



**United
Nations**

Department of
Economic and
Social Affairs



Digital Government Capacity Development in Asia and the Pacific

2020 United Nations E-Government Survey

Asia Pacific Regional Webinar

“Digital Government in the Decade of Action for Sustainable Development”

Bokyun Shim

**Head, United Nations Project Office on Governance (UNPOG)
Division for Public Institutions and Digital Government (DPIDG)
United Nations Department of Economic and Social Affairs (UN DESA)**



**United
Nations**

Department of
Economic and
Social Affairs



Table of Contents

- 1. Mandates of UNPOG, DPIDG/UN DESA**
- 2. Approaches to Digital Government Capacity Development**
- 3. UN DESA/DPIDG/UNPOG's Digital Government Capacity Development Activities in Asia and the Pacific**
- 4. Way Forward**



DESA

Division for Public Institutions and Digital Government



United Nations

Department of
Economic and
Social Affairs



1. Mandates of UNPOG, DPIDG/UN DESA

- The United Nations Project Office on Governance (UNPOG), established in 2006, is part of DPIDG, UN DESA.
- Its principal mission is to strengthen the public governance capacities of developing Member States in Asia and the Pacific and beyond to achieve the 2030 Agenda for Sustainable Development.

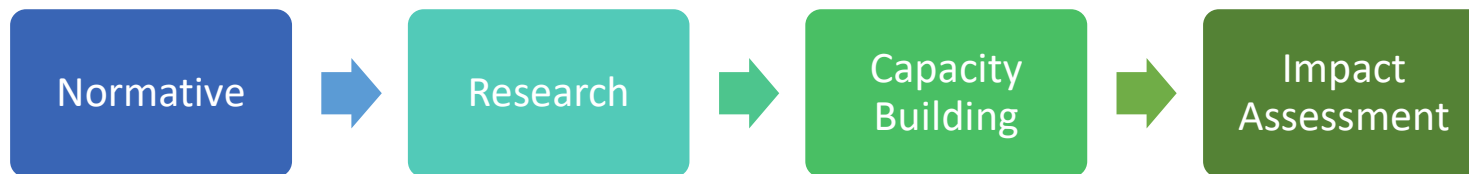


DESA | Division for Public Institutions and Digital Government



2. Approaches to Digital Government Capacity Development

➤ Holistic – Organizing CD activities in a Coherent Way



➤ Needs-based

➤ Demand-driven



Better identifying capacity needs, gaps and challenges of digital government development in developing countries



2. Approaches to Digital Government Capacity Development

Holistic approach – strengthening research including preparing policy briefs, conducting post-event questionnaire, and developing online training toolkits

- **Government Innovation for Social Inclusion of Vulnerable Groups**
 - Identifying vulnerabilities through ICT/digital government tools
 - Governance innovation
 - Innovating public service delivery and access for vulnerable groups
 - Digital government for leaving no one behind
 - Building capacity for inclusion of vulnerable groups
- **Risk-informed Governance and Innovative Technologies for DRR and Resilience** (In collaboration with UNDRR)
 - Risk-informed governance – data-informed and data-driven decision-making
 - Digital government esp. open data and big data analytics for DRR and resilience
- **E-Government for Women's Empowerment in Asia and the Pacific** (In collaboration with UN ESCAP)





United Nations

Department of
Economic and
Social Affairs



2. Approaches to Digital Government Capacity Development

Needs-based: better understanding capacity needs through conducting Capacity Needs Assessment

Capacity Needs Assessment of Government Institutions to Implement the 2030 Agenda and
Identification of Priority Areas for Capacity Development
in the Asia and Pacific region and Eastern Africa

UNITED NATIONS SURVEY
Capacity needs assessment of government institutions to implement the 2030
Agenda and identification of priority areas for capacity development in the
Asia and Pacific region and Eastern Africa



Country Group A
SIDS

Country Group B
LDCs/LLDCs

Country Group C
**Low- and Middle-
Income Countries**

United Nations Department of Economic and Social Affairs (UNDESA)
Division for Public Administration and Development Management (DPADM)
UN Project Office on Governance (UNPOG)
May 2017



United Nations

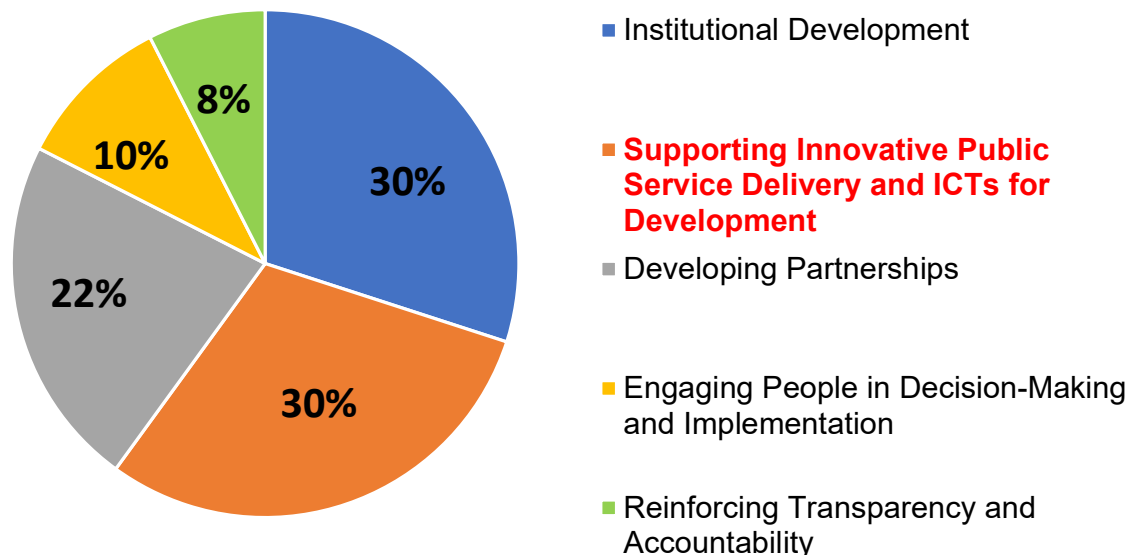
Department of
Economic and
Social Affairs



2. Approaches to Digital Government Capacity Development

Needs-based: better understanding capacity needs through conducting Capacity Needs Assessment

Q. What are the expectations and needs of your government regarding the role of the United Nations in capacity development in the area of governance and public administration in support of the SDGs implementation?





2. Approaches to Digital Government Capacity Development

Needs-based: better understanding capacity needs through conducting Capacity Needs Assessment

Q. Is your government using ICTs for supporting implementation of the SDGs?

Please list challenges and/or any innovative approaches for overcoming these challenges.

Fiji

Using ICTs for the SDG implementation

- Welfare payments through electronic banking have made it easier for Fijians to access social transfers
- Domestic Violence Hotline
- Digital innovations for health services and health care service delivery
- Internet-enabled secondary education platform

Challenges: Challenging geography situations

Samoa

Using ICTs for the SDG implementation

- Investment in e-commerce/e-trading
- Significant investment in ICT infrastructure including laying of the Tui Samoa fibre optic
- Cable to enhance connectivity internationally and ensuring affordable ICT

Challenges: Lack of a robust information management systems

Lao PDR

Using ICTs for the SDG implementation

- Enhancing capacity building in science, technology and innovation is essential for advancing
- Development progress as well as in accelerating the realization of international sustainable development agenda

Challenges: Need to receive transfer of advance technologies & lack of capacity in technology and innovations

Tuvalu

Using ICTs for the SDG implementation

- The ICT department under the Ministry of Transport and Communication is working on the Strategic Plan for ICT
- ICT has provided a portal where public servants can view most of the government reports, policies, strategic plans, etc.

Challenges: Bad connectivity; high cost of telecommunication charges



United Nations

Department of
Economic and
Social Affairs



2. Approaches to Digital Government Capacity Development

Demand-driven: better understanding capacity gaps and challenges through different channels including through organizing webinars

**United Nations** | Department of Economic and Social Affairs



UN DESA WEBINAR SERIES




"Leveraging Public Governance & Spearheading Innovative Solutions to Address the COVID-19 Pandemic - Responses in Africa"


Tuesday, 12 May 2020
New York 8 am | Rome 2 pm
Nairobi 3 pm | Seoul 9 pm

Join us via WebEx
Register:
bit.ly/CDWebinarAfrica
Facebook Live:
[http://www.facebook.com/joinundesa](https://www.facebook.com/joinundesa)


Speakers from Kenya, Italy,
China, Republic of Korea &
Ethiopia



**United Nations** | Department of Economic and Social Affairs



UN DESA WEBINAR SERIES







"Leveraging ICTs and Digital Government for Innovative Solutions to Address the COVID-19 Pandemic - Responses in Africa"

Wednesday, 1 July 2020
New York 8 am | Rome 2 pm
Nairobi 3 pm | Seoul 9 pm

Join us via WebEx Event
Register:
bit.ly/3d8qMk6
Facebook Live
www.facebook.com/joinundesa

Speakers from China, Ethiopia,
Republic of Korea, ECA, AUDA,
AAPAM, ITU & more





2. Approaches to Digital Government Capacity Development

Demand-driven: better understanding capacity gaps and challenges through different channels including through organizing webinars

➤ **Challenges to digital government from two Webinars**

- The digital divide between urban and rural areas as well as the rich and the poor
- Lack of digital literacy and skill sets
- Insufficient digital capacities in government institutions
- Lack of cybersecurity, privacy and personal data protection
- Lack of preparation for innovative digital solutions such as data collection and sharing data analysis and e-Learning and teleworking



2. Approaches to Digital Government Capacity Development

Demand-driven: better understanding capacity gaps and challenges

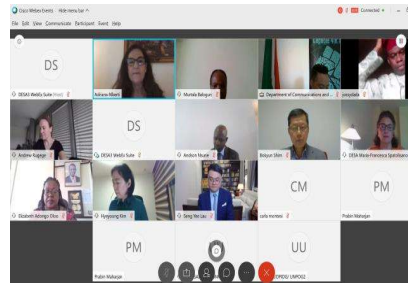
- **Need to strengthen governance system for a better digital government**
 - To re-engineer government business process and eliminate complicated processes
 - To involve citizens in the public service designing processes
 - To allow for pooling of resources from external partners
 - To integrate data silos into a uniform data cloud for greater government efficiency
 - To collaborate with the private sector and civil society
- ✂ South Africa : (Government) enables remote working through partnerships (PPP)
(Industry) Government provides spectrum relief to the operators
- To step up investment in new digital infrastructure
- To remove unnecessary regulatory barriers and foster a digital government ecosystem



3. DPIDG/UNPOG's Digital Government Capacity Development Activities in Asia and the Pacific

UN DESA/DPIDG/UNPOG's Capacity Development Activities

- **Webinars**
- **Online Toolkits and Online Training**
- **Study Visits**
- **Training Courses / Workshops**
 - multi-country courses / workshops
 - bilateral workshops
- **Expert Group Meetings**
- **Regional Symposia**





United Nations

Department of
Economic and
Social Affairs



4. Way forward

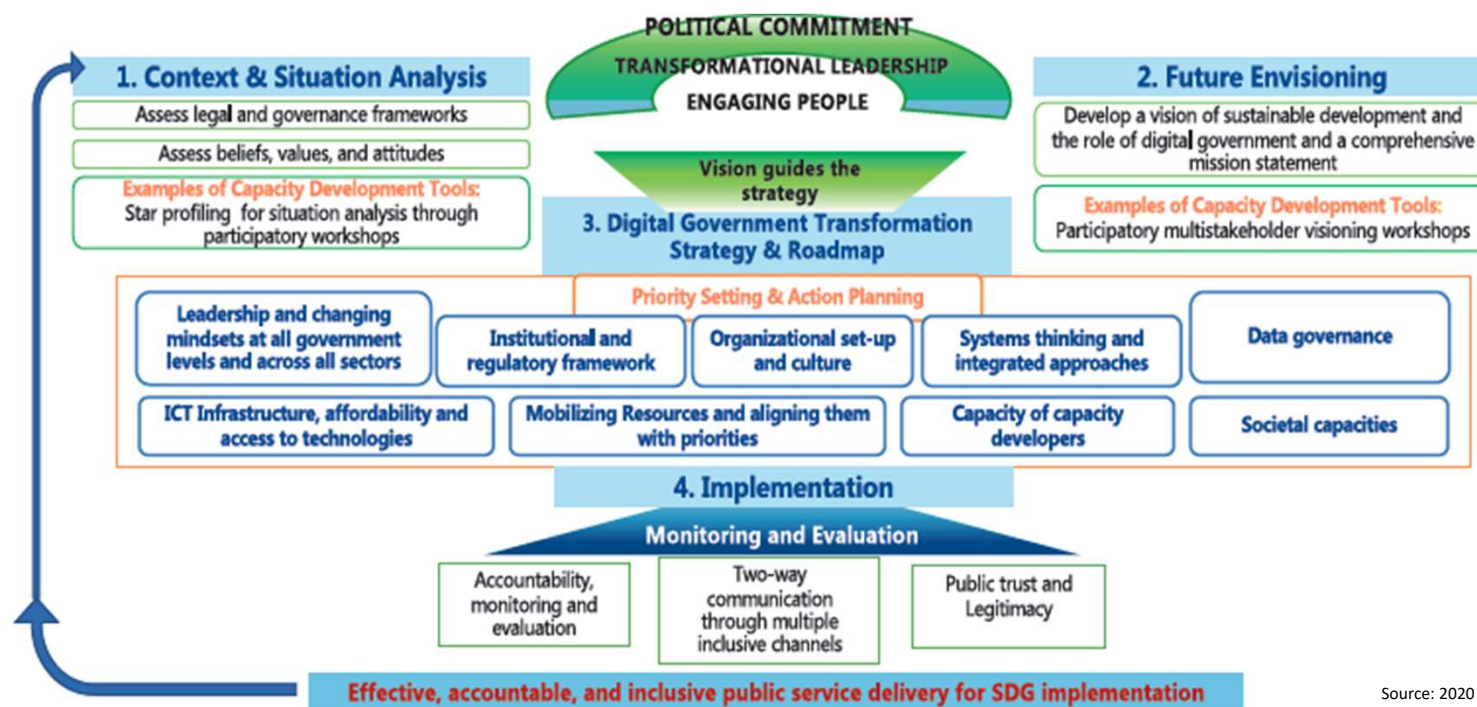
UNPOG and Digital Government Branch of DPIDG/UN DESA, in collaboration with UN ESCAP, will dedicate our efforts to support accelerating the digital government transformation by providing capacity development activities





4. Way forward

A Holistic Approach to Digital Government Transformation and Capacity Development



Source: 2020 UN E-Government Survey, p. 182





4. Way forward

- DPIDG/UNPOG will **continue assessing the evolving capacity demands** of Member States in digital government development.
- DPIDG/UNPOG will continuously follow-up with Member States **to ensure sustainable impact of capacity development activities** at the national level. Follow-up support (advisory services, national training workshops, information sharing, etc.) may be provided, if needed and available.
- DPIDG/UNPOG will **continue facilitating active exchange of innovative practices for peer-to-peer learning** among countries, particularly by promoting replication of good practices in other countries through North-South, South-South and triangular cooperation.
- DPIDG/UNPOG will **further strengthen its partnership with other international organizations**, especially ESCAP and ITU, in providing capacity support to developing countries.
- DPIDG/UNPOG will **continue providing various platforms** (i.e. online discussion board, social media groups, etc.) for Member States and other stakeholders, including the private sector, academia, IT industry and civil society, to network and build partnership.



**United
Nations**

Department of
Economic and
Social Affairs

Thank you