Innovation Section
Technology for Development Division

Capacity Building Workshop on Innovation in Public Sector
17 November 2015
ICT4All, Tunisia

1. Background

Technology and access to an increasing volume of knowledge and information have played an important role in raising the self-awareness of people and empowering them to ask their government for better service delivery and accessibility. At the same time complex issues, such as sustainable development, conflict and climate change coupled with financial and economic pressure, pushed the government to find new mechanisms to enhance their productivities using the new technologies and to fulfil the increasing demand of citizens. Innovation is the novel concept that enables governments to renew its internal administrative process and improve its capabilities for the development of new services, new approaches to service delivery and government processes. Innovation in the public sector makes it possible for governments to deliver on the needs of citizens and enhance the development of their knowledge societies.

Innovation in the public sector is not an easy task, as it requires movement away from traditional thinking and ways of doing. It is also complicated by the two roles that government plays in public sector innovation, namely as innovator and as the enabler of society-wide innovation through determining the infrastructure, processes and procedures necessary to achieve it. The challenges, however are outweighed by the benefits, such as efficient government services, cost reduction, better customer satisfaction and better development.

The capacity building workshop on innovation in the public sector will focus on government service delivery and take a specially look at the integration of government services as an innovative approach that would enhance the effectiveness and efficiency of the public sector in the Arab region. Service delivery is not the only type of innovation in public sector; others include service innovation, administrative or organizational innovation, conceptual innovation, policy innovation and systemic innovation. New developments such as open government, open data and open innovation and the adoption thereof by the public sector also widens the possibilities of innovation in a country and encourages entrepreneurship to use the huge available data to create new services for the social and economic development in the country and thus advance knowledge societies in the Arab region.

2. Objective

The aim of the workshop is to build the capacities of government decision and policy makers, and business leaders on the emerging issue of innovation in the public sector in order to improve government service delivery and governance in the Arab region.

Other objectives of this workshop are to:
- Build the capacities of participants on the integration of government services based on ESCWA study on "The integration of government service delivery: role of standards and interoperability".
- Raise awareness on the opportunities, challenges and benefits that countries and their people can experience when innovative approaches are applied in the public sector through the discussion of case studies.
- Create a platform for the exchange of knowledge and good practices on issues related to innovation in the public sector and focused on enhancing government services, and to promote inter-institutional networking and dialogue.

3. Speakers
- ESCWA
- ITU
- Experts from ESCWA member Countries: Tunisia, Jordan and Lebanon

4. Target Audience

The target group of this capacity building workshop are public institutions, government, private sector and entrepreneurs.

5. Date and Venue

The workshop will take place in Tunisia on 17 November 2015 during the ICT4All Conference.