

**VIRTUAL**

FROM OCTOBER 2 TO OCTOBER 30

**From Digital Government to Smart Government**

UNITED NATIONS  
**ECLAC**

**2024**

 <b>LANGUAGE</b> English	 <b>DURATION</b> 4 weeks	 <b>APPLICATION</b> until sept. 2 <sup>nd</sup>	 <b>COST</b> Free	 <b>MODALITY</b> Virtual	 <b>PARTICIPANTS</b> Limited
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**The course “From Digital Government to Smart Government” is organized by the Economic Commission for Latin America and the Caribbean (ECLAC), through the Latin American and Caribbean Institute for Economic and Social Planning (ILPES) and the ECLAC Subregional Headquarters for the Caribbean.**

## **I. BACKGROUND INFORMATION**

The significant need for governments in the region to streamline, optimize, make transparent and reduce the costs of public system processes and activities has led to the accelerated and substantial use of Information Technologies (IT). This shift aims to develop increasingly complex applications supported by dedicated architectures, specifically designed to work optimally by integrating systems, utilizing the best management tools, and developing models tailored to government needs. The goal is to create compatible platforms that address issues such as interoperability, compatibility, access, and security.

In the late 1990s and early 2000s, the focus was on **Electronic Government**, characterized by the implementation of public institution websites, the use of information systems for process management, and the initial provision of online services.

From the second half of the 2000s, the discourse shifted to **Open Government**, characterized by the use of collaborative web 2.0 technologies, increased citizen participation, collaboration, transparency, and bilateral interactions between the government and the public.

Subsequently, innovations enhanced by technologies in the public sector have led to what is now known as **Smart Government**. This concept leverages open data, big data, data science, and technologies like the Internet of Things (IoT) and artificial intelligence (AI) to deliver services and develop evidence-based public policies. These innovations enable administrative and business processes to “think” and support decision-making based on data, allowing the state to provide predictive and proactive services to citizens.

The achievements from these implementations aim to achieve digital government transformation, a government focused on its citizens, adapting to their needs and expectations, as well as those of businesses, civil society, and other stakeholders. This transformation seeks to create personalized, interactive, simple, and accessible relationships.

Therefore, from the implementation of digital government with a view toward transitioning to smart government, understanding that this is not a linear evolutionary process, the aim is to build inclusive and accountable public institutions that support the formulation of evidence-based public policies and data-driven service delivery, in pursuit of sustainable development goals.



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# From Digital Government to Smart Government

## II. COURSE OBJECTIVES

### General objective

The general aim of the course is to enhance participants' capacities in providing solutions to the needs of citizens, organizations, and the challenges of future crises, for example those linked to climate change, through Digital Government. The course also focuses on incorporating new knowledge to advance evidence-based decision making and data-driven policies to create public value and aiming to build a path towards a resilient Smart Government in the Caribbean subregion.

### Specific objectives

- To provide participants with an overview of the concepts, elements, conditions, benefits, and impacts of Digital Government on the path to Smart Government.
- To equip participants with the necessary skills for designing and implementing digitalization projects or programs in priority areas of service delivery.
- To enhance participants' abilities to manage information technologies which facilitate the transformation of processes that have a high impact on the citizens.
- To equip participants with the basic technical knowledge for the integration and utilization of data.
- To strengthen the abilities of participants to manage innovative technologies and their technical language to enable them to better communicate with the technical entities within their organizations.

## III. DURATION OF THE COURSE

The duration of the course is four weeks, **from October 2 to October 30, 2024**. The projected workload is five hours per week for a total of **20 academic hours**.

## IV. COURSE METHODOLOGY

The **course is asynchronous, but also includes virtual sessions**. Under this modality, the contents are developed according to a set of learning objectives focused on the participant. The course is structured in three thematic modules and a final assignment. The contents of each module are uploaded to the e-learning platform, Moodle, as lessons, which include an overview of the module and course material utilizing various elements and media, such as interactive texts, graphics, audio, and video. The final assignment seeks to apply the knowledge gained during the course in the investigation of a real-world situation within the government, sector, or institution of interest to the participant that can be considered as a basis for the development of a potential Digital Government project.

## V. TARGET AUDIENCE

The course is targeted to professionals, technicians, managers and officials from Jamaica and other Caribbean countries, in the middle to senior levels of their civil service career, and with responsibilities for the strategic formulation, implementation and control of plans and programs for modernization of public management in the framework of digital agendas or strategies, online governments, local digital governments related to the application of ICTs.

## VI. COURSE ASSESSMENT

Participants must review one hundred per cent (100%) of the lessons and materials shown as mandatory on the platform.

At the end of the lessons, participants must send a proposal for a Digital Government initiative. The instructions and requirements for this activity will be shown in the course platform.

## VII. CERTIFICATION

Participants who successfully complete the evaluation and assessment requirements of the course will receive a Diploma (in digital format) issued by the Economic Commission for Latin America and the Caribbean.

## VIII. APPLICATIONS

Those interested in applying for the course should complete an online registration form available at the following link: <https://forms.office.com/e/sRozA7trFA>

Applications will be accepted until Monday, September 2nd, 2024. Submissions received after this date will not be considered in the selection process. Between September 3rd and 6th, 2024, those selected will receive confirmation of acceptance to the course via email from the selection committee. Recipients of this email must confirm their participation in the course by Friday, September 13th, 2024.

Failure to confirm participation will result in the inclusion of additional applicants who meet the criteria for the course.



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## IX. COURSE CONTENTS

### MODULE I: THE IMPORTANCE OF DIGITAL GOVERNMENT STRATEGIES

#### Objectives:

- ▶ Understand the changes associated with the information society and the digital transformation of institutions.
- ▶ Reinforce the need for digital transformation strategies (DTS).
- ▶ Review key digital initiatives to transition towards a smart government.

#### Contents:

**Lesson 1:** Cultural transformation and digital transformation.

- What is understood by organizational culture?
- What is understood by cultural transformation?
- Context of change associated with the information society and digital transformation.
- Transforming towards a smart government.
- Changes in organizations and government through digital transformation.

**Lesson 2:** Digital government transformation strategy.

- What is it and why is it necessary?
- Recommendations for the design and implementation of a Digital Strategy.
- Strategic axes or areas of action of Digital Strategies.

**Lesson 3:** Structural components for smart government.

- Digital identity
- Government digital portal
- Government interoperability
- Citizen's digital folder
- Citizen's digital mailbox or digital domicile
- Cybersecurity

### MODULE II: GOVERNMENT DATA AND ITS GOVERNANCE

#### Objectives:

Know and apply the necessary elements for data governance.

#### Contents:

**Lesson 1:** Government data.

**Lesson 2:** Open government data.

**Lesson 3:** Practical strategy for data governance.

### MODULE III: TOWARDS A SMART GOVERNMENT

#### Objectives:

- ▶ Internalize the definitions of smart government.
- ▶ Understand which methods and technologies facilitate the development of a resilient smart government.

#### Contents:

**Lesson 1:** Smart government fundamentals

**Lesson 2:** People, algorithms and public policies

**Lesson 3:** Smart cities.

**Lesson 4:** Potential of the metaverse in citizen services.

### MODULE IV: FINAL ASSIGNMENT: DEVELOPMENT OF A HIGH-LEVEL PROPOSAL

*Consolidation of lessons in a written proposal*

#### Objectives:

- ▶ Apply the lessons to the reality of your country, government sector or organization.
- ▶ Identify gaps with respect to the concepts studied.

## CONTACT

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This course is developed in the framework of the project “Resilient and Inclusive Public Management Systems for Sustainable Development in Latin America and the Caribbean” by the United Nations Development Account.