



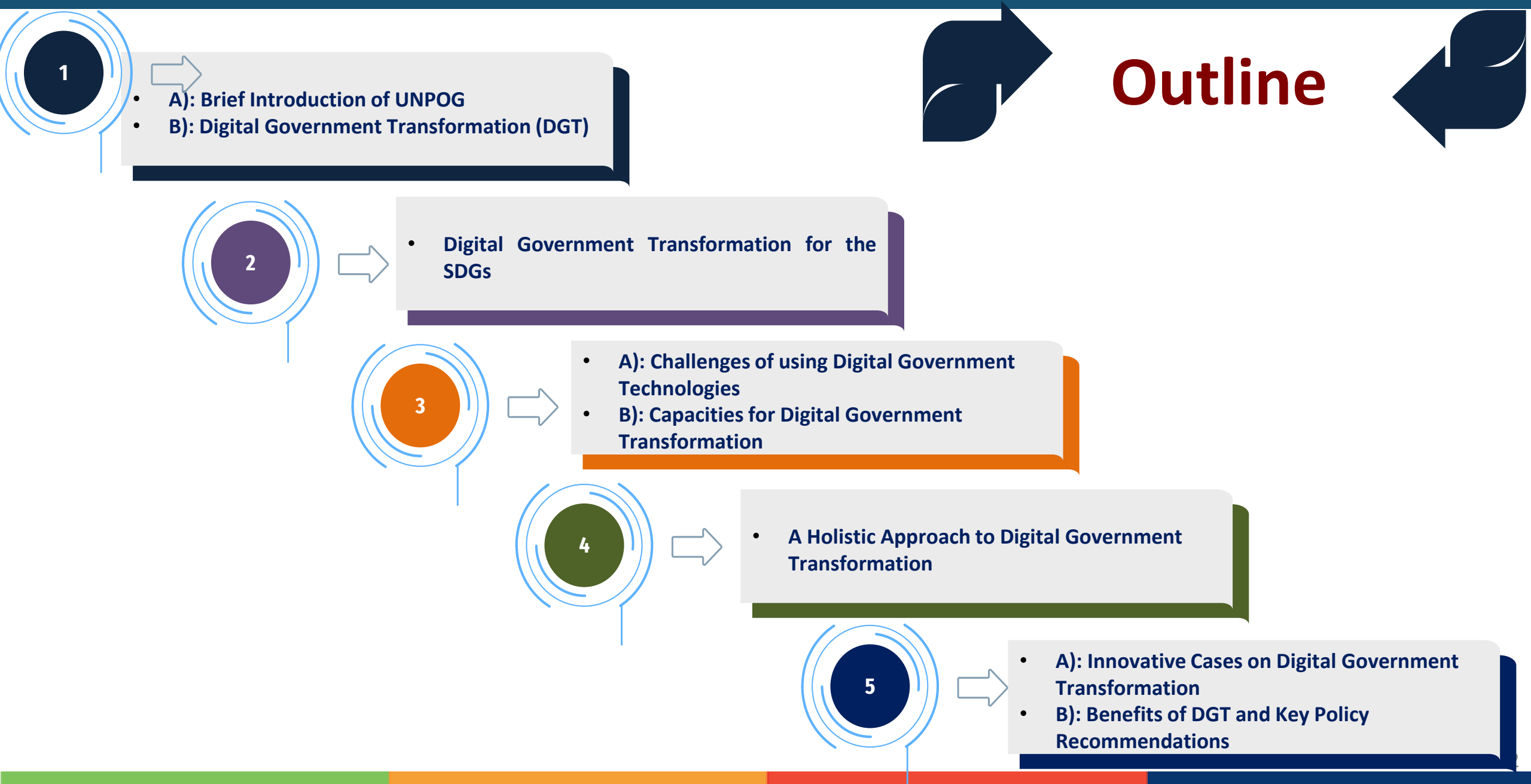
*Benchmarking Mission of the National Planning Commission (NPC) of Namibia in the Republic of Korea*

***Strengthening  
Capacities for Digital Government Transformation***

***Ms. Hyeyoung Kim  
Head of Office***

*United Nations Project Office on Governance (UNPOG), DPIDG/UN DESA*

***4 April 2024***



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- A): Brief Introduction of UNPOG
- B): Digital Government Transformation (DGT)

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- Digital Government Transformation for the SDGs

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- A): Challenges of using Digital Government Technologies
- B): Capacities for Digital Government Transformation

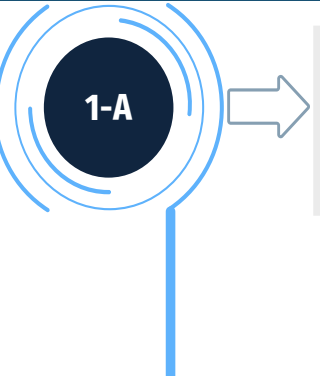
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- A): Innovative Cases on Digital Government Transformation
- B): Benefits of DGT and Key Policy Recommendations

# Outline



- **Brief Introduction of UNPOG**

## UNPOG's Mandate

To strengthen capacities of public institutions in developing countries to translate the SDGs into strategies and programmes at the country level

 **48** **Member States**  
*(LDCs, LLDCs, SIDs, and LICs/MICs)*



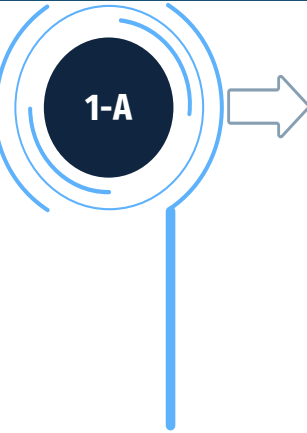
**Strengthened Public Institutions**



**Innovating Public Services**






**Engaging Whole Societies**



- **Brief Introduction of UNPOG**

### UNPOG Activity Pillars

Research and Policy Analysis	Capacity Development	Networking and Outreach
		
Conduct thematic research and analysis, consistent with the mandates of UN DESA to advance the implementation of the SDGs.	Promote capacity development at the national and sub-national levels through a holistic and integrated approach.	Support the knowledge and transfer, sharing of experiences, and lessons learned among countries for supporting the elaboration of policy options to realise the SDGs.



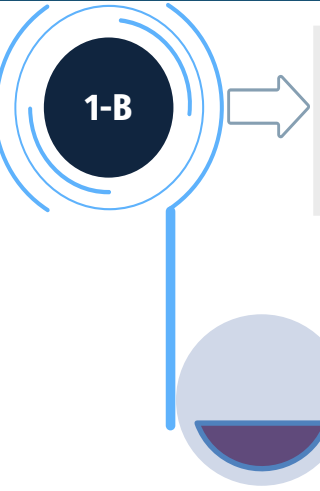
1-B

- **Digital Government Transformation**

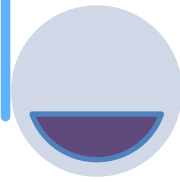
- Is the process of transforming governance models and interaction mechanisms between government and society and innovating government policymaking, organizations, services and programmes by leveraging digital technologies.

*(2020 United Nations E-Government Survey)*



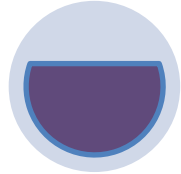


# • Digital Government Transformation



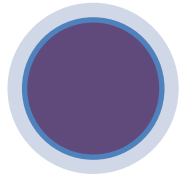
## Trends

- Digital government plays a vital role in accelerating the realization of the 2030 Agenda for Sustainable Development and ensuring that no one is left behind.



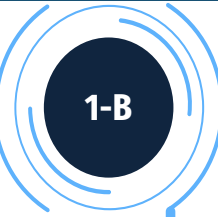
## Current Situation

- Many countries:
  - are confronted with a multitude of challenges notably in technological, governance and institutional dimensions
  - lack of capacities



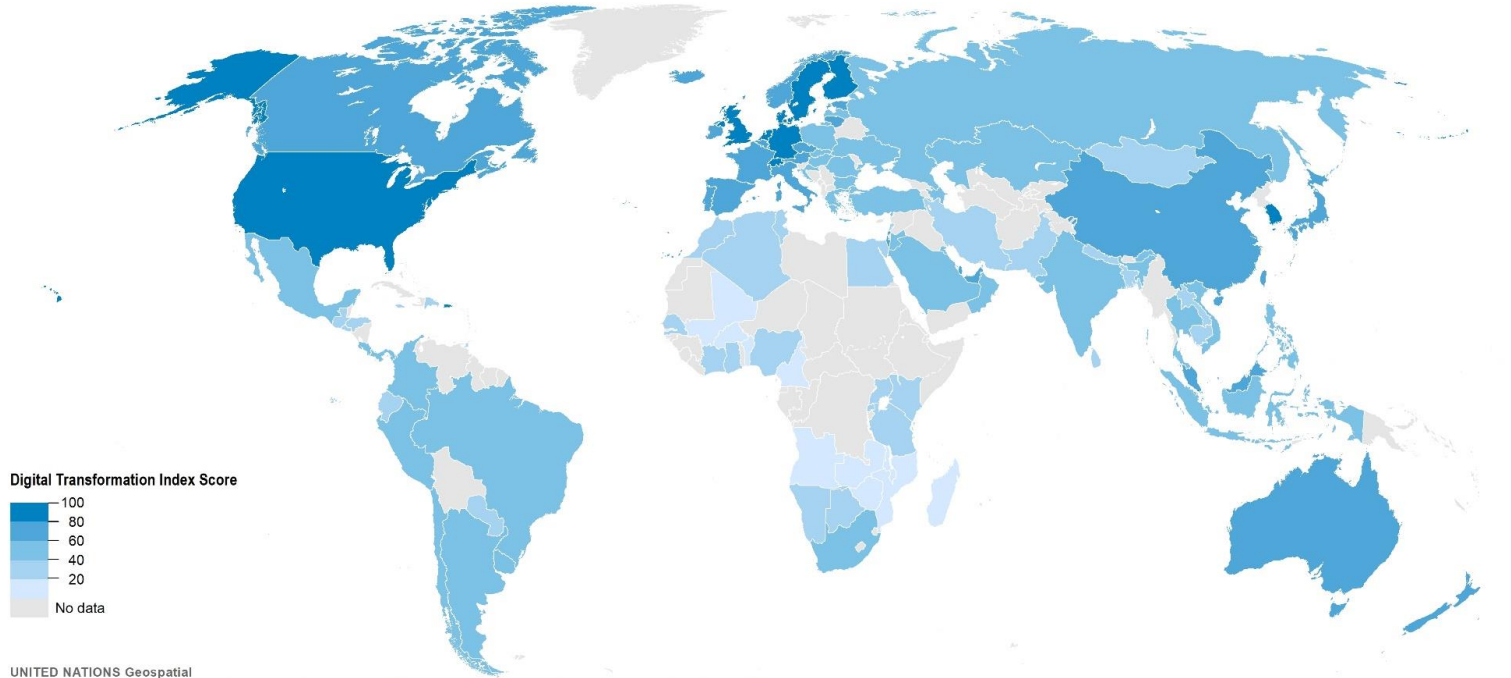
## Supports

- UN DESA supports Member States in strengthening their capacities on digital government transformation for achieving the SDGs.

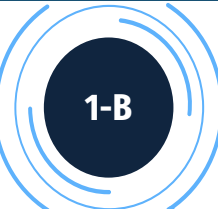


# Digital Government Transformation

## Global Landscape of Digital Transformation



UNITED NATIONS Geospatial  
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.  
Dotted line represents approximately the Line of Control in Jammu and Kashmir agreed upon by India and Pakistan. The final status of Jammu and Kashmir has not yet been agreed upon by the parties.  
Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined.  
A dispute exists between the Governments of Argentina and the United Kingdom of Great Britain and Northern Ireland concerning sovereignty over the Falkland Islands (Malvinas).



• Digital Government Transformation

Countries in Africa with the highest EGDI values

Table : Top countries for e-government in Africa

Country	Rating class	EGDI Rank	Sub-Region	OSI value	HCI value	TII value	EGDI (2020)	EGDI (2018)
Mauritius	HV	63	Eastern Africa	0.7000	0.7911	0.6677	0.7196	0.6678
Seychelles	H3	76	Eastern Africa	0.6176	0.7660	0.6925	0.6920	0.6163
South Africa	H3	78	Southern Africa	0.7471	0.7371	0.5832	0.6891	0.6618
Tunisia	H3	91	Northern Africa	0.6235	0.6974	0.6369	0.6526	0.6254
Ghana	H2	101	Western Africa	0.6353	0.5930	0.5596	0.5960	0.539
Namibia*	H2	104	Southern Africa	0.5235	0.6558	0.5447	0.5747	0.4554
Morocco	H2	106	Northern Africa	0.5235	0.6152	0.5800	0.5729	0.5214
Cabo Verde*	H2	110	Western Africa	0.5000	0.6337	0.5476	0.5604	0.498
Egypt*	H1	111	Northern Africa	0.5706	0.6192	0.4683	0.5527	0.488
Gabon*	H1	113	Middle Africa	0.3235	0.6719	0.6250	0.5401	0.4313
Botswana*	H1	115	Southern Africa	0.3647	0.6911	0.5591	0.5383	0.4253
Kenya*	H1	116	Eastern Africa	0.6765	0.5812	0.3402	0.5326	0.4541
Algeria*	H1	120	Northern Africa	0.2765	0.6966	0.5787	0.5173	0.4227
Zimbabwe*	H1	126	Eastern Africa	0.5235	0.6135	0.3688	0.5019	0.3692

\* Countries that moved from the middle to the high EGDI group in 2020.

Source: 2020 United Nations E-Government Survey.

ITU Report: The ICT Development Index 2023

Economy	Region	Income Group	IDI Score	IDI score and group average		Univ. score	M. score
				Income	Region		
Lao P.D.R.	ASP	LMI	64.6			59.6	69.6
Latvia	EUR	HI	93.8			90.2	97.5
Lebanon	ARB	LMI	76.1			74.5	77.7
Lesotho	AFR	LMI	44.3			30.7	57.9
Libya	ARB	UMI	79.4			85.1	73.7
Liechtenstein	EUR	HI	91.9			93.6	90.2
Lithuania	EUR	HI	92.4			88.1	96.8
Luxembourg	EUR	HI	92.1			92.2	92.0
Macao, China	ASP	HI	93.3			95.9	90.7
Madagascar	AFR	LI	26.4			14.9	37.9
Malawi	AFR	LI	31.5			23.3	39.7
Malaysia	ASP	UMI	94.5			94.5	94.5
Maldives	ASP	UMI	79.0			69.4	88.6
Mali	AFR	LI	38.2			33.5	42.9
Malta	EUR	HI	87.0			80.0	94.0
Mauritania	ARB	LMI	53.7			51.7	55.8
Mauritius	AFR	UMI	81.7			75.2	88.2
Mexico	AMS	UMI	78.0			69.0	86.9
Moldova	EUR	UMI	77.1			64.2	90.1
Mongolia	ASP	LMI	85.9			82.5	89.3
Montenegro	EUR	UMI	83.9			77.1	90.7
Morocco	ARB	LMI	85.1			79.5	90.7
Mozambique	AFR	LI	25.8			16.3	35.3
Myanmar	ASP	LMI	65.7			67.1	64.2
Namibia	AFR	UMI	68.1			60.4	75.8
Netherlands (Kingdom of the)	EUR	HI	93.5			96.5	90.5

Source: <https://www.itu.int/itu-d/reports/statistics/idi2023/>





2

- **Digital Government Transformation for the SDGs**

- *Digital government transformation is key to promoting all 17 SDGs*



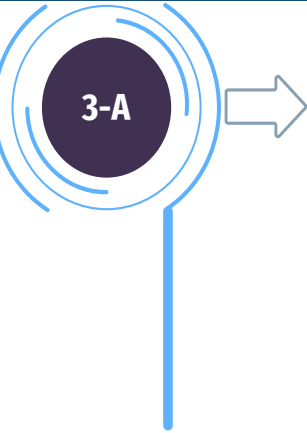
*Digital government transformation is specifically related to Goals 4, 8, 9, 16.*



## • Challenges of using Digital Government Technologies

- Many countries remain ill-equipped/prepared to effectively leverage digital technologies for:
  - accessible,
  - reliable,
  - fast,
  - personalized,
  - secure and inclusive services.
- Digital transformation has created many challenges for governments





# Challenges of using Digital Government Technologies

- **Widening digital divide**
- **Individual privacy and ethics**
- **Undermine human rights and security issues**
- **Data and cyber security**
- **Trust of people**

## GLOBAL DIGITAL DIVIDE



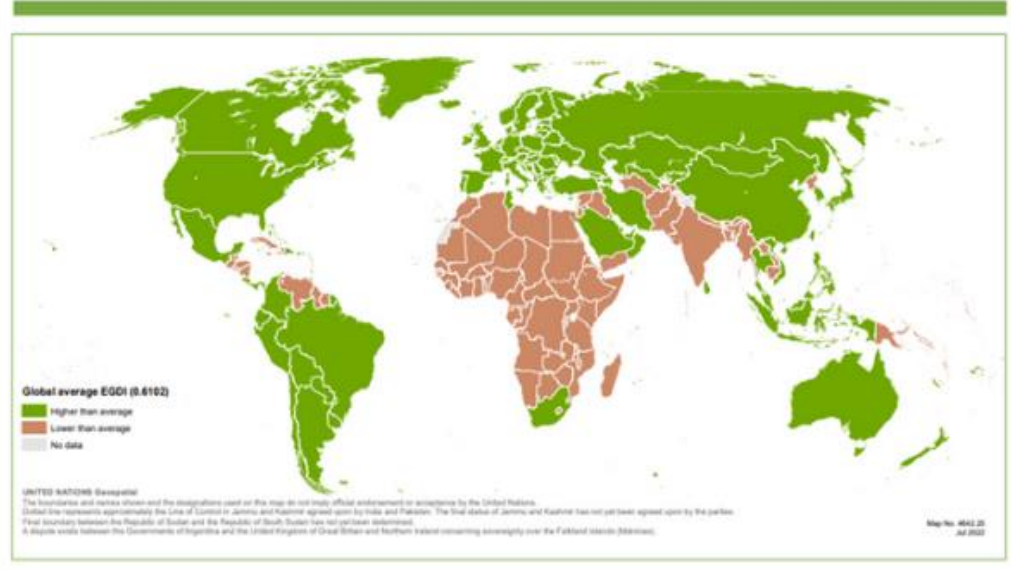
Despite investments in technology and the development gains achieved in many countries, the **digital divide persists.**

*“The digital divide will become “the new face of inequality” unless decisive action is taken by the international community.*

– United Nations Deputy Secretary-General Amina Mohammed

The path to digital inclusion and sustainable development remains fraught with obstacles and uncertainties, especially in **Africa** and among **Least Developed Countries (LDCs)** and **small island developing States (SIDS)**.

### Geographical distribution of countries with EGD values above and below the global average EGD value



Source: 2022 United Nations E-Government Survey;

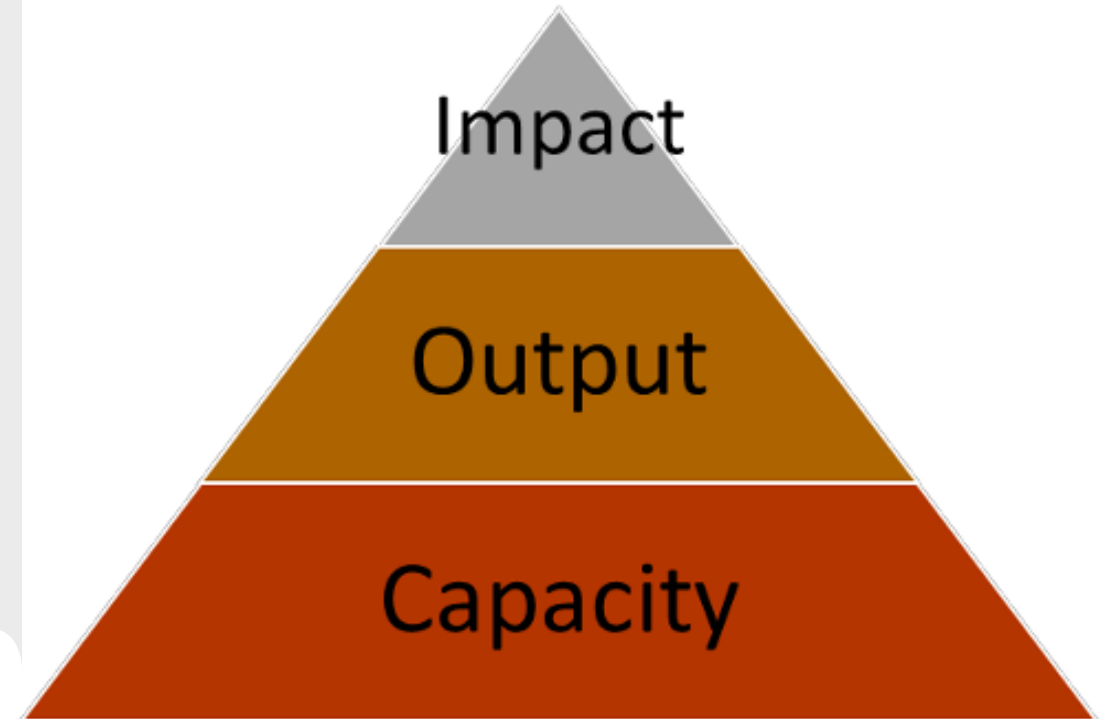




3-B

## • Capacities for Digital Government Transformation

- **Enhanced Capacities are required for Digital Government Transformation through:**
  - *Alignment of institutions/organizations, people, technology, data, and resources.*
  - *An ecosystem approach that leverages systems thinking and integrated approaches is critical.*





3-B

## Capacities for Digital Government Transformation

- **Evidence-based and demand-driven Capacity Development is needed at the:**
  - ***Individual level***
  - ***Institutional/organizational***
  - ***Societal level***

### 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. *Resource mobilization*
8. *Capacity of capacity developers*
9. *Societal capacities*

***Digital government transformation should be integrated into a country's development strategy and aligned with the SDGs as a comprehensive framework***



- **A Holistic Approach to Digital Government Transformation**

- *Digital Government Transformation requires a Holistic Approach*

**Ecosystem**

**Collaborative**

**Contextual**

**People-centric**



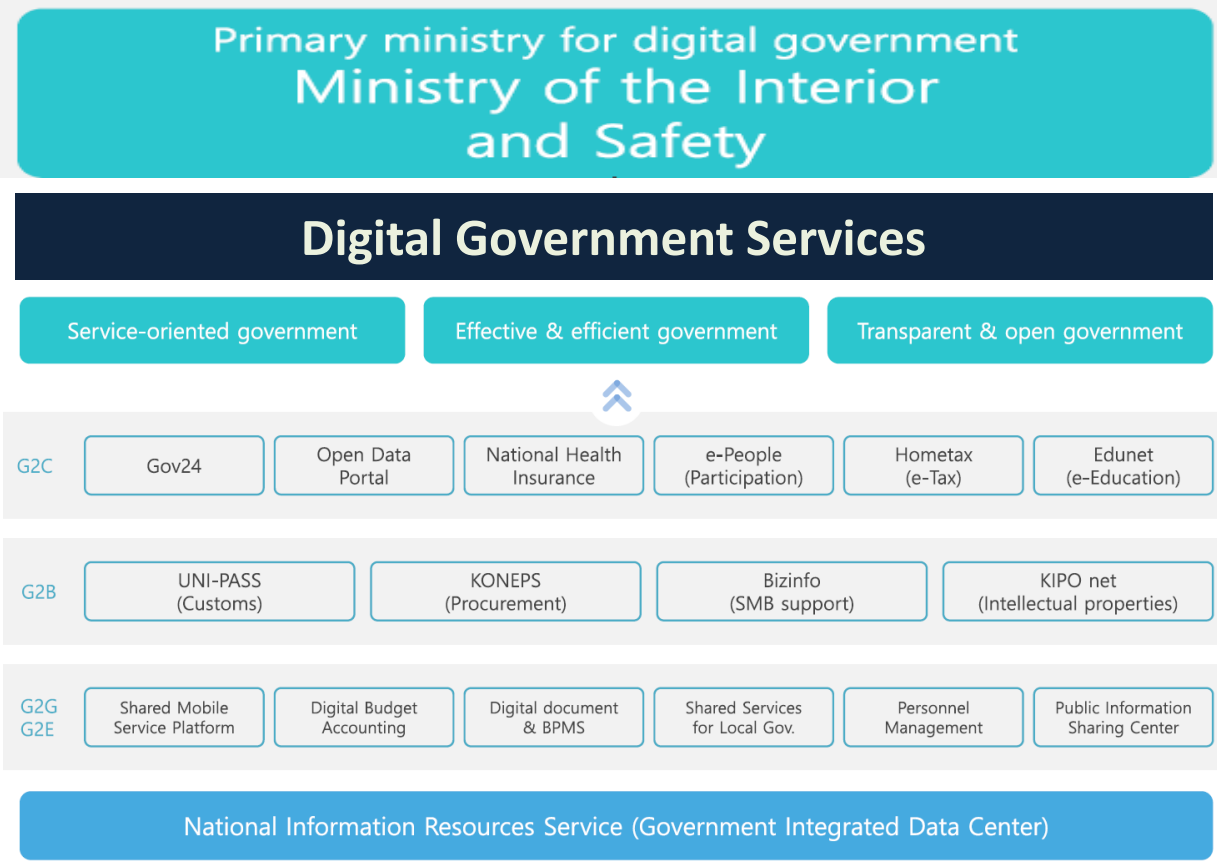


# Innovative Cases on Digital Government Transformation

## Korea's Digital Government Journey

- ✓ Korea has over 50 years of continuous development in Digital Government.
- ✓ Korea invests about USD 8 billion of its budget to ICT with a population of about 92% using Digital Government.
- ✓ Ranked among Top 3 in the UN e-Government Survey since 2010.
- ✓ **Key Success Factors**
  1. Innovation and early-adapting culture
  2. Decisive and sustained investment
  3. Strong and systematic leadership
  4. High-speed internet connectivity
  5. IT industry growth
  6. Visionary mid/long-term plans

Source: MOIS NIA Presentation 2023





## • Innovative Cases on Digital Government Transformation

### Mauritius Digital Development in SDGs Activation

- ✓ Mauritius Digital Government Transformation Strategy contains specific recommendations for government on how to activate the SDGs.
- ✓ The strategy proposes a list of best implementation of government practices of the SDGs
- ✓ It encourages cross-sectoral collaboration between public and private entities to holistically address intersectoral issues.

Source: Mauritius, Ministry of Technology, Communication and Innovation, Digital Transformation Strategy, 2018-2022. <https://shorturl.at/fjxL0>





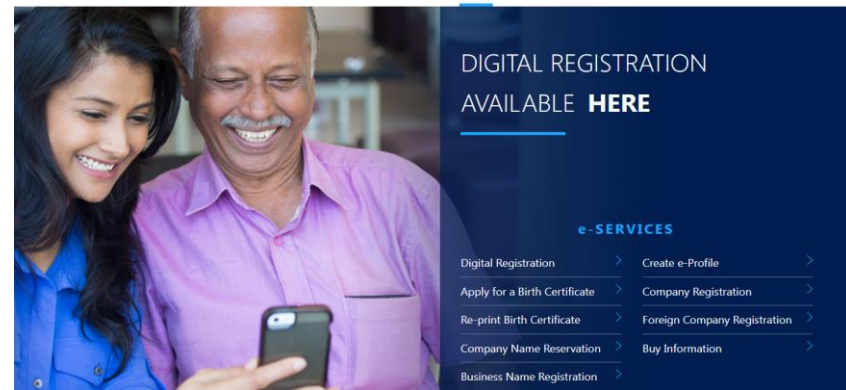
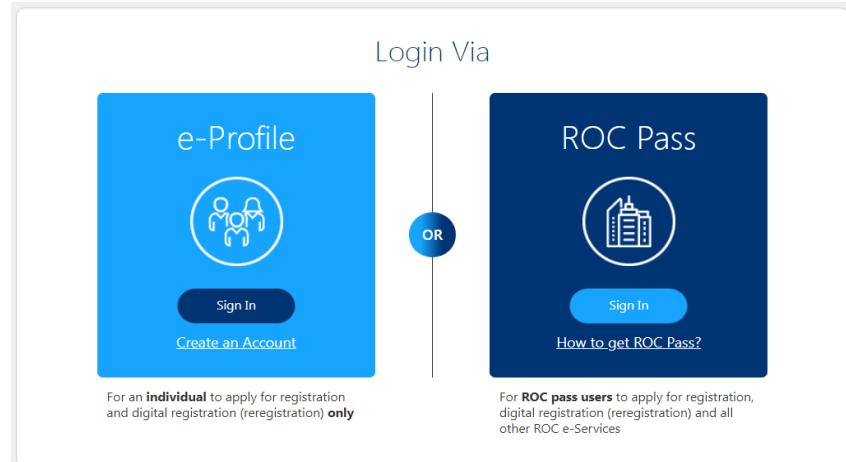


# Innovative Cases on Digital Government Transformation

## Fiji Expanding the Provision of Digital Services to Improve Accessibility

- ✓ Digital Government Transformation Programme (**digitalFIJI**) is being implemented as part of the 20-year National Development Plan.
- ✓ It focuses primarily on **strengthening public administration, government services,** and the **telecommunications infrastructure.**
- ✓ Aims at enhancing the quality and accessibility of public services for Government to achieve full digitalization by 2022.

Source: UN DESA, United Nations E-Government Survey 2022, pp.75.



<https://mobile.digital.gov.fj/MainNA>



5-B

## • **Benefits of Digital Government Transformation and Key Policy Recommendations**

### ***Digital Government Transformation –***

- *Enhances access to innovative public services, engagement in policymaking, participation and people-centric practices*
- *Promotes agile and risk-informed governance which is key for mitigating attendant risks*
- *Helps promote societal well-being, peace, prosperity, and support the achievement of the 2030 Agenda.*
- *Facilitates participatory governance mechanisms*
- *Foster greater government openness, accountability, transparency and public trust*

### ***Policy Recommendation and Key Takeaways***

- ***Digital government transformation** involves far more than the integration of technology in governance. Fundamental changes in the mindsets of public servants is critical.*
- ***A holistic approach** that puts people and their needs first is required to harness the full potential of new technologies for digital government transformation.*
- ***Governments and public administrations** are uniquely positioned to play a key role in strengthening the skills and competencies necessary for the implementation of the 2030 Agenda..*



# Curriculum on Governance for the SDGs and UNPOG's Capacity Development Support to Member States



## PURPOSE

- *Promote critical understanding of sustainable development issues*
- *Enhance governance capacity and strengthen public servants' awareness of their active role in contributing to the achievement of the SDGs.*
- *Develop the knowledge and capacities required to implement the 2030 Agenda*
- **Curriculum is available here: <https://bit.ly/3KRkbNc>**

For details on UN DESA/DPIDG Toolkits, please contact: [unpan@un.org](mailto:unpan@un.org).

	CHANGING MINDSETS IN PUBLIC INSTITUTIONS TO IMPLEMENT THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT UN DESA
	UN DESA   TRANSPARENCY, ACCOUNTABILITY AND ETHICS IN PUBLIC INSTITUTIONS
	INSTITUTIONAL ARRANGEMENTS AND GOVERNANCE CAPACITIES FOR POLICY COHERENCE UN DESA
	UN DESA   EFFECTIVE NATIONAL TO LOCAL PUBLIC GOVERNANCE FOR SDG IMPLEMENTATION
	GOVERNMENT INNOVATION FOR SOCIAL INCLUSION OF VULNERABLE GROUPS UN DESA
	UN DESA   RISK-INFORMED GOVERNANCE AND INNOVATIVE TECHNOLOGY FOR DISASTER RISK REDUCTION AND RESILIENCE
	INNOVATION AND DIGITAL GOVERNMENT FOR PUBLIC SERVICE DELIVERY UN DESA
	UN ESCAP UN DESA   E-GOVERNEMENT FOR WOMEN'S EMPOWERMENT





# Curriculum on Governance for the SDGs and UNPOG's Capacity Development Support to Member States

- **Namibia is cordially invited to these Upcoming Events for 2024:**
  1. *Digital Transformation Webinar for Africa with AAPAM (30 April 2024)*
  2. *2024 UN Public Service Forum and Awards Ceremony (UNPSF), Incheon, Republic of Korea (24 - 26 June 2024)*
  3. *8th Regional Symposium on Effective Governance and Digital Transformation, Incheon, Republic of Korea (30 October - 1 November 2024)*

**Regional SYMPOSIUM on**  
 Effective Governance and Digital Transformation for Accelerating Progress towards the 2030 Agenda  
 - Promoting Sustainable, Resilient, and Innovative Solutions

**17-19 October 2023**  
 10:00 - 18:00 Seoul, GMT+9  
 Incheon, Republic of Korea and Online



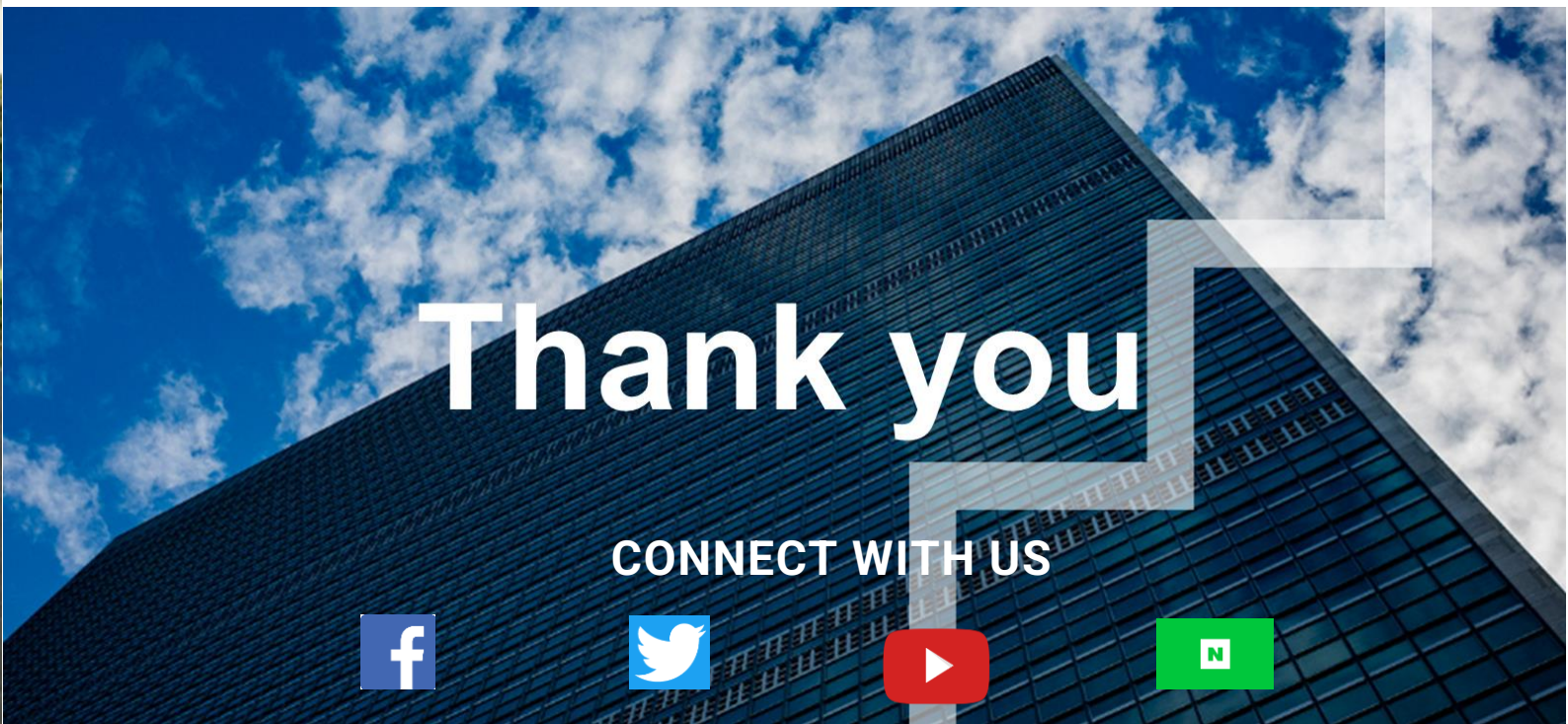
Capacity Development Webinar  
**Advancing Digital Government Transformation for Accelerating the Implementation of the Sustainable Development Goals**  
 Launch of the Toolkit on Capacities for Digital Government Transformation

**30 May 2023**  
 15:00 - 16:40 Seoul (GMT+9)  
 13:00 - 14:40 Bangkok (GMT+7)  
 09:00 - 10:40 Addis Ababa (GMT+3)



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