National Information Society Agency (NIA)

Online Training Course on

GOVERNMENT INNOVATION USING DIGITAL TECHNOLOGIES
IN THE POST-COVID-19 ERA
2 – 29 August 2021

TRAINING COURSE OUTLINE (ONLINE)

COURSE DESCRIPTION

Title	Government Innovation Using Digital Technologies in the Post-COVID-19 Era
Objectives	To strengthen policymaking capacity that can develop contactless government services and facilitate economic vitalization using digital technologies
Dates	2 – 29 August 2021
Duration	4 weeks
Registration deadline	1 August 2021
Training fees	Free
Course code	21OI26613ASP-E

DESCRIPTION OF THE TRAINING COURSE

This course covers national policies and use cases of major countries based on the latest ICTs (e.g., AI, big data, Cloud, and Network) in the pandemic society. This course does not cover advanced characteristics and principles of each digital technology. The course content includes digital policies and use cases using the digital technologies to improve public administration, education, and social infrastructure. In addition, this course introduces key issues and strategies that may have been associated with the introduction and implementation of successful digital policy (e.g., nurturing ICT experts & job reaction, digital divide, and digital policy and regulatory reform).

LEARNING OUTCOMES

Upon completion of this course, participants will be able to

- Understand the latest digital technologies driving the quality improvement and economic revitalization of government services in the post-COVID-19 era

- Enhance policymaking capacity by understanding policies and public service cases using digital technology
- Develop change management capabilities by understanding ICT-related issues and strategies

TARGET POPULATION

The target audience for this course is government officials and experts in the public administration, digital government, and ICT fields.

ENTRY REQUIREMENTS

No prior knowledge or qualification is required for this course.

TUTORS/INSTRUCTORS

NAME OF TUTOR(S)/INSTRUCTOR(S)	CONTACT DETAILS
Heeheun LEE	coe_nia@nia.or.kr

TRAINING COURSE CONTENTS

The topics covered in this course are:

	Module	Content
1	Digital policies in the COVID-19 era	1-1. Korean New Deal Policy
		1-2. Digital policies in the COVID-19 era: Cases of EU, UK, and New Zealand
2	Cases of Korean Digital New Deal	2-1. Selected Cases of the Digital New Deal and Cloud Transition
		2-2. Big Data Platform and AI Training Data
		2-3. Digital Inclusion and Wi-Fi Infrastructure
3	Prospects for the post-COVID-19 era and understanding digital transformation	3-1. Prospects for change in the key sectors in the post-COVID-19 era
		3-2. Concept of and need for national digital transformation in the post-COVID-19 era
4	Key issues and strategies for the successful implementation of digital policy	4-1. Nurturing ICT Experts and Job Creation
		4-2. Digital divide
		4-3. Digital Policy and Regulatory Reform

1. **Digital policies in the COVID-19 era**
   This topic will introduce how major governments have been responding against COVID-19 pandemic from the perspective of digital transformation. This includes explanation of the Korean New Deal and the national digital policy by EU, UK, and New Zealand.

2. **Cases of Korean Digital New Deal policy**

Various cases of the Korean Digital New Deal initiative will be introduced in this topic. Major ongoing projects including cloud transition, big data platform, AI training data, digital Inclusion, and Wi-Fi infrastructure will be covered to discuss how these cases are innovating the Korean government and what other countries could learn from them.

3. **Prospects for the post-COVID-19 era and understanding digital transformation**
This topic will cover a policy paradigm shift and the importance of digital transformation in the post pandemic society. This topic will also provide an overview of digital technology that are driving digital transformation and basic concept of the digital transformation. Furthermore, an explanation on the prospects and predictions for the post-COVID-19 by global think tanks for each sector of the society such as economy, education, healthcare, government, and technologies.

4. **Key issues and strategies for the successful implementation of digital policy**
Within this topic, nurturing digital professionals & creation of jobs on a digital basis, digital divide, and digital policy & regulatory reform will be discussed in terms of the key challenges and response strategies for the digital transformation.

TRAINING COURSE SCHEDULE

Week / Session	Module	Exercises and interactions
Week 1	**Module 1** **Digital policies in the COVID-19 era**	This week, each participant has to • (Lecture) Study a prerecorded lecture video in the course page • (Course materials) Read the PPT slides uploaded on the course page for week 1 • (Discussion forum) Post his/her opinions on the discussion forum topic and respond to opinions suggested by other participants in the discussion • (Quiz) Complete a quiz for topic 1 **Week 1 Forum Topic**: • Discuss the key elements and features of the Korean New Deal, discuss the key projects or initiatives of a digital new deal, and discuss the policies or initiatives for overcoming the COVID-19 pandemic in your countries in comparison of Korean New Deal • Discuss key features of digital policies in the COVID-19 era, for given cases *EU,*

		UK, and New Zealand. Can you draw some lessons to be learned from each case? Can you briefly introduce the digital policies of your countries?
Week 2	**Module 2** **Cases of Korean Digital New Deal policy**	This week, each participant has to • (Lecture) Study a prerecorded lecture video in the course page • (Course materials) Read the PPT slides uploaded on the course page for week 2 • (Discussion forum) Post his/her opinions on the discussion forum topic and respond to opinions suggested by other participants in the discussion • (Quiz) Complete a quiz for topic 2 **Week 2 Forum Topic**: • Discuss how cloud transition would be applied to digital government transformation in your home country. • Discuss how your home country can establish big data platforms and how you can create the data for AI training. • Discuss how your home country would develop strategies for digital inclusion.
Week 3	**Module 3** **Prospects for the post-COVID-19 era and understanding digital transformation**	This week, each participant has to • (Lecture) Study a prerecorded lecture video in the course page • (Course materials) Read the PPT slides uploaded on the course page for week 2 • (Discussion forum) Post his/her opinions on the discussion forum topic and respond to opinions suggested by other participants in the discussion • (Quiz) Complete a quiz for topic 2 **Week 3 Forum Topic**: • Can you discuss key changes brought up by the COVID-19 pandemic? You don't have to confine yourself in the four sectors explained the lecture materials. You can choose which sector you like other than the

		four sectors(economy, education, healthcare, government).
		• The COVID-19 somehow forced us to go online or go digital to survive. That means the COVID-19 could accelerate digital transformation. Can you provide your thought and rationale on which areas will change the fastest and the deepest in terms of digital transformation? What is the most urgent element or activities for digital transformation in your countries in the post COVID-19 era?
Week 4	**Module 4** **Key issues and strategies for the successful implementation of digital policy**	This week, each participant has to • (Lecture) Study a prerecorded lecture video in the course page • (Course materials) Read the PPT slides uploaded on the course page for week 4 • (Discussion forum) Post his/her opinions on the discussion forum topic and respond to opinions suggested by other participants in the discussion • (Quiz) Complete a quiz for topic 4 **Week 4 Forum Topic**: • Discuss the strategic approaches that are making the cases for nurturing ICT experts to create better jobs for your country. What are the major challenges and opportunities? How can we implement the national strategies successfully for achieving the goals? • Discuss the strategic approaches that are making the cases for nurturing ICT experts to create better jobs for your country. What are the major challenges and opportunities? How can we implement the national strategies successfully for achieving the goals? • Many commentators argue that digital transformation is not only technological change. It is more likely to institutional

		reform and rethink the national policies and regulation framework. Discuss what new forms of regulatory processes are needed for your country.
Week 5	**Individual Assignment**	This week, each participant has to: • Prepare a short essay about key issues and strategies to improve public digital service in your country in the pandemic situation

METHODOLOGY (Didactic approach)

This course will be delivered using instructor-led online learning. The course is delivered using power-point slides posted on the course page and selected reference materials that the participants have to study each week, participate in scheduled activities and undertake self-assessments. Students will reinforce their understanding of the topics studied by drawing on their specific environments and are encouraged to consult with experienced colleagues who are working on a relevant topic. In addition, there will be a virtual seminar with the instructors where learners can ask questions related to the learning topics. The following methods will be used for this course.

- Self-study of learning materials(PPTs) and reference materials
- Instructor led presentations made through YouTube
- Interactive forum discussions
- Quizzes
- Individual assignment
- Virtual seminar with instructors
  - Date: 27TH August, 2021
  - Time: 16:00-17:00(KST, UTC+9)
    - ※ *Invitation link will be shared with the registered participants.*

EVALUATION AND GRADING

Student performance in this course will be determined using a combination of grades for the participation in discussion forums, self-assessment quizzes, and the personal assignment. The evaluation details and criteria for certificates are as follows.

Quiz #1	15%
Quiz #2	15%
Quiz #3	15%
Quiz #4	15%
Individual Assignment	30%
Discussion Forums	10%
Total Evaluation:	**100%**

IMPORTANT: A PASSING MARK OF 60% IS REQUIRED FOR OBTAINING A COMPLETION CERTIFICATE.

TRAINING COURSE COORDINATION

Course coordinator:	ITU coordinator:
Name: Ms.Heeheun LEE Email address: coe_nia@nia.or.kr	Name: Sean Doral Email address: sean.doral@itu.int

REGISTRATION AND PAYMENT

ITU Academy portal account

Registration and payment should be made online at the ITU Academy portal.
To be able to register for the course you **MUST** first create an account in the ITU Academy portal at the following address:
https://academy.itu.int/index.php/user/register

Training course registration

When you have an existing account or created a new account, you can register for the course online at the following link: https://academy.itu.int/training-courses/full-catalogue/government-innovation-using-digital-post-covid-19-era

You can also register by finding your desired course in our training catalogue https://academy.itu.int/index.php/training-courses/full-catalogue

Payment

This course is being offered free of charge to participants with support from NIA. The participants (or their entities) will have to cover their own internet access costs for participation.