



Capacity Development Workshop
Changing Mindset for Innovation
and Digital Transformation



**Mission Pre-Assessment and
Capacity Development Workshop on**

**“Changing Mindset for Innovation
and Digital Transformation”**

Organized by

*United Nations Department of Economic and Social Affairs (UN DESA)
Economic Commission for Latin America and the Caribbean
(ECLAC Caribbean Regional Office)*

*Caribbean Centre for Public Administration (CARICAD)
United Nations Resident Coordinator Office for Barbados & the Eastern
Caribbean (UN RCO)*

6 – 7 August 2024

**Bel Jou Hotel
Saint Lucia**

Concept Note

Background and Context

The mission aims at supporting the Development Account Project 2427J **Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean SIDS** by undertaking scoping meetings with the UN RCO, key government officials, including Permanent Secretaries, government officials, and academia. A workshop on the use and implementation of UNDESA's Digital Government Capabilities Assessment as well as on Changing Mindsets for Innovation and Digital Transformation will also be organized.

SIDS have been persistently lagging other comparable economies in the developing world on the path to sustainable development. This is caused in part by the diverse characteristics of SIDS, which include low- and below sea-level-lying coastal communities, multi-island jurisdictions, and their attendant vulnerabilities. Many also have small populations or limited usable land area, which limits their development options. The COVID-19 pandemic and the increasing frequency and intensity of extreme weather events have further aggravated this situation by hampering the sustainable economic growth of these island economies and undermining the security of their populations.

Promoting innovation and digital transformation in the Caribbean can help countries to 'build back better' by delivering services in a more effective and inclusive way, particularly to underserved, rural, physically disconnected, and otherwise marginalized segments of society.

However, the public sector in the Caribbean appears to be facing a capacity challenge in delivering change and transformation, with challenges being experienced in relation to mindsets, capacity, processes, and right skillsets. Implementing effective, accountable, and inclusive governance and institutions, and pursuing opportunities for innovation and digital transformation, including digital services, could build resilience through progressive structural changes, and mitigate geographical remoteness. Within this context, public sector transformation, as an imperative, is "a continuous process of leading and managing change in the public service for innovative adaptation to enable the delivery of services and results in a resilient and sustainable manner" (CARICAD, 2021) and includes new cultures, capacities, and knowledge.

The government of Saint Lucia has declared 2024-25 the "Year of Infrastructure", with a focus on digital public infrastructure, to include e-government services and telecommunications connectivity. The Prime Minister, in his most recent budget address, committed to invest significantly in Saint Lucia's digital space to improve efficiency in the public service to better serve the public.

The Saint Lucia government's prioritization of digital connectivity is well-aligned with the priorities outlined in the United Nations' 2024-25 Country Implementation Plan for Saint Lucia, which highlights digital connectivity as one of six key transition areas designed to deliver catalytic and multiplier effects across the SDGs. On September 18 and 19, 2023, within the framework of the UN General Assembly and during the Sustainable Development Summit, it was agreed to prioritize those six "transitions" to drive policy, programme, and investment decisions to accelerate SDG progress in countries across the globe. Accordingly, the United Nations has partnered with the Department of Public Service of the Government of Saint Lucia to enhance Saint Lucia's digital's landscape.

The United Nations Department of Economic and Social Affairs (UNDESA), through its Division for Public Institutions and Digital Government (DPIDG) will be implementing for the 2024 – 2027 period a project aimed at supporting the strengthening of the public sector in the process of innovation and digital

transformation through its “Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean SIDS”. The Development Account Project 2427J aims to strengthen public sector national capacities for Innovation, Digital Government Transformation and Changing Mindsets in three Caribbean SIDS (The Bahamas, Guyana, and Saint Lucia) by: (i) strengthening public servants’ skills, knowledge, and understanding of the importance of public sector transformation by promoting changing mindsets strategies and approaches in support of innovation and digital transformation to support the implementation of the SDGs; and (ii) strengthening institutional arrangements, structures, mechanisms and approaches to promote innovation and digital governance transformation to improve public service delivery, leaving no one behind and reaching the furthest behind first.

Objective

The purpose of the mission is to perform a scoping mission and workshop/roundtable (2 days) and undertake follow-up discussions with key stakeholders to be held 6 - 7 August in Saint Lucia.

The scoping mission will entail engagements with the UN Country Coordinator for Saint Lucia, government officials from the Office of the Prime Minister, Ministry of the Public Service, Ministry of External Affairs, Ministry of Planning, among other senior officials and discuss the potential entry points for activities and support in changing mindsets for innovation and digital government transformation within the context of the Saint Lucia’s public service priorities and National Development Plan.

The scoping meetings will discuss a preliminary assessment, analyze gaps and challenges, identify opportunities and options to improve changing mindsets for innovation and digital transformation, and ensure the project proposal aligns with national priorities.

An important objective of the mission will be to facilitate a workshop/roundtable discussion with government officials, private sector, government leaders, and other relevant stakeholders on issues of changing mindsets, innovation and digital transformation and design a Road Map Strategy for project implementation (see proposed agenda below). The workshop will aim to:

1. Foster extensive discussion on key issues, challenges, priorities, and opportunities for changing mindsets in support of innovation and digital transformation in Saint Lucia, providing sound and innovative advice to government officials and other relevant stakeholders, on the importance of changing mindsets for innovation and digital transformation for long-term institutional development and services provision.
2. Discuss a preliminary assessment, analyze gaps and challenges, identify opportunities and options to improve changing mindsets for innovation and digital transformation utilizing UNDESA’s Digital Government Capabilities Assessment part of the Innovation and Digital Government toolkit.
3. Discuss Saint Lucia’s draft digital transformation strategy and how it relates to public sector modernization.
4. Discuss projects and programmes that can potentially contribute to support changing mindsets for innovation and digital transformation.
5. Strategize and agree on key priorities for inclusion and updating of Saint Lucia’s Digital Transformation Strategy
6. Enhance capacities of the Member State to strengthen public institutions and public services delivery to support the implementation of the SDGs using the Curriculum on Governance toolkit

on Changing Mindsets for SDGs Implementation.

Target Audience

Key Stakeholders: Meet and Greet at Ministerial Level

- Senior Government Officials: Permanent Secretaries, Heads of Departments, Directors
- Ministers representing the target ministries

Target Ministries:

1. *Ministry of Public Service, Home Affairs, Labour and Gender Affairs*
2. *Ministry of Finance, Economic Development and the Youth Economy*
3. *Ministry of Equity, Social Justice and Empowerment*
4. *Ministry of Education, Sustainable Development, Innovation, Science, Technology and Vocational Training*
5. *Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal*
6. *Attorney General Chambers*

Workshop Participants: = define participants

- E-Government Task Force (representatives from various departments/agencies)
- Senior Government Officials: permanent secretaries, heads of departments, directors
- Ministers of Government
- Regulators, Judicial officials (lawyers within government)
- Advisors and consultants
- Innovation officers
- Development partners including: the United Nations (RCO, DESA, ECLAC, ITU, UNDP), CARICAD

To enhance the impact of this workshop, the key findings and lessons learned will be disseminated to all regions through the UN Public Administration Network (UNPAN) and the divisional websites.

Activities

The UNDESA/ECLAC/CARICAD team will meet with senior government officials, serve as resource experts and discuss examples of national institutional arrangements in support of changing mindsets for innovation and digital transformation in the public sector. The team will contribute to all discussions, with emphasis on changing mindsets for innovation and public service delivery, digital transformation for the implementation of the SDGs. They will also contribute to consolidating lessons learned during scoping meetings in the context of the above-mentioned Project. DESA staff, supported by ECLAC and CARICAD will deliver presentations explaining the use of UNDESA's toolkits on Innovation and Digital Government, and Changing Mindsets for SDGs Implementation, including the use of the Digital Government Capabilities Assessment. PLEASE ADD HERE A BRIEF DESCRIPTION OF WHAT EACH ORG. WILL CONTRIBUTE/TOPICS.

In Saint Lucia, the UN Country Coordinator will support and facilitate the meetings and support logistical arrangements for meeting location. A workshop/roundtable discussion will be organized where government officials, private sector, government leaders, and other relevant stakeholders where UNDESA, ECLAC, and CLAD will present on issues of changing mindsets, innovation and digital transformation and facilitate the design of a Road Map Strategy for project implementation (see proposed

agenda below).

The Mission will be hosted by the Governments of Saint Lucia in collaboration with the UN Country Coordinator, particularly the agencies supporting public service modernization, innovation, and digital transformation. All activities will be held in Castries, Saint Lucia. The duration of the mission is 2 working days from 6 -7 August in Saint Lucia. All costs of DPIDG participation will be covered by the Development Account Project 2427J.

Expected Results

As a result of the mission, the following outcomes are expected:

- Scoping mission resulting in the identification of specific focal points, possible specific activities and deliverables in line with the Project Document.
- Enhanced awareness about the importance of inter-institutional dialogue to support changing mindsets for innovation and digital transformation in the public sector.
- Discussion about capacity gaps of the staff of the government agencies identified as essential to changing mindsets for innovation and digital transformation in the public sector.
- Identify opportunities for collaboration between institutions and stakeholders in Saint Lucia to implement the project and contribute to civil service improvement.
- Define next steps concerning implementation of Development Account Project 2427J for the September – December 2024 period.

Agenda - DRAFT

Day 1 – 6 August	
	Expected Output: <ul style="list-style-type: none">• Presentation to UNDESA/ECLAC/ CARICAD of Updated Digital Transformation Strategy by Gov. of Saint Lucia• Identification of potential entry points for UNDESA/ECLAC/CARICAD activities in support of changing mindsets for innovation and digital government transformation within the context of the Saint Lucia's Civil Service priorities and Digital Transformation Strategy.
09:00-10:00	<ul style="list-style-type: none">• Meet and greet with the Minister, Permanent Secretary (PS) and Deputy Permanent Secretary (DPS) of the Ministry of Public Service
10:00-12:30	Meeting with Public Service Management Group and Policy makers in target ministries <ul style="list-style-type: none">• Opening remarks (Minister of Public Service)• Introduction of Participants (all)• Presentation on Saint Lucia's draft Digital transformation Strategy (Director of Public Modernization)• Discussion on the role of policy makers and leaders in driving digital transformation.
12:30-1:15pm	Networking Lunch

1:20-3:30pm	<p>Changing Mindsets for Innovation and Digital Transformation: Fine tuning Saint Lucia's draft Digital transformation Strategy and its Relation to Public Sector Modernization</p> <ul style="list-style-type: none"> • Development partners present projects/programmes: • Key project objectives and benefits. • How does the initiative contribute to Saint Lucia's digital transformation thrust? • How can stakeholders support and be involved? <ul style="list-style-type: none"> • UNDESA's Digital Government Capabilities Assessment - Cristina A. Rodriguez-Acosta, Inter Regional Adviser, UN DESA • ECLAC • CARICAD <ul style="list-style-type: none"> • Discussion on gaps, challenges, priorities and opportunities • Final remarks and expressions of gratitude
3:30-4:30pm	<p>Innovation, Digital Government Transformation and Changing Mindsets in Caribbean SIDS project team meet with Public Sector Modernization Team to:</p> <ul style="list-style-type: none"> • Review discussions. • Discuss project implementation activities and next steps. • Discuss updates to draft digital transformation strategy
Day 2 – 7 August	
	<p>Key Stakeholders: E-Government Task Force Staff of Division of Public Sector Modernization (DPSM)</p>
9:00-9:10	<p>Arrival and Registration</p> <ul style="list-style-type: none"> • Welcome and registration of participants • Distribution of agenda and relevant material • Meet and greet key Stakeholders
9:10-10:25	<p>Opening Remarks and Presentation</p> <ul style="list-style-type: none"> • Opening remarks (PS or DPS of Public Service) • Introduction of Participants (all) • Presentation on Saint Lucia's draft Digital transformation Strategy (Director of Public Modernization)
10:25-10:40	Coffee Break
10:40-12:15pm	<p>Changing Mindsets for Innovation and Digital Transformation: Fine tuning Saint Lucia's draft Digital transformation Strategy and its Relation to Public Sector Modernization</p> <ul style="list-style-type: none"> • Development partners present projects/programmes • Key project objectives and benefits.

	<ul style="list-style-type: none"> • How does the initiative contribute to Saint Lucia’s digital transformation thrust? • How can stakeholders support and be involved? • Discussion on Results of UNDESA’s Digital Government Capabilities Assessment (Cristina A. Rodriguez-Acosta, UN DESA, Dale Alexander, ECLAC, Trudy Waterman, CARICAD) • Other topics? • Discussion on gaps, challenges, priorities and opportunities
12:15-1:00pm	Networking Lunch
1:00-2:30pm	Closing <ul style="list-style-type: none"> • Implementation Plan /Next Steps for Innovation, Digital Government Transformation and Changing Mindsets in the Caribbean SIDS • Identification of priority areas for updated digital transformation strategy. • Allocation of responsibilities and resources (creation of a committee for project implementation) • Agreement on follow-up actions, next steps and monitoring mechanisms for the period September – December 2024 • Final remarks and expressions of gratitude
2:30-4:00pm	Innovation, Digital Government Transformation and Changing Mindsets in Caribbean SIDS project team meet with Public Sector Modernization Team to: <ul style="list-style-type: none"> • Review discussions. • Discuss project implementation activities and next steps.

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