PROJECT NOTIFICATION

Reference No.: 177

Date of Issue	28 August 2023
Project Code	23-IP-11-GE-WSP-A
Title	Workshop on Digital Government for Inclusive Public Service Delivery
Timing	4 October 2023–6 October 2023
Hosting Country(ies)	Cambodia
Venue City(ies)	Not Applicable
Modality	Online
Implementing Organization(s)	National Productivity Centre of Cambodia, Ministry of Industry, Science, Technology and Innovation and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Closing Date	25 September 2023
Remarks	Not Applicable

Objectives	Understand digital government for inclusive public service delivery; discuss how technology changes interactions between governments and citizens; examine convenient digital platforms to access public services; and explore innovative strategies to leverage digital technologies to enhance public service delivery.
Rationale	The adoption of digital technologies in governance and fostering inclusive public service delivery are critical in the postpandemic era. The need for continuity of services, efficiency and speed, cost reduction, and inclusivity accelerated digital transformation. This workshop will promote smart public-sector transformation to deliver high-quality services.
Background	Public services are changing with advances in technology. With ICT tools, citizens can access government services efficiently and easily. Forty-six percent of Asia-Pacific citizens expect to access government services more frequently in the future, with 73% believing that services have become more digitalized since the pandemic (Deloitte Digital Smart, 2022). Government agencies face challenges in meeting citizens' high expectations of digital service delivery to all, even in remote areas of developing countries. As most governments aim to modernize operations and processes through digitalization, they must consider how to offer services that are both accessible to citizens and conducive for businesses. This workshop will discuss the effectiveness of digital transformation in the public sector, accessibility challenges, citizens' engagement, and collaborative networks to benefit all, regardless of socioeconomic status and/or geographic location.
Topics	Digitalization of public services; Inclusive public service delivery; Emerging technologies for digital service delivery; Examples of mobile services for inclusion; Challenges in digital adoption and inclusion; and Case studies and best practices of digital government for inclusive public service delivery.
Outcome	Enhanced understanding of the importance of inclusive public service; approaches and strategies to improve inclusive public service delivery through digital platforms; and lessons learned from case studies and best practices of inclusive digital government implementation.
Qualifications	Policymakers, government officials, and representatives of local government units and enterprises in charge of ICT, e-government, and public service digitalization programs.

Please refer to the implementation procedures circulated with this document for further details.

Dr. Indra Pradana Singawinata
Secretary-General