

Session Guidance Note

Session 5

Enhancing Digital Government Capacity in SIDS, LDCs, and LLDCs

Day 2

14:00-15:15 5 June 2019

1. Background & Objective

The global spread of the internet and the application of ICTs in government, as well as greater investments in telecommunication infrastructure coupled with capacity-building in human capital, can provide opportunities to promote integration and transform public administration into an instrument of collaborative governance which directly supports sustainable development outcomes¹. Maximizing the potential of ICTs also demands appropriate infrastructure for interoperability and digital transactions across the public sector, dependent on common standards, data sharing, highly skilled staff, as well as sound organizational capacity².

Public institutions may not fit for SDGs or technology purpose to deliver the dynamic, diverse targets. Some institutions may not be staffed sufficiently, and some civil servants lack the technological know-how, capacity, competency or political acumen to deliver the complex and integrated targets through digital government means due to lack of funding or brain-drain.

Governments need to strengthen the digital literacy, policy analytics and other related skills for effective policymaking and successful implementation of digital strategies. Civil servants also need to have innovative mind-sets and complex thinking skills in exploring and adapting new technologies to deliver online public services. They should be ready to initiate or embrace innovation and technologies to accelerate implementation of SDGs and targets. They also need to have data literacy and data analytics skills, as their work has to be data-informed and evidence-based. Public institutions may need to undergo a systematic transformative change, to be rebuilt, reformed or re-aligned to deploying technologies for implementation of SDGs and national strategies.

This Session will introduce the lessons learned and best practices of five international organizations which have conducted digital government capacity development programmes focus on SIDS, LDCs, and LLDCs. Following the presentations by each organization, there will be time for discussion between the organizations and participants to improve digital capacity of civil servants. This Session

¹ UN DESA “E-Government Survey” (2018), https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2018-Survey/E-Government%20Survey%202018_FINAL%20for%20web.pdf

² Ibid

also aims to provide an opportunity for the agencies to listen to the demands of the countries for effective capacity building in the fields of digital-government. Participating countries will be invited to share their views and suggestions for more effective capacity building programmes and expectations on capacity supports that address countries’ specific needs.

2. Main Questions to be Addressed during the Session

- How to improve the digital capacity and data analytical skills of civil servants in LDCs, SIDS and LLDCs?
- How to build digital literacy of the public for better use of digital services?
- How international organizations can collaborate for digital government capacity development, knowledge sharing and technology transfer among the LDCs, SIDS and LLDCs?
- What capacities are needed at the systemic, organizational and individual levels to build capacities for digital government that is inclusive and effective?