



PROJECT NOTIFICATION

Ref. No.: 21-CL-03-GE-DLN-A-PN2100066-001

Date of Issue	04 September 2021
Project Code	21-CL-03-GE-DLN-A
Title	Self-learning e-Course on Service-sector Productivity and Innovation for the Digital Economy
Launch Date	30 November 2021
Hosting Country(ies)	APO Secretariat
Modality	Digital Learning
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	Open
Overseas Participants	Not Applicable
Local Participants	Not Applicable
Qualifications of Participants	Open
Nomination of Participants	Not Applicable
Closing Date for Nominations	Not Applicable

1. Objectives

- a. Discuss the latest productivity concepts, tools, and methodologies for service-sector enterprises.
- b. Introduce innovation-led productivity improvement solutions for the service sector in the digital economy era, including big data analytics, artificial intelligence, and cloud solutions.

2. Background

The digital economy relies on innovative, advanced technologies in both the manufacturing and service sectors to improve products and processes. What this means for factories and production floors is that manufacturing processes are enhanced through cyberphysical integration of assembly lines. It involves digitalization and automation using devices, sensors, and robotics for work processes. It also facilitates connectivity through the integration of information, computing, and networking to improve manufacturing productivity, customization, flexibility, predictability, and performance.

For the service sector, which includes professional services and financial technology (fintech) firms, however, the methods are quite different. Productivity is often enhanced through measures and techniques aimed at protecting the integrity of data, computing devices, and other systems from damage or theft, and preventing disruption to the system's overall functionality. Specific measures may include encryption, cyberintelligence, and the development of security control mechanisms to reduce risks. It also involves collecting, cleaning, transforming, and modeling data to discover useful information and provide critical insights. Such value-added services in data and business analytics are geared toward informed decision making.

This e-learning course will focus on introducing productivity and innovation tools, techniques, and methodologies in the service sector to acquaint participants with the latest solutions. The knowledge gained and sharing of experience will prepare participants to advance smart transformation ideas and initiatives across APO member countries and therefore prepare them for the digital economy.

3. Modality of Implementation

- a. The course is offered through the APO e-learning platform: <http://eAPO-tokyo.org>
- b. Participants should register on this portal and create their own accounts.
- c. Certificates of completion will be provided for those who satisfactorily complete all the modules of the course, including quizzes and a final examination.

4. Scope and Methodology

The course will comprise five modules:

Module 1:

Service-sector productivity and innovation for the digital economy

Module 2:

Applications of productivity solutions in the service industry

Module 3:

Data analytics, cloud computing, and artificial intelligence contributions to labor productivity in service enterprises

Module 4:

Case studies of productivity and innovation in the digital economy

Module 5:

Summary and future directions for service productivity and innovation in the digital economy

Final examination

Methodology

Module study, additional study material for participants, quizzes for self-assessment, and a final examination.

5. Requirements

- a. Have necessary devices and software comprising a computer/smartphone, updated browser, microphone, and speaker or headphones.
- b. Access to internet connections.
- c. Completion of all the modules, quizzes, and final examination.
- d. The APO e-certificate will be given to participants who score a minimum of 70% on the final examination.

6. Financial Arrangements

The APO will meet the assignment costs for resource persons to develop the course modules including quizzes and a final examination.

7. Actions by Member Countries

- a. Promote the courses nationwide.
- b. Provide the link to the APO e-learning platform on the NPO's website and social network services.

8. Actions by the APO Secretariat

- a. Identify and assign the resource person(s) to develop the course.
- b. Announce course commencement on the APO website and social network services.



Dr. AKP Mochtan
Secretary-General