

AIDE-MEMOIRE



**Achieving the Sustainable Development Goals
through Effective Delivery of Services,
Innovative Transformation &
Accountable Institutions**



Introduction

The 2019 United Nations Public Service Forum (UNPSF) will take place in the Republic of Azerbaijan from 24 to 26 June 2019, under the theme 'Achieving the Sustainable Development Goals through effective Delivery of Services, Innovative Transformation, and Accountable Institutions'.

The Forum is organized by the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan and the United Nations Department of Economic and Social Affairs (UN DESA) through its Division for Public Institutions and Digital Government (DPIDG) together with the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women). Several partners will also be engaged in organizing parallel workshops or side events.

Context

In September 2019, the United Nations General Assembly will review at the summit level progress towards meeting all the Sustainable Development Goals (SDGs), while in July the annual High-level Political Forum (HLPF), taking place under the auspices of the Economic and Social Council, will focus on the review of several sustainable development goals, including both SDG 10 on reduced inequalities and SDG 16 on peace, justice and strong institutions.

Effective, inclusive and accountable public-sector institutions are critical for the implementation of the 2030 Agenda and the achievement of the SDGs. They play a key role in achieving interlinkages and policy coherence; designing national development strategies and plans, developing infrastructure, mobilizing resources, monitoring and evaluating public programmes, projects and development activities, and equipping public servants with the capacities to implement the SDGs. They also have an important role to play in providing inclusive services to better serve citizens and leave no one behind, including through digital government.

The 2030 Agenda for Sustainable Development calls for innovative transformation and puts forward values and principles such as 'leaving no one behind', integration, partnerships, and universality, which need to be translated into action. Both SDG 16 and SDG 10 are highly relevant to the focus of the 2019 United Nations Public Service Forum. Public institutions need to embrace innovation and transformation to deliver more effective, timely and responsive services, and embody the principles of transparency, accountability and inclusion.

The Forum will provide a platform for Ministers and other senior decision makers to reflect on how to advance progress in realizing the SDGs. Participants will also have the opportunity to debate emerging issues and trends, discuss good practices, strategies and innovative approaches for effective service delivery and innovative transformation in delivering on the SDGs and leaving no one behind, a cross cutting tenet of the 2030 Agenda. It will be a moment to reflect on common challenges and exchange lessons learned from the new approaches and innovations that are being experimented worldwide. The Forum will also provide the opportunity to highlight the key findings of the United Nations World Public



Sector Report 2019 and the United Nations E-Government Survey, which focus on key principles of SDG 16 as pertaining to the work of public institutions, including effectiveness, accountability, anti-corruption, transparency, access to information, e-government and digital transformation, non-discriminatory laws and policies and inclusive decision making.

Thematic Focus

Since September 2015 countries have been working at the national and subnational levels on meeting commitments made under the 2030 Agenda - an ambitious Agenda with 17 goals and 169 targets, calling for transformation not only of government and public institutions but of society at large.

While accountable institutions and effective service delivery lie at the heart of achieving prosperity for people and planet, they do not operate in a vacuum and rely heavily on the engagement of and response from all stakeholders in society. At the same time, innovation, whether conceptual, technological or otherwise, is transforming how people engage and how institutions respond to development needs.

Over the past years, the United Nations Member States have been promoting innovative and transformative approaches to implement the 2030 Agenda and realize the SDGs, as reflected in many voluntary national reviews. These approaches go beyond developing programmes, policies, and strategies which tackle specific development challenges and priorities. They take a broader approach in looking at how governments work and how institutions respond to people. By embracing integrated and inclusive approaches to policy development and service delivery, by promoting gender equality and non-discrimination, and by leveraging the benefits of new technologies and innovations, governments can make progress in realizing the SDGs and leave no one behind.

To explore these topics in detail, the Forum will be structured around the thematic areas of the five categories of the 2019 United Nations Public Service Awards. Held annually since 2003 and reviewed in 2016 to align it with the 2030 Agenda, the United Nations Public Service Awards promotes the role, professionalism, and visibility of public service and governments to realize the SDGs through the delivery of services. You can learn more about the UN Public Service Awards here: <https://publicadministration.un.org/en/UNPSA>

During the Forum, capacity development workshops will be held under the themes of the five categories of the 2019 UN Public Service Awards:

1. Delivering inclusive and equitable services to leave no one behind (organized by: UN DESA)
2. Ensuring integrated approaches in the public-sector institutions (organized by: UN DESA)
3. Developing effective and accountable public institutions (organized by: UN DESA and UNDP)
4. Transfiguring Digital Transformation for the Sustainable Development Goals (organized by: UN DESA)
5. Promoting gender-responsive public services to achieve the SDGs (organized by: UN WOMEN and UNDESA)



In addition, workshops will be held on:

1. Innovation in Government for Social Inclusion of Vulnerable Groups to Achieve the SDGs (organized by: UN DESA)
2. Mobilizing and equipping public servants to realize the 2030 Agenda for Sustainable Development (organized by: UN DESA)
3. Future of public services: linking government performance with the power of disruptive technologies in the context of 2030 Agenda (Organized by the Government of Azerbaijan)
4. Effective model for the delivery of public services contributing to the realization of human rights and the SDGs (Organized by OHCHR)

The Forum will benefit from the innovative practices of the 2019 UNPSA winners, who will present their initiatives during the workshops, exhibition and a world café.

Objectives

The primary objective of the UNPSF is to contribute to the development of institutional, human and ICT capacities of Public Sector Institutions to deliver on the 2030 Agenda and the SDGs. The focus will be on the capacities that need to be developed for:

- Delivering inclusive and equitable services to leave no one behind
- Ensuring integrated approaches in the public-sector institutions
- Developing effective and accountable public institutions
- Promoting digital transformation in public sector institutions
- Promoting gender-responsive public services to achieve the SDGs

The Forum will also provide the opportunity to promote enhanced cooperation and partnerships. Its ultimate goal is to contribute to developing the capacity of governments to anticipate the various challenges posed by the implementation of the 2030 Agenda and to tap into the opportunities and synergies arising from the momentum for the SDGs. Drawing from the strategies that different countries are implementing and their related successes and difficulties, the Forum can inspire participants to develop their own innovative and transformative solutions and pathways to realizing the SDGs. Partnerships and peer-to-peer learning can help in driving change that supports people and the planet.

Expected Outcomes

- Enhanced understanding of the 2030 Agenda for Sustainable Development, and the critical role of SDG 16
- Increased capacity to meet the challenges and opportunities in realizing the SDGs through an effective focus on delivery of services, innovative transformation and accountability



- Exchange of information on innovative practices through networking and building partnerships with government officials, experts, academics and practitioners in attendance.
- Renewed public sector leadership commitment and inspiration to promote creativity and innovations in public sector institutions and increased effectiveness, inclusiveness, and accountability of institutions to achieve the SDGs, leaving no one behind.

Organization

Venue

Heydar Aliyev Center, Baku, Republic of Azerbaijan

Participants

Around 400-450 participants are expected to attend the Forum, including world leaders, ministers, senior government officials, mayors, supreme audit institutions, civil society representatives, the academia, the private sector, and representatives from international and regional organizations.

Key Activities

The Forum will include plenary sessions, side events, group training and workshops where participants will witness successful innovations, discuss and share good ideas and practices.

The Forum will also host the 2019 UN Public Service Award Ceremony on the first day of the event where winners of the UNPSA will be awarded.

A ministerial roundtable will take place on the last day of the event where Ministers will respond to the key messages emanating from the Forum and highlight what follow-up actions they will take in their countries.

An innovations exhibition will also be organized during which the UNPSA winners will showcase their successful innovations.

While in Baku there will be a chance to visit centers of “ASAN service”, winner of the 2015 United Nations Public Service Award. You can learn more about the ASAN Model here:

<https://admin.unpsf2019baku.com/storage/schedules/April2019/fz9Jggg5wbdCxLIJu9Ux.pdf>

Languages

Simultaneous interpretation for the plenary sessions of the meeting will be available in Azerbaijani, English, and French.

Contact Information



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