PROJECT NOTIFICATION

Ref. No.: 20-IN-91-GE-WSP-A-459

Date of Issue	3 September 2020
Project Code	20-IN-91-GE-WSP-A
Title	Workshop on People-centric Digital Transformation
Timing and Duration	25–27 November 2020 (three days)
Hosting Country	Republic of China
Modality	Digital Multicountry (DMC)
Implementing Organization(s)	China Productivity Center (CPC) and the APO Secretariat
Participating Countries	All Member Countries
Overseas Participants	19
Local Participants	12
Closing Date for Nominations	30 October 2020

1. Objectives

The primary objective of the workshop is to promote a "people first, process second, and technology last" perspective while embarking on the journey of digital transformation to achieve enhanced productivity at organizational level. The specific objectives of the workshop are:

a. To equip participants with know-how on the key elements of digital transformation of enterprises to meet changing business and market requirements;

b. To examine ways to deploy suitable learning and development strategies to implement people-centric digital transformation within SMEs;

c. To discuss and assess the current status of digital transformation in member countries and its impact on business processes; and

d. To formulate a framework for undertaking people-centric digital transformation.

2. Background

Radical innovations and rapid advances in digital technologies including cyberphysical systems, the Internet of Things, 3D printing, cloud computing, cognitive computing, automation, and artificial intelligence are not only leading to fundamental changes in business processes and operations but also providing new revenue streams and value-producing opportunities. Throughout supply chains, digital technologies have improved process efficiency and transformed the ways in which employees carry out their work. These changes directly impact long-term labor productivity and competitiveness in the present era of globalization.

On one hand, technological disruptions have affected the labor market through job displacement while reducing the need for human interventions; on the other hand, evolving socioeconomic complications driven by rising inequality, demographic shifts, increased urbanization, etc. are challenging how enterprises operate. As businesses strive to become resilient to navigate tough times, they must also meet employee expectations in terms of job security, professional growth opportunities, transparency, and autonomy and build up an inclusive, confident, well-equipped, skilled workforce.

The financial aspects of digital technology applications to transform business operations also require consideration. Empowering employees to become "workers 4.0" who are future ready and have the requisite digital technology skill sets not only leads to higher output but also to greater productivity growth, which facilitates continuing digital transformation and improves returns on investment. In September 2019, the APO organized the Conference on the Future of Work in Taipei to explore ways in which organizations can respond to socioeconomic and technological disruptions and their consequences as well as policies to address related issues. Participants drafted action plans to improve structures, systems, and processes for transforming organizations to become more innovative and ready for the future of work.

This workshop will provide opportunities for participants to hold in-depth discussions and gain knowledge from experts on the key elements of digital transformation for customer-centric productivity growth at organizational level while addressing the associated disruptions and developmental gaps through a people-centric approach. During the workshop, participants will examine frameworks for people-centric digital transformation through knowledge sharing and case studies.

3. Modality of Implementation

a. This workshop will be conducted online using videoconference applications.

b. The resource speakers and participants will participate in the workshop 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 workshop and should not be shared.

4. Scope and Methodology

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

Date/Time	Activity
Wednesday, 25 November	Introductory session and keynote speech Presentations: • Key elements of digital transformation • Disruptions to the future of work
Thursday, 26 November	Presentations: • People, process, and technology: Frameworks, methodologies, and features • Productivity enhancement through a people-centric approach • Focusing on skills to drive digital transformation Experience and knowledge-sharing session by participants
Friday, 27 November	Presentations: • Workers 4.0 • Key strategies for inclusive workplaces • Case studies on business transformation Discussion on frameworks facilitating people-centric digital transformation

5. Qualifications of Candidates

Present Position	Government officials involved in industrial policy, skill development, development strategies for the SME and manufacturing sectors, and productivity improvement initiatives; and senior representatives of industrial associations.
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 connections.
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 workshop.

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.
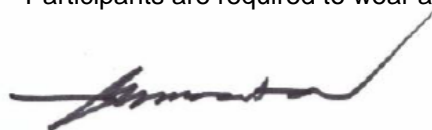
8. Actions by Member Countries

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 Alternate 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 project.

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 workshop, as well as the schedule for technical coordination when applicable, two weeks prior to commencement of the workshop.

10. Dress Code

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

Dr. AKP Mochtan
Secretary-General