



Empowering Digital Transformation in Public Administration: Spreading Digitalization in Public Sector in Eastern Europe, Central Asia and West Asia - Workshop Key Messages

Preamble

1. We, representatives from Member States of Eastern Europe, Central Asia, and Western Asia, convened in Tallinn, Estonia, on November 19-20, 2024, for the *Empowering Digital Transformation: Spreading Digitalization in Public Sector* workshop. This meeting, organized by the United Nations Department of Economic and Social Affairs (UN DESA) and Estonia's Ministry of Foreign Affairs, coincided with the Tallinn Digital Summit and addressed shared challenges and opportunities for digital transformation in public administration.
2. Recognizing the critical importance of digital governance in achieving sustainable development, we emphasized the need for inclusive, evidence-based, and regionally cooperative approaches to modernize public service delivery while fostering global partnerships.

Key Messages

3. We reaffirm our commitment to strengthening cross-regional collaboration to address digitalization challenges. This includes fostering innovation, knowledge sharing, and scalable digital solutions that align with [the 2030 Sustainable Development Agenda](#) and the principles of [the Global Digital Compact](#).
4. We underscore the leadership potential of Eastern Europe, Central Asia, and Western Asia in shaping international digital governance, highlighting their unique experiences and contributions.
5. Bridging digital divides remains paramount. We call for prioritizing the needs of marginalized groups, including women, youth, and rural populations, and for developing region-specific strategies to support landlocked developing countries (LLDCs) and other nations in special situations.
6. Recognizing local governments' role in national digitalization efforts, we advocate for the adoption of frameworks such as [the Local Online Service Index \(LOSI\)](#) to enhance their capacity to deliver inclusive public services.

7. Leveraging [the 2024 UN E-Government Survey](#) findings, we stress the importance of identifying performance gaps and advancing evidence-based policymaking to improve digital governance.
8. Countries should institutionalize robust data collection and monitoring systems to ensure accountability and continuous progress.
9. We encourage the development of targeted training programs for public officials to enhance their expertise in digital governance.
10. Establishing a regional knowledge-sharing platform is essential for collective problem-solving and resource exchange, enabling public administrations to innovate and adapt to emerging challenges.
11. Tailored solutions are required to overcome infrastructure and geographical constraints in LLDCs, focusing on enhancing access to digital public services and fostering citizen engagement.
12. Standardized metrics, such as the Online Service Index (OSI) and LOSI, should guide the evaluation of e-governance initiatives' impact on transparency, efficiency, and inclusivity.

Next Steps

13. Encourage Member States to adopt UN DESA's e-government toolkits ([national](#) and [local](#)) and LOSI frameworks for comprehensive digital transformation strategies.
14. Initiate peer-to-peer learning programs, including city-to-city partnerships, to address shared challenges and facilitate mutual learning.
15. Launch a webinar series in 2025 focusing on emerging topics like artificial intelligence, cybersecurity, and data governance in digital administration.
16. Establish a regional monitoring mechanism to track progress in e-governance initiatives and share periodic updates on achievements and best practices.
17. Host a follow-up workshop in 2025 to evaluate progress, refine strategies, and explore innovative solutions for digital governance.
18. Expand the scope of future events to include private sector representatives, academia, and civil society organizations to enrich dialogue and foster multi-stakeholder partnerships.

Conclusion

19. The workshop reaffirmed the importance of regional collaboration, evidence-based approaches, and inclusivity in advancing digital transformation in public administration. We commit to continuing our collective efforts toward a sustainable and citizen-centric digital future.