

Project Summary

Innovating Public Service Delivery to Achieve the Sustainable Development Goals (SDGs) through the Transfer and Adaptation of Omnichannel Approaches

Name of the Division

UN DESA's Division for Public Institutions and Digital Government (DPIDG)

Title of the Project

Innovating Public Service Delivery to Achieve the Sustainable Development Goals (SDGs) through the Transfer and Adaptation of Omnichannel Approaches

Brief Description of Project

This project aims to enhance the capacities of government officials to promote effective and inclusive public service delivery leaving no one behind. It will do so by enhancing their capacities to promote innovation and design action plans for omnichannel service delivery systems (online, brick-and-mortar, mobile, etc.), through one-stop-shop (OSS) mechanisms. Project will be implemented with the generous contribution of the Government of the Republic of Azerbaijan.

The project will build on UN DESA's existing capacity development activities in innovation for public service delivery, including through the United Nations Public Service Award winning initiatives such as Azerbaijan's "ASAN service" and the Curriculum on Governance for the Sustainable Development Goals (SDGs). It will include analysis, training, advice, and stakeholder involvement activities to strengthen national capacities and processes for planning, including the establishment of appropriate governance arrangements for effective public service delivery, with a focus on leaving no one behind. The project will promote the adaptation of omnichannel service delivery practices by strengthening mutual learning through inter-regional cooperation and other partnerships in advancing the 2030 Agenda.

Direct beneficiaries include high-level and mid-level officials from ministries and governmental institutions at the national and subnational levels. Indirect beneficiaries include citizens and communities at large.

Time frame

March 2025 – March 2027

Partners

- Economic Commission for Latin America & the Caribbean (ECLAC)
- Economic and Social Commission for Asia and the Pacific (ESCAP)
- United Nations Economic Commission for Africa (UNECA)

- Economic and Social Commission for Western Asia (ESCWA)
- UN Resident Coordinators Offices
- United Nations Program Office on Governance (UNPOG)
- Local Universities / Training Institutes
- Innovation Labs and Research Centers focusing on innovation

Target countries

- Beneficiaries will include high-level and mid-level officials from ministries and governmental institutions at the national and subnational levels of Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), and Small Islands Developing States (SIDS).
- Indirect beneficiaries include citizens and communities at large.

Objectives

The beneficiary countries will acquire the capacities to establish omni channel public service delivery systems, with a focus on vulnerable groups (including youth, women and girls, indigenous people, older persons, people living in poverty situations, persons with disabilities, and migrants).

Link to the 2030 Agenda and the SDGs

This project will address directly SDG16 on strong institutions, peace and justice and indirectly it will support the implementation of all the other goals since public services are related to most SDGs, including poverty eradication, quality education, health, access to clean water and sanitation, among others. Government to citizen services are at the core of a public service delivery system. UN DESA assists countries to strengthen the capacities of public servants to realize the SDGs and implement the 2030 Agenda. The project falls within the mandate of UN DESA's Division for Public Institutions and Digital Government (DPIDG).

Main activities envisioned

The project will implement several concurrent activities in order to achieve the expected results.

Key activities include:

- An interregional workshop and peer-to-peer learning on innovative approaches to public service delivery and gap assessments.
- Regional forums to develop action plans for the establishment of innovative approaches to public service delivery.
- An international symposium in Baku, Azerbaijan, with study visits to "ASAN service" centers.
- Creation of an online course and OSS Handbook update.
- Networking and outreach activities to promote innovation in public service delivery to achieve the SDGs.
- Drafting international standard on public service delivery

Expected results

To contribute to the overall objective to enhance the capacities of government officials in different countries to promote effective and inclusive public service delivery through omnichannel approaches leaving no one behind, the project will have two expected outcomes:

- (i) Enhanced understanding and knowledge among beneficiary countries of what omnichannel service delivery systems are, how they can contribute to the advancement of the SDGs and assessment of gaps and opportunities in each beneficiary country to implement omnichannel service delivery.
- (ii) Development of strategies, roadmaps and action plans to implement and/or strengthen innovative omnichannel systems for more effective and inclusive service delivery.

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