

CONCEPT NOTE

Plenary 3:

Innovation Driving

Transformation



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



Background

Governments are increasingly looking towards new frontier technologies to help solve problems faster, more efficiently, and at a fraction of previous costs. Pilot projects using innovative approaches have yielded better focus on data-collection to produce more precise information, allowing policy-makers to evaluate pertinent issues using real-time information.

Public service transformation is being driven by various new technologies, including drone technology, machine learning, blockchain, big data analytics, and artificial intelligence, to name a few. The Fourth Industrial Revolution is changing the way humanity goes about business as usual, but first, new technology must be understood and used with the utmost care and ethical consideration before permeation into the public sector.

The Role of new technology in Public Service Delivery

New technology has the potential to transform public service delivery, help the economy and to “leap frog” efforts on the environment; however, left unmanaged or mismanaged, new technologies could have a counter effect and widen inequality within and between countries. Governments have leveraged the use of new frontier technologies, like drones and blockchain technology to improve connectivity in hard-to reach communities and places. Some of the benefits of new tech include aerial imaging for better preparedness for disaster risk reduction or compiling of climate change data, and even a delivery service of medical supplies. Digital technology and real-time information solutions enable not only valuable data collection but also direct feedback from communities and therefore strengthen the accountability to affected populations.

The scrutiny on new technology has largely centred around law, or lack thereof, on privacy and data collection, as well as energy use. Without appropriate policies, they can also drive greater inequality and the elimination of traditional jobs. But with the introduction of any new technology, there are opportunities to bring to the technologies to scale, increase convenience and reduce long-term costs.

Recent pilot public service delivery projects using new technologies have helped improve response times and/or data collection in a variety of different contexts. For example, machine learning has exposed patterns and trends that produce better harvests and blockchain has been tested to store information and data. These new technologies are having effects across the board in helping deliver more concrete public services. One example of recent work is with drone technology enabling the delivery of medicinal supplies and services, helping targets in Sustainable Development Goal 3, and specifically SDG 3.8, which aims to increase health service coverage to disadvantaged populations.

Now is a good opportunity for all stakeholders to engage in conversation on new technology and their effect on public service delivery in the context of the SDGs and specific country needs. It is a chance for governments to stay abreast of the ever changing and quick paced world, as well as take advantage of new technologies and new industries that each product brings. Furthermore, the conversation can be



expanded to how new technologies could help bridge the gap in SDG implementation by helping different silos work together and ensure no one left behind.

Aim of the panel

The contribution of this panel discussion is premised on the idea that we can be more effective by testing creative solutions and by sharing experiences and evidence on these innovative approaches. Governments are trying to find solutions on their own, while the challenges are often similar. Furthermore, testing new approaches is part of a learning cycle, requiring policy makers to adapt and adjust their approaches based on their findings.

The panel aims to provide an interactive discussion on how drones can be benefit public service delivery; what the landscape looks like presently; challenges/obstacles and where the public sector can go invest research and development next.

Format

The format of the Panel will be an interactive moderated discussion between experts. The Panel will be conducted in English. Interpretation will be available to Azerbaijani and French.

Flow of the session

1. Introduction by the moderator (5 min)
2. Initial interventions by the panelists (30 min)
3. Rounds of questions and answers with the floor (20 min)
4. Conclusion (5 min)

Resource persons

Moderator: **Dr. Laila El Baradei, Professor of Public Administration at the Public Policy and Administration Department, School of Global Affairs and Public Policy (GAPP), the American University in Cairo (A.U.C.)**

Panelists:

- **Mr. Rustambek Amrin, Head of the Center of the Crisis situations under the Emergency Committee Representative of the Emergency Committee from the Republic of Kazakhstan**
- **Ms. Layla Dong, CEO Broadshine Co. Ltd**



- **Mr. Taghi Taghizada, Director of Innovation Center, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan**

Guiding Questions:

- What are the best practices and opportunities of the use of new technology (Blockchain, Drones etc) in public service delivery?
- What are the main recommendations to encourage cross-sector collaboration as well as coordination mechanisms on the use of such technologies?
- How can real-time information solutions be applied in support of communities?
- What are the main challenges of using digital and new technologies, such as drones, for public service delivery?
- What are the main recommendations for the use of digital technologies for future public service delivery?

