

UN Department of Economic and Social Affairs – Seoul National University

## Governance Capacity Development Session Series

### *Strengthening Public Governance &*

### *Accelerating Innovation to Achieve Agenda 2030*

## Session 3

## Accelerating Digital Transformation for SDG Implementation and Sustainable and Resilient Recovery from COVID-19

### Session Guidance Note

**Friday, 16 April 2021**

**15:00 - 16:30 PM Seoul GMT+9**

### I. Background and Context

Innovation in public service delivery and effective engagement of all stakeholders are key to SDG implementation. This Session will introduce the regional and global digital government development based on the UN E-Government Survey, the major barriers to digital government development including digital divide and digital exclusion and share knowledge about effective strategies for advancing digital government and accelerating digital transformation for a sustainable and resilient recovery from COVID-19.

The COVID-19 crisis provided an unprecedented opportunity for government to accelerate digital transformation and digital economy development, as all governments are confronted with the significant challenges of revitalizing the economy, mitigating hardships of people, especially of vulnerable groups, and reducing social tensions. Digital government technologies, through information sharing and online services provision, have kept governments and people connected. Digital technologies have also enabled governments to make rapid policy decisions based on real-time data and analytics, to enhance the capacities of local authorities for better coordination, and to deploy evidence-based services to those who need them most.

The Session will also share lessons learned and exchanging good practices in fostering private partnership with ICT business sector and individuals as well as international partnership with tech giants and among governments for open innovations and solutions to facilitate digital transformation on national, regional and global levels.

### II. Structure & Agenda

Time (Seoul, GMT+9)	Session
15:00-15:05 (5 mins)	<b>Session Introduction by Moderator</b> <ul style="list-style-type: none"> <li><b>Mr. Keping Yao</b>, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA</li> </ul>

<b>15:05-15:45</b> <b>(40 mins)</b>	<b>Presentation: Accelerating Digital Transformation for SDG Implementation and Sustainable and Resilient Recovery from COVID-19</b> <ul style="list-style-type: none"> <li>• <b>Mr. Keping Yao</b>, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA</li> <li>• <b>Ms. Mi Kyoung Park</b>, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA</li> </ul>
<b>15:45-16:00</b> <b>(15 mins)</b>	<b>Country Case Presentation</b> <ul style="list-style-type: none"> <li>• <b>Ms. Karen Kee</b>, Deputy Director, International &amp; Community Development, Technology Management Office, GovTech, Singapore</li> </ul>
<b>16:00-16:25</b> <b>(25 mins)</b>	<b>Q&amp;A</b>
<b>16:25-16:30</b> <b>(5 mins)</b>	<b>Summary &amp; Wrap-up</b>

### III. Guiding Questions

#### **Presentation: Accelerating Digital Transformation for SDG Implementation and Sustainable and Resilient Recovery from COVID-19 by Mr. Keping Yao and Ms. Mi Kyoung Park, UNPOG/DPIDG/UN DESA**

- What is digital transformation and its process? How can digital transformation better support achieving the Sustainable Development Goals (SDGs)?
- How has the COVID-19 pandemic accelerated the pace of digital transformation and what are the necessary changes to be made in digital transformation strategies for sustainable, resilient and inclusive COVID-19 recovery and post-COVID-19 era?
- What are the main approaches and strategies to accelerate digital transformation? What are innovative cases and experiences in promoting digital transformation?
- What are the major policy concerns to be taken into consideration for promoting digital transformation, e.g., addressing the digital divide; coordination between national and local governments; instituting data governance for data security and protecting privacy; engagement of citizens and building digital trust, etc.?
- What are the necessary mindsets, competencies and skills of government as well as the society to advance digital transformation in an effective, sustainable and inclusive manner?

#### **Country Presentation**

- What are the major digital transformation initiatives (main strategies, approaches, and innovative cases) of your country? How can these digital transformation initiatives can effectively contribute to SDG implementation in your country?
- What were the changes, if any, made to the digital transformation initiatives in the context of the COVID-19 pandemic? How can digital transformation contribute to COVID-19 response and resilient recovery?
- What are the major challenges experienced in the process of developing and implementing the digital transformation initiatives? What are the major lessons learned to be shared with others, including institutional, technical and financial enablers for accelerating digital transformation at national and local level?

#### IV. Background Readings & Reference Materials

- UN DESA (2020). UN E-Government Survey 2020. [https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/2020%20UN%20E-Government%20Survey%20\(Full%20Report\).pdf](https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/2020%20UN%20E-Government%20Survey%20(Full%20Report).pdf)
- UN DESA (2020). Compendium of Digital Government Initiatives in response to the COVID-19 Pandemic. <https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/UNDESA Compendium of Digital Government Initiatives in Response to the COVID-19 Pandemic.pdf>
- OECD (2020). Digital Transformation in the Age of COVID-19: Building Resilience and Bridging Divides. <http://www.oecd.org/digital/digital-economy-outlook-covid.pdf>
- OECD OPSI (2020). Anticipatory Innovation Governance: What It Is, How It Works, and Why We Need it More than Ever Before <https://oecd-opsi.org/wp-content/uploads/2020/11/AnticipatoryInnovationGovernance-Note-Nov2020.pdf>
- ITU (2020). Digital Skills Insights 2020 <https://www.itu.int/en/myitu/Publications/2020/03/03/15/19/Digital-Skills-Insights>
- ADB (2020). Navigating COVID-19 in Asia and the Pacific. Ch.6. Accelerating Digital Transformation <https://www.adb.org/publications/navigating-covid-19-asia-and-pacific>
- Post-COVID-19: A Change to Leapfrog Africa's Development Through Digitalization. <https://www.un.org/africarenewal/magazine/march-2021/post-covid-19-chance-leapfrog-africas-development-through-digitalization>
- Nesta (2019). 20 Tools for Innovating in Government <https://www.nesta.org.uk/report/20-tools-innovating-government/>
- Webinar Video: Capacity Development Webinar Series on “Accelerating Digital Transformation for Sustainable and Resilient Recovery from COVID-19” (co-organized by UN DESA, Ministry of the Interior and Safety and NIA of the Republic of Korea on 13 October 2020): [http://unpog.org/page/sub3\\_1\\_view.asp?sn=389&page=2&search=&SearchString=&BoardID=0002](http://unpog.org/page/sub3_1_view.asp?sn=389&page=2&search=&SearchString=&BoardID=0002)

#### V. Online Participation via Zoom

You can join the Governance Capacity Development Session Series via ZOOM with the below link. [https://snu-ac-kr.zoom.us/webinar/register/WN\\_AELAJxbUQJGz9hW1GsYvCA](https://snu-ac-kr.zoom.us/webinar/register/WN_AELAJxbUQJGz9hW1GsYvCA)

#### VI. Contact

For any substantive inquiries on the Session, please contact:

- **Ms. Mi Kyoung Park**, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA: [mikyoung.park@un.org](mailto:mikyoung.park@un.org)

If you may have difficulties to register through the weblink or any other queries, please contact us at:

- UNPOG: Ms. Jihyun (Jenny) Jeoung, [jihyun.joung@un.org](mailto:jihyun.joung@un.org)
- SNU GRC: Ms. Rosie Hyein Lee, [hyein.lee@snu.ac.kr](mailto:hyein.lee@snu.ac.kr)