



## Session Outcome Document

### Summary of Session: GovTech 4 Impact: Executive experience sharing on digital public service development in Europe

International Telecommunication Union

13 March 2023 | 15:00–15:45 (UTC+01:00)

<https://www.itu.int/net4/wsis/forum/2023/Agenda/Session/366>

#### Key Issues discussed (5- 8 bullet points)

Three main issues discussed, and conclusions emerged from the discussion are reflected in takeaway messages provided by the speakers:

- “To achieve progress, prioritize connectivity, data, and interoperability. But don't just rely on your own solutions - like Estonia, be open to sharing, learning, and reusing from others. Our recent development comes from reusing some parts of the "Diia app" from Ukraine in our own mobile application. So, I encourage everyone to explore and embrace this approach.” - H.E. Dr Nele LEOSK, Ambassador-at-Large for Digital Affairs, Estonian Ministry of Foreign Affairs, Estonia
- “Technology can play a vital role in shaping a better democracy. The French Déclaration des Droits de l’Homme et du Citoyen recognizes every citizen’s right to express opinions and to contribute to the elaboration of laws. However, the lack of literacy, distance, and synchronization tools made it more difficult to fully exercise these rights. Today, we have a great access to knowledge, and we are more connected than ever. We must find new ways to organize and govern ourselves for a better and more inclusive democracy.” - H.E. Mr Henri VERDIER, Ambassador for Digital Affairs, Ministry for Europe and Foreign Affairs, France
- “As representatives of our countries, it is our responsibility to actively incorporate innovation and technology into our government processes. By doing so, we can streamline and simplify these processes for the benefit of our citizens and the public.” - Ms Olga TUMURUC, Head of Moldova E-Governance Agency, Moldova
- “Don't underestimate the importance of building a strong digital back-end. It will enable you to create a resilient and scalable digital public services ecosystem.” - Mr Maksym SHKILOV, Adviser to the Vice-prime-minister - Minister of Digital Transformation of Ukraine, Ukraine
- “Digital transformation is no longer an option - it's a necessity for us all, regardless of where we come from. With a growing population, we all share the common goal of providing better services for our citizens, and digital transformation is key to achieving that.” - H.E. Ms Meirav EILON SHAHAR, Ambassador and Permanent Representative, Permanent Mission of Israel to the United Nations Office and other international organizations in Geneva

- “Digital transformation is a powerful tool that can help us achieve the SDGs, but its success hinges on collaboration and partnerships. By working together, we can develop and deploy GovTech solutions that address the complex challenges faced by societies around the world. To scale the impact of these initiatives across Europe and beyond, European countries are joining forces through initiatives like GovStack. By pooling resources and expertise, we can accelerate progress towards a more sustainable future for all.” - Mr Jaroslaw K. PONDER, Head of the ITU Office for Europe, ITU

**Towards WSIS+20 and WSIS beyond 2025, please share your views on the emerging trends, challenges, achievements, and opportunities in the implementation of the WSIS Action Lines to date (5-8 bullets)**

N/A

**Tangible outcomes (such as key achievements, announcements, launches, agreements, and commitments (3-5 bullet points))**

- Overall, the session highlighted the transformative potential of GovTech solutions in promoting sustainable development, improving public service delivery, and enhancing citizen participation and engagement.
- Session attendees were introduced to the ITU's initiatives to promote digital transformation in countries throughout Europe and beyond, with a particular emphasis on the GovStack approach.
- Best practices and lessons learned were shared by the high-level government representatives of Estonia, France, Israel, Moldova, and Ukraine.
- The session emphasized the need for responsible and ethical deployment of emerging technologies, ensuring digital inclusion and accessibility, and protecting citizen rights and privacy in the design and deployment of GovTech solutions.
- Finally, the session called for increased collaboration and partnerships among stakeholders to develop and deploy effective GovTech solutions that address the complex challenges facing societies around the world.

**Actionable plan (2-5 points)**

- Strengthen collaboration between ITU and countries in the region to accelerate public sector transformation, increase engagement in ITU initiatives like GovStack, and explore opportunities for joint projects and initiatives.
- Facilitate the establishment of multi-stakeholder partnerships within and beyond the region, bringing together governments, private sector, civil society, and academia to collaboratively design and deploy effective GovTech solutions for pressing societal challenges, such as climate change and social inequality.
- Expand efforts to disseminate best practices and lessons learned by digital transformation leaders from the region to other countries and regions seeking to implement GovTech solutions.

**Suggestions for thematic aspects that might be included in the WSIS Forum 2024 (WSIS+20 Forum High-Level Event) (one paragraph)**

Government Digital Transformation for Sustainable Development: This theme can focus on the transformative potential of ICTs in enabling governments to tackle key global challenges such as climate change, poverty reduction, and social inequality, while promoting transparency and accountability. The discussion could explore



how digital transformation can facilitate the development of innovative solutions that improve access to basic services, reduce inequalities, and enhance citizen participation in decision-making processes. Additionally, it could highlight the importance of multi-stakeholder collaboration and capacity-building initiatives to enable governments to effectively leverage ICTs in advancing sustainable development goals.