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# **A black background with blue text  Description automatically generatedTraining on Digital Government and Transformation in Viet Nam**

*28 – 29 May 2024, Hanoi*

# **BACKGROUND**

The “Academy of ICT Essentials for Government Leaders Programme” (Academy) is the flagship programme of the Asian and Pacific Training Centre for ICT for Development (APCICT/ESCAP) to equip government officials and policymakers with the essential knowledge and skills to leverage digital technologies for national and regional socio-economic development. Launched in 2008, the Academy’s comprehensive curriculum was developed in partnership with ICT experts as well as stakeholders from government, civil society and academia from countries in the region.

The Asian and Pacific Training Centre for ICT for Development (APCICT/ESCAP), in partnership with the Information and Communication Public Management Institute under the Ministry of Information and Communications of Viet Nam, is organizing a Training on Digital Government and Transformation in Viet Nam, scheduled for 28-29 May 2024. The training 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 PARTICIPANTS**

This training is targeted to officials from the Information and Communication Public Management Institute (ICI) responsible for the development and implementation of digital initiatives in Viet Nam.

# **RESOURCE PERSON**

# Prof. Amit Prakash, Professor, International Institute of Information Technology Bangalore (IIITB).

# **CONTACTS**

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# **PROVISIONAL PROGRAMME**

**Digital Government and Transformation**

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| Time | 28 May 2024 |
| 08:30 – 09:00 | *Registration* |
| 9:00 - 09:30 | **Opening Session*** Welcoming remarks by Mr. Kiyoung Ko, Director APCICT/ESCAP
* Welcoming remarks by ICI

**Group Photo** |
| 09:30 - 10:30 | **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.  |
| 10:30 - 10:40 | *Coffee Break* |
| 10:40 – 11:45 | **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.  |
| 11:45 - 13:00 | *Lunch* |
| 13:00 - 15:00 | **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. |
| 15:00 - 15:10 | *Break* |
| 15:10 - 16:30 | **Session 3 (continued); Group activity** |

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| Time | 29 May 2024 |
| 9:00 - 10:30 | **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. |
| 10:30 - 10:40 | *Coffee Break* |
| 10:40 - 11:30 | **Session 4 (continued)** |
| 11:30 - 13:00 | *Lunch* |
| 13:00 - 14:30 | **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. |
| 14:30 - 14:40 | *Coffee Break* |
| 14:40 - 16:30 | **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. |
| 16:30 - 17:00 | **Short test/group presentations****Closing** |