



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 3

Mapping the Institutional Environment





Module 3.5 Case Study: UNICEF's Kosovo Innovation Lab

- Group Formation
 - We will form 5 groups
 - Count off by 5's
 - Move to your small group location
- Group Assignment
 - Refer to Case Instruction Sheet 3.5.
- Group Process
 - Refer to Case Instruction Sheet 3.5.



Today's Key Concepts

- Building situational awareness and creating understanding of the interests of stakeholders is key to being able to determine if any innovation being considered has the potential to create public value
- Using a range of analytical models and tools such as systems thinking, strategic framework and others are required in any effort to generate deep understanding of problems and potential solutions.
- Such understanding is key to tests of any potential solutions and as input to performance management systems
- Wicked problems require social innovation and social innovation relies on ability to engage in design thinking and to provide innovation intermediaries such as innovation labs.
- Social innovation infrastructures can help realize the principles of PSD and to advance innovation and digital government for PSD.

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!

