

Workshop on Whole of Government Digital Transformation Leveraging GovStack

Date: 26 June 2024 – 28 June 2024

Venue: The Eden Ballroom, Amari Dhaka, Gulshan-2

Organized by: Aspire to Innovate- a2i, Information and Communication
Technology Division and International Telecommunication Union (ITU)

1. Background

In the wake of the COVID-19 pandemic, the rapid development and adoption of digital technologies have reshaped how societies function, emphasizing the critical role of digital solutions in driving socio-economic growth and sustainability. For Bangladesh, embracing digital government services is essential to enhance citizen centricity, improve government responsiveness, promote transparency, and ensure equitable access to public services.

Aspire to Innovate (a2i) has been at the forefront of Bangladesh's digital transformation efforts for close to a decade and a half. To further these initiatives, a2i, in partnership with the International Telecommunication Union (ITU), proposes a national-level GovStack workshop in Dhaka, Bangladesh scheduled for June 26-27, 2024. This workshop aims to consolidate efforts, share progress, and strategize future steps in Bangladesh's digital government journey.

2. Problem Statement

Many national governments struggle to achieve true digital transformation and keep pace with modern digital trends due to numerous challenges and barriers. Systematically, they face the following challenges¹:

Siloed planning and decision making across stakeholder groups. Ministries and other agencies often work in silos that results in problems in coordination in aligning ICT ministry work with that of other agencies. Limited opportunities for coordination among stakeholder groups limits reuse of digital solutions and undermines their potential applicability across programs and sectors.

Funding. Challenges in procuring and implementing affordable IT solutions persist, as do challenges in creating the necessary capital to invest in ICT infrastructure projects. Furthermore, donor-based funding is timebound and focuses on project-based solutions, leading to duplication, and wasted effort, as projects end and their tools either do not survive or are only used in a limited fashion.

Absence of funding for scaling up ICTs. The bulk of funds available for ICTs is focused on the initial stages of the technology development life cycle, with limited funding available for scale and diffusion, core product maturity, and enterprise readiness. This funding gap contributes to the dearth of ICT products with sufficient maturity for governments to institutionalize at the national scale.

Lack of digital literacy. Capacity in ICT leadership, and in the selection, design, implementation, scaling up, and maintenance of ICT solutions, are often lacking among governments and development practitioners.

3. The Way Forward - Whole of Government (WoG) Approach

Adopting a Whole-of-Government (WoG) approach is crucial for integrated and coordinated digital service delivery. The WoG approach emphasizes the use of reusable software components or "building blocks," enabling scalable and efficient digital government solutions. The GovStack initiative supports this by providing specifications for these building blocks, facilitating comprehensive digital governance.

Whole-of-Government (WoG) approach refers to a cross-sectoral and cross-organizational consideration of individuals' needs with reference to delivering digital services in a more integrated and coordinated manner. As such, there is a pressing need for countries to adopt a Whole-of-Government (WoG) approach to digital transformation. Through this, governments can adopt an integrated approach to addressing existing and emerging issues through public interventions, policies, legislations, strategies, and frameworks.

In assisting government's transition to digital governance, the Federal Ministry for Economic Cooperation and Development, Gesellschaft für Internationale Zusammenarbeit (GIZ), Estonia, the International Telecommunication Union (ITU), and the Digital Impact Alliance launched the GovStack initiative. GovStack solves these problems by developing technical specifications for reusable software components called "building blocks" that can be used to inform design in various e-government services.

4. Objectives

The workshop aims to achieve the following objectives:

- **Understand the Digital Government Landscape in Bangladesh** – Gain insights from a2i about the current state of digital government initiatives in Bangladesh, understanding the context and challenges faced.
- **Present a2i's Collaboration with GovStack** – Review the collaborative efforts between a2i and GovStack over the past six months, highlighting achievements and lessons learned.
- **Drive Decision-Making for Future Steps** – Facilitate strategic discussions to identify priorities and formulate action plans for the next phase of the GovStack partnership, ensuring alignment with Bangladesh's national digital transformation goals and a2i and ITU's strategic goals.

5. Target Audience

The workshop will invite key national stakeholders, including government officials, policymakers, ICT experts, and representatives from various sectors involved in digital transformation. ITU's technical expertise will provide valuable insights and global best practices on WoG digital transformation, and GovStack implementation. ITU will also share case studies on GovStack implementations across the globe.

6. Expected Outcomes

- A comprehensive understanding of Bangladesh's digital government landscape.

- A detailed review and closure of the six-month a2i-GovStack collaboration.
- A strategic roadmap for the future GovStack collaboration with clear action points and commitments.

7. Indicative Agenda

- **Day 1: Setting the Context**
 - o Inaugural session with remarks from key officials from a2i, ITU and UNCT
 - o Presentation by a2i on the digital government landscape in Bangladesh.
 - o ITU session on global digital government trends and best practices on WoG digital transformation and GovStack.
 - o Detailed presentation by a2i on GovStack collaboration.
- **Day 2: Digital Government Initiatives in Bangladesh and Reviewing GovStack Building Blocks**
 - o Case studies on past digital transformation initiatives in Bangladesh and the challenges faced and lessons learnt.
 - o Sessions on select GovStack building block technical specifications.
 - o Breakout sessions on collaboration exercise for hands-on experience.
 - o Consolidation of feedback and lessons learned.
 - o Closing session with summary of key decisions and commitments.

8. Expected Outcomes

- A comprehensive understanding of Bangladesh's digital government landscape.
- A detailed review and closure of the six-month a2i-GovStack collaboration.
- A strategic roadmap for the future ITU(GovStack)/a2i(BangladeshX) collaboration with clear action points and commitments.

9. Conclusion

This workshop is a pivotal opportunity to advance Bangladesh's digital government initiatives, leveraging the expertise and support of ITU and a2i. The collaboration aims to enhance the efficiency, transparency, and accessibility of public services through innovative digital solutions.

Day 1 – June 26, 2024

Opening Session

The Eden Ballroom, Amari Dhaka

Time	Session Name	Speakers
9:00am-9:30am	Registration	
9:31am-9:35am	Opening remarks	Md Mamunur Rashid Bhuiyan Chief Executive Officer Agency to Innovate (a2i) & Project Director (Additional Secretary) Aspire to Innovate- a2i Programme Information and Communication Technology Division Government of the People's Republic of Bangladesh
10:06am: 10:09am	Audio-Visual on Digital Transformation of Bangladesh	
10:10am- 10:20am	Presentation on Digital Transformation in Bangladesh: Challenges and Opportunities for Building Smart Bangladesh	Mr. Anir Chowdhury Policy Advisor a2i Programme ICT Division/ Cabinet Division/ UNDP Bangladesh
10:21am-10:25am	Special Guest	Engr. Md. Mohiuddin Ahmed (TBC) Chairman Bangladesh Telecommunication Regulatory Commission
10:22am-10:27am	Guest of Honor	Ms. Atsuko Okuda Regional Director Regional Office for Asia and the Pacific International Telecommunication Union (ITU)
10:28am- 10:33am		Mr. Masud Bin Momen Senior Secretary Ministry of Foreign Affairs Government of the People's Republic of Bangladesh
10:34am- 10:41am	Chief guest	H. E. Mr. Zunaid Ahmed Palak, MP Hon'ble State Minister Ministry of Posts, Telecommunications and Information Technology Government of the People's Republic of Bangladesh
10:36am-10:40am	Chair	Mr. Md Shamsul Arefin Secretary Information and Communication Technology Division Government of the People's Republic of Bangladesh

Core Session

Day 1: June 26, 2024

The Eden Ballroom, Amari Dhaka

Time	Session Name	Session Description	Speaker
11:00am - 11:30am	Digital Transformation in Bangladesh	Background on past and ongoing digital transformation in Bangladesh, challenges, and opportunities	a2i
11:30 am - 12:30 pm	Introduction to Whole of Government and GovStack & its global impact	Introduction of GovStack & its Impact on National Smart and Digital Initiatives, Digital Transformation, Whole of Government DPI Introduction	ITU
12:30 pm - 1:00 pm	International Case Studies	International Case Studies 1	ITU
1:00 pm - 2:00 pm	Lunch, Prayer and Networking		
2:00 pm - 2:30 pm	International Case Studies	International Case Studies 2	ITU
2:30 pm - 3:00 pm	International Case Studies	International Case Studies 3	ITU
3:00 pm - 3:15 pm	Coffee & Health break		
3:15 pm - 3:45 pm	Implementing Digital Government Solutions	WoG and the key drivers of success (and failure) of digital transformation in government.	Mr. Austin Menyasz, SAP
3:45 pm - 4:45 pm	a2i, ITU Partnership	Overview of a2i and ITU's partnership, with spotlight on implementation of MoFA use case by a2i using GovStack principles and service builder.	a2i, TBD

Day 2 – June 27, 2024

Ankita and Karishma (Level 14), Amari Dhaka

Time	Session Name	Session Description	Speaker
9:00am - 9:15 am	Opening Session	Recap of Day 1	a2i, ITU
9:15am – 9:30am	Case Study	Group Work: Case Studies from other sectors in Bangladesh	a2i, ITU
9:30am - 10:00am	Information Mediator	Overview of GovStack IM Specifications	ITU
10:00am - 10:30am		Alignment with group use case	a2i & ITU
10:30am – 10:45am	Coffee Break & Networking		
10:45 am - 11:15 am	Registrations and Registries	Overview of Registrations and Digital Registries Specifications	ITU
11:15 am - 11:45 am		Alignment with group use case	a2i & ITU
11:45am – 12:15pm	Digital ID	Overview of GovStack Digital ID Specifications	ITU
12:15 pm – 12:45 pm		Alignment with group use case	a2i & ITU
12:45 pm – 01:45 pm	Lunch, Prayer & Networking		
01:45 pm – 02:15 pm	Integration Requirements	Roadmap for production deployment and integration requirements for scaling across departments	ITU
02:15 pm – 02:45 pm		Alignment with group use case	ITU
2:45 pm - 3:15 pm	Governance & Market enablement	Discussion on synchronized collaboration of technology, citizen experience & service delivery by enabling policies, standards & protocols	a2i & Industry stakeholders
3:15 pm – 3:45 pm	Group Work	Finalization & showcasing of group work outcome	Facilitated by ITU & a2i
3:45pm - 4:00pm	Coffee Break & Networking		

Day 3 – June 28, 2024

ICT Tower, Dhaka

Time	Session Description
9:30am – 12:00 pm	Summarization of the journey & way forward plan in alignment with Smart Bangladesh vision 2041