

## Global South-South Development Expo (GSSD Expo) 2022 Side Event

Launching of the South-South Matchmaker (Volume III), and the Matchmaking workshop on Public Service Innovation

Date: 14 September 2022

Time: 10:00- 12:00 PM (Bangkok Time)

Venue: UN Conference Center, Bangkok, Thailand/ Zoom

Mode: Hybrid

Register in advance for this meeting:

[https://undp.zoom.us/meeting/register/tZEtdOisrTotG9LvZWxpkiItj\\_4IbPU0tNqP](https://undp.zoom.us/meeting/register/tZEtdOisrTotG9LvZWxpkiItj_4IbPU0tNqP)

After registering, you will receive a confirmation email containing information about joining the meeting.

Co-organized by: Government of Bangladesh, The UN Office for South-South Cooperation and South-South Network for Public Service Innovation (SSN4PSI)

### Concept Note

#### **Background:**

With the intervention of technology, the world is changing rapidly. Governments have to continuously innovate to figure out how to serve citizens more effectively and efficiently to build a smart and resilient future. The COVID-19 pandemic exposed the vulnerabilities of health systems, and people, threatened economic progress with far-reaching consequences and extended the digital divide. In this changed reality of COVID-19, public services have to be reviewed methodically to achieve people's needs and make progress towards the Sustainable Development Goals (SDGs).

More than two years into the pandemic, the development parameters of the world have already changed. The impact of the pandemic showed how vulnerable countries, especially developing countries, can unexpectedly face unprecedented realities. Against this backdrop, the significance of solidarity as expressed in the core approach of South-South Cooperation is essential. The necessity of partnerships among Southern countries has become increasingly vital as we move forward to the post-pandemic reality and recovery and focus on achieving the SDGs by 2030.

To harness innovations, particularly in public service delivery to help governments and the society make progress in the achievement of SDGs and other development agenda, the South-South Network for Public Service Innovation (SSN4PSI) was launched at the Global South-South Development Expo on 27 November 2017 in Antalya, Turkey. The SSN4PSI is a collaborative platform where governments, private sector organizations, experts, and academics exchange knowledge, experiences, and expertise on public service innovation. One of the most important methods employed by SSN4PSI is "Matchmaking". Matchmaking ensures that countries that have successfully tackled public service challenges in the past can effectively share solutions with countries that need them the most.

Since its launch, the Network has organised around 15 workshops from which potential adaptation opportunities have been generated. As a result, many of the matchmaking opportunities generated from the workshops in public service delivery and healthcare have made the progress to

adaptive implementation. For instance, the Bangladesh “National Intelligence for Skills, Education, Employment and Entrepreneurship (NISE)” platform was adapted in Somalia under the name “Shaqo Abuur”. Jordan has adapted NISE as “Digi Maharath”.

Another example is Yemen’s first e-commerce platform “Yemeni Dukkan” adapted from Bangladesh’s e-commerce platform “ekShop” and Turkey’s Dukkan, an adaptation of the ekShop.

Fiji adapted Bangladesh’s “Start to Finish Service Delivery tracker” while Peru is in the process of starting a similar adaptation of the SDG Tracker.

Bangladesh took 4IR related knowledge support from Singapore and Social Safety Net was replicated in Bangladesh from Togo.

As of August 2022, the SSN4PSI has 44 Members consisting of 30 countries in the global south and 14 global organisations. This year, the SSN4PSI will also launch the 3<sup>rd</sup> volume of the South-South Matchmaker (best practices 2021-22) which contains 15 case studies covering governance, healthcare, education, e-commerce with emphasis on COVID 19 response and recovery.

### **Objective of Side Event**

The main objective of the side event at the GSSD Expo 2022 is to identify more novel innovations for scaling-up public service innovation with a special focus on sustainable COVID-19 recovery, more specifically.

- Facilitate match-making among participating countries and other relevant stakeholders;
- Facilitate an inclusive understanding of the kind of service delivery innovations that create sustainable impact and process of creating that impact;
- Exhibit proven pathways from innovation prototyping to up-scaling;
- Explore more broadly the role of public service innovations in the realization of the Sustainable Development Goals in the COVID-19 reality
- Bring the South-South Matchmaker Volume III (best practices 2021-2022) to broader range of global audience and disseminate knowledge

### **Expected Outcomes**

- Matching of demand and supply of innovative solutions in the public sector;
- Initiation of expansion of the SSN4PSI to digitization for development;
- Partnership building among participants will be fostered through Matchmaking process of SSN4PSI;
- Sharing of innovations of participating countries during the COVID-19 facilitating peer learning.

## Format and Design of Side event

The side event will consist of two main components as follows:

### I. Launching of The South-South Matchmaker (Volume III)

A “South-South in Action” publication featuring the best practices/development solutions in Bangladesh was published in 2017. The success of this publication later worked as inspiration for the compilation of more such initiatives.

Since the launch of the South-South Network for Public Service Innovation (SSN4PSI) in 2017 by the Government of Bangladesh and the UN Office for South-South Cooperation, the exchange of best practices has been accelerated. Bangladesh’s a2i has provided secretarial support to the Network along with the UNOSSC Regional Office for Asia-Pacific. The South-South Matchmaker has evolved as a flagship publication of the Network. The Matchmaker features ongoing and high-potential public service innovations around the world. The Network’s first publication containing 22 case studies (the Matchmaker) was published to include the matched cases during 2017-2018 workshops. The first volume at launched at the 2018 Global South-South Development Expo in New York. The second volume (Volume II) of the globally circulated publication was published in 2020 and included 24 case studies covering the matched solutions for the years 2019-2020. The South-South Matchmaker Volume III features a number of citizen-centric digital solutions that contributed to a response to COVID-19 and other development challenges.

### II. Matchmaking Session

The matchmaking workshops are usually conducted on specific themes. During the 2022 expo, selected partners will be encouraged to bring up any solutions related to the theme of the Expo and digitalization. To facilitate discussions, a list of guiding questions will be provided during the panel discussions. The matchmaking session will be conducted in a roundtable format with facilitators. Participants will present their development solutions. After the presentations and discussions, participants will indicate the solutions they wish to adapt.

Draft agenda:

#### Launching Session:

Time	Programme
<b>Chair and Moderator: Dr. Dewan Muhammad Humayun Kabir</b> , Project Director (Joint Secretary), a2i Programme, Information & Communication Technology Division, Government of the People’s Republic of Bangladesh	
10:00 – 10:15 hrs.	<b>Welcoming remarks:</b> <ul style="list-style-type: none"> <li>UNOSSC Representative of the Director, UNOSSC</li> </ul> <b>Opening Remarks and Launching of South-South Matchmaker by:</b> <ul style="list-style-type: none"> <li><b>H. E Zunaid Ahmed Palak</b>, Minister of State, Information &amp; Communication Technology Division, Government of the People’s Republic of Bangladesh</li> </ul>
10:15-10.20 hrs.	<b>Key Points from the publication “The Matchmaker, 2020-2021 Best Practices”</b>

10:20- 10:25 hrs.	<b>Launching Session</b>
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### III. Matchmaking Session:

Time	Programme
10:25- 11:35 hrs.	<p><b>Presentation on the Match Making Exercise</b></p> <ul style="list-style-type: none"> <li>• <b>Moderator: Mr. Anir Chowdhury</b>, Policy Advisor, a2i – Innovate for All, Government of the People’s Republic of Bangladesh</li> </ul> <p><b>Presentations (5 minutes per presentation)</b></p> <ul style="list-style-type: none"> <li>• Republic of Azerbaijan: “ASAN Appeal” information system</li> <li>• Commonwealth Secretariat: Sustainable fishing in Maldives</li> <li>• Armenia: Seamless communication with the state</li> <li>• South Africa (UNDP): Domestic Observer Digital App</li> <li>• UNESCAP: Catalyzing Women’s Entrepreneurship in Bangladesh, Cambodia, Fiji, Viet Nam, Samoa, and Nepal</li> <li>• Bangladesh: Surokkha Covid-19 Vaccine Management System</li> <li>• Montenegro (UNDP): "Be Safe" mobile helpline app for women</li> <li>• UN Technology Bank for Least Developed Countries: Hear, Listen, and Speak Programme in Bhutan using a Public Private Partnership model</li> <li>• Uzbekistan: Information System for the automation of licensing and permits services in the Republic of Uzbekistan – “License” platform</li> </ul>
11:35 -11:45 hrs.	<b>Open Discussion</b>
11:45 -11:55 hrs.	<p><b>Institutionalization of South-South and Triangular Cooperation</b></p> <ul style="list-style-type: none"> <li>• <b>Mr. Denis Nkala</b>, Chief, Intergovernmental and UN Systems Affairs (UNOSSC)</li> <li>• <b>Ms. Kate Sutton</b>, Head of Innovation Centre, UNDP Bangkok Regional Centre</li> </ul>
11:55 -12:00 hrs.	<b>Group Photo</b>
12:00 hrs.	<i>Close of the meeting</i>

**Rapporteur:** Ms. Saowalak Sangsomboon