**Governance for the Sustainable Development Goals**

**Capacity Development Curriculum**

# Innovation, Digital Government and Changing Mindsets for Public Sector Transformation in Guyana to Achieve the Sustainable Development Goals

## Day 2 – Innovation and Digital Government

## 23 March 2022

# Welcome to Day 2

# Good Morning

**10:00 - 10:05 am (5 min)**

**Introduction by the Facilitator for the day**

**Nicholas Wintle, Economist, Office of the UN Resident Coordinator, Guyana**

# Objectives

- **Learn about Global, Regional and National E-Government Trends**

- **Discuss Guyana's Digital Transformation and Innovation Capabilities and Challenges**

# Agenda at a glance

Day 1 – Setting the Scene: The 2030 Agenda for Sustainable Development: The Need for Public Sector Transformation, Innovation, Digital Government, and New Mindsets

**Day 2 – Innovation and Digital Government**

Day 3 – Key Mindsets for Innovation, Digital Government and Public Sector Transformation

Day 4 – Key Mindsets for Innovation, Digital Government and Public Sector Transformation (Cont.)

Day 5 – Action Planning for Changing Mindsets to promote Innovation, and Transformation in the Public Sector in Guyana

Day 6 – The Way Forward: Priorities and Actions for Change

# Day 2 Agenda

| Time | Topic |
|---|---|
| 10:00 – 10:05 | Good Morning |
| 10:05 – 10:20 | Global, Regional and National E-Government Trends and How to Address the COVID-19 Recovery and Beyond through Digital Initiatives |
| 10:20 – 10:30 | Change Driven by Digital Government Transformation in the Caribbean Region -Overview of the Regional Vision, Strategies and Challenges |
| 10:30 – 10:50 | Q&A |
| 10:50 – 11:00 | BREAK |
| 11:00 – 12:00 | What are Guyana's Digital Transformation and Innovation Capabilities and Challenges? (A situation analysis) |
| 12:00 - 12:30 | Reporting Back- Presentation in Plenary |
| 12:30 – 12:50 | Summary of Key Insights by Facilitator |
| 12:50 - 13:00 | Wrap-up & Reflection |

In fact our workshop journey will be non-linear and unpredictable with exploration and discovery all along the way

**Fuzzy front end**

# Global, Regional and National E-Government Trends and How to Address the COVID-19 Recovery and Beyond through Digital Initiatives

**10:05 – 10:20 am (15 min)**

**Vincenzo Aquaro, Chief, Digital Government Branch, DPIDG, UN DESA**

E-Government
Survey 2020

Digital Government in
the Decade of Action for
Sustainable Development

With addendum on COVID-19 Response

Facilitated Online Capacity Development Training Workshop on

**Innovation, Digital Government and Changing Mindsets for Public Sector Transformation in Guyana to Achieve the Sustainable Development Goals**

**Day 2 – innovation and Digital Government**

**Global, Regional and National E-Government Trends and How to Address the COVID-19 Recovery and Beyond through Digital Initiatives**
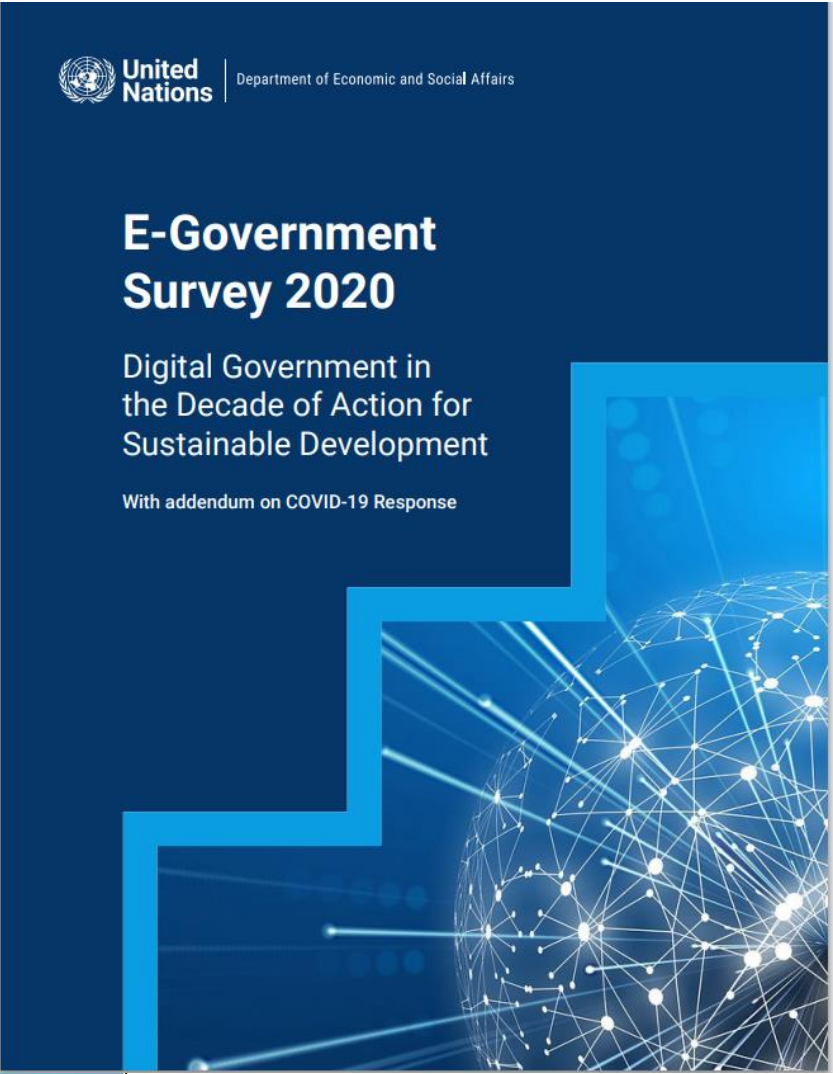
**Mr. Vincenzo Aquaro,
Chief, Digital Government Branch, DPIDG,
UN DESA**

**The United Nations E-Government Survey** presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries



2003
2008
2010
2016
2020

E-Government Survey 2020

Digital Government in the Decade of Action for Sustainable Development

With addendum on COVID-19 Response

A country's ranking in the survey is determined by the

# EGDI - E-Government Development Index,

the weighted average of three normalized scores on

1. Scope and quality of online services
   **Online Service Index, OSI**

2. Development status of telecommunication infrastructure
   **Telecommunication Infrastructure Index, TII**

3. Inherent human capital
   **Human Capital Index, HCI**



OSI 1/3

HCI 1/3

EGDI

TII 1/3
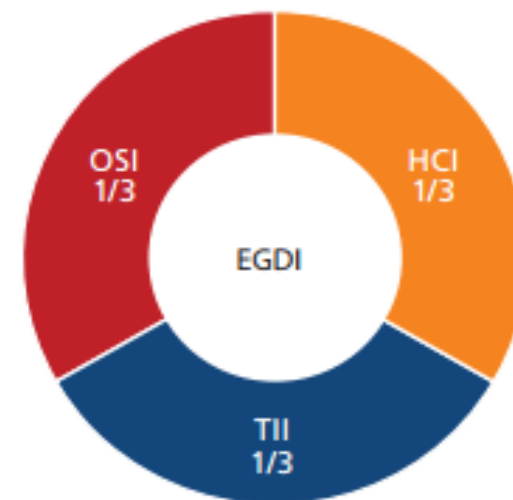
■ OSI—Online Service Index

■ TII—Telecommunication Infrastructure Index

■ HCI—Human Capital Index

| Low-EGDI | Middle-EGDI | High-EGDI | Very High-EGDI |

0.00          0.25          0.50          0.75          1.00
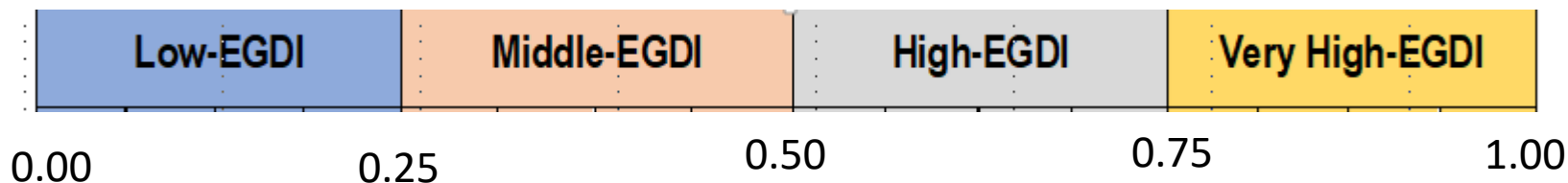
## News in 2020

✓ To provide a more granular cluster analysis of countries with similar performances, each EGDI group has been further broken down into 4 equally defined intervals (rating classes), identified by:

❑ the 1st quartile
❑ the 2nd quartile
❑ the 3rd quartile

**The leading countries have the 4 highest Rating Classes V1, V2, V3, VH**

| Ranking Group | Low-EGDI | | | | Middle-EGDI | | | | High-EGDI | | | | Very High-EGDI | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Rating Class | L1 | L2 | L3 | LM | M1 | M2 | M3 | MH | H1 | H1 | H3 | HV | V1 | V2 | V3 | VH |
| Quartile | | 1st | 2nd | 3rd | | 1st | 2nd | 3rd | | 1st | 2nd | 3rd | | 1st | 2nd | 3rd |

For instance:

Very High- EGDI group has been further sub-divided into four quartiles:
❑ VH - first top quartile, EGDI scores ranging from 0.8989 to 0.9758
❑ V3 - second quartile, EGDI scores ranging from 0.8375 to 0.8914
❑ V2 - third quartile, EGDI scores ranging from 0.7991 to 0.8361
❑ V1 - forth quartile EGDI scores ranging from 0.7565 to 0.7980

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## 2020 Key Findings

- ✓ Global trends in e-government development improved
- ✓ **126** UN Member States have **High and Very-High EGDI** levels
- ✓ **57** countries have "**Very-High EGDI**" compared to 40 countries in 2018
- ✓ Only **8** countries have "**Low-EGDI**" compared to 16 countries in 2018 (7 of them from Africa)
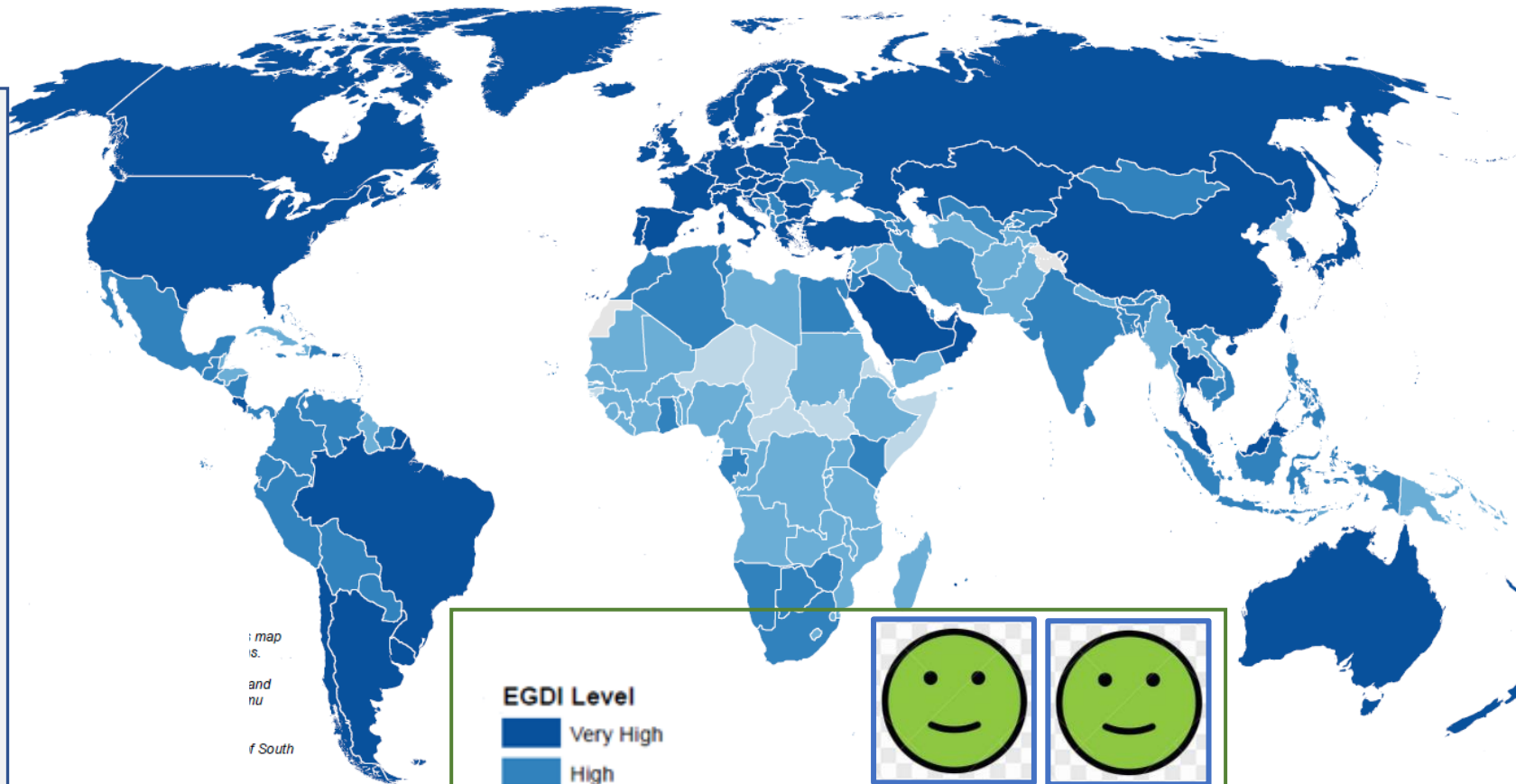
**EGDI Level**

- Very High
- High
- Middle
- Low
- No Data

# Global and Regional Distribution

## Key Findings

- ✓ **The Global average EGDI increased to 0.60** in 2020, from 0.55 in 2018
- ✓ All MS in **Europe** have EGDI scores **above the global average** of 0.60
- ✓ **Oceania and Africa** regions remain **below the global average** of 0.60

- ❏ Europe - Average EGDI: 0.82
- ❏ Asia - Average EGDI: 0.64
- ❏ Americas – Average EGDI: 0.64
- ❏ Oceania – Average EGDI: 0.53
- ❏ Africa – Average EGDI: 0.39

.



Figure 2.2 Global and regional distribution of 193 countries according to EGDI level, 2020

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| Low-EGDI | | | | Middle-EGDI | | | | High-EGDI | | | | Very High-EGDI | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| L1 | L2 | L3 | LM | M1 | M2 | M3 | MH | H1 | H1 | H3 | HV | V1 | V2 | V3 | VH |

✓ 14 Countries have the highest Rating Class VH

- ❑ 8 MS from Europe
- ❑ 3 MS from Asia
- ❑ 2 MS from Oceania
- ❑ 1 MS from Americas

✓ **Denmark** is leading the global EGDI Ranking

✓ **ROK** is leading in online service provision

✓ **Estonia** has the most significant ascend since 2018

**Table 1.3  Leading countries in e-government development in 2020**

| Country | EGDI rating class (subgroup) | Region | OSI value | HCI value | TII value | EGDI value | EGDI value (2018) |
|---|---|---|---|---|---|---|---|
| Denmark | VH | Europe | 0.9706 | 0.9588 | 0.9979 | 0.9758 | 0.9150 |
| Republic of Korea | VH | Asia | 1.0000 | 0.8997 | 0.9684 | 0.9560 | 0.9010 |
| Estonia | VH | Europe | 0.9941 | 0.9266 | 0.9212 | 0.9473 | 0.8486 |
| Finland | VH | Europe | 0.9706 | 0.9549 | 0.9101 | 0.9452 | 0.8815 |
| Australia | VH | Oceania | 0.9471 | 1.0000 | 0.8825 | 0.9432 | 0.9053 |
| Sweden | VH | Europe | 0.9000 | 0.9471 | 0.9625 | 0.9365 | 0.8882 |
| United Kingdom of Great Britain and Northern Ireland | VH | Europe | 0.9588 | 0.9292 | 0.9195 | 0.9358 | 0.8999 |
| New Zealand | VH | Oceania | 0.9294 | 0.9516 | 0.9207 | 0.9339 | 0.8806 |
| United States of America | VH | Americas | 0.9471 | 0.9239 | 0.9182 | 0.9297 | 0.8769 |
| Netherlands | VH | Europe | 0.9059 | 0.9349 | 0.9276 | 0.9228 | 0.8757 |
| Singapore | VH | Asia | 0.9647 | 0.8904 | 0.8899 | 0.9150 | 0.8812 |
| Iceland | VH | Europe | 0.7941 | 0.9525 | 0.9838 | 0.9101 | 0.8316 |
| Norway | VH | Europe | 0.8765 | 0.9392 | 0.9034 | 0.9064 | 0.8557 |
| Japan | VH | Asia | 0.9059 | 0.8684 | 0.9223 | 0.8989 | 0.8783 |

Source: 2020 United Nations E-Government Survey.

# Key Messages

✓ Consistency in strategic digital policy areas and in the implementation of digital public services

✓ Providing a one-stop shop through specialized citizen-centric portals

✓ Digital by design, Digital ID, Integrated public services delivery, e-procurement

✓ Agency/Department/Ministry, CIO in charge of a long-term digital agenda, aligned with national development strategies and SDGs

✓ Comprehensive legal and regulatory framework

✓ National strategy for new technologies such as AI, 5G and blockchains



Figure 1.6    Member States Questionnaires: key findings for 12 leading countries*

**Institutional Framework**
- National e-government portal — 12
- Chief Information Officer (CIO) — 12

**Strategy and Implementation**
- National e-government strategy/digital readiness strategy — 12
- National development strategy incorporating SDGs — 12
- which makes specific reference to the use of new technologies — 10
- which is aligned with the SDGs — 9
- which is aligned with the national development strategy — 10

**Legal Framework**
- Freedom and protection of personal data — 12
- Open government data — 10
- Digital identity — 12
- e-procurement — 10
- Digitally publishing government expenditure — 8
- Data interoperability — 8

**Usage of online services & User satisfaction**
- Collecting usage statistics of e-government services — 11
- Measuring satisfaction of citizens on e-government services — 11

**New technologies**
- A specific national strategy on one or more of new technologies — 11
- National government body working specifically related to the new technologies — 11

**International and regional cooperation**
- Offering (or planning) support to other countries in e-government — 10
- Part of any subregional, regional or international cooperation on e-government — 12

Source: 2020 Member States Questionnaires.  *The United States and Iceland are not included.

United Nations | Department of Economic and Social Affairs

## Key Messages:

❑ Countries in special situation advanced their average EGDI value by 33 % since 2016, which is faster than the world average of 22 per cent.

✓ Still, average **EGDI values** for LDC, LLDC and SIDS remain well **below the world average:**
- LDCs (0.34)
- SIDS (0.47)
- LLDCs (0.53)

❑ Important variances in distinct sub-groups:
- Landlocked LDCs (LDC/LLDC)
- Small Island LDCs (LDCs/SIDS)

✓ *When LDCs are excluded from the lists of **LLDCs** and **SIDS**, the average EGDI values for the latter two groups are higher, e.g.*
*SIDS (0.5255) vs LDC/SIDS (0.3660)*



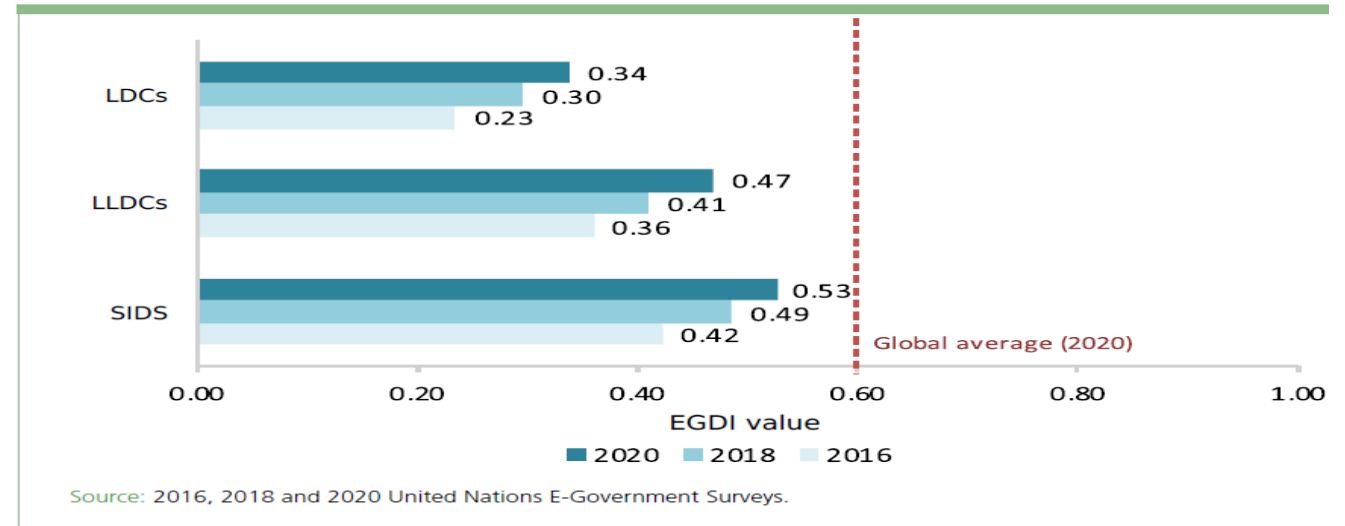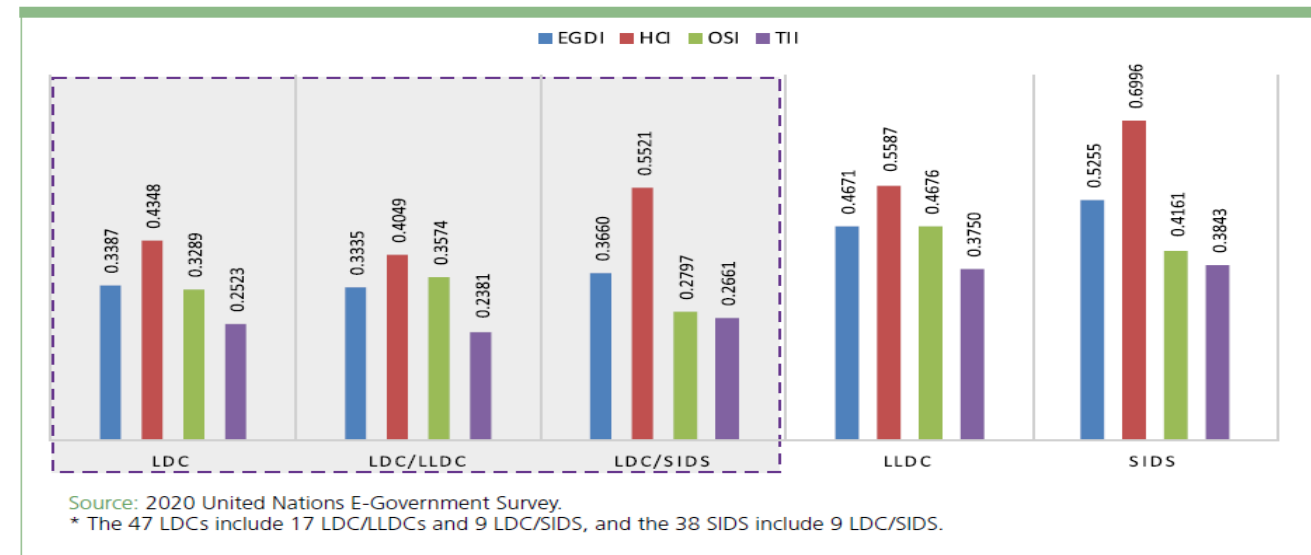Figure 2.8    Average EGDI values for countries in special situations, 2020

Source: 2016, 2018 and 2020 United Nations E-Government Surveys.



Figure 2.9    EGDI and subindex values for countries in special situations, 2020

Source: 2020 United Nations E-Government Survey.
* The 47 LDCs include 17 LDC/LLDCs and 9 LDC/SIDS, and the 38 SIDS include 9 LDC/SIDS.

# Sub-regional Snapshot

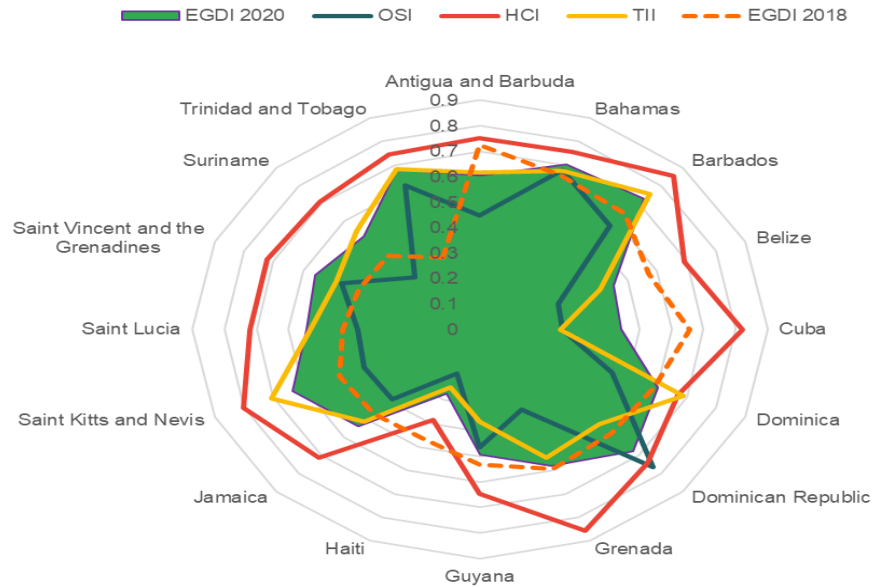## Key Messages:

❑ Average EGDI value for 16 CARICOM countries: **0.5644**

✓ **Majority** (10 out of 16) improved overall EGDI values since 2018

✓ 7 countries in the Caribbean score above 0.60 EGDI global average:
- High EGDI group – 12 countries
- Middle EGDI group - 4 countries

✓ Human capital development (HCI) allows for faster e-gov development

✓ Infrastructure development (TII) hinders the progress

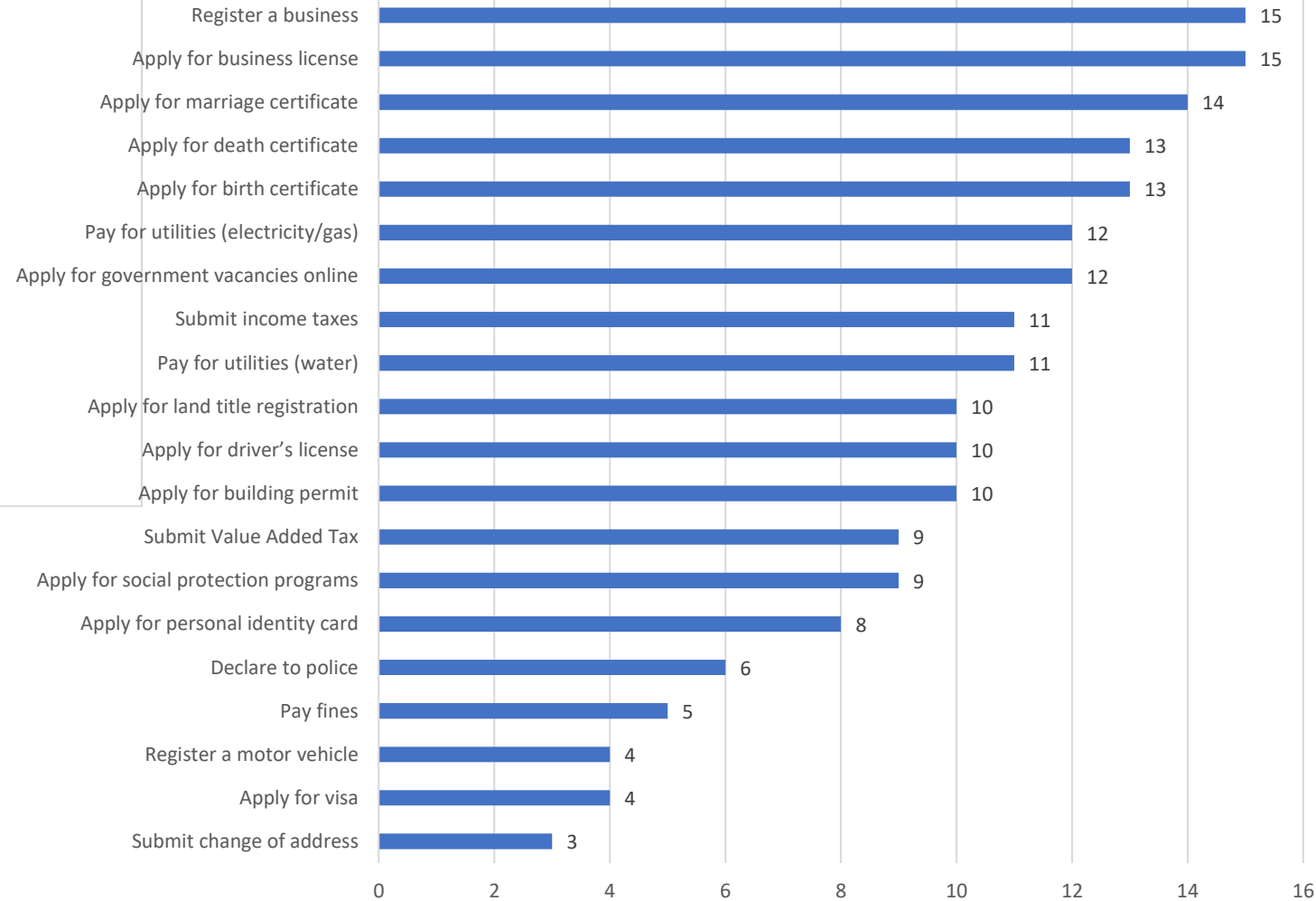| CountryName | Sub-region | EGDI Levels 2020 | EGDI Levels 2018 | OSI | HCI | TII | Rating | EGDI | EGDI Ranking |
|---|---|---|---|---|---|---|---|---|---|
| Barbados | Caribbean | High EGDI | High EGDI | 0.5765 | 0.8549 | 0.7523 | HV | 0.7279 | 62 |
| Bahamas | Caribbean | High EGDI | High EGDI | 0.6765 | 0.7546 | 0.6739 | HV | 0.7017 | 73 |
| Trinidad and Tobago | Caribbean | High EGDI | High EGDI | 0.6118 | 0.7434 | 0.6803 | H3 | 0.6785 | 81 |
| Dominican Republic | Caribbean | High EGDI | High EGDI | 0.7647 | 0.7419 | 0.5279 | H3 | 0.6782 | 82 |
| Saint Kitts and Nevis | Caribbean | High EGDI | High EGDI | 0.3941 | 0.8035 | 0.708 | H2 | 0.6352 | 95 |
| Antigua and Barbuda | Caribbean | High EGDI | High EGDI | 0.4471 | 0.7518 | 0.6176 | H2 | 0.6055 | 98 |
| Dominica | Caribbean | High EGDI | High EGDI | 0.4471 | 0.6698 | 0.6871 | H2 | 0.6013 | 99 |
| Grenada | Caribbean | High EGDI | High EGDI | 0.3412 | 0.8576 | 0.5449 | H2 | 0.5812 | 102 |
| Saint Vincent and the Grenadines | Caribbean | High EGDI | High EGDI | 0.4706 | 0.7214 | 0.4894 | H2 | 0.5605 | 109 |
| Saint Lucia | Caribbean | High EGDI | Middle EGDI | 0.3824 | 0.7205 | 0.5302 | H1 | 0.5444 | 112 |
| Jamaica | Caribbean | High EGDI | Middle EGDI | 0.3882 | 0.7142 | 0.5151 | H1 | 0.5392 | 114 |
| Suriname | South America | High EGDI | Middle EGDI | 0.2882 | 0.7098 | 0.5482 | H1 | 0.5154 | 122 |
| Guyana | South America | Middle EGDI | Middle EGDI | 0.4647 | 0.6462 | 0.3619 | MH | 0.4909 | 129 |
| Belize | Central America | Middle EGDI | Middle EGDI | 0.2647 | 0.6919 | 0.4079 | MH | 0.4548 | 136 |
| Cuba | Caribbean | Middle EGDI | Middle EGDI | 0.2588 | 0.8215 | 0.2514 | MH | 0.4439 | 140 |
| Haiti | Caribbean | Middle EGDI | Middle EGDI | 0.1882 | 0.3839 | 0.2449 | M1 | 0.2723 | 180 |

# CARICOM UN Member States

## EGDI and subindices (OSI, TII and HCI) for CARICOM UN Member States, 2020

Legend: EGDI 2020 | OSI | HCI | TII | EGDI 2018



## Transactional online services, CARICOM UN Member States, 2020

| Service | Value |
| --- | --- |
| Register a business | 15 |
| Apply for business license | 15 |
| Apply for marriage certificate | 14 |
| Apply for death certificate | 13 |
| Apply for birth certificate | 13 |
| Pay for utilities (electricity/gas) | 12 |
| Apply for government vacancies online | 12 |
| Submit income taxes | 11 |
| Pay for utilities (water) | 11 |
| Apply for land title registration | 10 |
| Apply for driver's license | 10 |
| Apply for building permit | 10 |
| Submit Value Added Tax | 9 |
| Apply for social protection programs | 9 |
| Apply for personal identity card | 8 |
| Declare to police | 6 |
| Pay fines | 5 |
| Register a motor vehicle | 4 |
| Apply for visa | 4 |
| Submit change of address | 3 |

## Transactional online services, CARICOM UN Member States, 2020

## E-Government Development Index

### 2020
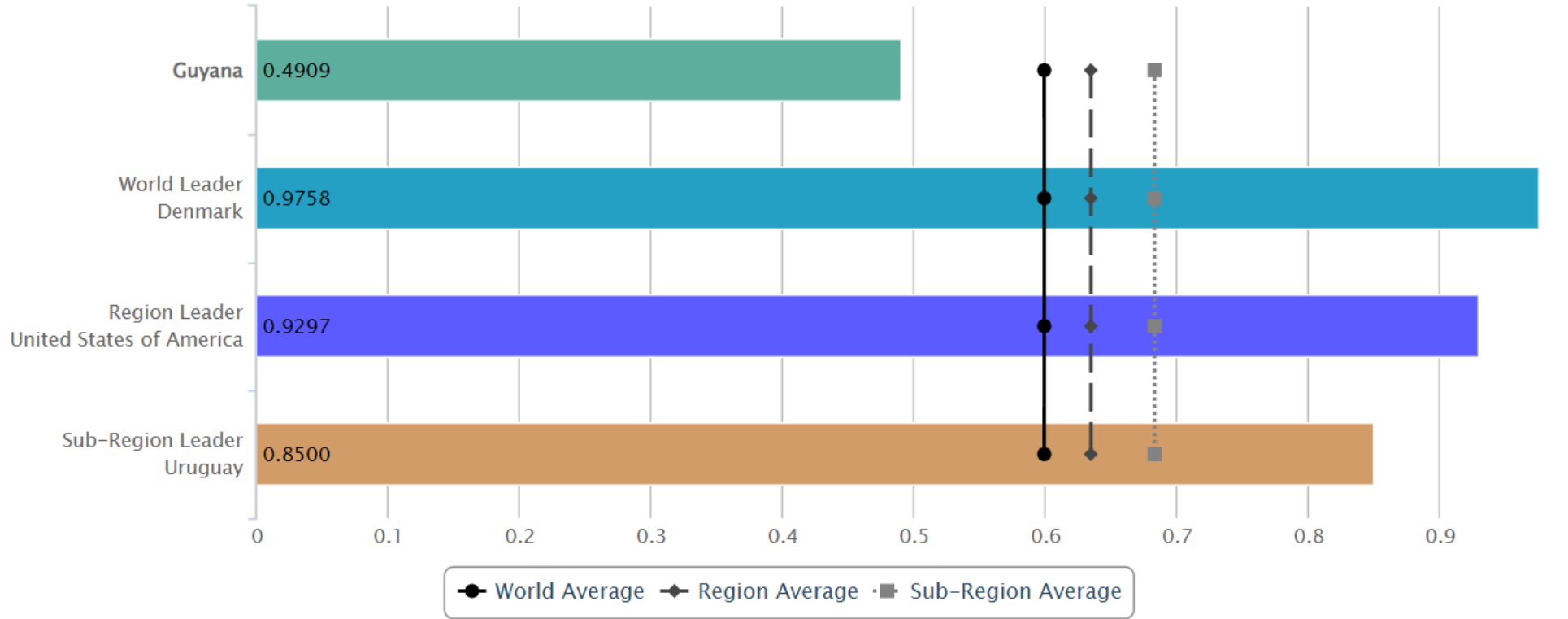


| Legend |
|---|
| ● World Average  ◆ Region Average  ■ Sub-Region Average |

| E-Government Development Index | 2020 | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 | 2005 | 2004 | 2003 |
|---|---|---|---|---|---|---|---|---|---|---|
| Guyana (Rank) | 129 | 124 | 126 | 124 | 109 | 106 | 97 | 89 | 71 | 72 |
| Guyana (Value) | 0.49090 | 0.43160 | 0.36509 | 0.36952 | 0.45489 | 0.41398 | 0.43750 | 0.39850 | 0.42426 | 0.42195 |

Chart data:
- Guyana: 0.4909
- World Leader Denmark: 0.9758
- Region Leader United States of America: 0.9297
- Sub-Region Leader Uruguay: 0.8500

Highcharts.com

# Guyana Online Service Index

## Online Service Index

### 2020
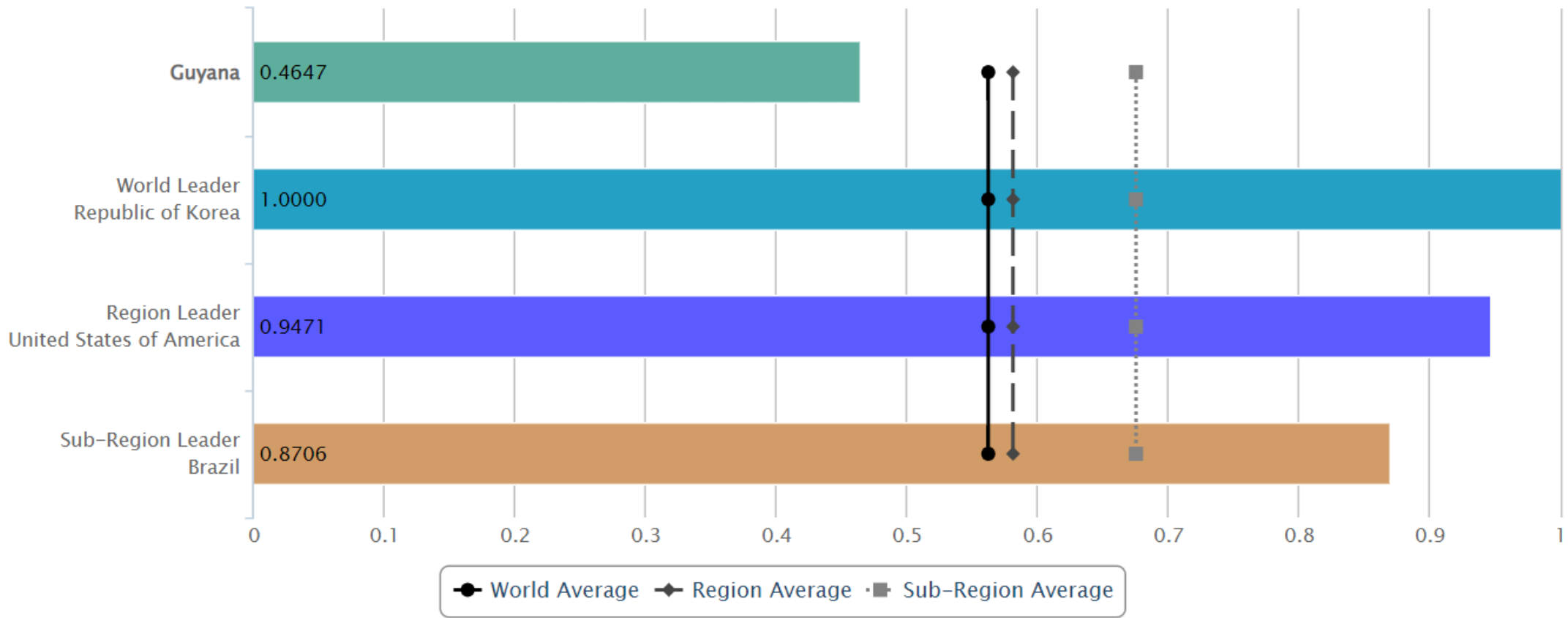


| | World Average | Region Average | Sub-Region Average |

| Online Service Index | 2020 | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 | 2005 | 2004 | 2003 |
|---|---|---|---|---|---|---|---|---|---|---|
| Guyana (Value) | 0.46470 | 0.43060 | 0.28261 | 0.24409 | 0.25490 | 0.18095 | 0.23745 | 0.18461 | 0.20849 | 0.26637 |

Chart data:
- Guyana: 0.4647
- World Leader Republic of Korea: 1.0000
- Region Leader United States of America: 0.9471
- Sub-Region Leader Brazil: 0.8706

Highcharts.com

## Telecommunication Infrastructure Index

### 2020

Guyana **0.3619**

World Leader
Liechtenstein **1.0000**

Region Leader
United States of America **0.9182**

Sub-Region Leader
Uruguay **0.8574**

| | | |
|---|---|---|
| ● World Average | ◆ Region Average | ■ Sub-Region Average |
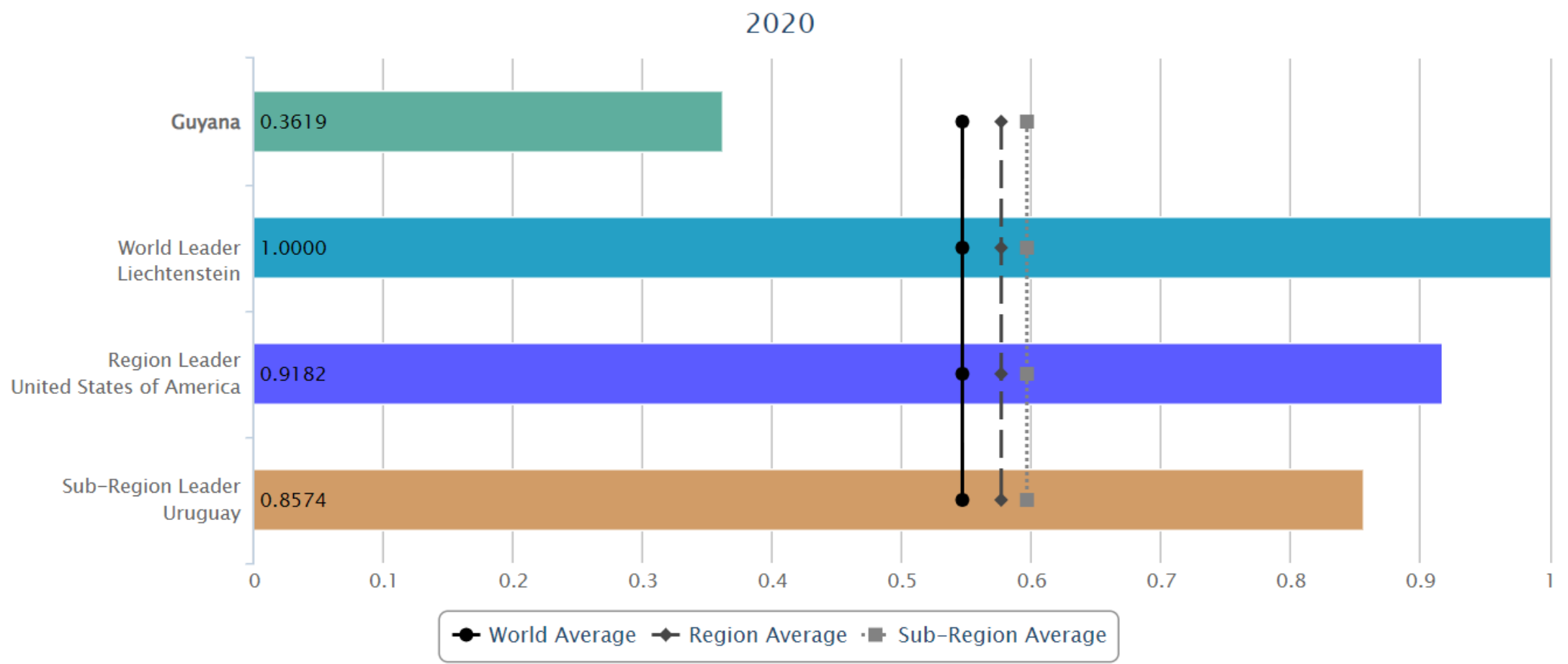
Highcharts.com

| Telecommunication Infrastructure Index | 2020 | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 | 2005 | 2004 | 2003 |
|---|---|---|---|---|---|---|---|---|---|---|
| Guyana (Value) | 0.36190 | 0.25410 | 0.24323 | 0.23437 | 0.25360 | 0.12849 | 0.13750 | 0.12089 | 0.12429 | 0.11949 |

# Guyana Human Capital Index
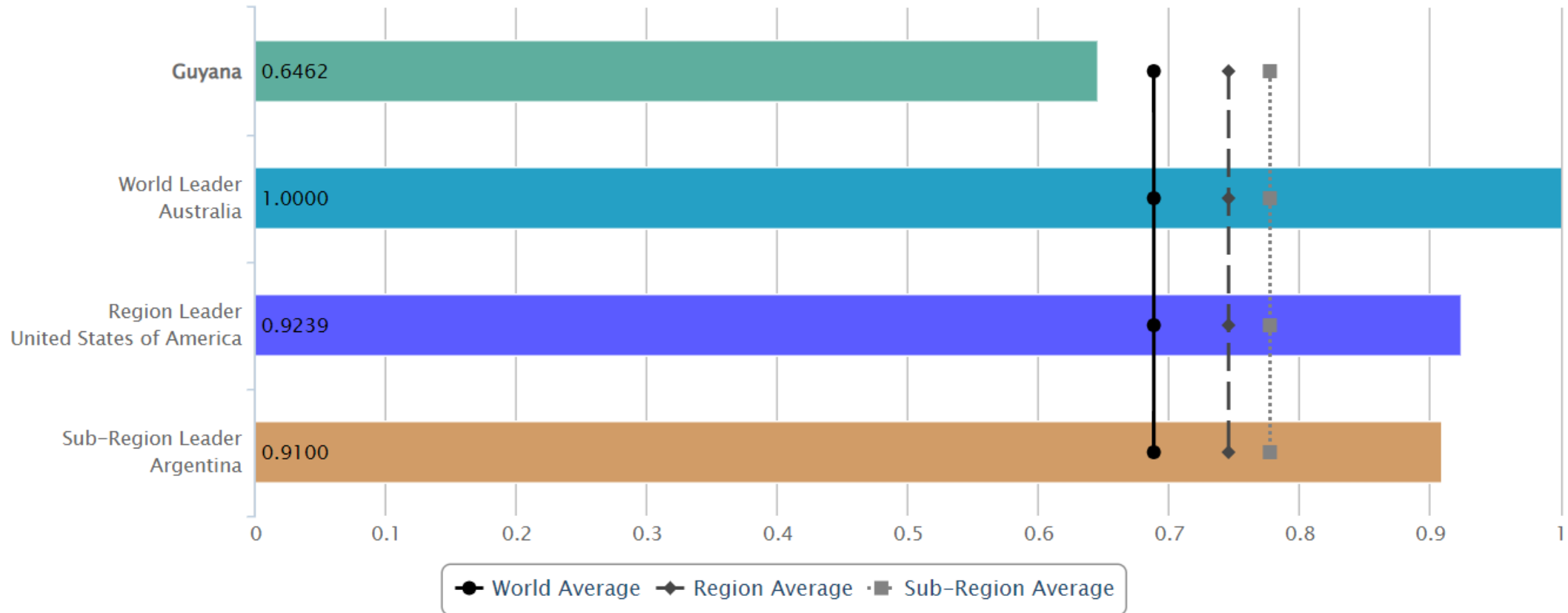
## Human Capital Index

### 2020



| Human Capital Index | 2020 | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 | 2005 | 2004 | 2003 |
|---|---|---|---|---|---|---|---|---|---|---|
| Guyana (Value) | 0.64620 | 0.61020 | 0.56944 | 0.63010 | 0.85617 | 0.93956 | 0.94347 | 0.89000 | 0.94000 | 0.88000 |

Highcharts.com

# Guyana E-Participation Index

## E-Participation Index

### 2020

| E-Participation Index | Guyana | 0.4524 |
| World Leader Estonia | 1.0000 |
| Region Leader United States of America | 1.0000 |
| Sub-Region Leader Brazil | 0.9048 |

◆ World Average  ◆ Region Average  ▪ Sub-Region Average
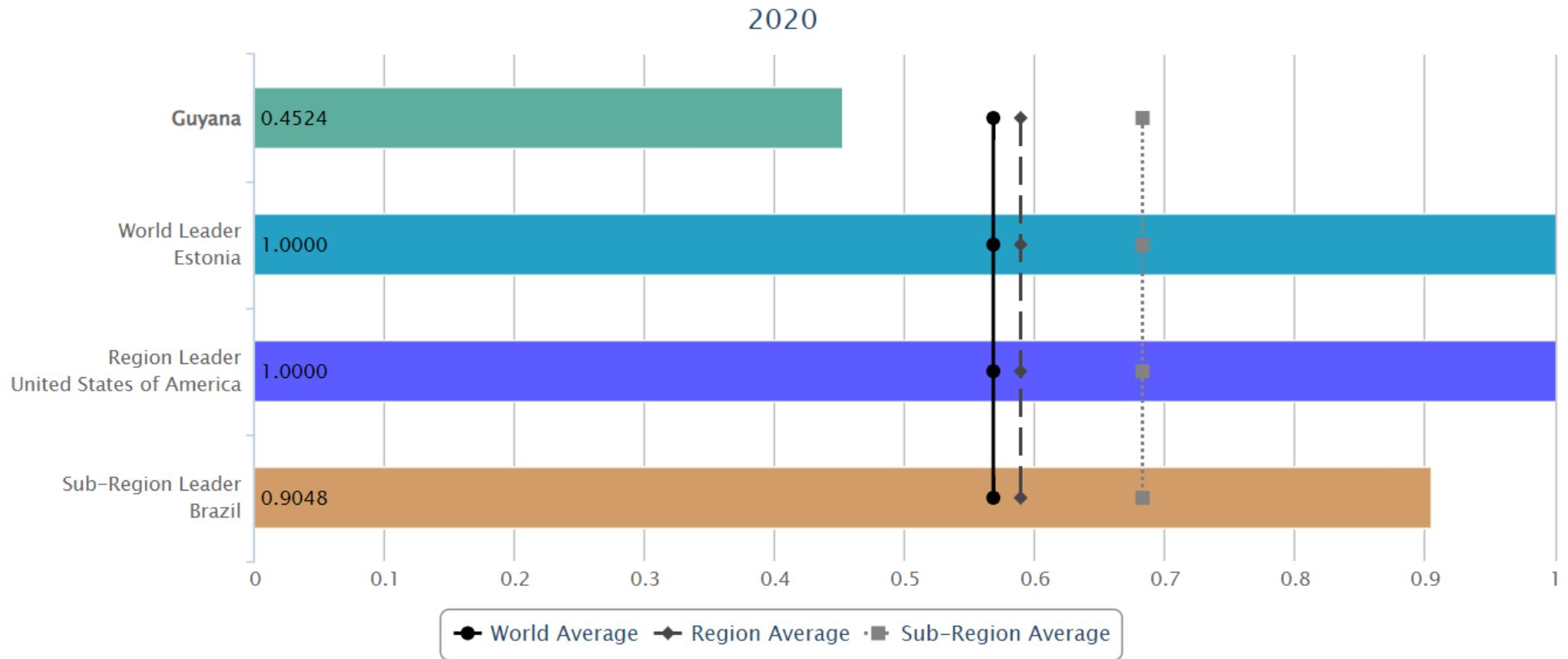
Highcharts.com

| E-Participation Index | 2020 | 2018 | 2016 | 2014 | 2012 | 2010 | 2008 | 2005 | 2004 | 2003 |
|---|---|---|---|---|---|---|---|---|---|---|
| Guyana (Rank) | 122 | 140 | 138 | 97 | 161 | 110 | 116 | 105 | 84 | 91 |
| Guyana (Value) | 0.45240 | 0.33710 | 0.25424 | 0.33333 | 0.00000 | 0.08571 | 0.06818 | 0.03174 | 0.04918 | 0.05170 |

# To Conclude ...

**E-Government Survey 2020**

Digital Government in the Decade of Action for Sustainable Development

With addendum on COVID-19 Response
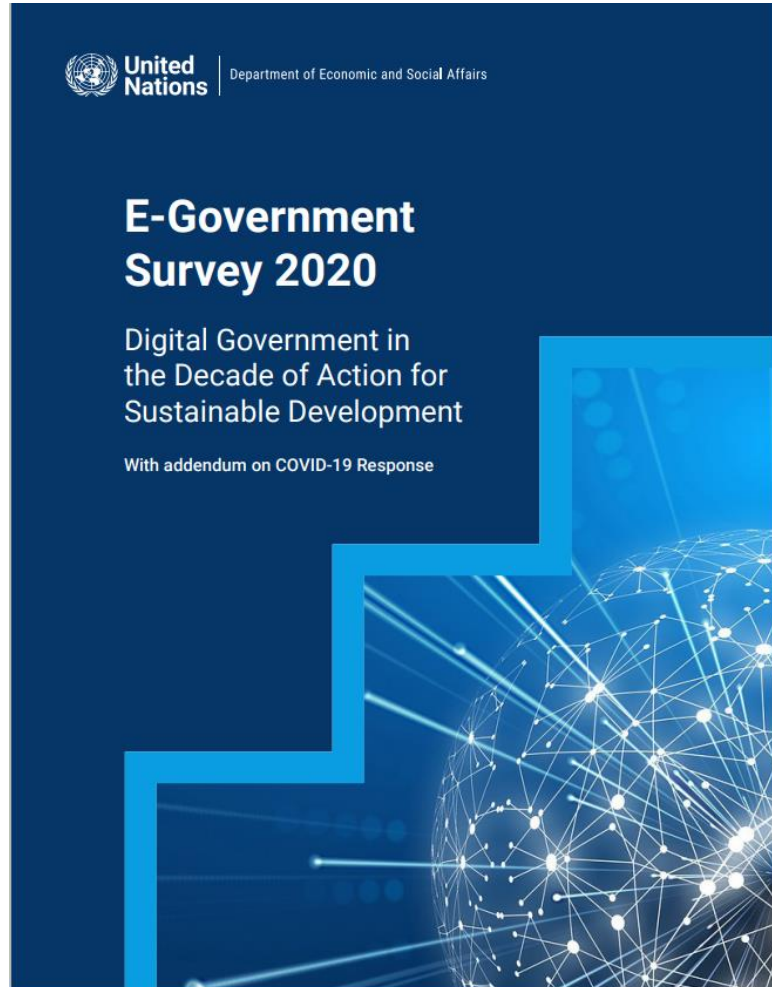
❑ Digital government plays a vital role in promoting the health and safety of people and in keeping economies and societies working during the ongoing COVID-19 crisis.

❑ COVID crisis has set the agenda and the priorities of where to focus on digital transformation efforts and the adoption of new and innovative approaches for Inclusive Service Delivery.

❑ Governments need to adopt a digital-by-design approach, focusing more on a data-driven people-centric approach and on secure, scalable and resilient infrastructures.

❑ Strengthening national, regional, and local project-driven collaborations with private sector, academia, civil society and other stakeholders.

❑ Collaboration with international and regional organizations to bridge the digital divide and to overcome disparities and inequalities for leaving no-one behind.

# Thank You For Your Attention

Mr. Vincenzo Aquaro,
Chief, Digital Government Branch, DPIDG,
UN DESA
Aquaro@un.org

# Change Driven by Digital Government Transformation in the Caribbean Region - Overview of the Regional Vision, Strategies and Challenges

**10:20 – 10:30 am (10 min)**

**Jennifer Britton, Deputy Programme Manager, Information and Communication Technology for Development, CARICOM**

# Caribbean Community (CARICOM) Context

❑ **Longest functioning integration movement – 2023= 50 years**

❑ **Flagship programme: CARICOM Single Market & Economy (CSME)**

❑ **Vision**

  ❖ **A Caribbean Community that is integrated, inclusive and resilient; driven by knowledge, excellence, innovation and productivity; a Community where every citizen is secure and has the opportunity to realise his or her potential with guaranteed human rights and social justice; and contributes to, and shares in, its economic, social and cultural prosperity ; a Community which is a unified and competitive force in the global arena.**

❑ [https://caricom.org/vision-mission-and-core-values/](https://caricom.org/vision-mission-and-core-values/)

# CONTEXT: COVID-19 CHALLENGES/ SYSTEMIC PROBLEMS

❑ **COVID19 exposed systemic problems**
  ❖ forced a significant, "emergency" digital transformation

❑ **Technology can help and hurt us**

❑ **Health and Food security**

❑ **Relationship with information**
  ❖ What information do we have about our information?

❑ Digital divide is real

❑ **Education**
  ❖ digital teaching and learning remains limited
    ▪ Teachers / Students ( what devices)
    ▪ Textbooks
    ▪ Parents with no/limited skills

❑ Small businesses still face challenges in scaling up, developing emerging technologies,

❑ **Imperative**s/requirements are different from other regions
  ❖ Social service payments

❑ *"The recovery from the COVID-19 crisis must lead to a different economy"*

**António Guterres,** Secretary-General of the United Nations

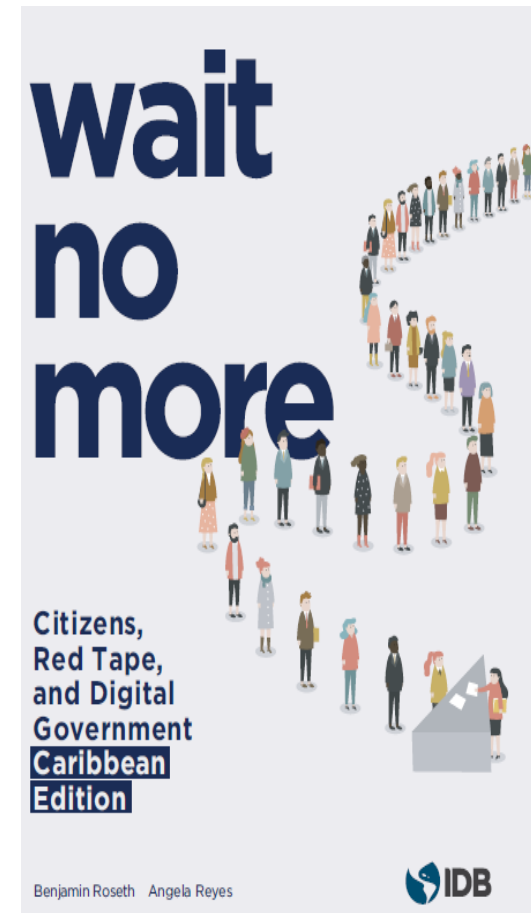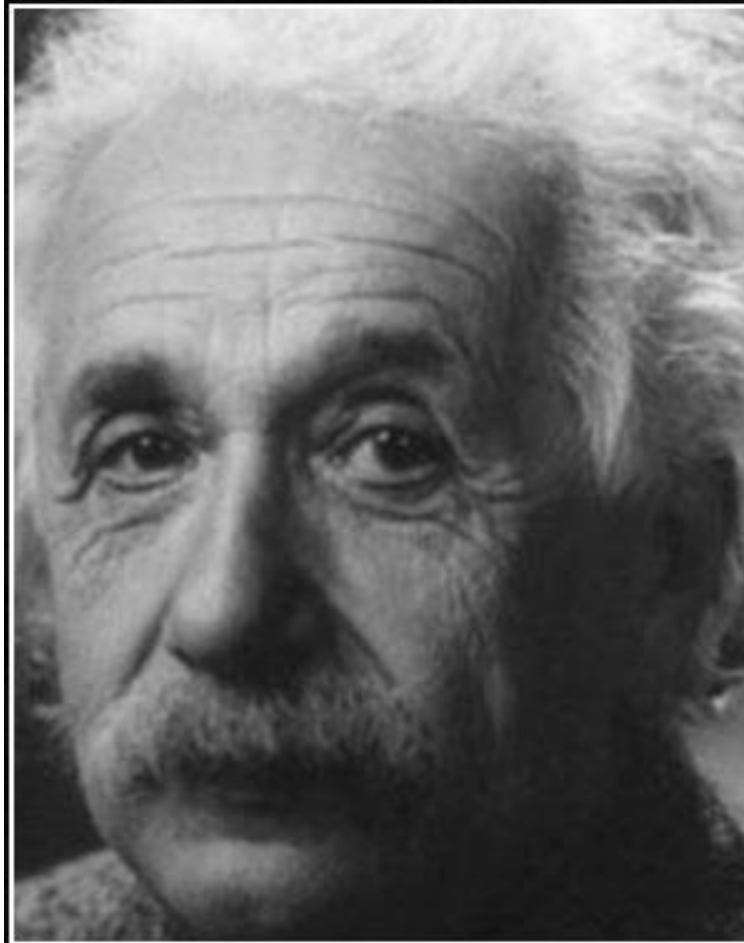❑ …. Need ==radical collaboration==



**WHICH ECONOMY:** DIGITAL, SMART, GIG, CIRCULAR, SHARING, BLUE…?

**The circular economy** is the new economic model for sustainable development, playing a key role in achieving the SDGs. In this model, nothing is wasted, everything lasts longer and is shared, reused, repaired or recycled. While this model reduces pressure on natural resources, it also brings economic and social profits.

# **Context** : IDB Report ~Examined government transactions in the Caribbean (2020)

❑ **Problem 1**- **They Are Slow and Generate Transaction Costs for Both Citizens and Firms**
o      specific documents, long-lines, lots of questions and reading
o Caribbean people spent an average of 4.3 active hours completing their last government transaction..

❑ **Problem 2** -**Government Transactions Are a Hotbed of Corruption**
o **27% of people in Guyana reported having to pay a bribe to access a public service**, 20% in The Bahamas and 17 % in Trinidad and Tobago and Jamaica. Manual government transactions, face-to-face interactions, and the lack of standardized processes means transactions are more vulnerable to corruption.

❑ **Problem 3**- **The Costs of Government Transactions Hit the Poor Harder:**
o Government transactions affect the poor more. This segment of the population usually enjoys less flexibility at work, which makes it difficult to get time off to carry out government transactions

❑ **Problem 4**- **They are Expensive to Provide**
o In-person services are more expensive to provide due to personnel costs and other inputs such as office space and supplies. .

wait no more

Citizens, Red Tape, and Digital Government Caribbean Edition

Benjamin Roseth   Angela Reyes

IDB

In the midst of every crisis, lies great opportunity.

— Albert Einstein —

# CONTEXT : Strategy & Policy framework …Moving to a CARICOM Digital Economy

❑**Overarching: Revised Treaty of Chaguaramas**

❑**Key policies of CARICOM digital economy**

❖ <span style="color:red">**Regional Digital Development Strategy**</span>

➢ **Single ICT Space Road Map and Workplan**

❖ **Regional E-Government Strategy**

❖ **Human Resource Development 2030 Strategy**

❖ **Regional Strategy for the Development of Statistics (RSDS)**

❑ **Other**

❖ <span style="color:red">**Consumer Protection Policy**</span>
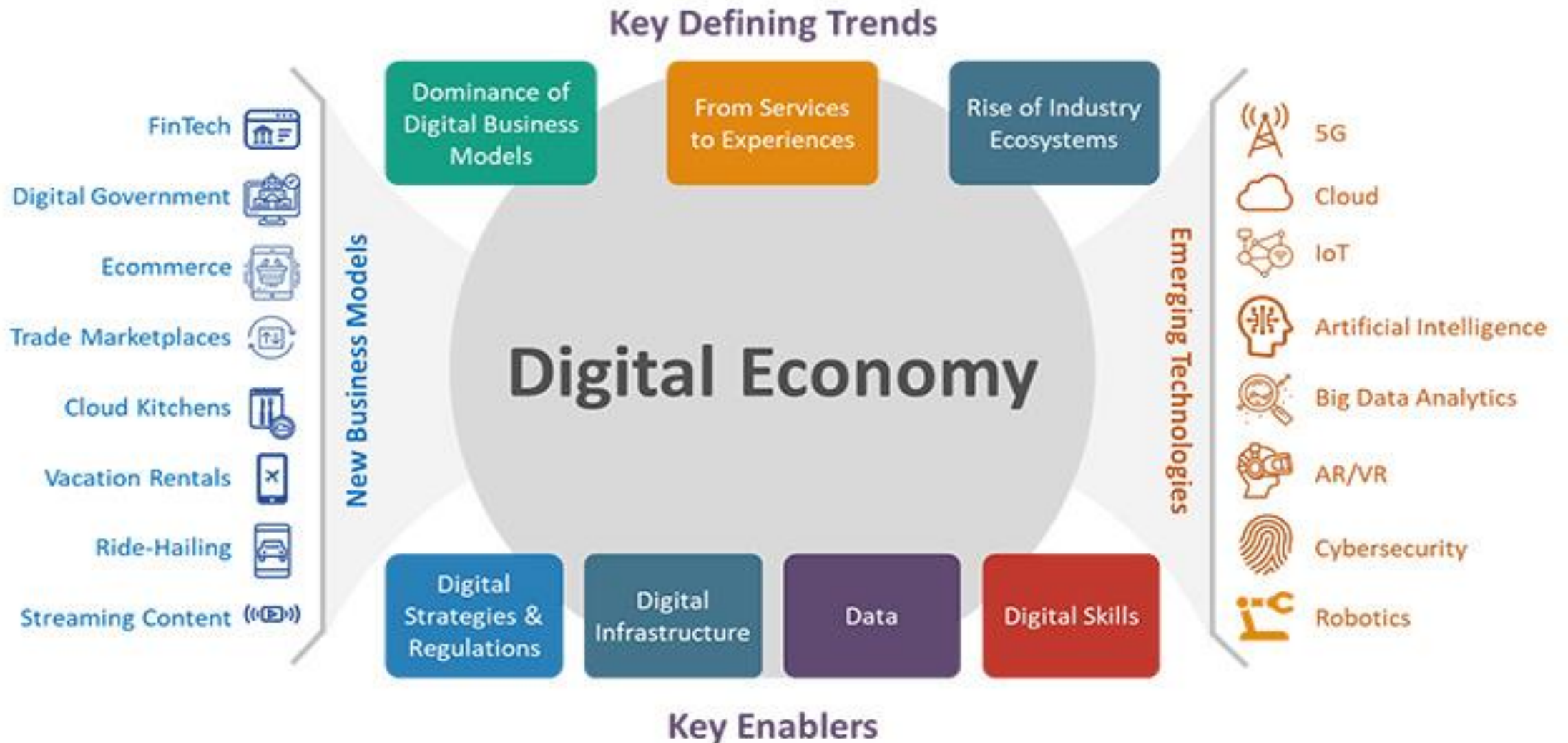
❖ **Government Procurement protocol**

❖ **Digital skills Taskforce Workplan**

❖ **Girls in ICT plan**

# Growing the Digital Economy

(Including digital entrepreneurs; e-commerce; FinTech; ICT sector; digital transformation of industries)

## Digital economy foundations

| Universal access to affordable, high-speed broadband | Skills | Payment | Logistics | Digital policy, regulation and digital ID |
|---|---|---|---|---|

## Supportive macroeconomic and business climate

(Including stable macroeconomic situation, tax policy, trade openness, competition policy)

# NEW NORMAL: DIGITAL TECHNOLOGY IS A UBIQUITOUS PART OF THE CONTEMPORARY WORLD

❑ **People** are

❖ **undertaking more of their lives online,**

- ▪ Interfacing with government

- ▪ ordering packages through digital platforms, and

- ▪ staying in touch with family and friends through social media and video chats.

❑ **Numerous organizations** have

❖ moved their operations to the web

❖ focused on providing digital products and services.

# Challenges – Payments/ strategy development



49% of the respondents complained that government did not prioritize the e-commerce sector sufficiently
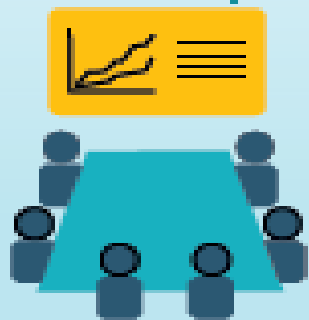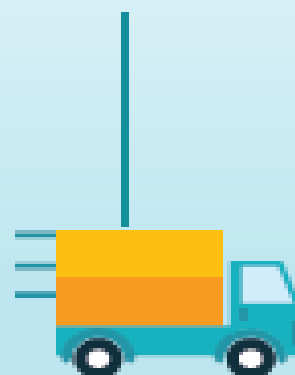
Unaffordable Internet access

Exacerbated gaps in ICT adoption and connectivity

Low capacity to invest in e-commerce business growth
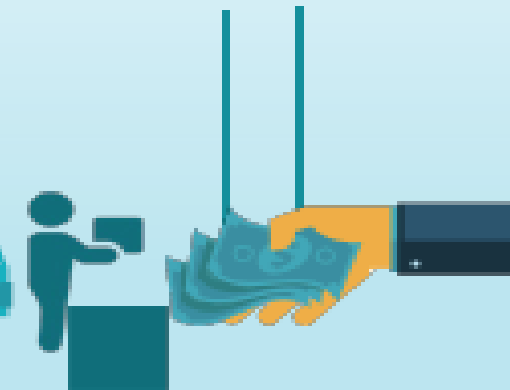
Disruptions in supply chains and trade logistics

Consumer protection and fair competition

Persistent cash on delivery culture further accentuated

Source: UNCTAD

# Evolution…

❑ pervasiveness of online shopping and, more specifically, the likely permanence of offerings such as curbside pickup.

# The world is digital…



**Digital Transformation of the Public Sector**
*Digital governments for digital economies and societies*

**Analog government**

*Closed operations and internal focus, analogue procedures*

**E-Government**

*Greater transparency and user-centred approaches, ICT-enabled procedures*

**Digital Government**

*Open and user-driven approaches, process and operational transformations*

**OECD Recommendation on Digital Government Strategies**

# CHALLENGES



**What actions are needed from governments?**

- Regulatory framework
- Digital rights
- Transparency for accountability
- Digital Skills
- Rethinking public procurement
- Inclusive processes
- Data Integrity

# Consumers…Citizens





❑ **Consumers are changing – and organizational structures need to adapt, STAT**

❑**Citizens/ Consumers are central to any E-Strategy**

❑ **Mobile phones are the keys to the world.**

❑'Brands' grow or fail – based on the customer experience they provide

❑**Citizens' readiness for e-commerce / e-business**

# Know your numbers… digital +

❑There were **294,300 internet users in Guyana in January 2021.**

❑ The number of internet users in Guyana increased by 1,442 (+0.5%) between 2020 and 2021.

❑ Internet penetration in Guyana stood at **37.3% in January 2021.**

❑There were **500,000 social media users in Guyana in January 2021**.

❑The number of social media users in Guyana increased by **70,000 (+16%) between 2020 and 2021.**

❑ The number of social media users in Guyana was equivalent to 63.4% of the total population in January 2021.

https://datareportal.com/

- **https://datareportal.com/reports/digital-2021-guyana**

**Importance of the Census**! And other data gathering exercises

# Changing Mindsets…



CREATING SUSTAINABLE RESULTS FROM NOW TO THE FUTURE

NAVIGATING THE SHIFT

| From | | To |
|---|---|---|
| Citizen **under** control | | Citizen **in** control |
| Governing **for** citizens | | Governing **with** citizens |
| Organisation **silos** | | Organisation **networks** |
| Public sector organisation as **big, all-in-one giants** | | Public sector organisation as **small, flexible, purpose-driven entities** |
| Goverment as **service provider** | | Goverment as **service facilitator/broker/commisioner** |
| **Government** owning **input and processes** | | **Government and Citizen** owning **outcomes** |
| **Forced cooperations** based on **enforcement** | | **Mutual colaboration** based on **trust** |
| Trust in the "**strong** leader" | | Trust in **each other**, the "**servant** leader" |

# Recommendations from the IADB report

❑**Study the Citizen Experience with Government Transactions**

❑**Eliminate as Many Government Transactions as Possible**

❑**Redesign Government Transactions <span style="color:red">with the Citizen Experience in Mind</span>**

❑<span style="color:red">**Facilitate Access to Digital Transactions**</span>

❑**Invest in <span style="color:red">High-Quality Face-to-Face</span> Government Transactions**

❑The Inter-American Development Bank (IADB)has noted that many countries in Latin America **enacted several measures** to strengthen business continuity and resilience through digital trade, including

❖improvements in digital and physical connectivity, availability,

❖ uptake of digital tools

❖ the development of digital skills and abilities.

❖**done by a combination of enhancing existing National MSME strategies, reallocation of resources, or the development of new e-commerce strategies prompted by the need to respond to the pandemic."**

# CHANGING MINDSETS...GOVERNMENTS: DEVELOPING DIGITAL GOVERNMENT STRATEGIES

❑ **ICT Key Policy makers and Practitioners central to Change**

❑ **" Essential workers"**
- ▪ Reviewed in each sector
- ▪ E.g IT in schools, webmasters

❑Integrate and Connect processes

❑Drawing others into the services and change paradigm

❑**siloed environments of sales, marketing, opps, IT, +. are over**

❑**Whole-of-Government approach**
- ❖**national, regional and local.**



Building Digital Government Strategies

- Developing a digital government strategy for public value creation
- Conceptualizing a digital government project
- Financing and resourcing digital government strategies
- Networked government and interoperability
- Managing information technology development projects
- Opening government: open data and projects
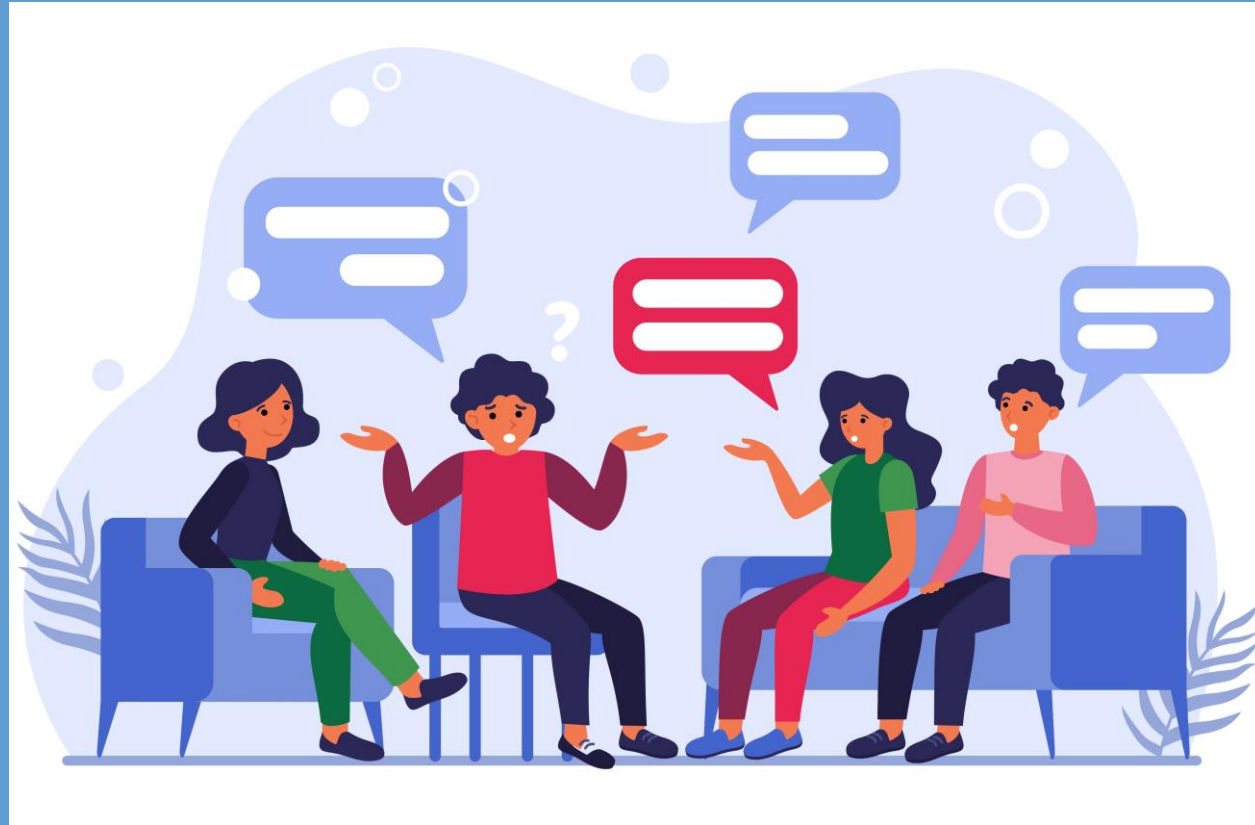- Fostering citizen engagement

# Change Driven by Digital Government Transformation in the Caribbean Region - Overview of the Regional Vision, Strategies and Challenges

Jennifer Britton
CARICOM Secretariat
Email- ict4dstaff@Caricom.org

# Q&A

**10:30 – 10:50 am (20 min)**

# Break

**10:50 – 11:00 am (10 min)**

# What are Guyana's Digital Transformation and Innovation Capabilities and Challenges? (A situation analysis)

**11:00 – 12:00 pm (60 min)**

**Presentation (10 min) & Activity (50 min)**

**Facilitated by Keping Yao, Senior Governance and Public Administration Officer, DPIDG/UNPOG, UN DESA**

**and Mi Kyoung Park, Governance and Public Administration Expert, DPIDG/UNPOG, UN DESA**

**Innovation, Digital Government and Digital Transformation**

# Digital Government Capability Assessment

- Governments are NOT homogeneous
- Digital Government is a means for Public Sector Transformation
- Emphasis on Whole-of-Government Approach

The Government Innovation Context

Technology
10,000 mph

Organization &
management
1000 mph

Public policies
10 mph
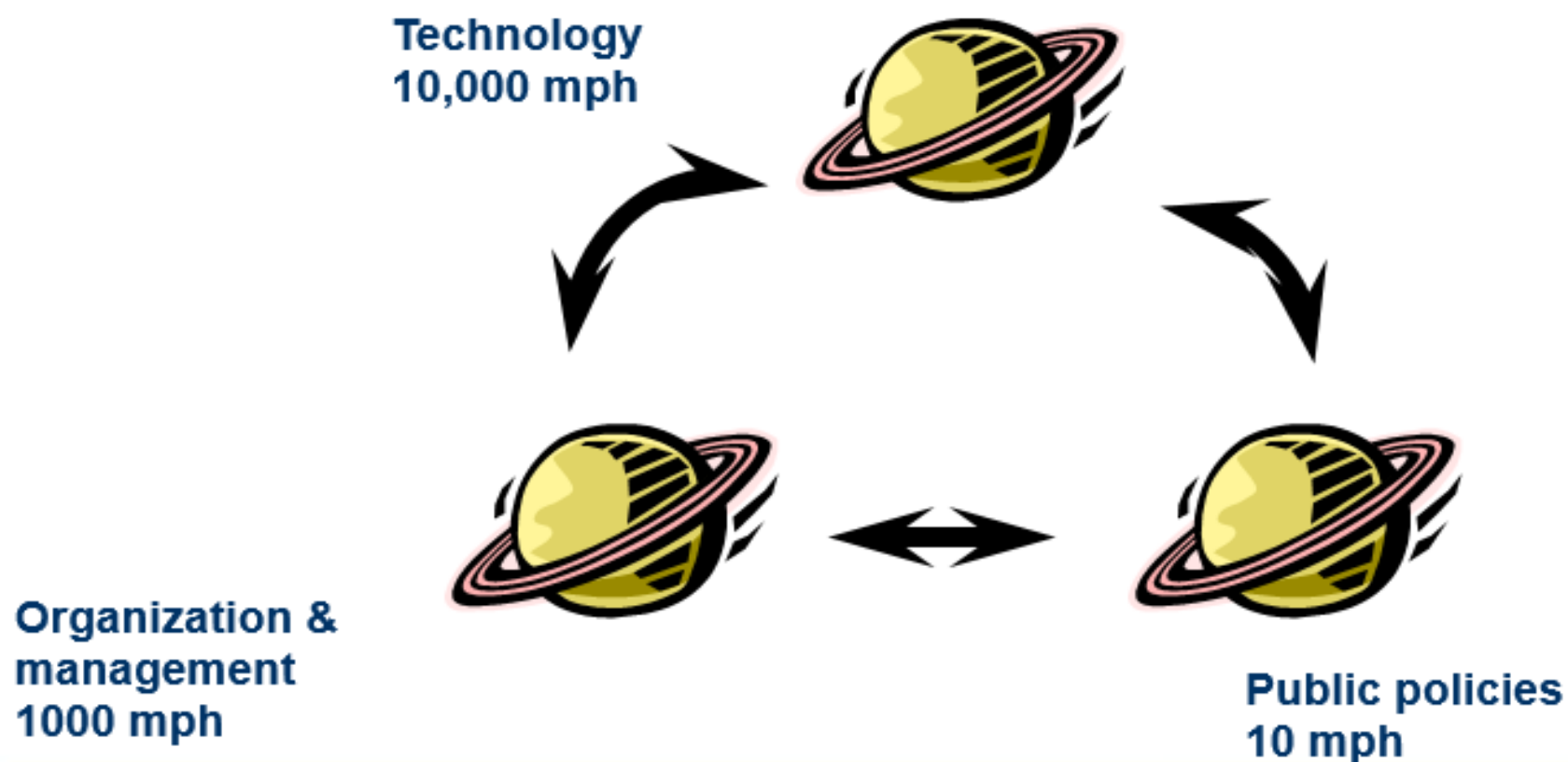
# What is the Digital Government Capability Assessment? DGCA

- Identifies key enablers for effective digital government transformation.

- Produces new insights for identifying options and making decisions on strategies and actions to transform government and create public value.

# Why conduct a DGCA?

- To understand the present level of digital government capabilities as a foundation for public service delivery.

- To understand the whole government capability for creating and sustaining a mature digital government (not just a particular digital initiative, such as a portal).

- To inform decisions on where investments are needed to improve innovation and digital government capability for improved public service delivery.

# Capability Framework Questions

| Dimensions | Sub-dimensions | Items (Statements) |
|---|---|---|
| **Leadership** | Vision | 4 |
| | Policy | 4 |
| | Data | 3 |
| **Strategy** | General | 8 |
| | Integration and Interoperability | 3 |
| | Data | 4 |
| **Governance** | General | 6 |
| | Citizens and Business | 5 |
| | Partnership | 2 |
| | Data | 3 |
| | Organization | 4 |
| **Legal** | Laws and Regulations | 5 |
| | Policies and Procedures | 14 |
| | Data | 3 |
| | Procurement | 4 |
| **Technology** | General | 4 |
| | Citizens and Business | 5 |
| | Public Servants | 3 |
| | Cybersecurity | 9 |
| **Professional and Workforce Development** | General | 7 |
| Total | | 100 |

# Leadership

Leaders are the stewards of digital transformation efforts.

They must engage, motivate, build commitment, and mobilize resources for the successful implementation of a digital strategy.

Leaders must also craft the plans to achieve the organizational goals, as well as its communication to stakeholders and monitoring the progress.

# Strategy

Strategic plans help to support the transformation agenda.

This contains the actions to be taken to pursue the digital transformation goals.

# Governance

The organizational capacity and managerial actions developed to overcome potential cultural barriers in implementing the digital strategy across agencies and departments.

The development of good governance must be aligned with the strategic goals, as well as legal framework.

# Legal

The set of legislation, guidelines, and standards that a department or agency must comply with in deploying digital services.

# Technology

The set of technologies that directly and indirectly contribute to the delivery of programs and services through digital platforms.

# Workforce and Professional Development

The policy and programmatic affordances in place to support ongoing capacity building

# Leadership 04  -  Vision

| | | |
|---|---|---|
| LEA 04 | **Our Ministries/Authorities have an official who is formally assigned the role of Chief Information Officer.**<br><br>Click to add text | 5 - Strongly Agree<br>4 - Agree<br>3 - Neither Agree nor Disagree<br>2 - Disagree<br>1 - Strongly Disagree |

# Leadership 07 -   Policy

| | | |
|---|---|---|
| LEA 07 | **In our Ministries/Authorities, we are capable of establishing an environment enabling innovation and modernization.** | 5 - Strongly Agree<br>4 - Agree<br>3 - Neither Agree nor Disagree<br>2 - Disagree<br>1 - Strongly Disagree |

**DESA** | **Division For Public Institutions and Digital Government**

# Strategy 07 - General

| | | |
|---|---|---|
| STR07 | **Our Ministries/Authorities have an action plan that builds capacity to effectively implement a digital government strategy.** | 5 - Strongly Agree<br>4 - Agree<br>3 - Neither Agree nor Disagree<br>2 - Disagree<br>1 - Strongly Disagree |

# Strategy 09 - Integration and Interoperability

| | | |
|---|---|---|
| STR09 | **Systems in use in our Ministry's/Authority's organizational units support the integration and sharing of data across the boundaries of government agencies.** | 5 - Strongly Agree<br>4 - Agree<br>3 - Neither Agree nor Disagree<br>2 - Disagree<br>1 - Strongly Disagree |

# All questions require one response from the following choice of five (Likert scale)

❑ Strongly agree

❑ Agree

❑ Neither agree nor disagree

❑ Disagree

❑ Strongly disagree

**Break-out sessions' engagement**:

1. As you are champions of change in Guyana, please use the break-out room sessions as opportunities to share your ideas and views through open dialogue.

2. You are encouraged to go beyond your comfort zone and use your creative thinking in exploring the issues at hand.

3. In the interest of time, please start the session as soon as possible even if not everyone has joined.

4. If you have technical issues in joining a group, please alert us immediately through the chat function and you will be promptly assisted.

# 11:10 – 12:00 pm - 6 Break-out Groups

*on Leadership, Strategy, Governance, Legal, Technology and Professional and Workshop Development*

***Each group to select a Facilitator and Rapporteur***

***Fill out the online survey***

**Group 1**: To access the questions about **Leadership**, please click here

**Group 2**: To access the questions about **Strategy**, please click here

**Group 3:** To access the questions about **Governance**, please click here

**Group 4:** To access the questions about **Legal**, please click here

**Group 5:** To access the questions about **Technology**, please click here

**Group 6:** To access the questions about **Professional and Workforce Development**, please click here

# Discuss and prepare a 4-minute presentation

On which questions did you agree?

On which questions did you disagree?

Which challenges in Innovation and Digital Government arise from your discussion of this dimension?

[6 BREAKOUT rooms - 50 min]

Team 1: LEADERSHIP

Team 2: STRATEGY

Team 3: GOVERNANCE

Team 4: LEGAL

Team 5: TECHNOLOGY

Team 6: PROFESSIONAL AND WORKSHOP DEVELOPMENT

# Group presentations- Please indicate your Group and summarize your group's responses here below

On which questions did you agree?

On which questions did you disagree?

Which challenges in Innovation and Digital Government arise from your discussion of this dimension?

# Reporting back on DGCA - presentation in plenary

(Each group to deliver a 4-5 min presentation)

12:00 - 12:30 pm
(30 min)

Facilitated by Keping Yao, Senior Governance and Public Administration Officer, UN DESA, DPIDG/UNPOG

and Mi Kyoung Park, Governance and Public Administration Expert, UN DESA, DPIDG/UNPOG

# Summary of Key Insights by Facilitator

**12:30 - 12:50 pm
(20 min)**          **Nicholas Wintle, Economist, Office of the UN
Resident Coordinator, Guyana**

# Wrap-up and Reflection

- The critical role of government and public service delivery in achieving 2030 SDGs.

- The enabling power of innovation and digital government.

- Innovation and digital government call for significant transformation in many areas, at many levels.

- Digital Transformation Capability Assessment can support digital government transformation.

Reflect on today's learning and try to relate it to your own context.

Write down your reflections based on the below prompts and be prepared to share your insights on the last day of the workshop.

**My key insight** (learning) from today

**An action** related to today's learning that we should take in my organization

**An action** related to today's learning that I will take

What I am **still curious** about

# Evaluation Poll on Zoom

o What I liked

o What I liked less

o What should we do differently?

# Thank you!