACTIVITY – Group Discussions**
Based on your insights from this workshop, what 4 to 5 key actions (at the individual, organizational and institutional levels) could your organization take over the next year and beyond to promote innovation and digital government transformation in support of the SDGs? Consider in particular Access, Quality, Inclusion and Responsiveness, People-orientation and Transparency.

4-5 Breakout rooms assigned at random

*Moderated by **Mr. Wai Min Kwok**, Senior Governance and Public Administration Officer*

21:31   **Debrief in Plenary Session by the Groups**

Open forum for participants to ask questions or make any comment they wish to make

21:46   **Course evaluation**
(online poll for participants)

21:48   **Closing Remarks**
Moderator: Summary of key learning points.

Closing remarks by the Government of Kazakhstan, and UN DESA