Digital Government Transformation is to rely on the power of technology and its potentials to enhance government processes and deliver innovative services.

**UN e-Government Survey 2020**
Capacities for Digital Government Transformation

- **Key success factors:**
  - having the right, **digital-savvy leaders** in place
  - **building capabilities** for the workforce of the future
  - empowering **citizens** to work in new ways
✓ **SDG 9: Industry Innovation and Infrastructure**
  • **Target 9.C:** Increase access to information technology & provide universal and affordable Internet.

✓ **SDG 16: Building peace, justice and strong institutions**
  • **Target 16.6:** Building effective, accountable and transparent institutions
  • **Target 16.7:** Ensure inclusive, responsive and participatory approach

✓ **SDG 17: Partnership for the goals**
  • **Target 17.18:** Enhance capacity-building support in developing countries, including LDCs,
Recognized Frameworks for Digital Government Transformation

✓ UN-DESA Frameworks and Recommendations
✓ OECD Frameworks
✓ EU frameworks
✓ Private Sector proposals: McKinsey, Deloitte, etc.
It is very important to develop customized National Strategy or Roadmap for each country that considers:

- National aspiration and vision
- Assessment of digital government and digital infrastructure
- Linkage with 2030 Development Agenda and SDGs
- Relationship with other strategies
- Maximizing the social and economic benefits
- Prioritization of pillars

**Nine Key pillars** for digital government transformation

1. Vision, leadership, mindsets
2. Institutional and regulatory framework
3. Organizational setup and culture
4. System thinking and integration:
5. Data governance:
6. ICT Infrastructure, affordability and accessibility to technology
7. Resources
8. Capacity of capacity developers
9. Societal capacities

*UN-eGovernment Survey 2020*
National Strategies & Roadmaps for Digital Government Transformation

Examples of Two recent national strategies

**URUGUAY**
2020 Digital Government Strategy
Transforming with Equity

**JORDAN**
Digital Transformation of Public Services
2019-2022

**Objectives**
- Satisfy user needs & simplify procedures
- Upgrade government services level
- Reduce expenses
- Enhance government performance

**Focus Areas**
- Ensure quality of service
- Develop service delivery in a holistic manner
- **Build capacities**
- Mitigate change resistance
Building Capacities to ensure Digital Government Transformation

- **Building capacity is essential pillar** in all international or regional frameworks for digital government transformation.

- It is also essential pillar in **national Digital Government transformation strategy** in developing and developed countries.

- **Advice, awareness, transfer of knowledge and building capacity** are needed at various levels:
  - High level leaders
  - Middle level decision makers
  - Developers
  - Citizens
Building Capacities to ensure Digital Government Transformation

• Transforming the public-sector workforce has not been easy for most governments, but it is a key factor for a successful digital transformation.

• Digital transformation of the public sector today is associated with a transformed and empowered civil service workforce, enriched by a new mindset and new capabilities.

• The development of new capabilities and skill are crucial to exploit the potential of new technology for digital government transformation.
Building Capacities to ensure Digital Government Transformation

- The skills required for a digital transformation are not simply technical, as Managers need broad skills to engage in broader decision making at national level to integrate DGT in the national development agenda.

- Managers must be able to extend the goals of Digital Government Strategy to exploit the new technological capabilities considering the national priorities.

- Governments should create new roles that respond to the skills necessary to take advantage of technologies and create career paths to attract high-skilled professionals.
# Building Capacities to ensure Digital Government Transformation

<table>
<thead>
<tr>
<th>Employees</th>
<th>Aspects</th>
<th>Provider</th>
</tr>
</thead>
</table>
| High Level Leaders     | • Advice on DGT  
                       • Impact of DGT  
                       • New technological trends  
                       • Links with Sustainable Development | • UN and International Organizations  
                       • Policy advice companies  
                       • Top Leaders with experience in DGT |
| Middle level decision makers | • Policy formulation  
                       • Requirements and various aspects of DGT  
                       • Best practices from other countries | • UN and International Organizations  
                       • Policy advice companies |
| Developers             | • New Technologies  
                       • Application development  
                       • New applications | • Private companies  
                       • High level Associations  
                       • Technological experts |
| Citizens               | • Basic Use of technology | • Association and NGOs  
                       • Private companies |
Example from ESCWA

Fostering Open Government in the Arab countries

Objective: To build the capacity of ESCWA Member States to utilize technology to increase transparency and accountability and to adopt more effective and efficient participatory approaches in order to address root causes of conflict and prevent its potential relapse.
ESCWA project

Fostering Open Government in the Arab countries

[https://www.unescwa.org/sub-site/open-government-arab-region](https://www.unescwa.org/sub-site/open-government-arab-region)

- Framework & **Capacity Development Materials**
- **Regional Capacity Building Workshops** for Middle Level Decision Makers in the Arab Region
- **National Capacity Building** workshops on Open Government and Open Data
- **Advisory services**
<table>
<thead>
<tr>
<th>Project Activity</th>
<th>Summary of Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing the AIGLE OnLine training Platform (AOLP)</td>
<td>➢ Four modules in Arabic language.</td>
</tr>
<tr>
<td><a href="https://www.unescwa.org/sub-site/aigle">https://www.unescwa.org/sub-site/aigle</a></td>
<td>➢ Distant and auto-learning.</td>
</tr>
<tr>
<td></td>
<td>➢ Two training of trainer’s (TOT): Attended by 104 trainers from 14 Arab countries.</td>
</tr>
<tr>
<td></td>
<td>➢ 1573 government officials were trained.</td>
</tr>
<tr>
<td></td>
<td>➢ A hub for countries and regional case studies.</td>
</tr>
</tbody>
</table>
Academies for Digital Transformation
Estonian e-Governance Academy
(https://ega.ee/)

• Founded in 2002; eGA is a non-profit think tank organization.

• A joint initiative of the Government of Estonia, open Society Institute (OSI) and the UNDP.

• It aims to create and transfer knowledge and best practices in the area of digital transformation.

• It has many activities: Study Visits, E-Learning platform, Events and Publications

  • Digital Capability Development Programme for Estonian Public Service

  • Digital Transformation Programme within Education
Academies for Digital Transformation
Centre of Digital Innovation in United Arab Emirates
(https://codi.ae/home)

• It is an initiative launched by the Telecommunications Regulatory Authority in the UAE to the UAE’s strive towards being a smarter and digitally transformed nation.

• CoDI has various capacity building and research and development activities.

• The TRA is collaborating with many partners: International Organizations, Academia & Private Sector.

• Selected activities:
  • Research and Development (AI, Robotics, 3D Printing)
  • TADREEB: Smart Government Virtual Academy
  • Innovation Summer Camp for students across UAE
Thank you