Concept Note for
2023 Digital Government Delivery Workshop

==Theme: "Transforming PNG: Digital Horizons and Public Service Excellence"==

Date: 22nd – 24th November, 2023 (Three-day workshop)

Location: APEC Haus, Port Moresby**,** Papua New Guinea

Organized by:

- The Government of Papua New Guinea through the Department of ICT
- Co-hosted with the Department of Prime Minister and the National Executive Council, the Department of National Planning and Monitoring, Department of Treasury, Department of Finance, Department of Justice and Attorney General.

In Partnership with:

- International Telecommunication Union (ITU)
- United Nations Department of Economic and Social Affairs

Target Audience

- Heads and CEOs of Public Bodies
- Digital Transformation Officer of Public Bodies
- Development Partners (UNCDF, GFCE, Digicel PNG Foundation, etc.)

Introduction

Digital transformation is the use of digital technologies to enhance productivity and performances in government, businesses, and by individuals. Whilst digital technology has transformed and improved the way businesses, governments and individuals conduct their activities, in Papua New Guinea, the implementation of digital transformation activities and programs needs to be properly coordinated among all key stakeholders.

The Government of Papua New Guinea recognizes that the use of digital technologies has the potential to accelerate the economic growth and improve public administration and public participation. In 2020, the Government adopted a *'Digital Transformation Policy'*. Following the adoption of the Policy, the former Office of the Communication and Information was restructured and upgraded to the Department of Information and Communication Technology to now oversee and coordinate the digital transformation in the country.

In 2022, the National Parliament enacted a *Digital Government Act (2022)*. This is a milestone achievement for Papua New Guinea that now sets the course for digitalization of

government systems and processes in the country in a holistic and whole-of-government approach.

In mid-2023, the National Government launched the Medium-Term Development Plan IV 2023-2027, and the *Strategic Priority Areas (SPAs)* for respective sectors*.* The SPA 8 (DIP 8.1) sets out key actions and indicators for the Digital Government for the advancement and transformation of Critical Digital Infrastructure, Government Private Network, Government Cloud and Digital Services. The SPA 6 (DIP 6.3) sets out the key actions and indicators to enhance cybersecurity, promote digital safety, and protect national security by improving the capacity and capabilities of security agencies and strengthening cybersecurity measures. The SPA 2 (DIP2.4) sets out the key actions and indicators for transforming Papua New Guinea's critical digital infrastructure and connectivity to drive economic growth and improve the quality of life for its citizens.

In alignment with Papua New Guinea's Medium Term Development Plan 2023 – 2027 and the Digital Government Act 2022, the Government of Papua New Guinea is taking steps towards execution phase of the digital transformation of public services.

The heads of public bodies and 'Digital Transformation Officers' (DTOs) of public bodies, whose responsibilities are clearly defined by the *Digital Government Act 2022,* will play an important role in the implementation of digital government. A three-day workshop has been conceptualized to provide an overview and guidance on delivering a digital government. This will include undertaking a deep dive into the technology stack delivery approach and understanding the expectations of public body heads and DTOs in aligning their respective delivery to the technology stack.

The Digital Government Delivery Workshop is a pivotal initiative to ensure that Papua New Guinea's public bodies are informed and aligned in their digital transformation objectives.

By empowering the heads of these bodies with strategic insights and equipping DTOs with the tools and knowledge for operational excellence, the workshop aims to pave the way for a successful and integrated digital future for PNG.

Workshop Purpose:

The primary purpose of this workshop is to equip public sector leaders and digital transformation officers with the knowledge, skills, and insights required to advance the digital transformation agenda. By aligning with the MTDP 4 and the Digital Government Act 2022, the workshop seeks to enhance the capabilities of public bodies in delivering digital services.

Expected Outcomes:

Leaders of public bodies and DTO's participating in this workshop can anticipate the following outcomes:

For Heads of Public Bodies

- Strategic Understanding: Gain a comprehensive understanding of the Digital Government, its significance, objectives, and expected impact with respect to the Digital Government Plan 2023 – 2027, the MTDP IV and the stainable Development Goals (SDGs).

- Technical Familiarity: Acquire a foundational knowledge and appreciation of the Government Technology Stack which serves as the backbone for digital service delivery.

- Forward Planning: Understand the milestones, timelines, and expected deliverables associated with the digital government delivery plan and therefore enabling better strategic planning and resource allocation in their respective agencies and sectors.

- Insights from Global Best Practices: Gain insight and perspective from the experiences and lessons by other countries, territories, and international partners.

For Digital Transformation Officers:

- Operational Proficiency: Develop a deep understanding of their role and responsibilities in the digital government delivery process, ensuring effective and timely service digitalization.

- Technical Skill Enhancement: Gain insights into the intricacies of the Government Technology Stack, enhancing their capacity to integrate and deploy digital micro-services effectively.

- Hands-on Experience: Participate in workshops and breakout sessions that simulate real-life challenges, equipping them with practical skills and problem-solving abilities.

- Feedback Mechanism: Have the platform to voice challenges, seek clarifications, and suggest improvements in the digital transformation process, ensuring a more adaptive and responsive implementation.

Workshop Methodology

The workshop will employ a dynamic and interactive approach to engage participants effectively. The methodology includes:

- **Keynote Addresses:** Inspirational talks and insights from experts in the field.

- **Interactive Sessions:** Engaging discussions and collaborative activities that address the strategic needs of Heads of Public Bodies.

- **Hands-on Workshops:** Practical sessions designed to provide DTOs with real-life problem-solving experience.

- **Feedback Channels:** Opportunities for participants to voice challenges, seek clarifications, and propose improvements for an agile and responsive implementation of the digital transformation agenda.

For inquiries, please visit our website and for registration, please visit the link.