

## Capacity Development Workshop

# Changing Mindsets for Innovation, Digital Transformation, and Improved Public Service Delivery for Sustainable Development Goals Implementation

**11-12 October 2023**

Hotel Finlandia  
Calle Finlandia 188  
Quito, Ecuador

### Agenda

Day 1 – 11 October	
<b>09:00-09:30</b>	<p><b>Welcome and Opening Remarks</b></p> <p><b>Moderador:</b> Johanna Pazmiño / MINTEL</p> <ul style="list-style-type: none"> <li>• <b>Ms. Lena Savelli</b>, UN Resident Coordinator in Ecuador</li> <li>• <b>Mr. Patricio Lloret</b>, Subsecretary of Opne Government, Presidency of the Republic of Ecuador</li> <li>• <b>Ms. Matilde Mordt</b>, Resident Representative of UNDP in Ecuador</li> <li>• <b>Ms. Adriana Alberti</b>, Chief, Program Management and Capacity Development Unit, Division for Public Institutions and Digital Government, Department of Economic and Social Affairs (PMCDU/DPIDG/UN DESA) (via video)</li> <li>• <b>Ms. Vianna Maino</b>, Minister of Telecommunications and Information Society of Ecuador (tbc)</li> </ul>
<b>09:30-09:40</b>	<b>Group picture</b>

<p><b>09:40-11:15</b></p>	<p><b>Session 1 – Setting the Scene: Principles of Effective Governance for Sustainable Development and Trends in Digital Government</b></p> <p><b>Moderator:</b> Toshoyce Loaiza / MINTEL</p> <p><b>Principles of Effective Governance for Sustainable Development and Overview of Ecuador’s E-Gov survey and the LOSI results</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Cristina Alicia Rodriguez Acosta</b>, Inter-Regional Advisor on Innovation and Digital Government, DPIDG, UN DESA</li> </ul> <p><b>Trends in digital government development in Ecuador: main findings from the UNDP digital government evaluation</b></p> <ul style="list-style-type: none"> <li>• <b>Mr. Enrique Crespo</b>, UNDP Ecuador</li> </ul> <p><b>Advances in digital transformation in Ecuador</b></p> <ul style="list-style-type: none"> <li>• <b>Mr. Juan Carlos Chiluzza</b>, Ministry of Telecommunications and Information Society, Ecuador</li> </ul> <p><b>Activity: Experience of change management</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Dorys Lara</b>, Ministry of Telecommunications and Information Society, Ecuador</li> </ul> <p><b>The SDGs and the national context</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Johanna Pazmiño</b>, Ministry of Telecommunications and Information Society, Ecuador</li> </ul> <p><b>Activity: Mapping the SDGs</b> - Cristina Rodríguez and Rita Grandinetti</p>
<p><b>11:15-11:30</b></p>	<p><b>Coffee break</b></p>
<p><b>11:30-13:00</b></p>	<p><b>Session 2 – Innovation in the Public Sector: Applying Human-centered Design and Innovation Tools for Development Solutions</b></p> <p><b>Moderator:</b> Johanna Pazmiño / MINTEL</p> <p><b>Innovation Laboratories</b></p> <ul style="list-style-type: none"> <li>• <b>Dr. Rita Grandinetti</b>, Director, PoliLab, National University of Rosario, Argentina</li> </ul> <p><b>UNDP/Ecuador Acceleration Laboratories</b></p> <ul style="list-style-type: none"> <li>• <b>Mr. Enrique Crespo and Melissa Aguilar</b>, UNDP Ecuador</li> </ul> <p>The objective of this session is to present the value of innovation and digital transformation in the public sector, emphasizing the use of agile techniques and methods in government, best practices and lessons learned.</p> <p><b>Activity: Digitization scenario</b> - Rita Grandinetti</p>

13:00-14:00	Lunch
14:00-14:45	<p><b>Session 3 – An integrated capability development approach for Digital Government Transformation</b></p> <p><b>Moderator(s):</b> Dorys Lara / MINTEL</p> <p><b>Promoting digital skills and changing mindsets: UN DESA competency framework</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Cristina A. Rodríguez-Acosta</b>, Interregional Advisor on Innovation and Digital Government, DPIDG, UN DESA</li> </ul> <p><b>Artificial Intelligence and Digital Transformation Competencies Framework for Public Servants</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Marielza Oliveira</b>, Director, Division of Digital Inclusion, Policy and Transformation, Communications and Information, UNESCO (via video)</li> <li>• <b>UNDP – artificial intelligence – Enrique Crespo</b></li> </ul> <p>The objective of this session is to present a framework of competencies necessary to promote a culture of innovation and digital transformation in the public sector.</p>
14:45-15:00	Coffee Break
15:00-16:30	<p><b>Session 4: Digital Government Capabilities Assessment – UN DESA</b></p> <p><b>Presentation the Results of the Digital Capability Self-Evaluation Assessment</b></p> <ul style="list-style-type: none"> <li>• <b>Priscila Villarreal, Gabriela Velasco, Ana Osorio</b>, Undersecretariat of Public Management, Presidency of the Republic of Ecuador</li> </ul> <p><b>Activity: Evaluation and Comments on the Results by Dimensions of the UN DESA digital assessment:</b> presentations and discussion of results by participants</p> <p><b>Facilitated by:</b>  UN DESA: Cristina Rodriguez-Acosta and Rita Grandinetti  UNDP: Ecuador Enrique Crespo and Melissa Aguilar</p> <p>The objective of the session is to present the main results of the self-assessment tool of the state of digital transformation designed by UN DESA and its evaluation and discussion with participants as a basis for a roadmap or action plan in support of digital transformation and innovation.</p>
<b>Day 2 – 12 October 2023</b>	
09:00-10:30	<p><b>Session 5: Identifying Priorities and New Approaches for Inclusive Service Delivery</b></p> <p><b>Moderator:</b> Johanna Pazmiño / MINTEL</p> <p><b>Recap of the previous day</b></p>

	<p><b>Design of a digital services solution to accelerate the digitalization of government services</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Yolanda Martínez</b>, GovStack Global Overall Lead, ITU (via video)</li> </ul> <p><b>Barriers and Facilitators for the transformation of digital government: experiences from Latin America</b></p> <ul style="list-style-type: none"> <li>• <b>Dr. Rita Grandinetti</b>, Director, PoliLab, National University of Rosario, Argentina</li> </ul> <p>This session will discuss digital transformation for inclusive service delivery to achieve the Sustainable Development Goals. It will highlight the latest developments and best practice cases.</p> <p><b>Proposed Activity:</b> Brainstorm to improve/innovate some of the challenges and/or opportunities identified in the self-assessment to propose ideas and prioritize them for the development of an Action Plan that allows us to fulfill the scenario (based on the previous exercise). - Cristina Rodriguez-Acosta and Rita Grandinetti</p>
<p><b>10:30-10:45</b></p>	<p><b>Coffee Break</b></p>
<p><b>10:45-12:15</b></p>	<p><b>Activity: Developing a Road Map and Action Planning for Innovation and Digital Government</b></p> <p><b>Moderator: UNDP Ecuador</b></p> <p>The objective of this session is to work on an Action Plan based on the areas of opportunities and/or challenges previously identified in the previous exercises. It will require participants to work in teams. What strategies/actions/actors? How would we develop them? What kind of capabilities are necessary? What areas should be prioritized?</p>
<p><b>12:15-12:30</b></p>	<p><b>Closing of the Workshop</b></p> <p><b>Moderator:</b> Cristina A. Rodriguez-Acosta, DPIDG/UNDESA</p> <ul style="list-style-type: none"> <li>• <b>UN Office Representative</b> (tbc)</li> <li>• <b>Patricio Lloret, Under Secretary, Office of the President of Ecuador</b></li> <li>• <b>Mr. Undersecretary of Electronic Government and Civil Registry</b> (tbc)</li> <li>• <b>UNDESA Representative</b></li> </ul>