

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 7**

## **Innovating Public Governance and Leveraging Digital Technologies for Inclusion of Vulnerable Groups**

### **Session Guidance Note**

**Friday, 21 May 2021**

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

#### **I. Background and Context**

Ensuring no one is left behind is the overarching principle of the 2030 Agenda for Sustainable Development. Most of the SDGs are linked to the delivery of inclusive and equitable public services, which are especially critical for vulnerable groups. The COVID-19 pandemic has further marginalized vulnerable groups and exacerbated their vulnerabilities. This calls for innovation for engaging vulnerable groups, requiring new ideas and concepts, processes and mechanisms in policy design and service delivery to effectively address complex and special needs of vulnerable groups and promote their empowerment.

This Session will introduce innovative approaches, strategies, and practices to promote inclusive and participatory governance for engaging vulnerable groups in policy designing, implementation and the monitoring and reviewing process. The Session will also examine how leveraging digital technologies can foster the inclusion and empowerment of vulnerable groups, particularly by enabling inclusive public service delivery and enhancing social and economic participation of vulnerable groups. Moreover, this Session will address the important issue of the digital divide, which often causes further marginalization of vulnerable groups who do not have access to the Internet and digital technologies or lack capacities to harness them, and how to promote digital inclusion.

## II. Structure & Agenda

Time (Seoul, GMT+9)	Session
<b>15:00-15:01</b> (1 min)	<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>15:01-15:03</b> (2 mins)	<b>Setting the Scene</b> <ul style="list-style-type: none"> <li><b>Mr. Bokyun Shim</b>, Head of UNPOG, DPIDG/UN DESA</li> </ul>
<b>15:03-15:23</b> (20 mins)	<b>Presentation 1: Government Innovation for Inclusive Public Service Delivery and Participation of Vulnerable Groups in Policy Processes</b> <ul style="list-style-type: none"> <li><b>Ms. Mi Kyoung Park</b>, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA</li> </ul>
<b>15:23-15:43</b> (20 mins)	<b>Presentation 2: Bridging the Digital Divide and Promoting Digital Inclusion for All</b> <ul style="list-style-type: none"> <li><b>Ms. Atsuko Okuda</b>, Regional Director, ITU Regional Office for Asia and the Pacific</li> </ul>
<b>15:43-16:03</b> (20 mins)	<b>Country Case Presentation: Harnessing Digital Solutions for Empowerment of Vulnerable Groups and Economic and Social Well-being for All</b> <ul style="list-style-type: none"> <li><b>Mr. Mohd Redzuan Affandi bin Abdul Rahim</b>, Director, Sharing Economy Development Department, Digital Skills and Jobs Division, Malaysia Digital Economy Corporation (MDEC)</li> </ul>
<b>16:03-16:28</b> (25 mins)	<b>Q&amp;A</b>
<b>16:28-16:30</b> (2 mins)	<b>Summary &amp; Wrap-up</b>

## III. Guiding Questions

### **Presentation: Government Innovation for Inclusive Public Service Delivery and Participation of Vulnerable Groups in Policy Processes by Mi Kyoung Park, Governance and Public Administration Officer, UNPOG/DPIDG/UN DESA**

- What are the approaches and strategies for innovating public governance for delivering inclusive public service to all people, including vulnerable groups, by effectively addressing their special vulnerabilities and demands?
- What are the innovative approaches for government to foster inclusion and participation of vulnerable groups in policy-designing, development, implementation, and monitoring and review processes?
- What are the important roles of frontier technologies and digital government in enabling the inclusive service delivery and participation of vulnerable groups in policy processes?
- What are the necessary changes in mindsets and skills and capacities required from public servants as well as the whole society for promoting government innovation for inclusion of vulnerable groups?

**Presentation: Bridging the Digital Divide and Promoting Digital Inclusion for All by Ms. Atsuko Okuda, Regional Director, ITU Regional Office for Asia and the Pacific**

- Why does the digital divide pose a significant challenge to vulnerable groups, especially during the current COVID-19 situation and in the post-COVID-19 era?
- What are the main contributing factors of the digital divide and major challenges in addressing the gaps in connectivity, affordability, and digital literacy and skills of vulnerable groups, especially in the Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), and Small Island Developing States (SIDS)?
- What are the effective approaches and strategies for government to promote digital inclusion for all?
- What are the important roles of other stakeholders, including the private sector, IT industry, academia, and civil society organizations, for promoting digital inclusion and inclusive harnessing of digital technologies in fostering inclusive post-COVID-19 era?

**Country Case Presentation: Harnessing Digital Solutions for Empowerment of Vulnerable Groups and Economic and Social Well-being for All by Mr. Mohd Redzuan Affandi bin Abdul Rahim, Director of Sharing Economy Development, Malaysia Digital Economy Corporation (MDEC)**

- What are the strategies and approaches of Malaysia in leveraging digital solutions for empowerment and socio-economic participation of vulnerable groups?
- What are the major initiatives and efforts to ensure accessibility and usability of digital technologies and digital services by all, particularly by addressing the special vulnerabilities and demands of different vulnerable populations?
- What are the main challenges experienced in the process of implementing the initiatives and what are the lessons learned that can be shared with other countries?

#### **IV. Background Readings & Reference Materials**

- UN DESA (2021). UN DESA Policy Brief #92: Leveraging digital technologies for social inclusion. <https://www.un.org/development/desa/dpad/publication/un-desa-policy-brief-92-leveraging-digital-technologies-for-social-inclusion/>
- 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). DESA Working Paper No. 163 E-participation: a quick overview of recent qualitative trends <https://www.un.org/development/desa/publications/working-paper/wp163>
- ITU (2020). Small Island Developing States (SIDS) and ICT: Mid-term review of the Samoa Pathway. <https://www.itu.int/en/myitu/Publications/2020/05/08/15/54/Mid-term-review-of-the-Samoa-Pathway>
- ITU (2020) Measuring Digital Development 2020. <https://www.itu.int/en/ITU-D/Statistics/Pages/facts/default.aspx>
- ITU (2018) ICTs, LDCs and the SDGs: Achieving Universal and Affordable Internet in the Least Developed Countries. [https://www.itu.int/dms\\_pub/itu-d/opb/lcd/D-LDC-ICTLDC-2018-PDF-E.pdf](https://www.itu.int/dms_pub/itu-d/opb/lcd/D-LDC-ICTLDC-2018-PDF-E.pdf)
- ITU (2018) Digital Skills Toolkit. <https://www.itu.int/en/myitu/Publications/2020/02/27/16/42/DIGITAL-SKILLS-TOOLKIT>
- 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>
- UN DESA Curriculum on Governance for the SDGs - Training Toolkit on “Government Innovation for Social Inclusion of Vulnerable Groups”. Available via: <https://unpan.un.org/node/585>

## 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: [yaok@un.org](mailto:yaok@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)