



Shared Prosperity Dignified Life



Emerging technology and innovation for Arab public institutions- Launch of new ENACT reports

Virtual, Wednesday 11 December 2024, 14.00-16.00 Hours Beirut time (GMT+2)

Preliminary Information Note

Background

The Webinar will address the important role of digital transformation and emerging technologies in modernizing Arab public institutions. Arab countries have already made substantial efforts to develop e-Government/digital government, yet the fast pace of technological advancement necessitates accelerated adoption to ensure effective service delivery aligned with significant progress principles of responsiveness, inclusiveness, trustworthiness, and effectiveness (RITE) which are crucial for accelerating the achievement of Sustainable Development Goals (SDGs).

The project [ENACT](#) – “Expediting the use of technology and innovation for enhanced operations in Arab public institutions,” launched in 2023 by ESCWA, supports the RITE principles by promoting strategic technology use and fostering innovation across government services, with a focus on operational efficiency and citizen engagement. While embracing digital tools offers transformative potential, it also requires a shift in government mindset, alongside careful management to avoid unintended consequences that might impact citizen welfare. Innovation, although resource-intensive, remains essential to adapting technology to unique government needs.

The Webinar will provide a platform to launch three publications that address these themes, discussing the strategic use of emerging technology and innovation to meet the UN’s 2030 Development Agenda and specifically SDG 16, which supports peaceful, inclusive, and strong institutions.

Objectives

ESCWA will launch the following three reports, recently published in the context of the ENACT project, and underscore their core insights:

1. [Leveraging Emerging Technology and Innovation for Enhancing Public Institutions](#), which provides actionable policies and successful examples of how emerging technologies can strengthen institutional effectiveness and public trust.
2. [InnoCook: An Innovation Model to Enhance Operations and Services of Arab Public Institutions](#), which introduces a structured model and outlines approaches for nurturing innovation within public sector services.
3. [Enhancing Effectiveness and Decision-making in Arab Public Institutions](#), which addresses strategies to improve operational efficiency and data-driven decision-making processes.

Each report promotes the "RITE" principles as critical pillars for future-ready governance, noting that these reports are based on many successful practices in the world and practices collected recently from Arab countries.

The Webinar also aims to enhance dialogue, knowledge exchange and cooperation among all stakeholders in the Arab region and is being held virtually via Zoom.

Discussion Topics

The Webinar will delve into the core insights and recommendations of ESCWA's three pivotal publications, sparking a discussion around the innovative approaches needed to enhance governance in Arab public institutions. Key topics will include:

- **Leveraging Emerging Technologies for Stronger Institutions**

Participants will also examine best practices and policies for integrating emerging technologies, such as digital transformation tools and data analytics, to build trustworthiness and inclusivity in government services. This section will cover how innovative tech solutions can make public institutions more accessible, efficient, and resilient, ultimately enhancing the relationship between governments and their citizens.

- **Implementing the InnoCook Innovation Model**

This segment will introduce the "InnoCook" model, which offers a structured framework for fostering a culture of innovation within public sector operations. The conversation will centre on practical tools and methods for enhancing public services through creative problem-solving, collaboration, and agility in adapting to new challenges and technology trends.

- **Improving Effectiveness and Decision-Making**

Attendees will explore strategies for refining operational efficiency in public institutions, with a focus on data-driven and evidence-based decision-making processes that enable governments to respond more adeptly to citizens' needs. This part of the discussion will highlight approaches to streamline administrative workflows and promote transparency.

Each discussion area ties back to the overarching "RITE" principles emphasized throughout the publications. By dissecting these themes, the Webinar aims to equip participants with actionable insights and foster a dynamic exchange of experiences, furthering the mission of elevating public governance across the Arab region.

Expected Outcomes

The upcoming webinar, organized to launch the three main reports of ENACT project, is expected to result in the following:

1. **Enhance awareness and engagement:** Participants will gain a comprehensive understanding of the recent findings and recommendations from the publications. This knowledge sharing is expected to inspire new strategies for implementing innovative digital solutions in governance across the region.
2. **Give insights on best practices:** The publications cover case studies and strategic insights on using technology for improved public sector efficiency and transparency. By exploring these, attendees will be equipped with existing examples and actionable practices that have been successfully implemented in other Arab countries. These best practices can serve as a blueprint for initiating or advancing similar projects within their own organizations.
3. **Emphasize policy alignment with SDGs:** The discussion will reinforce the importance of aligning digital innovation strategies with the SDGs, particularly goal 16, for a clearer understanding of how

public institutions can contribute to these goals by enhancing transparency, justice, and institutional strength through digital tools.

- 4. Collect feedback for future directions:** Finally, the event will enable gathering feedback that could contribute to finetuning future initiatives within the ENACT project, to better address the needs of each country and facilitate more effective implementations.

This webinar is an important step in catalysing the widespread adoption of advanced digital government solutions in the Arab region, with anticipated long-term benefits for public sector efficiency and public trust in government services.

Organization, Participation and Registration

The Webinar will be held through **Zoom on Wednesday 11 December 2024 at 14:00 – 16:00 hours Beirut time (GMT+2).**

Public officials, policy makers, and digital transformation leaders are among those invited to the Webinar, including officials from ministries and public entities working in the areas of information and communication technology, digital government, and administrative development. Experts in digital transformation from international organizations, the United Nations, academia and regional experts will also be invited to this Webinar.

Registration can be made through the [Zoom link](#), preferably by Sunday 8 December 2024, and more information is available through the event page: <https://unesewa.org/events/emerging-technology-and-innovation-arab-public-institutions-new-enact-reports>

Focal Points

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