Key Messages from Webinar 2 on Innovation and Digital Government

1. **Key points from the presentation on Key factors for Innovation in the Public Sector, Adil Khan, School of Social Sciences, University of Queensland, Australia**

   - **Introduction and Background:** Adil Khan, currently associated with the University of Queensland and lecturing at the University of Ottawa, discussed the mindset changes and value shifts necessary for achieving the Sustainable Development Goals (SDGs).
   - **Importance of Mindset and Innovation:** Achieving SDGs requires a shift in mindset and innovation, moving beyond economic growth to include social and environmental aspects of development.
   - **Definition and Scope of SDGs:** The SDGs promote a holistic approach to development, emphasizing social and environmental progress alongside economic growth, aiming to create an equitable and morally nourished society.
   - **Role of Innovation in Development:** Innovation, including systemic, behavioral, and technological changes, is essential for improving existing practices. Behavioral changes are particularly significant in transforming societal interactions and development perceptions.
   - **Socially Conscious Leadership and Governance Reform:** Effective implementation of SDGs demands restructuring governance and public institutions to support inclusive leadership values. Socially conscious leadership, characterized by empathy and direct engagement with people's challenges, is crucial for addressing development goals, promoting social change, and improving governance. Training in socially conscious leadership can help public servants adapt to local contexts and focus on people-centric policies.

2. **Key messages from the presentation on Digital Transformation in the Age of AI: towards a new mindset, Armando Guio Español, Affiliate, Berkman Klein Center for Internet and Society, Harvard University**

   - **Digital Transformation and New Mindset:** Armando Guio Espanol highlighted the necessity of a new mindset in digital transformation, particularly in the context of AI, advocating for flexibility, learning, and experimentation in government policies.
   - **Policy Experimentation Tools:** Guio Espanol discussed tools like policy labs, regulatory sandboxes, and policy prototyping to promote policy experimentation and learning, enabling more effective and adaptive governance.
   - **Essential Elements for New Mindsets:** The successful implementation of new mindsets requires committed leadership, clear governance, and monitoring. Guio Espanol used examples from Colombia and Brazil to illustrate how these elements support regulatory sandboxes and digital strategies.
   - **Role of Training Institutions:** Training institutions should focus on reducing information asymmetries, providing access to AI use cases, promoting policy experimentation, and refining tech talent. This is crucial for equipping public servants with the necessary skills and knowledge to implement and adapt to new technologies and policies.

3. **Key points from the presentation on Good Practices around Digital Government and Innovation in Public Service Delivery, Mugambi Njeru, AG. CEO/Secretary, Huduma, Kenya**

- **Holistic Service Delivery:** Huduma Kenya offers a one-stop-shop service delivery model integrating various government services for convenient access. This includes physical centers, outreach programs, and digital platforms to ensure no exclusion, especially for those with limited digital access.
- **Customer-Centric Approach:** Innovation in public service delivery should prioritize the customer's needs, ensuring dignity, simplicity, and respect. Government services must be accessible 24/7 and inclusive of all demographics, including the elderly, disabled, and those in rural areas.
- **Multiple Access Channels:** Providing multiple service delivery channels, such as physical centers and digital platforms, is crucial. This ensures that services are accessible to everyone, regardless of their technological capabilities or geographic location.
- **Investment in Technology:** High availability of services requires adequate investment in technology, including data centers, cloud services, and robust network infrastructure. This ensures seamless service delivery and high customer satisfaction.
- **Continuous Improvement and Feedback:** Engaging with citizens for feedback is essential to understand their experience and improve services. Innovations should be driven by customer needs, and government services should evolve based on this feedback to enhance efficiency and satisfaction.

4. **Key points from the presentation on Innovation and digital mindsets in the public sector, Cristina Rodriguez-Acosta, Interregional Advisor, PMCDU, DPIDG/UN DESA**
- **Innovation Mindset and Leadership:** Promoting an innovative or experimental mindset in the public sector is crucial. This involves encouraging creativity, strategic problem-solving, risk-taking, and a continuous learning attitude among all members, not just leaders.
- **Collaboration and Breaking Silos:** Successful innovation in the public sector often requires breaking down silos and promoting teamwork and collaboration across different sectors, including government, academia, and civil society. This also includes co-creating with stakeholders to ensure inclusive policy design.
- **Digital Mindset and Technology Use:** A digital mindset entails understanding technology as a tool to achieve policy goals rather than technology as an end in itself. It involves leveraging digital technologies to innovate in public service delivery while addressing challenges like the digital divide to ensure no one is left behind.
- **Principles and Steps for Innovation:** Key principles for innovation in public service delivery include ensuring access, quality, inclusiveness, responsiveness, transparency, and accountability. Designing a roadmap for innovation requires a holistic approach, system thinking, strategic frameworks, and organizational restructuring.
- **Enablers and Capacity Building:** Critical enablers for fostering innovation and digital transformation include political commitment, transformational leadership, sufficient funding, necessary legislative changes, stakeholder involvement, and monitoring. Developing skills and

capacities within the public sector, particularly in human resources, is essential for sustaining innovation.

Summary

Key factors for innovation in the public sector include the realization of socially conscious leadership through capacity building, policy frameworks aligned with the SDGs, and the integration of spirituality and local traditions. Emphasizing a cultural shift towards innovative digital government, including youth recruitment and regulatory sandboxes, is crucial. The Huduma initiative exemplifies good practices in digital government by addressing beneficiaries' needs and offering multiple delivery channels. Additionally, DESA DPIDG's Curriculum on Governance for the SDGs aims to enhance governance capacity and increase public servants' awareness of their role in achieving sustainable development.