WORKSHOP 7

The Next Generation of Public Service: Innovation, Technology, and Citizen-Centric Solutions

CONCEPT NOTE

Introduction

The 2025 United Nations Public Service Forum will take place in Samarkand, the Republic of Uzbekistan from 23-25 June 2025 under the theme 'Five Years to 2030: Accelerating Public Service Delivery for a Sustainable Future'.

The Forum will be comprised of a series of workshops where various elements related to the overall theme will be explored in more detail. This workshop will explore how innovation, emerging technologies, and citizen-centric approaches can transform public service delivery to be more inclusive, efficient, and responsive to the evolving needs of society.

Objective

This workshop seeks to explore how innovative technologies and citizen-centric approaches are reshaping public service delivery globally. It aims to bring together policymakers, technology experts, academia, civil society, and private sector actors to share practical experiences and develop policy recommendations that support the design and delivery of next-generation, people-focused public services. The session will emphasize the importance of inclusivity, ethical considerations, and collaborative innovation in achieving the 2030 Agenda for Sustainable Development.

Focus

Governments worldwide face increasing demands to modernize public services in ways that are transparent, inclusive, and effective. This transformation is driven by a wave of digital technologies—including artificial intelligence (AI), blockchain, big data, and cloud computing—which hold the potential to radically enhance public administration and citizen engagement.

However, successful transformation requires more than just technology adoption. It must be accompanied by a shift in governance culture toward citizen-centered service design, ethical and inclusive digital practices, agile policymaking, and cross-sector collaboration. The workshop will address these needs by focusing on key themes:

- Emerging Technologies in Public Administration: Real-world applications of AI, blockchain, IoT, and cloud services in improving public services.

- Citizen-Centric Design & Co-Creation: Methods for engaging citizens in service design and delivery.

- Digital Inclusion & Bridging the Divide: Strategies to ensure access for marginalized communities and promote digital literacy.

- Data-Driven and Ethical Governance: Exploring responsible data use, privacy protections, and AI ethics.

- Innovative Policy & Regulatory Frameworks: Creating enabling environments for digital innovation.

- Public-Private Partnerships and Innovation Ecosystems: Models of collaboration between governments, tech providers, and civil society.

The workshop will facilitate knowledge exchange, highlight success stories, and produce actionable insights to guide public sector digital transformation globally.

Structure

Session 1: Opening Remarks & Keynote Speech (20 minutes)

Welcome and framing remarks by high-level representatives, followed by a keynote address from an international innovation leader.

Session 2: Panel Discussion (50 minutes)

A multi-stakeholder panel discussion featuring policymakers, technology experts, civil society, and academics, sharing experiences and challenges in next-generation public service delivery.

Session 3: Interactive Breakout Sessions (60 minutes)

Participants divide into small groups to discuss specific themes (emerging tech, citizen co-creation, digital inclusion, etc.), share experiences, and co-develop actionable solutions.

Session 4: Presentation of Breakout Outcomes (20 minutes)

Each group presents their main insights, policy recommendations, and proposed partnerships or innovations.

Session 5: Q&A and Closing Session (15 minutes)

Interactive Q&A, participant reflections, and summary of next steps and takeaways.

Organisational Details

This workshop is organised by the **Digital Government Projects Management Center of the Republic of Uzbekistan** in collaboration with the **UNU-EGOV.**

Participants are expected to come from central and local government officials, policymakers, public government experts, public sector institutions, practitioners, civil society, academics, and media.

The workshop will be conducted in English and Uzbek.

Contact Persons

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