Management response template

**UNDP management response template**

**[Final Evaluation of the project**

**Serbia at Your Fingertips – Digital Transformation for Development (DTD Project)]** Date: 11/05/2021

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| **Evaluation recommendation 1. The evaluation recommends continuing assistance, focusing it on the priorities for the establishment of the e-government system (e-governance) in Serbia. UNDP/ DTD should remain flexible and responsive to the needs and priorities from the e-governance (good governance) framework** |
| **Management response: The project continues assistance to the Office for IT and eGovernment (ITE) and remains flexible and responsive to the needs and priorities of the eGovernment; additional funds will be allocated to further support ITE in securing reliable and uninterrupted services.** |
| **Key action(s)** | **Completion date** | **Responsible unit(s)** | **Tracking\*** |
| **Comments** | **Status****(initiated, completed or no due date)** |
| 1.1 Support ITE in needs assessment related to the further strengthening of infrastructure as to secure reliable and uninterrupted services  | April 2021 |  |  | Completed  |
| 1.2 Implementation of the identified activities  | March 2022 |  |  | Initiated |
| 1.3  |  |  |  |  |

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| **Evaluation recommendation 2. Work to create "demand" for participation, and create broader interest and willingness to take part in the delivery of services (and in the decision-making processes more broadly) and design activities for strengthening the capacities of civil servants to involve citizens in all phases of service creation and delivery** |
| **Management response: The project team is investing in capacity building of ITE staff and public servants in general in order to increase their capacities to involve citizens in co-creation of services**  |
| **Key action(s)** | **Completion date** | **Responsible unit(s)** | **Tracking** |
| **Comments** | **Status (initiated, completed or no due date)** |
| 2.1 Design of the Methodology and roadmap for securing continuing user feedback regarding electronic services | April 2021 |  |  | Completed  |
| 2.2 Promotion of the e-learning course in Introduction of design thinking on the NAPA platform | July 2021 |  |  | Initiated |
| 2.3 |  |  |  |  |

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| **Evaluation recommendation 3. The evaluation recommends strengthening the links between digitalization and SDGs. The need remains to enhance gender mainstreaming in all activities.** |
| **Management response**: **The project has supported the introduction of analytical tools for utilisation of the eGovernment Portal and eServices (disaggregated by gender) and secured that all critical services are delivered also through Government Support Centre. Moreover, the project team together with other UNDP colleagues and national partners is looking for new opportunities for funding for digital skills courses.**  |
| **Key action(s)** | **Completion date** | **Responsible unit(s)** | **Tracking** |
| **Comments** | **Status (initiated, completed or no due date)** |
| 3.1 Monitoring of Google analytics data disaggregated by gender and design the response plan based on gender data | 2023 |  | This is a continuous process and shall be done for all services  | No due date |
| 3.2 New project aimed at digital upskilling of women and marginalized groups | 2023 |  |  | No due date |
| 3.3 Continue cooperation with the EDGE project and strengthening synergies for gender-sensitive approaches | 2023 |  |  | No due date |
| **Evaluation recommendation 4. UNDP should define an integrated intervention logic and appropriate qualitative and quantitative (gender sensitive and sex-disaggregated) indicators that would enable adequate measurements of progress under outcomes and capturing contributions to the e-government agenda in Serbia** |
| **Management response**: **This recommendation is more related to the UNDP procedures; thus, it is not the responsibility of the project team.** |
| **Key action(s)** | **Completion date** | **Responsible unit(s)** | **Tracking** |
| **Comments** | **Status (initiated, completed or no due date)** |
| 3.1 Results framework will be revised to include qualitative and quantitative (gender sensitive and sex-disaggregated) indicators | May 2021 |  |  | Initiated  |
| 3.2  |  |  |  |  |
| 3.3 |  |  |  |  |
| **Evaluation recommendation 5. Propose and adopt a systemic approach to capacity development, following comprehensive needs assessments of the main stakeholders and partners.** |
| **Management response**: **The project team is working in close cooperation with the NAPA, ITE, Office of the Prime Minister, MPALSG, and other relevant institution in designing and implementing needs-based capacity development support, including testing and accreditation** |
| **Key action(s)** | **Completion date** | **Responsible unit(s)** | **Tracking** |
| **Comments** | **Status (initiated, completed or no due date)** |
| 3.1 Accreditation of one training course in NAPA - Foundations in data science and Introduction to 4th Industrial revolution | April 2021 |  |  | Completed |
| 3.2 Accreditation of one additional training course in NAPA - Introduction to 4th Industrial revolution | October 2021 |  |  | Initiated |
| 3.3 Development of two training courses available at the NAPA platform | October 2021 |  |  | Initiated |

\* Status of implementation is tracked electronically in the ERC database.