



Bhutan Capacity Building Webinar on Digital Government and Transformation

19 to 21 July 2022 (Virtual, via Zoom)

BACKGROUND

The Asian and Pacific Training Centre for ICT for Development (APCICT/ESCAP), in partnership with the Royal Institute of Management of Bhutan (RIM), is organizing a **Capacity Building Webinar on Digital Government and Transformation for Bhutan** on 19-21 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 the country.

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 Bhutan.

STRUCTURE

- The webinar will be held on 19-21 July 2022 via Zoom from 10:00am to 1:00pm, Thimphu time (UTC+6). It will consist of a series of lectures, group discussions, and presentations.

CONTACTS

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PROGRAMME AGENDA

Bhutan Capacity Building Webinar on Digital Government and Transformation 19 to 21 July 2022; 10:00am – 1:00pm, Thimphu time (UTC+6); via Zoom

Time*	19 July 2022, Tuesday
10:00 am - 11:20 am	<p>Opening</p> <ul style="list-style-type: none"> Welcome Remarks, Mr. Kiyoung Ko, Director, APCICT/ESCAP Remarks by Ms. Sonam Pelden Thaye, Director, Royal Institute of Management, Bhutan Group Photo <p>Session 1: Digital Technology in Everyday Life and Governance 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>
11:20 am – 11:30 am	<i>Break</i>
11:30 am - 1:00 pm	<p>Session 2: Design Approaches for Digital Government 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>
Time*	20 July 2022, Wednesday
10:00 am - 11:20 am	<p>Session 3: Digital Government Strategies 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>Digital Government & Transformation Strategy in Bhutan: Presentation by Chief ICT Officer, Department of IT and Telecom, Ministry of Information and Communications</p>
11:20 am – 11:30 am	<i>Break</i>

<p>2:30 am - 4:00 pm</p>	<p>Session 4: Implementing Digital Government Programs and Projects 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>Time*</p>	<p>21 July 2022, Thursday</p>
<p>10:00 am - 11:20 am</p>	<p>Session 5: 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.</p>
<p>11:20 am – 11:30 am</p>	<p><i>Break</i></p>
<p>2:30 am - 4:00 pm</p>	<p>Session 6: 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.</p> <p>Closing</p>

(*) *Thimphu time*