

# National Training on Digital Government and Transformation

*6-8 September 2023, Yerevan*

## BACKGROUND

The Asian and Pacific Training Centre for ICT for Development (APCICT/ESCAP) was established in June 2006 as a regional institute of the Economic and Social Commission for Asia and the Pacific (ESCAP) in Incheon, Republic of Korea. The Centre's mandate is to build the human and institutional capacity of the 62 ESCAP members and associate member States to use digital technologies for sustainable development.

Since its inception, APCICT/ESCAP has been providing impactful capacity building programmes on digital development to support members States on their digital transformation and to bridge the digital divide in the region. Through its flagship programme, the Academy of ICT Essentials for Government Leaders (Academy), the Centre strengthens capacities of policymakers and civil servants on ICT policymaking and integrating digital technologies in national development strategies and programmes. Since its launch in 2008, the Academy has seen a wide uptake and institutionalization across the region and has been rolled-out in 40 countries.

The Academy's rapid uptake and success are attributed to the unwavering support and dedication of APCICT's vast network of partners throughout the region. To strengthen the on-going collaboration, APCICT/ESCAP, in partnership with the Public Administration Academy of the Republic of Armenia (PAARA), is organizing a **National Training Programme on Digital Government and Transformation for Armenia** on 6-8 September 2023. The event is targeted at 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.

In recent years, Armenia has made significant efforts to advance its digital infrastructure and promote the development of digital solutions and services. Digital transformation and inclusive digital development are key priorities for Armenia as it seeks to leverage the power of digital technologies to drive economic growth and build a more inclusive and sustainable society. By prioritizing inclusive digital development, the government can create accessible and citizen-centric services, ensuring that all members of society can access essential government services and participate in the digital economy.

The training will provide an overview of how digital technologies can be used to improve the quality of governance and public administration. It will highlight and build on the key principles considered useful for digital government strategy and policy. At the same time, the training will emphasize the importance of inclusive digital development in policymaking. As social media can be used to drive digital transformation initiatives in various ways, the training will discuss the role of social media in the digital transformation of the public sector.

## OBJECTIVES

By the end of the training, participants will:

- 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.
- Understand the concept of inclusive digital development and its importance in policymaking.

- Understand the role of social media in governance and its implication for national policy and program formulation.

## RESOURCE PERSON

- Mr. Seán Ó Siochrú, Co-founder, Director of NEXUS Europe

## 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 Armenia.

## CONTACT

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## PROGRAMME AGENDA

### National Training on Digital Government and Transformation

Time*	Day-1
9:00-9:30	<b>Registration</b>
9:30 - 10:00	<b>Opening</b> <ul style="list-style-type: none"> <li>Welcome Remarks, representative PAARA</li> <li>Remarks by Mr. Kiyoungh Ko, Director, APCICT/ESCAP</li> <li>Group Photo</li> </ul>
10:00-10:20	<i>Coffee Break</i>
10:20-12:00	<b>Session 1: Digital Technology in Everyday Life and Governance</b> 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.
12:00 – 1:30	<i>Lunch Break</i>
1:30 - 3:00	<b>Session 2: Design Approaches for Digital Government</b> 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.
3:00-3:20	<i>Coffee Break</i>
3:20-5:00	<b>Session 3: Digital Government Strategies</b> 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.
	<b>Digital Government &amp; Transformation Strategy in Armenia: Presentation by a representative of XXX, Armenia</b>
Time*	Day -2
9:00 - 10:30	<b>Session 4: Implementing Digital Government Programs and Projects</b> 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.
10:30 – 10:50	<i>Coffee Break</i>

<b>10:50 - 12:00</b>	<b>Session 5: Emerging Technologies</b> 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.
<b>12:00 – 1:30</b>	<i>Lunch Break</i>
<b>1:30 - 3:00</b>	<b>Session 6: Inclusive Digital Development (Part I)</b> This session introduces the concept of inclusive digital development, digital society, digital economy, digital politics and six dimensions of digital government. The session will explore the benefits and challenges associated with digital society, digital economy and digital policies. It will discuss the considerations facing government officials to help identify the policies and programs needed to design, develop, and implement an inclusive digital development strategy.
<b>3:00-3:20</b>	<i>Coffee Break</i>
<b>3:20-5:00</b>	<b>Session 7: Inclusive Digital Development (Part II)</b> Continue from part I
<b>Time*</b>	<b>Day-3</b>
<b>9:00 - 10:30</b>	<b>Session 8: Social Media and Society</b> This session explains the definition and dynamic nature of social media and the different types of social media. The relationship between social media and society will be covered.
<b>10:30 – 10:50</b>	<i>Coffee Break</i>
<b>10:50 - 12:00</b>	<b>Session 9: Social Media and Governance</b> This session discusses the potential and threat social media poses in creating a public sphere – a discursive space where citizens can interchange their opinions to create a common judgment. The session will cover the best practices in the use of social media in government. Pointers on crafting a social media policy and developing a social media guide for civil servants will be discussed.
<b>12:00 – 1:30</b>	<i>Lunch Break</i>
<b>1:30 - 3:00</b>	<b>Session 10: Digital Government and Transformation: The Way Forward</b> 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.
<b>3:00-3:20</b>	<i>Coffee Break</i>
<b>3:20-4:00</b>	<b>Session 11: Conclusion and Evaluation</b>