



Capacity Building Webinar on Digital Government and Transformation for North and Central Asia

4 to 7 July 2022 (Virtual)

BACKGROUND

The Asian and Pacific Training Centre for ICT for Development (APCICT/ESCAP) and ESCAP Subregional Office for North and Central Asia, with support from the Amazon Web Services Institute, are organizing the **Capacity Building Webinar on Digital Government and Transformation for North and Central Asia** on 4-7 July 2022. 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 in North and Central Asia.

The webinar provides an overview of how digital technologies can be used to improve the quality of governance and public administration. 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.

LEARNING OUTCOMES

At the end of the programme, 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; and
- Understand the different phases involved in implementing a digital government project life cycle; explore the emerging trends in digital government program implementation.

TARGET AUDIENCE

- 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 in North and Central Asia.

STRUCTURE

- The webinar will be held on 4-7 July 2022 via Zoom from 10:00am – 1:00pm, Almaty time (UTC+6). It will consist of a series of lectures, group discussions, and presentations. The event will be conducted in English with simultaneous interpretation in Russian.

CONTACTS

- Mr. Robert De Jesus, Programme Officer, APCICT/ESCAP, dejesus3@un.org
- Mr. Ho-Din Ligay, Team Assistant, APCICT/ESCAP, ho-din.ligay@un.org

PROGRAMME AGENDA

Capacity Building Webinar on Digital Government and Transformation for North and Central Asia 4-7 July 2022; 10:00am – 1:00pm, Almaty time (UTC+6); via Zoom

Time*	4 July 2022, Monday
10:00 am - 11:30 am	<p>Opening</p> <ul style="list-style-type: none">• Welcome Remarks, Mr. Kiyoung Ko, Director, APCICT/ESCAP• Remarks by Mr. Nikolay Pomoshchnikov, Director, Subregional Office for North and Central Asia, ESCAP• Group Photo <p>Session 1: Digital Technology in Everyday Life and Governance</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></p> <ul style="list-style-type: none">• Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant
11:30 am - 1:00 pm	<p>Session 2: Design Approaches for Digital Government</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></p> <ul style="list-style-type: none">• Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant <p><i>National Presentation: Digital Government and Transformation in Armenia</i></p> <ul style="list-style-type: none">• Representative from Armenia
Time*	5 July 2022, Tuesday

<p>10:00 am - 11:30 pm</p>	<p>Session 3: Digital Government Strategies</p> <p>The session explains 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.</p> <p><i>Resource Person:</i></p> <ul style="list-style-type: none"> • Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant <p><i>National Presentation: Digital Government and Transformation in the Republic of Korea</i></p> <ul style="list-style-type: none"> • Mr. Munjun Cho, Chief of Digital Government Cooperation team, Department of Global ICT cooperation, National Information Society Agency, Republic of Korea
<p>11:30 am - 1:00 pm</p>	<p>Session 4: Accelerating modern digital government by leveraging the cloud and digital mindsets and skills</p> <p>The session takes the components of digital government and discusses how the implementation of digital strategies, plans and projects can be accelerated securely and with scale by using common capabilities powered by the Cloud and digital mindsets. The speakers will explore what's needed to embed cloud capabilities in a way that government works, overcoming the blockers to reform and modernisation, and compressing time and investments to deliver better citizen and business services, insightful policies, and faster action on the SDGs.</p> <p><i>Resource Persons:</i></p> <ul style="list-style-type: none"> • Ms. Jane Treadwell, Lead, Government Transformation Asia Pacific and Japan, Government Transformation Team, Amazon Web Services
<p>Time*</p>	<p>6 July 2022, Wednesday</p>
<p>10:00 am - 11:30 am</p>	<p>Session 5: Implementing Digital Government Programs and Projects</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></p> <ul style="list-style-type: none"> • Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant <p><i>National Presentations: Digital Government and Transformation</i></p> <ul style="list-style-type: none"> • Mr. Dilshat Saitov, Head of Department for Cooperation with International Rating Organizations, e-government project management center, Uzbekistan

	<ul style="list-style-type: none"> Mr. Sarkhanbay Khuduyev, Head of e-governance department, Public Administration Academy of the Republic of Azerbaijan
11:30 am - 1:00 pm	Session 6: Group Discussion and Presentation
Time*	7 July 2022, Thursday
10:00 am - 11:30 am	<p>Session 7: Emerging Technologies</p> <p>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.</p> <p><i>Resource Person:</i></p> <ul style="list-style-type: none"> Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant Representative from Amazon Web Services Institute
11:30 am - 1:00 pm	<p>Session 8: Digital Government Reforms: The Way Forward</p> <p>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.</p> <p><i>Resource Person:</i></p> <ul style="list-style-type: none"> Prof. Amit Prakash, Associate Professor, Centre for IT & Public Policy, IIIT Bangalore and APCICT Consultant <p>Closing</p>

(* Almaty time (UTC+6))