



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 2

*Exploring Key Concepts and Conducting the
Digital Transformation Assessment*





Module 2.5

Introduction to Action Planning Part 1



Action Planning

- What is it?
- Why do you do it?
- What makes up a good action plan?
- How do you know you are done planning?
- What are the tools and techniques you use to create a successful action plan?



An Action Plan

- An Action Plan or Action Programme is a detailed plan with specified actions that are needed to achieve a goal.
- An Action Plan can also consist of a series of steps that must be taken to successfully complete a certain strategy.

<https://www.toolshero.com/personal-development/action-plan/>



Why do Action Planning?

*“**Without** goals, and **plans** to reach them, you are like a ship that has set sail **with no destination.**” —Fitzhugh Dodson*



Action plans answer questions

- **What** actions or changes will occur?
- **Who** will carry out these changes?
- **When** will they take place, and for how long?
- What **resources** (i.e., money, staff) are needed to carry out these changes?
- Who should we **communicate** with and **how often**?
- What does **success** look like?



Components of an Action Plan

- **Action Step**

- Each goal or objective needs a series of action steps that provide a clear detail of what needs to happen in order to achieve this goal.

- **Responsibility**

- Whose job is it to perform this task? Who is responsible for leading this action step. This person would report up to the 'owner' of the plan. Also it is important to identify who will also be needed to help support this person or team.

- **Resources**

- What resources do you need in order to complete this task? Both financial as well as non-financial resources.



Components of an Action Plan

- **Informed**
 - This is part of the communication plan for this initiative. Who needs to be kept informed and how frequently? What is the cadence of the communication?
- **Key Performance Indicators (KPIs)**
 - How will you measure your success? How will you know you are done? A KPI is a measurable value that demonstrates how effectively you have achieved your goal.



Components of an Action Plan

- **Timeframe**
 - What are the key milestones and what is the target end date?
- **Ownership**
 - This is different than ‘Responsible’ for the task. The owner of the action plan or task is the person who will be responsible and accountable for ensuring timely completion of the action. They are also the person responsible for corrective action if the project or task goes off track.



Tools and Techniques

- Strategic Framework
- Stakeholder Analysis
- Brainstorming
- Work Breakdown Structure

Action Planning Table

Action Step	By Whom	By When	Resources and Support Available Needed	Potential Barriers or Resistance	Communication Plan By Whom Target Audience	Key Performance Indicators (KPIs)
What needs to be done?	Who will be responsible for this step?	What date will the action be completed?	Resources Needed (Financial, Human Resources, Political, other?)	What individuals and organizations might resist? How?	What individuals and organizations should be informed? Who is responsible?	



What makes a good action plan?

- A good action plan is a living document that gets reviewed and updated on an ongoing basis to reflect the environment
- A good action plan has a Communication Plan that is reviewed and updated on an ongoing basis to ensure that all stakeholders are informed



Realizing Digital Government Transformation

- Digital government transformation can be realized through a four step approach that follows an iterative and agile cycle:
 1. Undertaking a context and situation analysis
 2. Articulating a shared vision of government transformation and how to leverage digital technologies to achieve society's goals
 3. Devising a strategy and a digital government implementation roadmap comprised of key pillars, and
 4. Putting in place monitoring and evaluation mechanisms



Today's Key Concepts

- 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

Workshop at a Glance

Morning Session
0900 – 1200

Day 1
Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030

Day 2
Exploring Key Concepts and Conducting the Digital Transformation Assessment

Day 3
Mapping the Institutional Environment

Day 4
Toward a Road Map and Action Plan

Day 5
Bridging the Gaps in Public Service Delivery Action Plans

Module 1.1. Welcome & Introduction to the Course

Module 2.1. Welcome and Introduction to Day 2

Module 3.1. Welcome and Introduction to Day 3

Module 4.1. Welcome and Introduction to Day 4

Module 5.1. Welcome and Introduction to Day 5

Module 1.2. Government, Public Service and the Agenda 2030

Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery

Module 3.2. Implications for the Realization of the NDP

Module 4.2. Tools and Techniques for Building Situational Awareness

Module 5.2. Plenary Discussion Prioritizing Recommended Actions

Module 1.3. Our National Development Plan

Module 2.3. Building Situational Awareness with the DTCA, Part 2

Module 3.3. Public Value Framework Part 1

Module 4.3. Do-ability vs Priority Analysis

Module 5.3. What Needs to Change? What Change Will Create the Most Value?

Lunch Break
Afternoon Session
1300 - 1700

Module 1.4. Innovation, Digital Transformation and Digital Government

Module 2.3. Building Situational Awareness with the DTCA, Part 2 Continued

Module 3.3. Public Value Framework Part 2

Module 4.4. Action Planning Part 2

Module 5.4. Case Study: Socio-Technical View of Innovation

Module 1.5. Realizing Digital Government Transformation

Module 2.4. Systems Thinking and Situational Awareness

Module 3.4. Enabling change: Innovation Labs and Design Thinking

Module 4.5 Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative

Module 5.5. Looking Ahead

Module 1.6. Building Situational Awareness through a DTCA

Module 2.5. Introduction to Components of Action Planning Part 1

Module 3.5. Case Study: UNICEF's Kosovo Innovation Lab

Module 5.6. Course Evaluation and Closing Ceremony

Module 1.7. Wrap-Up

Module 2.6. Wrap Up

Module 3.6. Wrap-Up

Module 4.6. Wrap-Up

Module 5.7. Wrap-Up



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Thank You!

