



United Nations

Department of
Economic and
Social Affairs



D-8 Organization for
Economic Cooperation

Implementing New Approaches to E-government for SDG Implementation

Second Capacity Building Workshop

17 - 18 November 2022

Final Report



United Nations Department of Economic and Social Affairs

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D-8 Organization for Economic Cooperation

D-8, also known as Developing-8, is an organization for development cooperation among the following eight countries: Bangladesh, Egypt, Indonesia, Iran, Malaysia, Nigeria, Pakistan and Turkey. Its objective is to improve member states' position in the global economy, diversify and create new opportunities in trade relations, enhance participation in decision-making at international level, and improve standards of living. D-8 is a global arrangement rather than a regional one, as the composition of its members reflects.

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BACKGROUND

Since 2001 the United Nations E-government Survey has tracked developments in e-government in all Member States. The most recent UN E-Government Survey launched in 2022 showed that many more countries and municipalities are pursuing digital government strategies, some of which are radically different from those guiding earlier e-government initiatives. Some of the new approaches include the delivery of e-government as a platform, the integration of online and offline multichannel delivery, the agile development of digital services, the expansion of e-participation and partnerships, the adoption of data-centric approaches, the strengthening of digital capacities to deliver people-centric services, and the innovative use of new technologies such as artificial intelligence (AI) and blockchain, especially in the development of smart cities.

The Developing Eight Organization for Economic Cooperation, also known as Developing-8 (D-8), is an organization for development cooperation among the following eight countries: Bangladesh, Egypt, Indonesia, Iran, Malaysia, Nigeria, Pakistan, and Türkiye. Its objective is to improve member states' position in the global economy, diversify and create new opportunities in trade relations, enhance participation in decision-making at the international level, and improve standards of living. D-8 is a global arrangement rather than a regional one, as the composition of its members reflects.

At the request of the D-8 Organization, a capacity-building workshop on “New Approaches to E-Government for SDG Implementation” was organized for representatives of its Member States from 15 – 16 March 2022. The objective of the workshop was to raise awareness on innovative approaches in E-Government policies and implementation strategies and increase participants' capacities on how to use them for the achievement of the United Nations Sustainable Development Goals (SDGs). During the workshop, a training toolkit on Innovation and Digital Government for Public Service Delivery was utilized. The toolkit is a set of comprehensive materials aimed at strengthening the capacities of government officials to promote innovation and digital government for SDG implementation.

During the Workshop several challenges were identified by the participants, including, though not limited to, the following: there is a lack of access to and affordability of digital technologies which implies inadequate digital infrastructure and the unavailability of broadband and new technologies. Moreover, there is an unbalance of supply and demand in digital expertise with a lack of skills in the supply side (public officials) and a lack of digital literacy in the demand side (citizens). Other generally present challenges include budgetary constraints for E-Government, challenges related to cyber security, resistance to change and technology, etc.

Some specific cases were also highlighted, like the unavailability of real-time data and a lack of disaggregated data for vulnerable groups, challenges surrounding online land management and registration, change resistance in the sense of a general unwillingness to adopt new technology, a lack of interagency coordination and communication, an inadequate power supply, and finally a lack

of publicity on digital government drive to the extent that citizens are most unaware of E-Government services – especially at the local level.

The workshop also allowed participants to identify opportunities. It was noted that the COVID-19 pandemic has caused a surge of new technologies being adopted by all D-8 Members. In addition, it was emphasized that access to Internet rates and device ownership are increasing across countries and that social media is actively being used by citizens. Participants discussed their collective responsibility to turn these content consumers into content producers, be it in media, education, app development and so on as this would provide endless opportunities. Moreover, D-8 countries generally have a significant youth population at working age that could be mobilized in ICT related industries. There is also an opportunity in ICT related laws, regulations, policies and strategies including cyber security and data protection related laws to create an enabling environment for people to make use of ICT.

Based on the workshop's report, several areas for further support and assistance were identified, including (1) capacity development of public officials in digital government in terms of digital skills and talent. Further, support was requested in (2) enhancing collaboration between government agencies, as well as in (3) establishing smart cities. In addition, assistance was deemed necessary in (4) the adoption and sharing of open standards, and (5) the promotion of the production of indigenous ICT access devices for public servants and the educational sector. Finally, D-8 Members required support in (6) technology transfers by exploring investment opportunities and bi- and multilateral cooperation, and in foreign investment in high-tech and other industrial parks.

To respond to the request for further support and assistance, a two-day in-person workshop to strengthen digital government and innovation capacities for public sector transformation also entitled "Implementing New approaches to e-government for SDG implementation" was held on 17-19 November 2022 in Istanbul, Türkiye.

OBJECTIVE

The workshop's objective was to strengthen digital government and innovation capacities for public service delivery in the D-8 countries. The sessions and group activities allowed participants to gain insights about emerging trends and new e-government technologies, strategies, and implementation practices from around the world; to uncover challenges and identify building blocks for public sector transformation; to acquire practical hands-on knowledge (and skills) on how to implement e-government strategies and digital technologies in government to deliver inclusive services by promoting change at different government levels (individual, organizational and institutional); to learn and apply new concepts, tools, and approaches to support strategies, capabilities, and action planning; and to develop a roadmap and an action plan, using design thinking approaches.

Several topics were covered during the Capacity-Building Workshop including the Principles of Effective Governance and trends in E-government. Through a group exercise using the Digital Government Capability Assessment, a situation analysis for digital government transformation was conducted. Several presentations on Smart Cities, Institutional Coordination for Effective Public Service Delivery, and Partnerships for Technology Transfers contributed to identifying priorities and new approaches with particular emphasis on inclusivity. Several other group activities were used to assist participants in developing a road map and action plan based on collaboration and peer-to-peer learning. Finally, the possibility of establishing a D8 E-Government Network and the next steps were discussed by participants and representatives of the D8 Secretariat.

Participants actively contributed to the discussion to create a common understanding of the challenges faced by the Member States in their respective transition toward e-governance and digital public services and identify solutions and responses to those potentially arising challenges.

SETTING THE SCENE

Opening Remarks

During the opening session, **H.E. Ambassador Isiaka Abdulqadir Imam, the D-8 Secretary-General**, emphasized that achieving the UN Sustainable Development Goals (SDGs) is one of the objectives of the D-8 Organization as it is clearly stated in the D-8 Decennial Roadmap for 2020-2030.

The roadmap stipulated strategies and programs of action to foster development through capacity building and technology transfer to assist the D-8 Organization in achieving the 2030 Agenda for Sustainable Development.

Ambassador Imam also noted that information and communication technology have become an integral part of our livelihood. Almost all aspects of our lives are now interconnected with and through information technology. At the same time, governments are racing to develop portals and applications to bridge the services they provide to their constituent. The D-8 Member States, of course, do not want to be left behind when it comes to digitalization and e-governance.

The commitment to establishing a D-8 E-Government Network was reiterated with the hope that such a network would serve as a platform to harness the strength and potential of the D8 member countries, maximizing the use of information technology to their utmost benefit.

UN Resident Coordinator in Türkiye, Mr. Alvaro Rodriguez, noted that knowledge and information have also become transformative dimensions and are key drivers for the implementation of the SDGs.

If developed and utilized strategically, through an accelerator impact, Information and Communication Technologies (ICTs) have an increasing role and contribution in addressing the multi-dimensional development challenges and advancement of the SDGs.

In this regard Mr. Rodriguez emphasized that, information and communication technologies (ICTs) can help accelerate progress towards every single one of the 17 SDGs. ICTs can provide the means to deliver high-quality goods and services in health care, education, finance, commerce, governance, agriculture, and other vital areas. They can help to reduce poverty and hunger, boost health, create new jobs, help mitigate climate change, improve energy efficiency, and make cities and communities more sustainable.

Several examples in which digital technologies can contribute significantly to the fulfillment of every SDG were provided, including:

- Access to digital financial services has been proven to help lift people out of poverty.
- By making agricultural practices more data-driven and efficient, ICT-enabled solutions can help farmers increase crop yields while reducing their use of energy and resources.
- Direct patient interaction, health informatics and telemedicine can be improved through better connectivity.
- Digital skills can be instrumental to generate livelihoods and job opportunities mainly for the youth, and better connectivity through ICT infrastructures can support national education systems - as we have witnessed during the pandemic.
- Although the digital gender divide has been narrowing in all world regions and virtually eliminated in the developed world, wide gaps persist in LDCs and in Landlocked Developing Countries. ICTs and STEM initiatives (science, technology, engineering, and mathematics) addressing women would help achieve SDG5 objectives.
- New and emerging digital technologies facilitate smart water and sanitation management.
- Rising tech use contributes to emissions of carbon dioxide and other greenhouse gases. Industries are exploring ways to use greener energy, make devices more energy efficient, and incorporate solar, wind and other renewable sources into the value chain.
- Technology creates new jobs, enables resilient work and commerce, and stimulates wider social and economic development. ICTs and innovation help countries, cities and communities and systems to accelerate their digital transformation
- Extending access to technologies and knowledge to disadvantaged segments of society can help reduce inequality within and between countries, communities, and populations

- Use of ICTs in urban management including transportation, urban waste management, delivery of municipal services and many others through smart city initiatives can also contribute to the expansion of sustainable cities and communities.
- Digital tools allow increasingly sophisticated climate modelling. ICTs are also useful to monitor the changing land and marine environment leading to informed policy making options for governments.
- E-government services are helping improve the relationship between citizens and the state and improving the efficiency of the delivery of government services.

Finally, Mr. Rodriguez pointed to the importance of multistakeholder partnerships based on the strong engagement of the public sector, private sector and academia as key to bringing ICTs and innovation to the use of all nations, peoples, and communities.

The significant role of multistakeholder collaboration and coordination was also emphasized by **Mr. Juwang Zhu, Director, Division for Public Institutions and Digital Government (DGPID)** of UN DESA in his opening remarks noting that governments, the United Nations system, the private sector (including tech companies), civil society, grass-roots organizations, academia, and individuals, including youth, all play an important role in ensuring the SDGs. And since the use of Information and Communication Technologies has become essential in our lives, the first principle of the United Nations Secretary-General's proposed Global Digital Compact is to "Connect all people to the Internet, including all schools". Without universal access, we are essentially excluding billions of people from reaping the benefits of digital technologies, including e-government services.

Mr. Safa Uslu, Head, the International Relations Department, Digital Transformation Office of Türkiye, noted that a key objective of this workshop was to work together to create a digital future together by upskilling the D8 public officials, strengthening cooperation between member states, and promoting indigenous ICT access for use in government and education.

As indicated by Mr. Uslu, the digital transformation of the world is a bottom-up phenomenon where the social contract and the international order that resulted from the end of the Second World War are being altered by technological advances. ICTs have transformed how services are provided and digital transformation is now a public sector imperative requiring not only new technologies but also an overhaul of organizational structures, governance, work processes, culture, and mindsets. Creating a world-class quality of life for their citizens and improving their country's competitiveness within the global economy will depend upon governments effectively managing their digital transformation.

Dr. Uslu noted that three important areas must be considered holistically to keep up with the power of digital in the government, including

- Investing in digital infrastructures: Only by providing widespread fiber optic internet access, ramping up connectivity, and setting up data centers can we hope to build a robust digital/ICT infrastructure. More connectivity can help reduce the digital divide.
- Investing in people (public officials and citizens): Investing merely in technology won't be sufficient, if civil servants and government officials lack the abilities to understand, adopt and build on the new ways of thinking and maximize benefits of the new technologies. Equally important is the development of basic digital literacy skills among all citizens as without these basic skills, even the most ambitious digital government initiatives would fall short.
- Adopting and regulating the use of new technologies: it is crucial to regulate the emerging/disruptive technologies.

PRINCIPLES OF EFFECTIVE GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AND TRENDS IN E-GOVERNMENT

In the opening presentation, the critical role played by institutions and the public sector's role in achieving the SDGs was discussed. The need to strengthen the capacity of the public sector was addressed and, in that context, the Principles of Effective Governance for Sustainable Development developed by the UN Committee of Experts in Public Administration (CEPA), and their essential role of providing practical, expert guidance to interested countries in a broad range of governance challenges associated with the implementation of the 2030 Agenda, were presented as well as their link to the Curriculum on Governance for the SDGs. Each of the eleven principles were presented, as well as the commonly used strategies to apply them in the public sector.

The Curriculum on Governance for the SDGs, aiming to promote critical understanding of sustainable development issues, enhance governance capacity, and strengthen public servants' awareness of their role in contributing to the achievement of the SDGs was also presented. Particular attention was given to the toolkit on Innovation and Digital Government for Public Service Delivery one.

The second part of the opening presentation consisted of an overview of the recently published 2022 E-Government Survey and the standings of D8 member countries on the E-Government Development Index (EGDI) and on the 2020 E-Participation Index (EPI) were presented. Challenges such as the continuing digital divide and e-participation were discussed with the participants. The importance of leaving no one behind, as the guiding principle for e-government development, in the increasingly hybrid digital society was emphasized. It was noted that the inclusive design has not received sufficient attention and that most progress in e-government has benefitted those groups that are easier to reach, not necessarily the most vulnerable. The role of the United Nations in helping no country is left behind in digital government through knowledge exchange, capacity building, and partnerships was acknowledged.

CONDUCTING A SITUATION ANALYSIS

An important component of the workshop was offering the participants the possibility to conduct a situation analysis through the Digital Government Capability Assessment (DGCA) which is a main component of the toolkit on Innovation and Digital Government.

Developed by DPIDG to help identify institutional gaps and policy entry points in innovation and public service delivery, it can help to produce new insights for defining options and making decisions on strategies and actions to transform governments and create public value. The focus is not on digital initiatives, such as government portals, but rather on the whole-of-government capability needed for advancing digital government. It aims to help participants identify key enablers for effective digital transformation, as well as help them think of strategies for improvement.

The six dimensions (leadership, strategy, governance, legal, technology, professional and workforce development) of the DGCA were explained to the participants and a group exercise followed. Divided in inter-country groups, and to incentive peer to peer learning and sharing of experiences, each group was assigned a dimension and asked to share experiences or case studies from their countries as they related to the dimension, identify areas of improvement, and provide feedback on each dimension. The results of the discussions of each of the groups were presented in a shared plenary session.

IDENTIFYING PRIORITIES AND NEW APPROACHES FOR INCLUSIVE SERVICE DELIVERY

Through presentations from representatives of UNESCO and the UN Technology Bank, UNDESA, and the Department of Smart Cities of the Ministry of Environment, Urbanisation and Climate Change, Republic of Türkiye, this session focused on the importance of identifying new approaches and priorities for inclusive service delivery. Special attention was given to experiences in promoting digital skills and changing mindsets for digital transformation, enhancing institutional coordination for public service delivery (and several country cases were presented), how the promotion of smart cities (with particular attention to the Turkish experience) can foster innovation and digital transformation, and the different funding mechanisms available for digital transformation.

The cultural and organizational barriers, as well as the data and infrastructure, and human capacity ones were further explored in the context of supporting digital transformation. The importance of supportive leadership styles and policies (from transformational, to altruistic, to entrepreneurial, to network-oriented) were noted by UNESCO. Also presented was UNESCO's pathway to digital capacity building including the need to identify a competence framework (i.e., the Artificial

Intelligence and Digital Transformation: Competencies for Civil Servants publication), the use of a global assessment platform (i.e., the Digital Capacity Navigator), to capacity-building interventions.

The importance of a global and multistakeholder approach with a focus on competencies for civil servants with emphasis on digital planning and design (including strategic foresight), data use and governance, and digital management and execution were identified as key priority areas. Nine recommendations for building digital competencies were shared with workshop participants.



The work of the UN Technology Bank in identifying appropriate technologies that address development challenges and facilitates their transfer to 46 Least Developed Countries (LDCs), while fostering capacity for their effective utilization, was presented to the participants.

The role of the Technology Bank for the Least Developed Countries as a “focal point for LDCs to strengthen their science, technology and innovation capacity towards building sustainable productive capacities and promoting structural economic transformation” was clearly explained. A conversation on the Technology Bank key targets including building human capital through skills development, including digital skills and literacy, and expanding professional competencies; promoting the transfer of technology on mutually agreed terms, including digital and environmentally sound technologies, to least developed countries; substantially increasing investment from all sources in research and development, as well as human, and institutional capacity for LDCs building within an international enabling environment; and promoting the development of effective, balanced, inclusive and enabling ecosystems for innovation and creativity in least developed countries were extensively discussed with workshop participants. The Technology Needs Assessments were presented as a relevant tool for identifying needs, gaps and technological solutions which are appropriate and relevant to achieve countries’ development goals. Looking at the preliminary results of TNAs, the importance of holistic actions for science, technology and

innovation development, adoption and diffusion was highlighted, as well as the critical role of ICT deployment and skills development to enhance readiness to use, adopt and adapt frontier technologies. The Technology Makers Lab project, based on the Deneyap model developed in Türkiye, was discussed in detail as an example of multi-stakeholder partnership and South-South cooperation to broaden the knowledge base in LDCs through ICT and 21st century skills development.

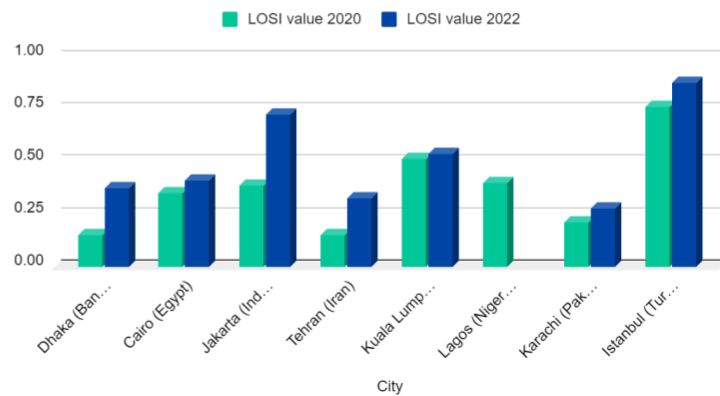
Finally, the session included a presentation on UNDESA's Local Online Service Index (LOSI) as an introduction to the presentation on the Turkish experience with smart cities as promoters of innovation and digital transformation.

The components and methodology of the E-Government Development Index (EGDI) were explained, and cities rankings from around the world shared. Cities case studies from D8 member countries were presented with information on their top rankings.

LOSI performance of D-8 cities

- 1 city is in "Very High LOSI" group in 2022: **Istanbul**
- 2 cities are in "High LOSI" group in 2022: **Kuala Lumpur and Jakarta**
- The remaining cities* assessed are all in "Medium LOSI" group in 2022
- The 3 cities in "Low LOSI" in 2020 all graduated to "Medium LOSI" in 2022: **Dhaka, Tehran and Karachi**
- **D-8 countries LOSI2022 Avg:**
0.5017
- **World LOSI2022 Avg:**
0.5100

Local Online Services Index (LOSI) for D8 first cities



*Lagos, Nigeria was not assessed in this year's survey

The presentation by the Department of Smart Cities of Türkiye offered a very good peer-to-peer learning opportunity. By sharing best practices, challenges, and policies, workshop participants were able to exchange information on how to design local smart city strategies and prioritizing projects, how to develop maturity assessment and guidance of local governments, understand national production in smart city applications, and the importance of developing a smart city ecosystem. The presentation included a conversation on the important relationship between SDGs and Smart Cities components. Several leading and current smart city projects in Türkiye were shared as part of this presentation.

COUNTRY PRESENTATIONS

As in the previous workshop, member countries were given the opportunity to present on their governments' digital transformation ongoing activities, with an emphasis on how road maps and action plans.

Bangladesh

The Bangladeshi delegation presented some of the major activities taken by ICT Division; some of the major progress and milestones achieved between 2016 and 2021, the legal and policy reforms undertaken to achieve their objectives, and on the impact of their reforms especially regarding inclusiveness. Some challenges and the way forward were also shared with the group.

The commitment to achieve the SDGs is based on 4 pillars, namely e-Governance, Connectivity & Infrastructure, Skilled Human Resources Development, and ICT Industry Promotion. The country's SDGs landmarks and targets were thoroughly explained from increasing research and development, to achieving 100% digital connectivity of the government offices, to empowering 5 million youth through ICT, to having at least 10 Unicorns from Bangladesh valued at over \$1 billion each, among many others.

The presentation also clearly highlighted how the ICT Division's responsibilities align with the different SDGs and the number of targets to be achieved in each case. Several of the major activities taken by the ICT Division were presented, as well as major progress and milestones. An important component of the presentation included the different legal and policy reforms implemented that enable the implementation of digital transformation and e-government initiatives.

Several examples of the impact the reforms have had on inclusivity were mentioned including advances on women in ICT (more than 8,000 trained as freelancers); training and jobs for persons with disabilities, advances in ICT awareness especially geared towards women and government officials, improvements in digital inclusion especially by expanding internet penetration and access in rural and remote areas.

Finally, challenges such as data silo, digital literacy, project implementation, coordination among various agencies, human resources, and the continued impact of Covid-19 were mentioned and ways forward for each proposed.

CHALLENGES	WAY FORWARD
Data Silo/Data Sharing Mechanism	Relevant Ministries Should Take Necessary Actions for Providing Real Time Data/Quality Data.
Digital Literacy	The Implementation of SDG Needs to Determine the Source of Funding and Ensure Adequate Fund of Resources
Project Implementation	Capacity Building Programs Should be Enhanced for Implementation the Project Timely
Co-ordination Among Various Agencies	A Clear Roadmap for SDG Localization Should be Prepared and Ensure Ownership of Ministries
Professional Human resources and Technical Skills on Advanced Technology	International Development Cooperation and Effective Partnership Should be Ensured
Covid-19 (Increases The Vulnerability of the Left Behind People)	COVID-19 Roadmap Should be Effectively Implemented

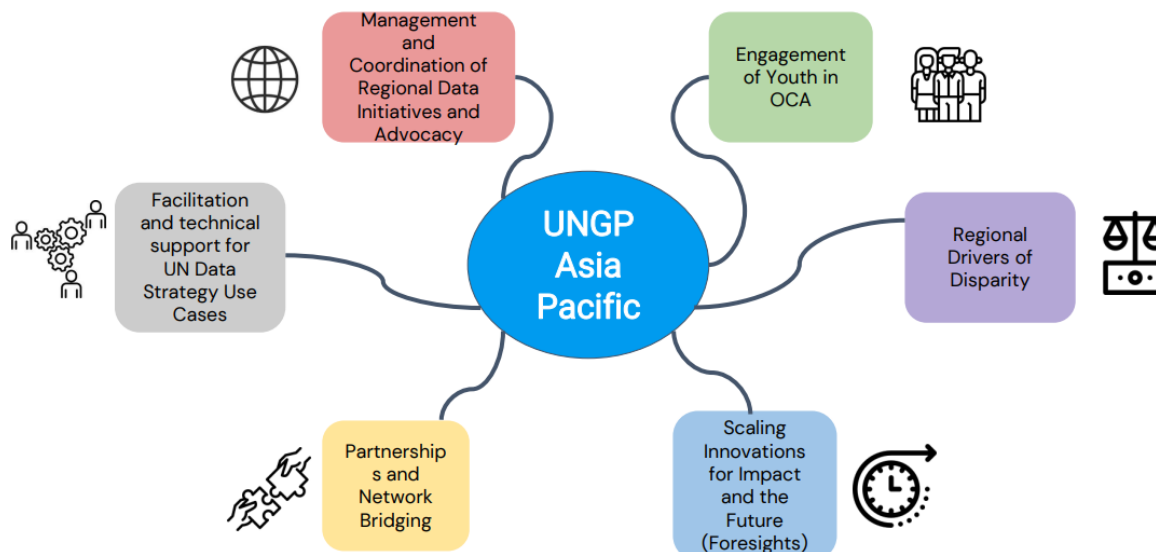
Indonesia

The digital transformation journey of the country was presented from the National Policy on E-Government (2003) to the OneMap Policy of 2016 and 2021. Several major digital transformation projects were discussed in the areas of access and infrastructure, E-Government, digital education, digital health, digital SMEs and Rural, digital industry 4.0 and Start-up, digital literacy, digital talents, and cybersecurity.

The Action Plan of Government ICT Agencies was also presented with several initiatives described. Regarding the link between SDG and digital transformation, the representative from Indonesia presented the Global Pulse initiative (Pulse Lab Jakarta) between the UN and Indonesia to support SDGs implementation. The success of the initiative has led to scaling up and strengthening the experience to establish regional hubs, the UN Global Pulse Asia Pacific (UNGP AP) which aims to work at the intersection of digital innovation and human sciences to inform and strengthen digital transformation in the region. Its vision is to catalyze inclusive development and growth supporting the post-pandemic recovery in the region. The core function includes providing a partnership platform for the UN and Asia Pacific countries, facilitating the scaling up of existing and emerging digital innovation pilots, and developing and facilitating portfolios of operational and policy relevant work. Some examples of its work in regard to disaster management and climate change portfolio (cyclomon, humanitarian response, mobility patterns and behaviors post-pandemic, among others) were presented.

UNGP AP

Potential Activity Streams

Iran (Islamic Republic of)

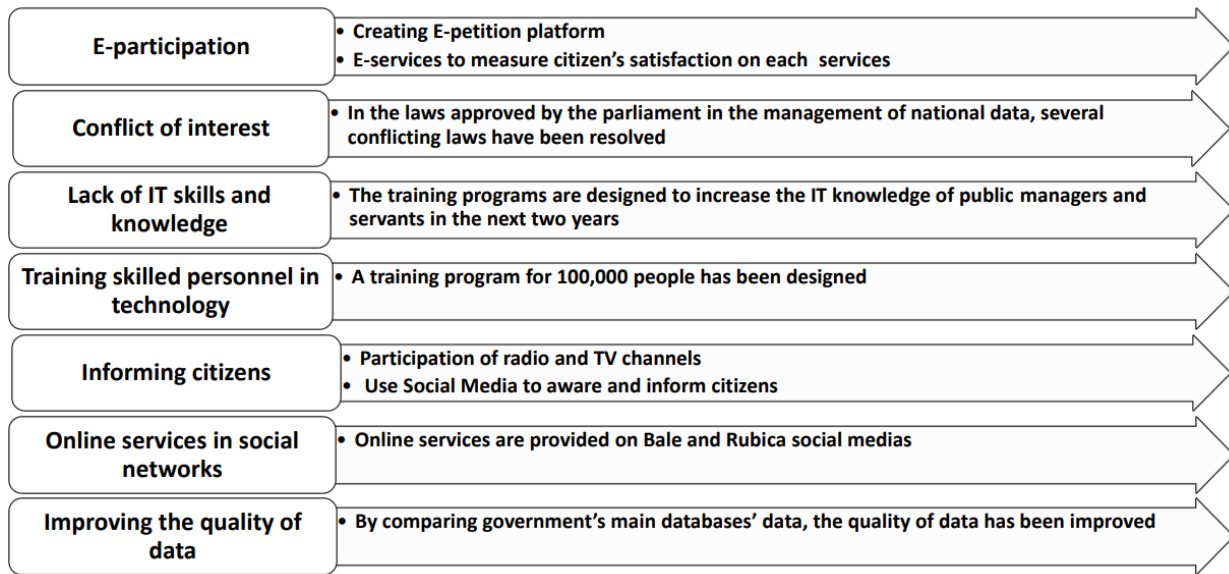
The presentation made by the Iranian delegation made emphasis on five important issues, namely, human empowerment, the provision of fair and equitable access to infrastructure, governance based on intelligence and digitization, sustainable development based on culture and ethics, and education and training of Z generation for innovative and technological future.

Reference was made to the governance structure of the ICT Ministry and its relationship with other government agencies and the presidency, as well as several of the achievements in apps development done by non-governmental organizations to offer services that are not available in the country.

Several strategies to promote digital transformation as well as governance initiatives were described. Towards that objective several reforms to the legal, architecture, and data frameworks were done. Within the legal framework, reforms took place in the Supreme Council of Cyberspace, the Parliament, the Government Cabinet, the Information Technology Executive Council, and the E-Government Interoperability Workgroup from developing new strategies, to approval of new laws and bills, to regulations, to establishing coordination mechanisms, to identifying instances of open data among many others. The National Enterprise Architecture as well as the Data Framework were thoroughly explained.

The importance of professional and workforce development, the architecture and components of smart government services, interoperability, the National Information Exchange Center (NIX), advances on E-Health, and initiatives in these areas were also highlighted. A series of challenges and how to resolve them were also shared with the audience.

Actions to resolving identified Challenges of Digital Government



Malaysia

The presentation by Malaysia included a description of the National Digital Strategic Plan. In particular, MyDIGITAL, the Public Sector Digitalisation Strategic Blueprint (PSPSA), and the Malaysian Government Performance Index (MyGPI).

The targets of the MyDIGITAL are centered around the government's aspiration to successfully transform Malaysia into a digitally-driven, high-income nation and a regional leader in digital economy. For that it aims to improve citizens' digital literacy, create more high-paying jobs, improve social well-being and environmental sustainability; as well as creating greater opportunities to businesses to expand and build locally, regionally, and globally through digital revenue streams, to integrate between economic sectors, and to be more cost-efficient. Within the government, it aims to provide integrated end-to-end online government services which are more efficient, effective, and transparent.

The governance structure for ICT development was explained, as was the expected implementation phases between 2021 and 2030.

The Public Sector Digitalization Strategic Blue Print (PSPSA) 2021-2025, with its seven thrusts, 19 strategies, 49 programmes, and 142 initiatives were also discussed. The presentation included the explanation of the MyGPI framework with its several cluster, methodology, dimension and aspirations.

Finally, pending issues and challenges were addressed from the need to change mindsets for digital transformation, to creating a more supportive ecosystem for digitalization, to investment in infrastructure, to retraining the workforce, reducing the digital divide, to the need to build trust and ethics in data using and technology.

Issues and Challenges



Case For Change



The need to have digital-first mindset and higher digital technology adoption across the public sector



The need to build a more supportive ecosystems for local enterprises to digitalise



The need for better deployment of quality broadband and digital technologies infrastructure



The need to nurture a future-ready workforce



The digital divide among income and age groups, and between gender need to be narrowed



The need to build trust and ethics in using data and technology as well as increasing awareness on cyber security

Nigeria

The representatives of Nigeria described several of their country's initiatives in digital transformation, which started in the year 2000. In that regard they noted that Nigeria has made great strides in her digital transformation including the launching in 2019, through the Federal Ministry of Communications and Digital Economy, of a national e-government master plan as part of its effort to improve public service delivery.

The National Information Technology Development Agency (NITDA), in line with the National Digital Economy Policy and Strategy (NDEPS) for a digital Nigeria, presented a Strategic Road Map and Action Plan (SRAP 2021- 2024); which aims to promote development and innovation, as well as increase the usage and sustainability of digital technologies

The National Information Technology Development Agency (NITDA) identified seven strategic pillars as the basis of the Road map including:

1. Developmental Regulation: Development of a regulatory framework that unlocks opportunities in the digital economy across all sectors.
2. Digital Literacy and Skills: Development and adoption of digital literacy standards for Nigeria
3. Digital Transformation: Transformation of government services and processes by leveraging on digital technologies.
4. Digital Innovation & Entrepreneurship: Creation of an ecosystem for Innovation Driven Enterprises and SMEs to thrive.
5. Cybersecurity: To strengthen the cyberspace and reduce vulnerabilities exploitable by threat actors.
6. Emerging Technologies: Facilitation of the adoption and adaptation of emerging technologies in Nigeria
7. Promotion of Indigenous Content: The creation of an enabling framework for the adoption of home-grown innovation for a digital economy

Examples of the advances on digital transformation in the areas of health, education, and financial services were provided.

Pakistan

The presentation by Pakistan included a description of the Pakistan Vision 2025 aims and objectives, the country's Communication Technology Development, Digital Pakistan Vision, its policies and strategies, a description of policy implementation initiatives, the journey towards the digital transformation of Pakistan for SDGs, as well as comments on challenges and the way forward.

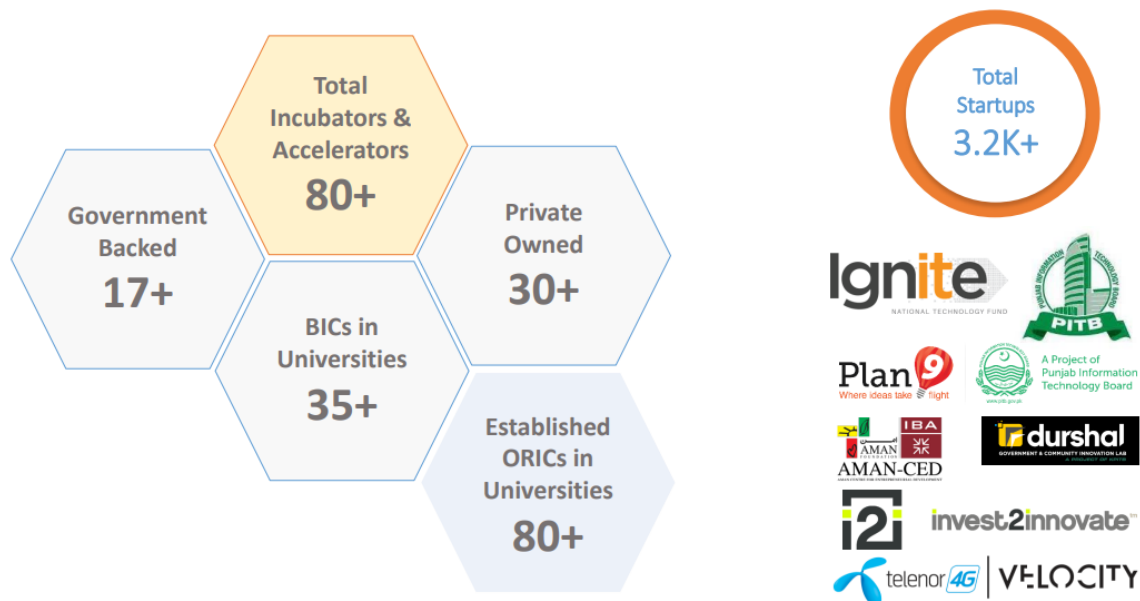
Pakistan Vision 2025 established the foundation of a knowledge-based economy by promoting efficient, sustainable, and effective ICT initiatives. Through Vision 2025 the role of e-education, e-commerce, e-health, and digital government were recognized as essential to improve public service delivery. Several priority areas were identified.

Pakistan's ICTs development was shared with the audience and several reforms and their impact on the country's GDP explained. In the description of Pakistan Digital Vision is important to highlight the ensuring availability of accessible, affordable, reliable, universal and high-quality ICT services is one of the main goals.

From a policy implementation view, needed changes to legislation, infrastructure development and human resource development initiatives were shared with workshop participants. These included a Data Protection Bill, the approval of the National Information Technology Board Act 2022, the construction of Software Technology Parks, TeleCenters, the expansion of wireless broadband, strengthening digital training programs, ICT for girls, internship programs, and seed funding for start ups among others. Several initiatives in E-Governance, E-Agriculture, E-Justice, E-Health, E-Energy, E-Commerce, ICT for girls, ICT Education, Local language content development, manufacturing of hardware with several examples were also discussed as examples of Pakistan's efforts towards inclusive digital transformation.

The ICT governance structure and the role of different government agencies and ministries was explained, as well as the inter-agency coordination efforts. Several apps were presented as examples of governments' initiatives to improve service delivery. The start-up ecosystem of Pakistan was presented as well.

Startup Ecosystem of Pakistan



Finally, the proposed Way Forward and/or recommendations suggested included:

1. Preparation of Model framework/guidelines for long-term (8-10 years) and medium-term (3-5) national digital transformation strategy and action plan
2. Awareness/education for adoption of innovative technologies/solutions in e-services applications
3. Standardization and integration of e-government applications
4. Collaborative knowledge exchange and Capacity building in innovative technologies/tools specially in cloud computing and AI applications
5. Guidelines and awareness for the prevention of online frauds/cybercrimes for users of e-government applications
6. Research programs on Innovative technologies for digital transformation and change management in D8 member states with the support of UN Technology Fund or any other source

Türkiye

The presentation by the representatives of Türkiye included a brief description of the overall structure of Digital Türkiye Governance, some best practices in digital transformation, as well as lessons learned and the Roadmap for continuing development.

Some of the examples provided included the Digital Türkiye Portal and the increase in institutions and services provided between 2008 and 2022 (from 9 institutions providing services to over 890, and from 22 E-services to more than 6,600 in 2022) with 91% of citizens over 16 years old actively using the e-Government Gateway. Other examples presented included advances on health, spatial address registration system (MAKS project), the Electronic Identity (e-ID) Card Infrastructure, among others.



BASE REGISTRY: Spatial Address Registration System (MAKS Project)




- Project Start: 2011
- Project End: 2021
- Project Aim: Georeferencing the existing textual address records in National Address Database (NAD) of the Ministry of Interior.

As of June 2022, MAKS Project is activated in 81 provinces.
In addition, over 45 thousand mukhtars (head of local government of a town or village) can use MAKS.

Among the lessons learned shared with the other participants were the importance to focus on the user experience, ensuring professional project and contract management at all stages of the process, the importance of adjusting legal, regulations, and policy management and guides to the new realities and challenges posed by digital transformation, and the special focus on sustaining and developing advanced and basic digital skills.

ESTABLISHING THE D-8 E-GOVERNMENT NETWORK

This session was built as a series of group activities to encourage peer-to-peer learning, the sharing of information, encourage collaboration and communication mechanisms geared towards establishing the D8 E-Government Network.

The first individual exercise asked each participant to identify three main challenges of areas of improvement that he/she would like to see happen either on a personal level and/or at their institution/agency level. Responses were posted on a wall. Next, participants were asked to select somebody else's note and provide a solution or proposed course of action. The same type of exercise was then repeated but with a country team.

These exercises provided several opportunities to identify instances of possible collaboration and cooperation in a more informal setting.

The second part of the session was dedicated to discussing the establishment of the D8 E-Government Network and participants were asked to write ideas of what they would like such a Network to do if there were no budgetary constraints. Increased training opportunities, study trips, and exchange of digital transformation best practices were recurrent comments. All participants agreed that the establishment of such a Network would be beneficial for member countries and the representatives from the D8 Secretariat expressed their commitment to bring the issue to member countries and explore funding venues for such an initiative. The proposed D-8 e-government network will meet regularly to identify challenges and proffer solutions to problems associated with e-government in the member countries.

CONCLUSIONS AND NEXT STEPS

As one of the key outcomes of the two-day Workshop, the D-8 Organization agreed to harness resources to advance the Members States' respective e-government services to implement the sustainable development goals.

It was also acknowledged that D-8 Members gave insightful presentations about their countries' advances in digital transformation and had engaging interactions. Gratitude was expressed toward participants for their time, efforts and active participation, to the D-8 Secretariat and the D-8 Ambassador H.E. Isiaka Abdulqadir Imam for supporting this event, as well as to the representatives of UNESCO, the UN Technology Bank, the UN Resident Coordinator's Office, and the Digital Transformation Office of Türkiye for their support and participation at the workshop.

The workshop provided a platform to share solutions and benefitted from the presentations of innovations in digital governments and ICT use that have been introduced in other public institutions. Countries were paired to facilitate knowledge exchange, provide support, and promote peer-to-peer learning.

Gratitude was expressed by all workshop participants to the D8 Secretariat and to UN DESA for their leadership in organizing the in-person workshop. Activities and content were considered useful and informative.

ANNEXES

Annex I: Agenda

Day 1 – 17 November 2022	
09:00-09:55	<p>Welcome and opening remarks</p> <ul style="list-style-type: none"> ● Amb. Isiaka Abdulqadir Iman, Secretary General, Developing Eight Organization for Economic Cooperation ● Mr. Alvaro Rodriguez, UN Resident Coordinator, Türkiye ● Dr. Safa Uslu, Head, International Relations Department, Digital Transformation Office, Türkiye ● Mr. Juwang Zhu, Director, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs <p>(Opening remarks to be delivered by Mr. Deniz Susar, Governance and Public Administration Officer, UN DESA)</p> <p>Moderator: Ms. Cristina Alicia Rodriguez Acosta, Inter-regional Adviser, Public Administration, UN DESA</p>
09:55-10:05	Group picture
10:05-11:00	<p>Session 1 – Principles of Effective Governance for Sustainable Development and Trends in E-Government</p> <ul style="list-style-type: none"> · Review of the March 2022 Workshop results · Principles of Effective Governance for Sustainable Development · 2022 E-Government Development Index (EGDI) and innovative practices from around the world <ul style="list-style-type: none"> ● Ms. Cristina Alicia Rodriguez Acosta, Inter-regional Adviser, Public Administration, UN DESA ● Mr. Deniz Susar, Governance and Public Administration Officer, UN DESA <p>Moderator: Mr. Punjul Nugraha, Director-II, Economy and External Relations, D-8</p>
11:00-11:30	Coffee break

11:30-13:00	<p>Session 2 – Conducting a Situation Analysis</p> <p>Innovation and Digital Government Capability Assessment with a focus on individual capacities, organizational structures for coordination, national to local governance and partnerships.</p> <p><i>This is an interactive session that will require active participation of all member states and participating organisations.</i></p>
13:00-14:00	<p>Lunch</p>
14:00-15:30	<p>Session 3 – Identifying Priorities and New Approaches for Inclusive Service Delivery with a focus on:</p> <ul style="list-style-type: none"> · Promoting Digital Skills and Changing Mindsets · Enhancing Institutional Coordination for Effective Public Service Delivery · Establishing Smart Cities · Partnerships for Technology Transfers <ul style="list-style-type: none"> ● Ms. Marielza Oliveira, Director for Partnerships and Operational Programme Monitoring Communications and Information, UNESCO - Artificial Intelligence and Digital Transformation Competency Framework for Civil Servants ● Ms. Federica Irene Falomi, Economic Affairs Officer at UN Technology Bank for the Least Developed Countries, Türkiye <p>Moderator: Mr. Bülent Açıkgöz, RCO Partnerships and Development Finance Officer, UN RCO Türkiye</p>
15:30-16:00	<p>Coffee break</p>
16:00-17:30	<p>Session 3 - (continued)</p> <ul style="list-style-type: none"> ● Mr. Deniz Susar, Governance and Public Administration Officer, Digital Government Branch, UN DESA ● Mr. Dursun Yıldırım Bayar, Head of Department, Department of Smart Cities, Ministry of Environment, Urbanisation and Climate Change, Republic of Türkiye <p>Moderator: Mr. Bülent Açıkgöz, RCO Partnerships and Development Finance Officer, UN RCO Türkiye</p>
18:30	<p>Welcome dinner hosted by the D-8 Secretary-General</p>

Day 2 – 18 November 2022	
09:00-12:30	<p>Session 4: Developing a Road Map and Action Planning for Innovation and Digital Government</p> <p>This session will include digital transformation for Inclusive Service Delivery to Realise the Sustainable Development Goals and turning action plans into results. It will highlight latest developments, and specific cases from the D-8 Member States.</p> <ul style="list-style-type: none"> ● Dr. Atilla Aydin, Unit Manager at the Department of Digital Transformation, Digital Transformation Office, Türkiye ● Pakistan ● Malaysia ● Nigeria ● Iran (Islamic Republic of) ● Indonesia ● Bangladesh <p>Moderator: Ms. Marielza Oliveira, Director for Partnerships and Operational Programme Monitoring Communications and Information, UNESCO</p> <p>Morning coffee will be available during the session</p>
12:30-14:00	Lunch & Friday Prayer
14:00-15:30	<p>Session 5: Establishing the D-8 E-Government Network</p> <p>Sharing information – Peer to peer collaboration</p> <p>Legal frameworks and requirements</p> <p>Communication mechanisms</p> <p>Moderator: Mr. Punjul Nugraha, Director-II, Implementation and External Relations, D-8</p>
15:30-16:00	Coffee break
16:00-17:00	<p>Closing and next steps</p> <p>UN DESA & D-8</p> <p>Moderator: Mr. Deniz Susar, Governance and Public Administration Officer, UN DESA</p>

Annex II: List of Participants from D8 Member Countries

Salutation	First Name	Last Name	Country
Mr.	Md Shakil	Sahrior	Bangladesh
Mr.	Khandoker Azizul	Islam	Bangladesh
Mr.	Mohammad Irfan	Saleh	Indonesia
Mr.	Dedy Eka	Januardy	Indonesia
Dr.	Seyed Hadi	Sajadi	Iran
Mr.	Reza Bagheri	Asl	Iran
Mr.	Azhar Abdul	Aziz	Malaysia
Ms.	Mahmood	Noorainee	Malaysia
Mr.	Ibrahim Ahmed	Al-Gazali	Nigeria
Ms.	Hannatu Evelyn	Dankaro-Irmiya	Nigeria
Mr.	Ali	Asghar	Pakistan
Mr.	Sajid	Ullah	Pakistan
Mr.	Ferit Meftun	Harmankaya	Türkiye
Dr.	Atilla	Aydin	Türkiye

Annex III: Participants' Feedback

Participant Feedback Implementing New Approaches to E-government for SDG Implementation

8

Responses

31:47

Average time to complete

Active

Status

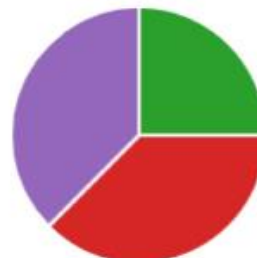
1. Please rate your level of satisfaction with the quality and relevance of speakers

● Very Satisfied	2
● Satisfied	6
● Neutral	0
● Unsatisfied	0
● Very unsatisfied	0



2. On a scale from 1 to 5, how useful do you think the Workshop will be for your work?

1 - Not useful	0
2	0
3	2
4	3
5 - Very useful	3



3. Please rate your level of satisfaction with the quality of interventions from speakers

Very Satisfied	1
Satisfied	7
Neutral	0
Unsatisfied	0
Very unsatisfied	0



4. On a scale from 1 to 5, how much has the Workshop raised your awareness of the topics discussed?

1 - Not at all	0
2	0
3	2
4	4
5 - Very much	2



5. What are your key takeaways?

6
Responses

Latest Responses

"digital transformation needs efficiency, accountability and inclusion perspec...

"The issue of Smart cities,Data collection efficiency from Malaysia and Turke...

"A new experience."

6. Please rate your level of satisfaction with the sound quality and venue's facilities

● Very Satisfied	4
● Satisfied	2
● Neutral	1
● Unsatisfied	1
● Very unsatisfied	0



7. Please rate your level of satisfaction with the management of the sessions

● Very Satisfied	4
● Satisfied	4
● Neutral	0
● Unsatisfied	0
● Very unsatisfied	0



8. Please rate your level of satisfaction with the website and documentation

● Very Satisfied	3
● Satisfied	5



Annex IV: Workshop Photos



Annex V: Contact Information

UN Department of Economic and Social Affairs (UN DESA) Division for Public Institutions and Digital Government (DPIDG)

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