Innovation and Digital Government for Public Service Delivery

Day 3

Mapping the Institutional Environment
# Workshop at a Glance

## Innovation and Digital Government for Public Service Delivery

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<tr>
<td>Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030</td>
<td>Exploring Key Concepts and Conducting the Digital Transformation Assessment</td>
<td>Mapping the Institutional Environment</td>
<td>Toward a Road Map and Action Plan</td>
<td>Bridging the Gaps in Public Service Delivery Action Plans</td>
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### Morning Session

**0900 – 1200**

- **Module 1.1. Welcome & Introduction to the Course**
- **Module 1.2. Government, Public Service and the Agenda 2030**
- **Module 1.3. Our National Development Plan**
- **Module 1.4. Innovation, Digital Transformation and Digital Government**
- **Module 1.5. Realizing Digital Government Transformation**
- **Module 1.6. Building Situational Awareness through a DTCA**
- **Module 1.7. Wrap-Up**

### Afternoon Session

**1300 - 1700**

- **Module 2.1. Welcome and Introduction to Day 2**
- **Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery**
- **Module 2.3. Building Situational Awareness with the DTCA, Part 2**
- **Module 2.4. Systems Thinking and Situational Awareness**
- **Module 2.5. Introduction to Components of Action Planning Part 1**
- **Module 2.6. Wrap Up**

### Lunch Break

- **Module 3.1. Welcome and Introduction to Day 3**
- **Module 3.2. Implications for the Realization of the NDP**
- **Module 3.3. Public Value Framework Part 1**
- **Module 3.4. Enabling change: Innovation Labs and Design Thinking**
- **Module 3.5. Case Study: UNICEF’s Kosovo Innovation Lab**
- **Module 3.6. Wrap-Up**

### Day 2

- **Module 4.1. Welcome and Introduction to Day 4**
- **Module 4.2. Tools and Techniques for Building Situational Awareness**
- **Module 4.3. Do-ability vs Priority Analysis**
- **Module 4.4. Action Planning Part 2**
- **Module 4.5. Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative**
- **Module 4.6. Wrap-Up**

### Day 3

- **Module 5.1. Welcome and Introduction to Day 5**
- **Module 5.2. Plenary Discussion Prioritizing Recommended Actions**
- **Module 5.3. What Needs to Change? What Change Will Create the Most Value?**
- **Module 5.4. Case Study: Socio-Technical View of Innovation**
- **Module 5.5. Looking Ahead**
- **Module 5.6. Course Evaluation and Closing Ceremony**
- **Module 5.7. Wrap-Up**
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Key Concepts from Day 2

• 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