United Nations | Department of Economic and Social Affairs

# Expert Group Meeting on

## "The Future of Digital Government for Sustainable Development in Least Developed Countries (LDCs), Small Island Developing States (SIDS) and Landlocked Developing Countries (LLDCs)"

***Part of Preparatory Process for the United Nations E-Government Survey 2020***

United Nations Department of Economic and Social Affairs (UN DESA)
Division for Public Institutions and Digital Government (DPIDG)

4-5 June 2019
Incheon, Republic of Korea

# AGENDA

## Day 1 – Tuesday, 4 June 2019

**9:00-9:30 Registration**

**9:30-10:00 Opening Session: Welcome and Setting the Scene**

- **Welcome Remarks**
  **Mr. Chae Gun Chung**, Head of United Nations Project Office on Governance (UNPOG), DPIDG/UN DESA

- **Setting the Scene (Introduction of the Programme)**
  **Mr. Keping Yao**, Senior Governance and Public Administration Expert, UNPOG, DPIDG/UN DESA

- **Keynote Presentation on the Findings of the UN E-Government 2018 with a Focus on LDCs, SIDS and LLDCs**
  **Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/UN DESA

**10:00-10:55 Session 1: Trends and Needs in Digital Government for Sustainable Development in LDCs, SIDS and LLDCs**

**Moderator: Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/UN DESA

**Presenters: Mr. Keping Yao**, Senior Governance and Public Administration Expert, UNPOG, DPIDG/UN DESA - *Outcome of Capacity Needs Assessment*

*Challenges of Digital Government Development in LDCs, SIDS and LLDCs*

**Mr. Bikram Shrestha**, President, Nepal Internet Foundation
*Bridging Digital Divide for Social Inclusion and Growth for All*

**Ms. Zhanat Zhakhmetov**a, Zerde National ICT Holding, Kazakhstan - *Digital Transformation for Advancing Sustainable Development*

**Discussion**

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| **10:55-11:15** | **Break** |

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| **11:15-13:00** | **Session 1: Trends and Needs in Digital Government for Sustainable Development in LDCs, SIDS and LLDCs (continued)** |

**Moderator:** **Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/UN DESA

**Presenters:** **Ms. Anju Mangal**, Business Analyst and ECM Adviser, Digital Transformation Team, Pacific Community (SPC)
*Digital Government to Address the Vulnerabilities of SIDS for Achieving the 2030 Agenda*

**Mr. Omar Mansoor Ansari**, President, TechNation, Afghanistan - *Digital Gov for Improving Lives: Leveraging New Technologies for Technological Innovation*

**Mr. Sonam Dorji**, General Manager Access Network Department, Tashi InfoComm Limited, Bhutan - *ICT Architecture to Improve Digital Connectivity for inclusive Service Delivery*

**Mr. David Butcher**, Principal Consultant, David Butcher and Associates Ltd. - *Digital Government = Connectivity Platform + Imagination*

**Ms. Wai Yie Leong**, Board of Directors, International Network of Women Engineers and Scientists (INWES) and Professor, Mahsa University – *ASEAN ICT Master Plan 2020*

**Mr. Seok-Jin Eom**, Professor, Graduate School of Public Administration, Seoul National University – *The Pioneering Journey to Achieve Excellence of Digital Government in the Republic of Korea – Challenges and Success Factors for Sharing with LDCs, SIDS, and LLDCs*

**Discussion**

**Guiding Questions:**

- What are some recent trends of digital government development in LDCs, SIDS and LLDCs in implementation of the SDGs?

- What are the unique challenges in digital government development confronted by LDCs, SIDS, and LLDCs? What are the common challenges and what are the group specific challenges? What are the underlying factors of those challenges?

- What are some recent efforts and (integrated) policy initiatives of LDCs, SIDS and LLDCs to overcome those challenges?

**13:00-14:30 Lunch Break**

**14:30-15:50 Session 2: Digital Inclusion and E-Participation in LDCs, SIDS and LLDCs**

**Moderator:** **Mr. Keping Yao**, Governance and Public Administration Expert, UNPOG, DPIDG/UN DESA

**Presenters:** **Mr. Ioane Nacanieli Koroivuki**, Regional Director, International Telecommunication Union - *Leveraging ICTs for an Inclusive Digital Society*

**Mr. Ashok Kumar Seetharaman**, Centre Director, eGovernment Leadership Centre, Singapore National University - *Digital Inclusion & E-Participation: vital tenet for Digital Government*

**Mr. Almaz Bakenov**, Director, National Information Technology Center, Kyrgyzstan - *Digital Transformation in the Kyrgyz Republic*

**Mr. Odbayar Erdenetsogt**, Executive Director, International Think Tank for LLDC, Mongolia - *ICT Development in LLDCs and How to Leapfrog: The Azerbaijan ICT Development Model*

**Discussion**

**15:50-16:10 Break**

**16:10-17:30 Session 2: Digital Inclusion and E-Participation in LDCs, SIDS and LLDCs (Continued)**

**Moderator:** **Mr. Keping Yao**, Senior Governance and Public Administration Expert, UNPOG, DPIDG/UN DESA

**Presenters:** **Mr. Andrew Arkdon Molivurae**, Senior Internet Governance Officer Telecommunications Radiocommunications & Broadcasting Regulator, Vanuatu - *Digital Inclusion and E-Participation from TRBR Perspective*

**Discussion**

**Guiding Questions:**

- What are the emerging trends of digital inclusion and e-participation in LDCs, SIDS and LLDCs in delivering the 2030 Agenda?

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- How can digital inclusion better promote inclusive public service delivery and participatory decision-making, particularly in leaving no one behind? What do we already know and what are some new findings?
- How does digital inclusion and e-participation further strengthen the accountability and transparency in LDCs, SIDS and LLDCs? What do we already know and what are some new findings?
- What are some innovative approaches and policy initiatives of LDCs, SIDS and LLDCs to promote digital inclusion and e-participation for sustainable development?
- What are the dimensions and steps that countries need to take to bridge the digital divide? What approaches exist already and can be built to help build the capacities to bridge the digital divide?

## Day 2 – Wednesday, 5 June 2019

**09:00-10:30 Session 3: Leveraging Frontier Technologies in LDCs, SIDS and LLDCs for SDG Implementation: Strategies, Experiences and Challenges**

**Moderator:** **Mr. Heon-Jun Kim**, Senior Programme Management Expert, UNPOG, DPIDG/UN DESA

**Presenters:** **Ms. Adriana Alberti**, Chief of Programme Management and Capacity Development Unit, DPIDG/UN DESA (Remote Presentation) - *Leveraging Frontier Technologies for Promoting Inclusive Public Service Delivery and Participatory Decision-Making*

**Ms. Atsuko Okuda**, Chief of ICT and Development Section, Information and Communications Technology and Disaster Risk Reduction Division (IDD), UN ESCAP - *Leveraging frontier technologies through broadband connectivity in Asia and the Pacific*

**Mr. Klée Aiken**, Senior Advisor, Strategic Engagement & Capacity Building, Asia-Pacific Network Information Centre (APNIC) - *Enabling Transformative Tech*

**Mr. Haggai Haji Arumae**, Director, Telecommunications Commission, Solomon Islands - *Digital Transformation - A Potential to Impact Solomon Islands*

**Mr. Jingtian Wang**, Vice President, Tencent Cloud - *Government Service Practice Over Mobile-Internet*

**Mr. Danil Kerimi**, Deputy Head, Center for the 4th Industrial Revolution, World Economic Forum Beijing (Remote Presentation) - *Leadership 4.0: Public Administration in the Age of the Fourth Industrial Revolution*

**Discussion**

**Guiding Questions:**

- What are the emerging trends of digital inclusion and e-participation in LDCs, SIDS and LLDCs in delivering the 2030 Agenda?
- How can digital inclusion better promote inclusive public service delivery and participatory decision-making, particularly in leaving no one behind? What do we already know and what are some new findings?
- How does digital inclusion and e-participation further strengthen the accountability and transparency in LDCs, SIDS and LLDCs? What do we already know and what are some new findings?
- What are some innovative approaches and policy initiatives of LDCs, SIDS and LLDCs to promote digital inclusion and e-participation for sustainable development?
- How governments can make efforts to close the digital divide? What are the dimensions and steps that countries need to take? What approaches exist already and can be built to help build the capacities to bridge the digital divide?

**10:30-10:50 Break**

**10:50-13:00 Session 4: Strengthening Data Governance for Better Data-Driven Policy Making**

**Moderator: Mr. Chae Gun Chung**, Head of UNPOG, DPIDG/UN DESA

**Presenters:** **Mr. Keping Yao**, Senior Governance and Public Administration Expert & **Ms. Mi Kyoung Park**, Governance and Public Administration Officer, UNPOG, DPIDG/UN DESA – *Instituting Data Governance for Advancing Digital Government*

**Mr. Xiongshan Cai**, Deputy Director & Chief Researcher of Law Research Center, Tencent Research Institute - *Data Governance: Challenges and Reflections in Using Data for Better Decisions*

**Mr. Jeongwon Yoon**, Country Director, Amazon Web Service Korea - *Data – the Seed of Cloud Platform*

**Discussion**

**Guiding Questions:**

- What are the general trends and challenges of using disaggregated data and open government data in policymaking in LDCs, SIDS and LLDCs?
- What are the experimental approaches to using big data in public service delivery in LDCs, SIDS and LLDCs?
- How can data privacy and data protection be enhanced while using the data from public and private sources? How can data governance be strengthened to build digital trust?

**13:00-14:00 Lunch Break**

**14:00-15:15 Session 5: Enhancing Digital Government Capacity in LDCs, SIDS and LLDCs**

**Moderator: Ms. Mi Kyoung Park**, Governance and Public Administration Officer, UNPOG, DPIDG/UN DESA

**Presenters: Mr. Jonas Rabinovitch,** Senior Advisor on Innovation and Public Service Delivery, DPIDG/UN DESA **(**Remote Presentation) – *Toolkit on Innovation and Public Service Delivery for the Sustainable Development Goals*

**Mr. Wai Min Kwok,** Senior Governance and Public Administration Officer**,** Digital Government Branch (DGB), DPIDG/UN DESA (Remote Presentation) - *Introducing DIGIT4SD – Digital Government Implementation Toolkit for Sustainable Development*

**Ms. Atsuko Okuda**, Chief of ICT and Development Section, Information and Communications Technology and Disaster Risk Reduction Division (IDD), UN ESCAP - *Developing regional broadband connectivity for digital government initiatives in Asia and the Pacific*

**Mr. Kiyoung Ko**, Director, UN APCICT/ESCAP - *Bridging Digital Divide through Human and Institutional ICT Capacity Building Activities in APAC*

**Ms. Alexandra Sidorova**, Senior Programme Officer, World Smart Sustainable Cities Organization (WeGO) - *WeGO's Initiatives in Fostering Digital Capacity Building and Knowledge Sharing for Smart Sustainable Cities for All*

**Mr. Sibesh Bhattacharya**, Senior Infrastructure Specialist (ICT), ADB - *E-Government: A Top-Down Approach*

**Discussion**

**Guiding Questions:**

- 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?

**15:15-16:30 Session 6: Improving the Relevance of the UN E-Government Survey – Methodology Review from the Perspective of LDCs, SIDS and LLDCs**

**Moderator: Mr. Keping Yao**, Governance and Public Administration Expert, UNPOG, DPIDG/UN DESA

**Presenters: Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/UN DESA - *Methodological Approach to E-Government Assessment*

**Mr. Jungwoo Lee**, Director of Center for Work Science and Professor of Smart Technology Management at Graduate School of Information, Yonsei University - *Time to Reflect on the Conceptual Framework for Assessing E-Government*

**Discussion**

**Guiding Questions:**

- How could the methodological approach to ensuring the e-government ranking be improved for increased relevance in benchmark of global digital government?
- How could the assessment of local online service delivery and Member States Questionnaires (as part of overall e-government assessment) be improved?
- How do we consider the special conditions of digital government in LDCs, SIDS and LLDCs in evaluating and assessing digital government in these countries?

**16:30 - 16:45 Break**

**16:45 - 17:45 Session 7: The Way Forward - Key Messages and Policy Considerations**

Discussion on the way forward

**17:45 - 18:00 Closing Session**

**Closing Remarks**

**Mr. Chae Gun Chung**, Head of UNPOG, DPIDG/UN DESA

**Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/UN DESA