PROJECT NOTIFICATION

Reference No.: 394

Date of Issue	17 May 2024
Project Code	24-IP-08-GE-DLN-A
Title	APO e-Course on Digital Innovation in the Public Sector
Timing	29 November 2024
Hosting Country(ies)	APO Secretariat
Venue City(ies)	Not Applicable
Modality	Digital Learning
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	Open
Overseas Participants	Not Applicable
Local Participants	Not Applicable
Closing Date	Not Applicable
Remarks	Timing is the launch date of the e-course.

Objectives	Learn about digital innovation processes in the public sector; understand the application of digital technologies in enhancing innovation in public service delivery; develop digital skills and capacity building for public-sector employees to drive innovations; and identify barriers to and share insights on the future trends of digital innovations in the public sector.
Rationale	Digital innovation radically improves operational parameters such as efficiency, productivity, quality, delivery, and flexibility. In the public sector, digital innovation process applications can potentially alter existing boundaries and support new methods of delivering services in more productive ways, especially after the COVID-19 pandemic.
Background	Digital transformation is a common goal for governments, driven by the need to modernize and meet evolving citizen expectations. The public sector is undergoing rapid digital transformation to enhance citizen engagement, deliver better public services, cut costs, and deal with societal challenges. With the rise of Industry 4.0, the public sector must embrace digital innovation. Additionally, future trends like open data, AI, and civic tech are shaping the landscape of public services, governance, and urban development. This course aims to examine recent advances in the conceptual framework, essential tools, and case studies of digitalization. Participants will gain deeper insights into the transformation journey of public-sector organizations toward digital innovation.
Topics	Understanding the significance of digital innovations in the public sector; Applications of digital technologies in public service delivery and barriers to digitalization; Changing needs of citizens and ways to meet them; Digital skills and capacity building for public-sector employees to drive innovations; and Case studies and best practices of digital innovation projects in the public sector.
Outcome	Knowledge of digital innovation processes is enhanced through applications of recently developed digital tools and methods in public-sector organizations to improve public service delivery and citizen satisfaction.
Qualifications	Open to all participants in APO members and nonmembers.

Please refer to the implementation procedures circulated with this document for further details.

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Secretary-General