

## CONCEPT NOTE

Parallel Side Event:  
Beyond innovations:  
any option for  
human dimension?



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



## Introduction

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

The Forum will be comprised of a series of workshops and side events where various elements related to the overall theme will be explored in more detail.

This side event will explore the topic of "Beyond Innovations": Any Option for Human Dimension?

## Objective

The objective of the event is of dual nature: The first part will focus on optimistic view on the development of technological innovations including its impact on human society. That's to say the higher production rates and increased productivity, more efficient use of materials, better product quality, improved safety, shorter workweeks for labor, and reduced factory lead times. The second part will demonstrate the challenges that those innovations could bring to society. These challenges can contain information leakage, cyber-crime, identity theft and potential reduction in human employment.

## Detailed Focus

Government has a special role to play in managing technological enhancements and innovations. It aims to improve the well-being of society and to control future innovational risks. The technology trends of today such as Big Data, machine learning, artificial intelligence are at the core of current technological advances. Meanwhile, these new and innovative technologies offer challenges for society including a negative impact on the unemployment rate. Technological innovations urge us to eliminate potential risks.

By all means, stable technological development ensures a steady benefit for businesses and all the other stakeholders of the economy. For instance, using automated machines in industry enhances productivity, hence it has a direct impact on the economy and the well-being of businesses. Agile operations conducted by technologies are in a position of replacing the labor of a hundred workers at a time, which certainly leads to become time efficient and safeguard economic growth. Moreover, technology-driven enterprises are more adaptable to changes and future-oriented, which means they can produce more state of art products and benefit society.

According to the UN Sustainable Development Goal (SDG) No 9: The improvement of advance technologies will also help to build resilient infrastructure promote inclusive and sustainable industrialization and foster innovation. The challenges of the fostering innovation can also be balanced with the help of SDGs as well as through their targets and indicators.



Despite dozens of advantages, rapid technological development offers genuine drawbacks that require to be tackled. The major challenge of the fast technological advancements is related to operational failures causing disruption in daily routine. One of the considerable challenges from this perspective will be dealing with obsolete employees. In the process of technological advancement, employees of traditional industries tend to lose their jobs as their duties are reconstituted by automated machines. Moreover, as the demand for technology literate staff grows, employers experience complications to find an eligible candidate to hire for controlling technological management. Thus, employee pushback becomes another issue of technological renovation while the majority of obsolete employees tend to become underemployed due to the lack of capacity in the erratic labor market.

Currently, governments endeavor to boost their public services using digital tools. It, in turn, brings another question of identity security. As the digitization thrives, so do cyber-attacks. Increasing cyber-attack rates not only threaten identity protection but also frightens the society for putting a step ahead to use digital services. What is more, utilizing every development in technology is not always fruitful as in some cases, it is not the most suitable since traditional ways perform better for serving the public good. This can also be considered as another reason why people are willing to use what they are used to and becoming change-resistant by fearing the disruptive potential of an existing process. Elderly people also need to be informed individually on how to use digital services, which requires a long time and energy to be spent on complex enlightenment of this segment.

To conclude, technological advancement and digitization ease society and help them in daily routines as well as providing transparency in public services and more efficiency for businesses. However, it is worth considering that all of the rapid developments should be under surveillance for any potential complications and intervened when necessary. Only then, we can achieve the common goal of complex technological innovations by carefully considering opportunities and challenges from various perspectives.

## Structure

This event will be composed of two sessions.

### **Session 1: Innovation driven opportunities in the upcoming future.**

This session will examine the opportunities brought by the advance technologies to our daily life.

Guiding questions:

1. What are considered to be the main opportunities for the role of technologies in daily life?
2. What areas of life are impacted by ongoing technological advancements?
3. Are current institutional frameworks and mechanisms conducive to effectively localizing the SDG No 9?
4. What tendencies can be expected by these developments in the upcoming years?



## Session 2: The challenges that innovations will cause.

This session will examine the potential challenges to our daily life that may be caused by advance technologies.

Guiding questions:

1. What are considered to be the main challenges of rapid technological development affecting our daily life?
2. How can disruptive side of the existing cases be prevented?
3. How can obsolete employees be reinstated into the labor market due to the increasing use of automation?
4. What are the possible ways to build capacity for employees to deal with technological advancement?

## Organization

- This event is organized by the State Agency for Public Services and Social Innovations under the President of the Republic of Azerbaijan.
- Participants are expected to come from central and local government officials, international and regional organization officials, policymakers, public governance experts, civil society leaders, academics, and media.
- The event will be conducted in English.

## Contact

Mr. Soltan Bayramov  
Department Head  
the Strategic Development and Communication Department  
“E-Gov Development Center” public legal entity  
[s.e.bayramov@asan.gov.az](mailto:s.e.bayramov@asan.gov.az) tel: +994 55 511 95 00

