

United Nations Development Programme



Annual Work Plan

UNDP Kazakhstan

Project Title: Capacity Building for Innovation in Governance and Digitalisation of Public Services

Project Number: 00137296

Implementing Partner: UNDP

Start Date: 17/09/2021

End Date: 31/12/2023

PAC Meeting date: 24/08/2021

Brief Description

The Project aspires to develop the capacities of civil servants to innovate in governance matters and for providing digitalized public services through differentiated channels of delivery, as well as to promote innovative practices. Its overall aim is to contribute towards improving the quality of life of citizens in the seven participating countries from Central Asia (Kazakhstan, Kyrgyzstan, Tajikistan, and Uzbekistan), and from the Caucasus (Armenia, Azerbaijan, and Georgia). To address these objectives, the UNDP/ACSH and the Ministry of the Interior and Safety (MOIS) and the National Information Agency Society (NIA) of the Republic of Korea have initiated this project to adopt good practices in governance and in public service provision through digital channels. The expected result of this Project is enhanced knowledge of public officials in the participating countries on the concept and practice of innovation in government and on digitalisation processes in public service delivery, as well as enhance capacity of public officials in the participating countries to introduce innovative practices and provide public services through a multitude of digital channels.

<p>Contributing Outcome (CPD 2021-2025): Institutions and systems enabled to develop and implement institutional reforms towards more effective, transparent, and inclusive governance and service provision at the national and local levels (2.2)</p> <p>Indicative Output(s) with gender marker: Enhanced knowledge and capacity of public officials in the participating countries on the concept and practice of innovation in government and on digitalisation processes in public service delivery.</p> <p>Gender Marker: GEN 2</p>	<p>Total resources required in 2023 (USD):</p>	<p>317,000</p>
	<p>Donor: Government of Korea</p>	<p>317,000</p>

Agreed by (signatures):

Implementing Partner - UNDP	
<p>Print Name: Eugene Hong, Assistant Resident Representative</p>	<p>DocuSigned by: <i>Eugene Hong</i> 795A8F229B5F4A7...</p>
<p>Date: 20-Feb-2023</p>	

I. ANNUAL WORK PLAN

EXPECTED OUTPUTS	PLANNED ACTIVITIES	Planned Budget by Quarter				RESPONSIBLE PARTY	PLANNED BUDGET			
		Q1	Q2	Q3	Q4		Funding Source	Budget Description	Amount	
								Subtotal Activity 1.1	69 000,00	
Output 1: Capacity building of government officials, etc in innovation policy and practices and in digitalisation of public service delivery.	1.1 Capacity development seminar on digital standards frameworks (networks, cyber, data, etc) emphasizing security, systems integrity, and data handling and processing standard.				69 000,00	UNDP/ACSH	Gov.of Korea (MOIS)	71400 Contractual Services Individuals	7 000,00	
								72100 Contractual Services-Companies	30 000,00	
								71600 Transport expenses	30 000,00	
								71200 International consultants	2 000,00	
							Subtotal Activity 1.2	69 000,00		
Indicator 1.3: Number of government officials, etc attending seminars on delivery of digital public services.	1.2 Capacity development workshop on change management and digitalisation developed with gender-responsive approach.	69 000,00				UNDP/ACSH	Gov.of Korea (MOIS)	71600 Transport expenses	35 000,00	
									71400 Contractual Services Individuals	2 000,00
									71200 International consultants	2 000,00
									72100 Contractual Services-Companies	30 000,00
							Subtotal Activity 1.3	7 518,52		
Target: 50 unique individuals of which 50% women	1.3 Capacity development workshop on data-driven public sector showcasing data use in improving internal operations and in designing evidence-based policies, etc.			7 518,52		UNDP/ACSH	Gov.of Korea (MOIS)	71400 Contractual Services Individuals	3 000,00	
								71200 International consultants	2 518,52	
								71600 Transport expenses	1 000,00	
								72100 Contractual Services-Companies	1 000,00	
							Subtotal Activity 1.4	25 000,00		
Indicator 1.4 Number of government officials, executives, experts, and policy makers of central and local government agencies, etc attending	1.4 Development, preparation, and publication of knowledge product on standards frameworks including gender aspects to the extent possible			25 000,00		UNDP/ACSH	Gov.of Korea (MOIS)	74200 Audio Visual and Print Prod Costs	2 000,00	
								74500 Miscellaneous Expenses	5 000,00	
								71400 Contractual Services Individuals	2 000,00	

workshops that elaborate on policy design to create an environment conducive to innovative practices, as well as uses of innovative practices employed by the Government of Korea. Target: 100 unique individuals of which 50% women							71200 International consultants	1 000,00	
							72100 Contractual Services-Companies	15 000,00	
							75100 Facilities and Administration (GMS 8%)	13 641,48	
Indicator 1.5 Number of methodological guides produced on how to introduce innovative practices in government and on what steps to follow in digitalising public services. Target: 1	Sub-Total for Output 1								184 160,00
Indicator 1.6 Number of knowledge products prepared and published on methodologies to introduce innovation in government and case studies of successful implementation of innovation practices									

<p>in government and introducing differentiated channels of public service delivery through digitalisation of public services.</p> <p>Target: 1</p> <p>Gender marker: GEN 2</p>									
EXPECTED OUTPUTS	PLANNED ACTIVITIES	Planned Budget by Quarter				RESPONSIBLE PARTY	PLANNED BUDGET		
		Q1	Q2	Q3	Q4		Funding Source	Budget Description	Amount
<p>Output 2: Government officials, etc are exposed to innovation practices through study tours</p> <p>Indicator 2.1: Number of government officials, etc participating in the study tour</p> <p>Target: 20 individuals of which 30% women</p> <p>Gender marker: GEN 2</p>	<p>2.1 Study visit to the Republic of Korea to observe digitalisation practices in Korea and acquire knowledge and information on how to advance digitalisation in the participating countries as well as employing gender-based learning approaches.</p>			115 000,00		UNDP/ACSH	Gov. of Korea (MOIS)	Subtotal Activity 2.1	123 000,00
								71400 Contractual Services Individuals	5 000,00
								74200 Audio Visual and Print Prod Costs	1 000,00
								72100 Contractual Services-Companies	27 000,00
								71600 Transport expenses	77 000,00
								74500 Miscellaneous Expenses	3 000,00
					8 000,00			72400 - Communication and Audio-Visual equipment	2 000,00
	Final Project Evaluation							72100 Contractual Services-Companies	8 000,00
								75100 Facilities and Administration (GMS 8%)	9 840,00
	Sub-Total for Output 2								132 840,00
TOTAL									317 000,00

II. MONITORING AND EVALUATION PLAN

Monitoring Activity	Purpose	Timeframe	Responsible Person
Project Board meeting	To review the Multi-Year Work Plan to ensure proper budgeting over the life of the project and assess the performance of the project to date	3 rd or 4 th week in January 2023 3 rd or 4 th week in November 2023	Project Manager
Quarterly Progress report	To track project progress	April, July, and October 2023	Project Manager
Mid-year progress report	To present progress made in the first half of the year and demonstrate results achieved against the pre-defined targets at the output level	July 2023	Project Manager
Final project report	To present progress made and demonstrate results against the pre-defined targets at the output level	November 2023	Project Manager
Project exit plan	Pass along knowledge and ensure sustainability of impacts after project completion	November 2023	Project Manager
Final project evaluation	To assess the project's contribution to accelerating structural transformation for sustainable development	November 2023	Project Manager
Closure stage project Quality Assurance	Assure adherence to UNDP quality standards for programming	December 2023	Project Manager

III. PROJECT RISK REGISTER

#	Event	Cause	Impact(s)	Risk Category and Sub-category	Impact, Likelihood & Risk Level	Risk Valid From/To	Risk Owner	Risk Treatment and Treatment Owner
1	There is a risk that participating countries lose interest in the project activities	As a result of irrelevance of the project activities that are implemented	Which will impact the achievement of the intended outputs and ultimate outcome of the project	<i>Strategic, political, organisational</i>	Likelihood: 1 Impact: 5 Risk level: low	From: 09/2021 To: 12/2023	Bakyt Zhexembay	Risk Treatment 1.1: Communicate regularly with participating organisations from the 7 countries to ensure that activities yield expected results of high relevance and quality. Risk Treatment Owner: Bakyt Zhexembay
2	There is a risk that potential participants will be inhibited from physically participating in the capacity development activities	As a result of travel restrictions imposed by countries due to on-going pandemic and/or animosity among them	Which will impact quality of interaction with one another in workshops and seminars interactive workout sessions.	<i>Organisational, operational</i>	Likelihood: 3 Impact: 3 Risk level: moderate	From: 09/2021 To: 12/2023	Bakyt Zhexembay	Risk Treatment 2.1: A Plan B has been devised and agreed with the donor to implement activities fully or partially on-line but encourage and support physical presence whenever possible. Risk Treatment Owner: Bakyt Zhexembay

#	Event	Cause	Impact(s)	Risk Category and Sub-category	Impact, Likelihood & Risk Level	Risk Valid From/To	Risk Owner	Risk Treatment and Treatment Owner
3	There is a risk that the project objectives are not met	As a result of implemented activities that are insufficient to meet the project expectations	Which will impact the quality of results achieved.	<i>Strategic, organisational, regulatory</i>	Likelihood: 2 Impact: 5 Risk level: moderate	From: 09/2021 To: 12/2023	Bakyt Zhexembay	Risk Treatment 3.1: Hold regular consultations with government entities to assess the impact of initiatives implemented and seek their advice on what should be done better. Risk Treatment Owner: Bakyt Zhexembay