

## **Capacity Building Webinar on Digital Government and Transformation: Exploring South-South and triangular cooperation innovations**

2-5 November 2021; 10am – 12pm and 2pm-4pm, Bangkok time; via Zoom

### **Background**

Accelerating digital transformation necessitates integrated policymaking and capacity building to harness technology for inclusive and sustainable development. The information and communication technology (ICT) sector alone cannot address the manifold challenges of the digital divide. Governments, civil society, the private sector, and other stakeholders should cooperate to accelerate digital inclusion and transformation.

The Asian and Pacific Training Centre for ICT for Development, a regional institute of the Economic and Social Commission for Asia and the Pacific (ESCAP), in partnership with the United Nations Office for South-South Cooperation (UNOSSC) and Amazon Web Services Institute, is organizing a **Capacity Building Webinar on Digital Government and Transformation: Exploring South-South and triangular cooperation innovations** on 2-5 November 2021. The event is targeted to managers and mid-level professionals from central and local governments as well as government officials responsible for the development and implementation of digital initiatives.

The webinar provides an overview of how digital technologies can be used to improve the quality of governance and, in turn, contribute to the Sustainable Development Goals (SDGs). It highlights and builds on the key principles that are considered useful for digital government strategy and policy. It emphasizes the need for an overarching long-term strategy on digital government initiatives, and the common pillars that are considered to underpin such a strategy, including digital infrastructure, digitally-enabled services, and capacity building and regulatory policies.

South-South and triangular cooperation (SS & TrC) have been seen as a vital tool in helping Member States achieving SDGs, while supporting digital transformation. At the Second High-level United Nations Conference on South-South Cooperation (BAPA+40) held in March 2019, Member States took note that South-South and triangular cooperation (SS&TrC) can be implemented in different forms, such as knowledge sharing, training and capacity building, improving infrastructure and technology exchange, on mutually agreed terms in different areas of sustainable development among developing countries. Besides, they also called on the United Nations Development System “to assist developing countries, upon request, in building the human and institutional capacity needed to formulate and implement national development

policies, strategies and programmes for South-South cooperation, including sharing of good practices and experiences...”<sup>1</sup>

The COVID-19 pandemic has demonstrated uneven capacities of countries in the global South to harness digitalization for the response to pandemic. Similarly, as challenges for recovery loom, a number of countries would need to have strategies to help them build capacities for digitalisation. South-South and triangular cooperation can facilitate such sharing of experiences and adaptation of policies, plans and strategies.

## **Learning Outcomes**

At the end of the webinar, participants are expected to:

- Have greater appreciation of the growing pervasiveness of digital technologies in our public and private spheres and how the adoption of these technologies can impact governance;
- Understand the causes of failures of digital government projects; explore the use of design thinking in public service delivery; and discuss collaborative and participatory tools and methods to encourage both citizens and civil servants to participate in the design of digital government services;
- Explain components of Digital Government strategies and plans, and the associated processes; expand on the regulations and legal framework required for effective digital government transformation.
- Understand the different phases involved in implementing a digital government project life cycle; explore the emerging trends in digital government program implementation.
- Discuss and exchange ideas on how South-South and triangular cooperation can help strengthen digital government transformation.

## **Structure**

The webinar will be held on 2-5 November 2021 via MS Teams (4 days; 10am – 12noon and 2pm-4pm, Bangkok time). It will consist of a series of lectures, group discussions, and presentations. The event will be conducted in English.

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<sup>1</sup> <https://www.unsouthsouth.org/wp-content/uploads/2019/10/N1911172.pdf>

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Exploring South-South and triangular cooperation innovations**  
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<b>2 November 2021, Tuesday</b>	
<b>AM (10am – 12pm)</b>	<p><b>Opening</b></p> <ul style="list-style-type: none"> <li>▪ Mr. Kiyoung Ko, Head, APCICT/ESCAP</li> <li>▪ Mr. Denis Nkala, Regional Coordinator for Asia-Pacific, UNOSSC</li> </ul> <p><b>Session 1: Digital Technology in Everyday Life and Governance</b></p> <p>The session discusses the growing pervasiveness of digital technologies in our public and private spheres, and how the adoption of these technologies can impact governance; elaborates on the causes of failure of digital government projects; and establishes the linkages between Sustainable Development Goals agenda-related values of good governance and how digital technologies can help achieve them.</p> <p><i>Resource Person:</i> Prof. Amit Prakash, Associate Professor, Centre for IT &amp; Public Policy, IIIT Bangalore and APCICT Consultant</p>
<b>PM (2pm – 4pm)</b>	<p><b>Session 2: Design Approaches for Digital Government</b></p> <p>The session introduces socio-technical perspectives of digital government; explores the use of design thinking in public service delivery; and discusses collaborative and participatory tools and methods to encourage both citizens and civil servants to participate in the design of digital government services.</p> <p><i>Resource Person:</i> Prof. Amit Prakash, Associate Professor, Centre for IT &amp; Public Policy, IIIT Bangalore and APCICT Consultant</p> <p><b>Presentation by guest speaker (20mins)</b> Mr. Ashish Narayan, Programme Coordinator, International Telecommunication Union (ITU) Regional Office for Asia and the Pacific</p>

**3 November 2021, Wednesday**

**AM  
(10am – 12pm)**

***Presentation: Making Change Happen with the 3 Cs – confidence, capability and the cloud (20 mins)***

Many policy makers understand the concept of digital transformation and are exploring the role the cloud can play in improving delivery of services to citizens, gaining new insights, designing new policies, becoming more data driven and innovating. But often they do not feel confident in developing or effectively implementing policy frameworks to make the most of these capabilities. The objective of the session is to discuss the critical success factors that continue to work in transforming governments, their services, policy design and implementation, and their relationship with their citizens.

Ms. Jane Treadwell Government Transformation Lead, Amazon Web Services Institute Asia Pacific & Japan

**Session 3: Digital Government Strategies**

The session explain components of digital Government strategies and plans, and the associated processes; discusses the key components of a digital government strategy; and expands on the regulations and legal framework required for effective digital government transformation.

***Resource Person:***

Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant

<p style="text-align: center;"><b>PM</b> <b>(2pm – 4pm)</b></p>	<p><b>Session 4: National Experiences and Lessons Learned</b></p> <p><i>Presentation: South-South and triangular cooperation and their contribution to development cooperation</i></p> <ul style="list-style-type: none"> <li>▪ Mr. Denis Nkala, Regional Coordinator for Asia-Pacific, UNOSSC</li> </ul> <p><i>Country Presentations: National digital government strategies and programmes of selected countries in Asia and the Pacific (10-12 mins each)</i></p> <ol style="list-style-type: none"> <li>1. Pakistan <ul style="list-style-type: none"> <li>▪ Mr. Ajmal A. Awan, Member of International Coordination, Ministry of Information Technology and Telecommunication, Pakistan</li> </ul> </li> <li>2. Maldives: <ul style="list-style-type: none"> <li>▪ Mr. Mohamed Shareef, Minister of State, Ministry of Environment, Climate Change and Technology, Maldives</li> </ul> </li> <li>3. Philippines <ul style="list-style-type: none"> <li>▪ Mr. Alvin M. Navarro, Assistant Secretary, Digital Capability and Transformation, Department of ICT, Philippines</li> </ul> </li> <li>4. Republic of Korea <ul style="list-style-type: none"> <li>▪ Mr. Sungjoo Son, Director, Digital Government Cooperation Division, Ministry of the Interior and Safety</li> </ul> </li> <li>5. Pacific country (tbc)</li> </ol>
<b>4 November 2021, Thursday</b>	
<p style="text-align: center;"><b>AM</b> <b>(10am – 12pm)</b></p>	<p><b>Session 5: Implementing Digital Government Programs and Projects</b></p> <p>The session discusses sector-specific cases where digital government programs can contribute to citizen-centric services; introduces the different phases involved in implementing a digital government project life cycle; and explores the emerging trends in digital government program implementation.</p> <p><i>Resource Person:</i> Prof. Amit Prakash, Associate Professor, Centre for IT &amp; Public Policy, IIIT Bangalore and APCICT Consultant</p> <p><b><i>Presentation by guest speaker (20mins)</i></b> Mr. Forhad Zahid Shaikh, Chief Strategist, e-Governance, South-South Network for Public Service Innovation (SSN4PSI)</p>

**PM**  
**(2pm – 4pm)**

**Session 6: Emerging Technologies**

The session discusses key emerging digital government trends; explores the potential of Artificial Intelligence technologies in digital government and highlights the ethical concerns associated with artificial intelligence; and discusses the need for and importance of robust data governance and digital identity systems.

*Resource Person:*

Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant

***Presentation by guest speaker (20mins)***

Ms. Nuriye Ünlü, Commission on Science and Technology for Sustainable Development in the South (COMSATS)

5 November 2021, Friday

AM  
(10am – 12pm)

**Session 7: Open Source and Government Digital Transformation**

*Everything you need to know to reuse your first open source solution*

Governments around the world want to accelerate their digital transformation and offer their citizens universal access to better, more efficient public services. With governments in most countries providing a relatively common range of services for citizens and businesses, the sharing and reuse of open source solutions developed by one, has the potential to slash the time and cost of digital reform for many. The session will provide participants with real-world understanding of what open source is; the range of the benefits open source solutions bring to both those who reuse them and those create them; and the practical steps you need to know to reuse your first open source solution.

*Resource Person:*

Mr. Pete Herlihy, Amazon Web Services Institute

**Presentation by guest speaker (20mins)**

Dato' Ir. (Dr.) Lee Yee Cheong, Honorary Chairman, Academician, The International Science, Technology and Innovation Centre for South-South Cooperation under the auspices of UNESCO (ISTIC)

PM  
(2pm – 4pm)

**Session 8: Digital Government Reforms: The Way Forward**

The concluding session provides recommendations and actions for governments in order to fully realize the promises of digital government and transformation while at the same proactively responding to their challenges.

*Resource Person:*

Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant

**Closing**

- Mr. Denis Nkala, Regional Coordinator for Asia-Pacific, UNOSSC
- Mr. Kiyoung Ko, Head, APCICT/ESCAP