



Capacities for Digital Government Transformation

Overview Introduction of the Toolkit

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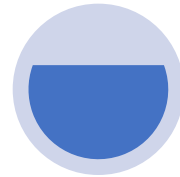


Why do we need a Training Toolkit on “Capacities for Digital Government Transformation”?



Trends

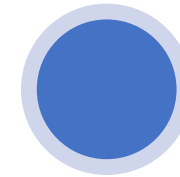
Digital government plays a vital role in accelerating the realization of the 2030 Agenda for Sustainable Development and ensuring that no one is left behind.



Current Situation

Many countries:

- are confronted with a multitude of challenges notably in technological, governance and institutional dimensions
- are lack of capacities



Supports

UN DESA supports Member States in strengthening their capacities for digital government transformation for achieving sustainable development.



Why do we need a Training Toolkit on “Capacities for Digital Government Transformation”?

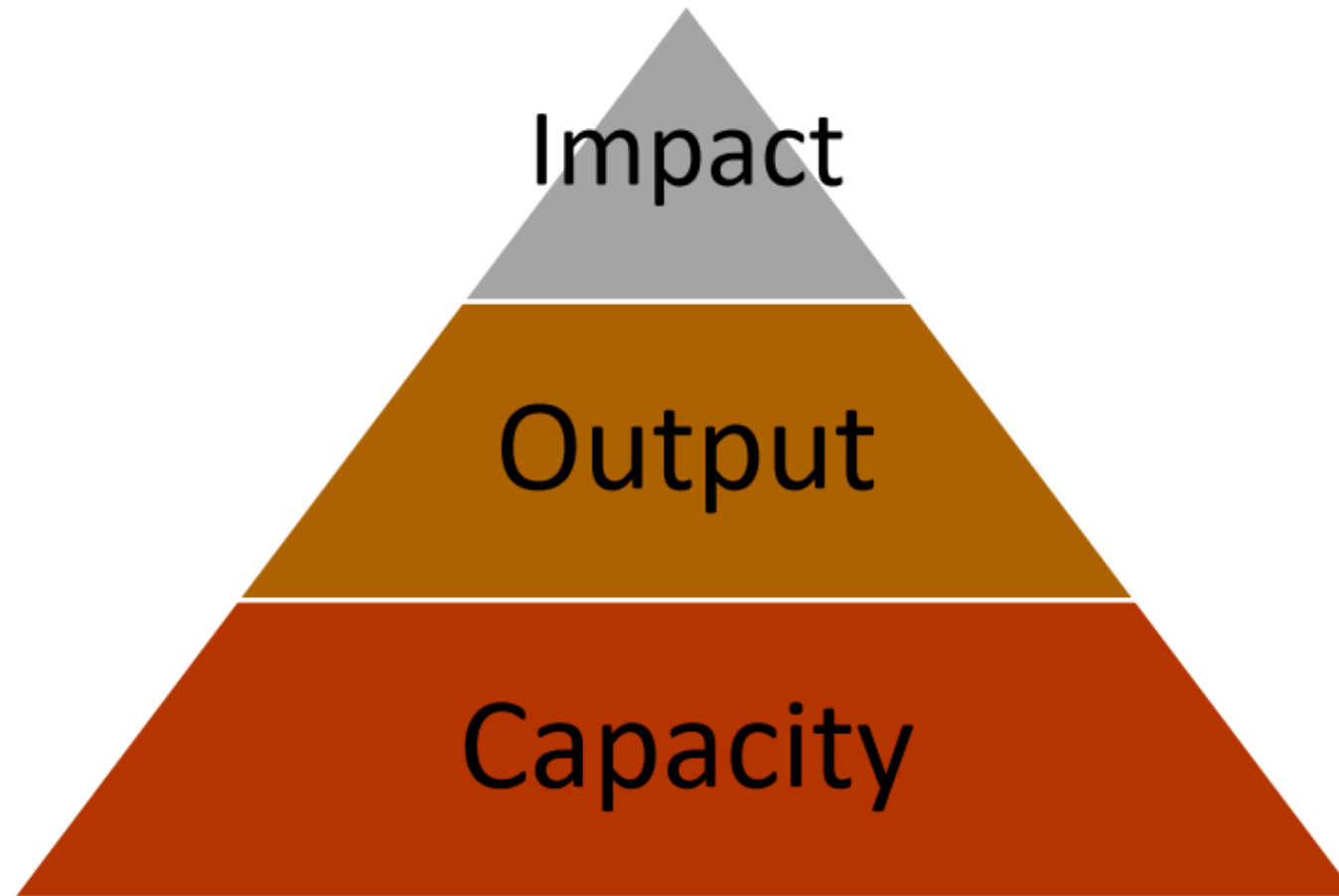


Pros and cons of using digital technologies in government

Pros	Cons
<ul style="list-style-type: none">✧ provide users with quick and easy access to public services and programs✧ facilitate building participatory governance mechanisms✧ foster greater government openness and accountability✧ increase public trust	<ul style="list-style-type: none">✧ poses risks and threats to security✧ widen digital divides within and across countries✧ potentially undermine human rights, individual privacy, and security



Why a Training Toolkit on “Capacities for Digital Government Transformation”?



The capacity, output and impact of digital government transformation





Overall Structure of the Toolkit



Chapter 1 General introduction on the importance of promoting and accelerating digital government transformation for realizing the 2030 Agenda for Sustainable Development

Chapter 2 A holistic approach to digital government transformation

Chapter 3 Conducting a situation analysis to assess capacity gaps and opportunities in digital government transformation across all government levels and society

Chapter 4 Envisioning to advance digital government transformation for accelerating implementation of the Sustainable Development Goals

Chapter 5 Developing a strategy and roadmap for digital government transformation and capacity development

Chapter 6 Monitoring, evaluation, and improvement for digital government transformation

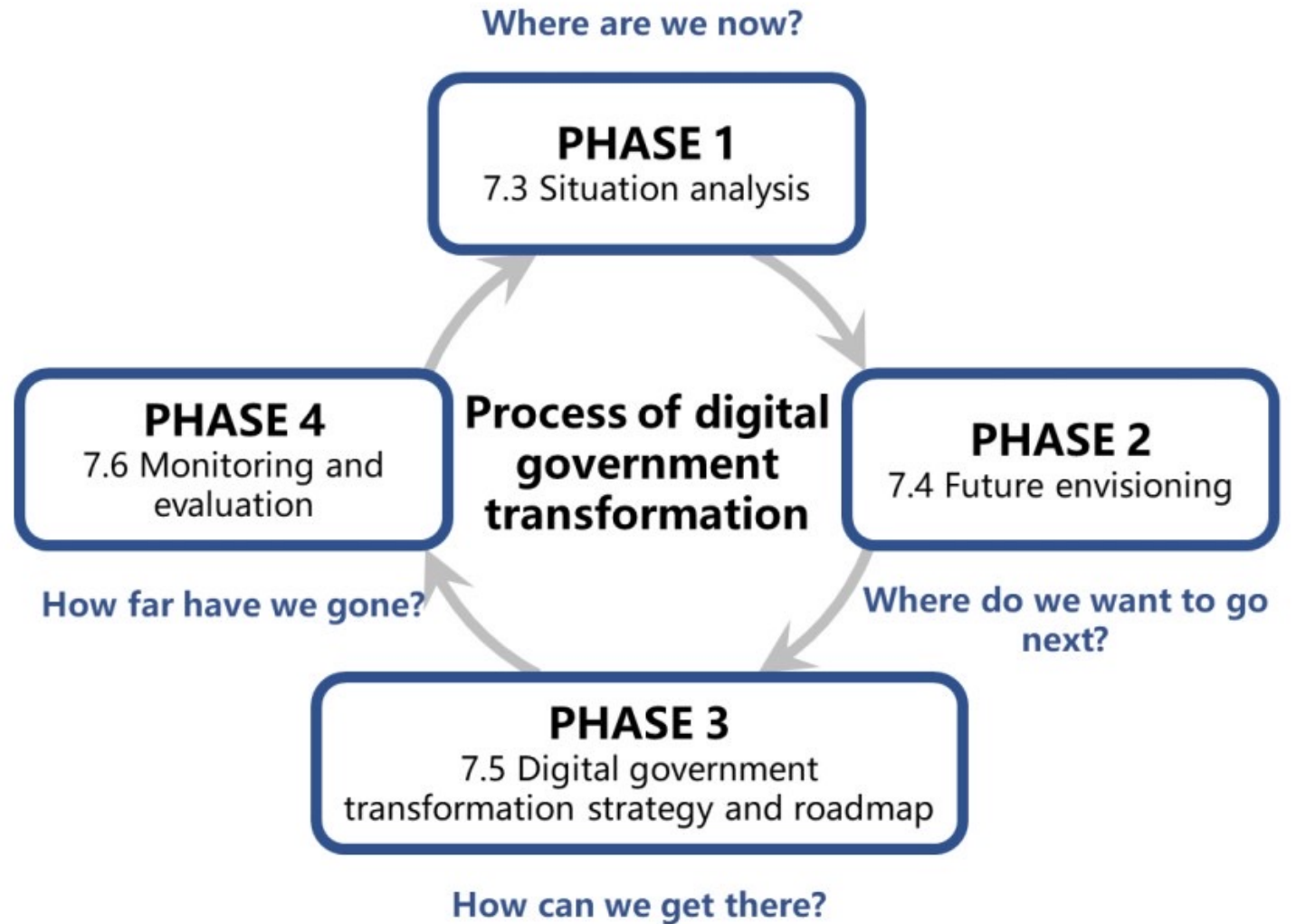
Chapter 7 Wrap-up of the whole program

Overall Structure of the Toolkit



**General introduction
&
A holistic approach**

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Overall Structure of the Toolkit

Process of digital government transformation – Four Steps





Tools that could be used in situation analysis – DGCA

Dimension	Sub-dimension	Number of Questions	Sub-total	Take the Assessment
 Leadership	Vision	4	11	Take the Assessment - Dimension 1
	Policy	4		
	Data	3		
 Strategy	General	8	15	Take the Assessment- Dimension 2
	Integration and Interoperability	3		
	Data	4		
 Governance	General	6	20	Take the Assessment- Dimension 3
	Citizen and Business	5		
	Partnership	2		
	Data	3		
	Organization	4		
 Legal	Laws and Regulations	5	26	Take the Assessment - Dimension 4
	Policies and Procedures	14		
	Data	3		
	Procurement	4		
 Technology	General	4	21	Take the Assessment - Dimension 5
	Citizen and Business	5		
	Public Servants	3		
	Cybersecurity	9		
 Professional and Workforce Development		7	7	Take the Assessment - Dimension 6
Total			100	



Key Pillars of a Roadmap

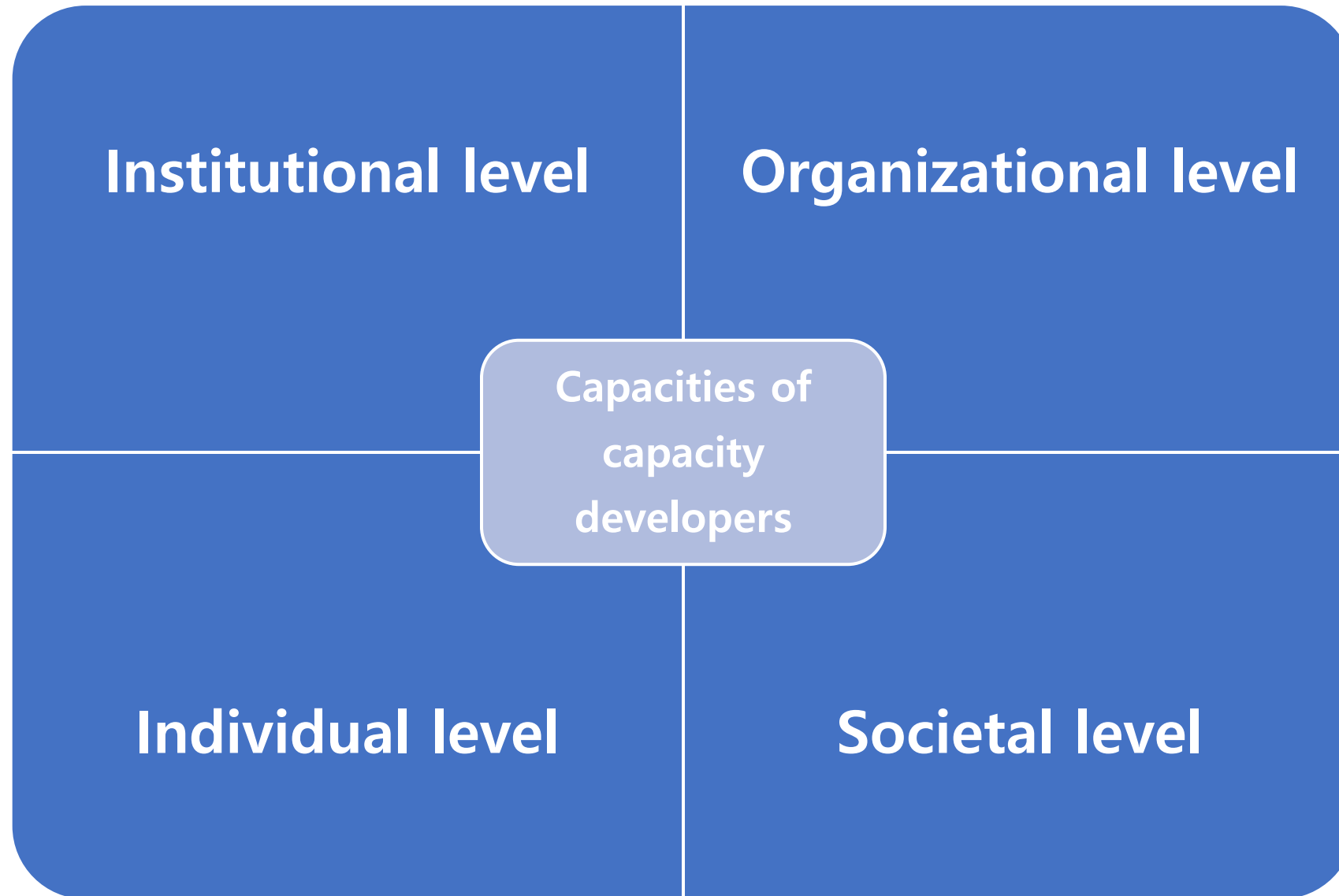
1. **Vision, leadership and mindsets:** Strengthen transformational leadership, build digital capacities, and change mindsets at the individual and institutional levels.
2. **Institutional and regulatory framework:** Establish a comprehensive legal and regulatory framework for the development of an integrated institutional ecosystem.
3. **Organizational set-up and culture:** Transform the organizational set-up and culture.
4. **Systems thinking and integration:** Promote systems thinking and the development of integrated approaches to policymaking and service delivery.
5. **Data governance:** Ensure the strategic and professional management of data to address data access and use priorities and enable data-driven policymaking.
6. **ICT infrastructure and affordability and access to technology:** Provide access to high-speed broadband Internet and safe and secure access to new technologies for all.
7. **Resources:** Mobilize resources and align priorities, plans and budgeting, including through public-private partnerships.
8. **Capacities of capacity developers:** Enhance the capacities of schools of public administration and other capacity-building entities and mechanisms.
9. **Societal capacities:** Develop capacities at the societal level to bridge the digital divide and ensure that no one is left behind.

Source: 2020 United Nations E-Government Survey.





Develop capacities at four levels





Key points of developing capacities

- ✧ **Institutes and schools of government and public administration**, which are uniquely positioned to play a key role in strengthening the skills and competencies necessary for the implementation of the 2030 Agenda. Schools of government provide training for public servants of all types and at all levels.
- ✧ **UN DESA Division for Public Institutions and Digital Government** provide targeted capacity development and training
- ✧ Developing digital capacities for co-creation and cooperation and promoting **digital inclusion**
- ✧ Bridging digital divides and empowering **vulnerable groups**



What does the Toolkit provide?

The Training Toolkit provides national and local governments with:

- ✧ a set of comprehensive frameworks, practical strategies and tools
- ✧ step-by-step guideline on how to conduct a situation analysis, undertake a visioning exercise, and devise a strategy and road map
- ✧ examines how to develop capacities at institutional, organizational, individual and societal level
- ✧ provides concrete methodologies
- ✧ collect innovative cases from across the world
- ✧ includes a set of quiz, exercises, lessons learned and reflections



What is the purpose of the Training Toolkit?

A
better
understanding

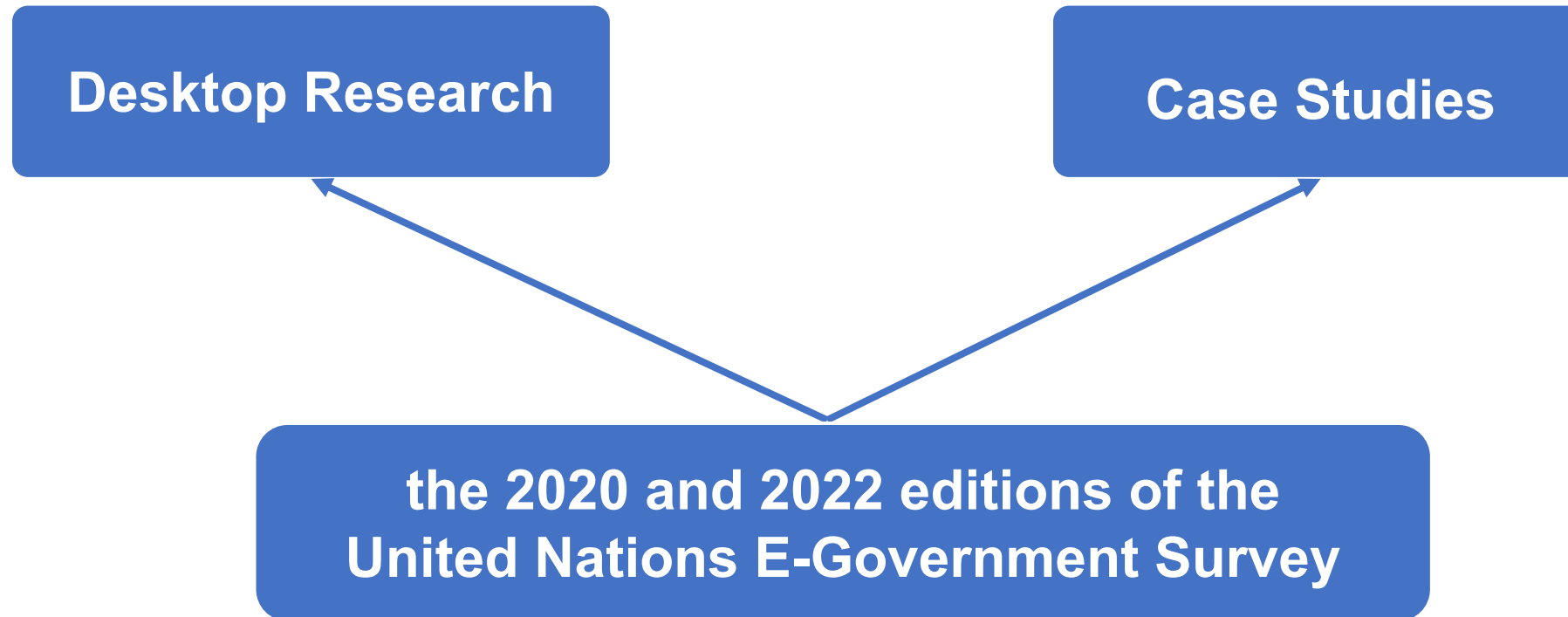
WHY a holistic approach to digital government transformation is important?

WHAT capacities are required for digital government transformation?

HOW to develop capacities for digital government transformation?



What methodology was used in developing the Training Toolkit?





How can this Training Toolkit be used?

- ✧ Enhance the conceptual understanding
- ✧ Learn member countries' digital government transformation experiences
- ✧ Developing government capacities towards digital transformation from situation analysis and envisioning to developing national strategy and roadmap
- ✧ Highly interactive with a set of exercises for users to reflect and practice



United Nations

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Economic and
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Thank you



DESA

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