



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 4

Toward a Road Map and Action Plan





Module 4.4

Action Planning

Part 2



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



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/>



Action plans answer critical 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 for Action Planning

- 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?	



4.4.1. Action Planning. Part 3

Small Group Activity

Group Formation

- Count off by 6s
- Form 6 groups
- Move to your small group location

Group Assignment

- Refer to Exercise Instruction Sheet 4.4.1

Group Process

- Refer to Exercise Instruction Sheet 4.4.1



Plenary Discussion

Action Planning Part 2



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Thank You!

