PROJECT NOTIFICATION

Ref. No.: 20-IN-54-GE-TRC-A-455

Date of Issue	3 September 2020
Project Code	20-IN-54-GE-TRC-A
Title	Training of Trainers on Government Digital Services for Public-sector Productivity
Timing and Duration	25-27 November 2020 (three days)
Hosting Country	Philippines
Modality	Digital Multicountry (DMC)
Implementing Organization(s)	Development Academy of the Philippines (DAP) and the APO Secretariat
Participating Countries	All Member Countries
Overseas Participants	19
Local Participants	12
Closing Date for Nominations	26 October 2020

1. **Objectives**

   a. To introduce the concept of government digital services to increase effectiveness and efficiency in meeting public needs;

   b. To learn about e-government systems that promote quality governance and innovation; and

   c. To share recent advances in digital services and their implications for how the public sector can contribute to social and economic development.

2. **Background**

Government digital services refer to the informatization of public service delivery through intranet and extranet systems in the government and affiliated public organizations. The intranet system of digital government is only accessible and used within the government, whereas the extranet system of digital government provides controlled access only to authorized public agencies, vendors, and individuals to facilitate digitized, handy, ubiquitous online administrative services at anytime, anywhere. For example, transactional services like submitting taxes via websites are the most common features of e-government, which were available in 139 countries in 2018 according to the UN. This is a type of digital government for citizens (G4C) service. Public affairs dealing with businesses (G4B) such as procurement are also an important part since they make the resource mobilization process more transparent for governments and big business.

In this sense, digital transformation of the public sector has increased the necessity for e-government systems in both developing and developed countries to efficiently manage public needs. Many groups have researched composite indexes to measure the development status of e-government systems. One of them is the UN E-Government Development Index (EGDI) that assesses around 190 countries divided into four subgroups: very high; high; middle; and low. In the EGDI report 2018, most APO member countries were located in the high, ranging from very high to middle. The measurement values are hard data like telecommunications infrastructure (e.g., Internet bandwidth speed) and soft data like human capital (e.g., adult literacy rate). The IMD World Digital Competitiveness report 2019 had similar analysis factors and found that Indonesia and India had moved up several steps in the ranking supported by positive results in training, education, and technological infrastructure. This shows that there are opportunities for APO member countries to transition to higher levels of digital government as they recognize the centrality of productivity in the public sector through digitization under the APO Vision 2025.

This training course is designed to share methods and techniques applied to various stages of development of digital government establishment in connection to public service delivery. After taking the course, participants will be able to draw an integrated picture of e-government systems and public service delivery, explain concepts and principles, and formulate action plans applying the lessons learned.

3. **Modality of Implementation**

   a. This training course will be conducted online using videoconference applications.

   b. The resource speakers and participants will participate the course virtually using their own devices, applications, and Internet connections.

   c. The duration of each day's session will be up to three hours.

   d. The APO Secretariat will inform the resource speakers and participants of the applicable videoconference application and link to the virtual sessions.

   e. The videoconference link will be provided exclusively to resource speakers and participants in this training course and should not be shared.

4. Scope and Methodology

The training course will consist of interactive lectures, case studies, and discussions. The tentative program is given below:

Date/Time	Activity
Wednesday, 25 November	Presentations: • e-Government and digital public services: Introduction to concepts, principles, structures, and trends in e-government systems • e-Governance services for the public sector: Process efficiency and transparency through informatization for governments, public agencies, and quasi-governmental agencies Sharing country cases
Thursday, 26 November	Presentations: • Digital government for citizens (G4C) services: Designing digital services for citizens' life cycles • Data management for public services: Data collection, integration, utilization, and publishing for handy public service Sharing country cases
Friday, 27 November	Presentations: • Sustainable digital service delivery: The digital divide and inclusion, with approaches to solutions Action plan: • Platform development to meet public demand

5. Qualifications of Candidates

Present Position	Policymakers and government officials working to develop e-government systems, digital public services, e-governance, administrative process innovation, and management information systems (MIS); representatives of government enterprises involved in R&D, ICT, and informatization; and staff of public organizations involved in ICT training.
Work Experience	Two years of experience or more in the position described above.
Education	University degree or equivalent qualification from a recognized university or similar tertiary institution.
Computer Literacy	Familiarity and competency in connecting to virtual meetings, including independently undertaking trouble shooting in the event of poor or lost connection.
Language	Proficiency in English, both writing and speaking. Participants will be required to make presentations and engage in discussions.

6. Requirements

   a. Have necessary devices comprising a computer, web camera, microphone, and speaker or headphones.

   b. Access to Internet connections suitable for videoconferencing. Stable, wired LAN connections are preferred.

   c. Follow the instructions of the moderators/presenters in asking questions, joining discussions,

and answering questions.

    d. Participate in the entire course.

7. Financial Arrangements

    a. The APO will meet the assignment costs for international resource persons.

    b. The host country will meet the assignment costs of local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

8. Actions by Member Countries

    a. Each participating country will nominate three or more candidates in order of preference.

    b. Self-nominations will not be accepted.

    c. All nominations must be endorsed by an APO Director or Alternative Director and submitted by a Liaison Officer or designated officer.

    d. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System (DMS)/Fleekdrive by the NPO. The biodata form is available on the APO website.

    e. Late nominations will not be accepted. When a nomination requires the approval of higher authorities and requires a longer time, the member country concerned should send the name(s) of the nominee(s) before or by the deadline, indicating that approval will follow.

    f. If a selected participant becomes unable to participate, the NPO concerned should inform the APO Secretariat and the host country promptly.

9. Actions by the APO Secretariat

    a. Selection of candidates will be at the discretion of the Participant Selection Committee of the APO Secretariat.

    b. Selection of candidates will be completed and announced three weeks prior to the start of the course.

    c. Slots that become available due to withdrawal of a selected candidate(s) or lack of nominations by a member country may be filled by alternates to be selected on a merit basis.

    d. The APO Secretariat will inform NPOs of the final program, platform, and link of the virtual meeting, as well as the schedule for technical coordination when applicable, two weeks prior to commencement of the training course

10. Dress Code

Participants are required to wear appropriate business attire during the course.

Dr. AKP Mochtan
Secretary-General