About The Network

South-South Network for Public Service Innovation (SSN4PSI) is a global collaborative platform where governments, private sector organizations, experts, and academics exchange knowledge, experiences, and expertise on public service innovation. It was launched at the 2017 Global South-South Development Expo in Antalya, Turkey.

SSN4PSI utilizes South-South and triangular cooperation approaches to empower southern countries to learn from and support one another in identifying vital innovations and scaling up novel solutions to public service challenges by customizing the necessary tools and strategies to their unique country contexts.
**SSN4PSI: A GLOBAL COLLABORATIVE PLATFORM**

Exchange Ideas, Experiences and Expertise
Harness Innovations in Public Service Delivery

**SSN4PSI KNOWLEDGE EXPORT-IMPORT MODEL**

SSN4PSI uses a ‘Matchmaking’ methodology to achieve the objectives of the Network. Matchmaking ensures that countries that have successfully tackled public service challenges export solutions to countries that need them.

**MATCHMAKING EVENTS**

- **DHAKA WORKSHOP**
  The 1st workshop was convened in Dhaka, Bangladesh on 09-11 December 2017 on “Innovations in Service Delivery: The Scope for South-South and Triangular Cooperation”. 18 countries from around the world participated in it along with 17 NGOs and private sector agencies, 3 academic organizations, and 8 development partner organizations. The Dhaka workshop generated 38 possibilities for partnerships in the areas of health, human resource development, and public service delivery.

- **ASTANA WORKSHOP**
  The 2nd International Matchmaking workshop of the network took place in Astana, Kazakhstan from 7 to 9 June 2018 on “Effective Matchmaking for Innovation in Public Service Delivery through South-South Network”. 10 Countries participated in the Astana workshop along with 4 Development Partners and other representatives from NGOs and led to 13 partnership possibilities.

- **FUJI WORKSHOP**
  The 4th International Matchmaking workshop titled “Pacific Capacity Building Workshop” was held on 8th March 2019 at Fiji. The workshop had 18 participants with the facilitation of matchmaking on initiatives like Blue Economy, Climate Financing, and Food Security.

- **BUENOS AIRES SIDE EVENT**

- **NEW YORK WORKSHOP**
  The 3rd workshop, “Public Service Innovation through South-South Network” was convened on 30th November 2018 at the Global South-South Development Expo (GSSD Expo) at the UN Headquarters in New York. With participation from 18 countries, the workshop was able to generate 54 matchmaking opportunities.

- **BANGKOK SIDE EVENT**

**CONNECTED NETWORKS & ORGANIZATIONS**

- Astana Civil Services Hub (ACSH), Asian Association for Public Administration (AAPA), Pacific Island Development Forum (PDP), Centre on Integrated Rural Development for Asia and the Pacific (CIRDAP), Identity2020 Systems, International Telecommunication Union (ITU), The Better Than Cash Alliance (BTCA), United Nations Department of Economic and Social Affairs (UN DESA), Vital Strategies, Colleges & Institutes Canada (CICan), Global Apprenticeship Network (GAN), Alliance for Asian Apprenticeship (AAA), South Asia Civil Registration Network (SACRN), GSDM, Partners in Population and Development (PPD), Aichadu, Ifri, CARE, BRAC, and Plan International.

**CONNECTED COUNTRIES**

- Afghanistan, Armenia, Azerbaijan, Bangladesh, Bhutan, Bosnia and Herzegovina, Brazil, China, Cambodia, Canada, Ethiopia, Fiji, India, Kazakhstan, Kyrgyz Republic, Malaysia, Maldives, Malaysia, Mexico, Morocco, Namibia, Nepal, Nigeria, Paraguay, Peru, Philippines, Russia, Singapore, Somalia, Sri Lanka, Tajikistan, Thailand, Tunisia, Turkey, Uganda, and the United States of America.
“We in the UNOSSC are supporting the ideas of SSN4PSI to harness innovations in the area of public service delivery and to help countries in the Global South achieve the Sustainable Development Goals (SDGs).”

Jorge Chediak
Envoi of the Secretary-General on South-South Cooperation & Director, United Nations Office for South-South Cooperation
Chairman (Interim), Advisory Board, SSN4PSI

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THE MATCHMAKING MODEL GOES BEYOND

TRADITIONAL

KNOWLEDGE

SHARING AND

PEER-TO-PEER

LEARNING

AS FOLLOWS:

Problem owner’ in importer country identifies problem
Importer country reaches out to SSN4PSI
An innovative solution is found in an exporter country
Importer country adapts the solution to fit its context facilitated by SSN4PSI
The proven solution is scaled up for impact
Lessons and insights are diffused globally
MATCHMAKING EVENTS

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ASTANA WORKSHOP
The 2nd International Matchmaking workshop of the network took place in Astana, Kazakhstan from 7 to 9 June 2018 on “Effective Matchmaking for Innovation in Public Service Delivery through South-South Network”. 30 Countries participated in the Astana workshop along with 4 Development Partners and other representatives from NGOs and led to 13 partnership possibilities.

FIJI WORKSHOP
The 4th International Matchmaking workshop titled “Pacific Capacity Building Workshop” was held on 8th March 2019 at Fiji. The workshop had 18 participants with the facilitation of matchmaking on initiatives like Blue Economy, Climate Financing, and Food Security.

BUENOS AIRES SIDE EVENT
“A Glimpse of the Future South-South and Triangular Cooperation – Asia-Pacific’s Contribution in Science, Technology and Innovation” in the BAPA+40 Conference sidelines on 20 March 2019

NEW YORK WORKSHOP
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BANGKOK SIDE EVENT

CONNECTED NETWORKS & ORGANIZATIONS
Astana Civil Services Hub (ACSH), Asian Association for Public Administration (AAPA), Pacific Island Development Forum (PIDF), Centre on Integrated Rural Development for Asia and the Pacific (CIRDAP), Identity2020 Systems, International Telecommunication Union (ITU), The Better Than Cash Alliance (BCTA), United Nations Department of Economic and Social Affairs (UN DESA), Vital Strategies, Colleges & Institutes Canada (CICan), Global Apprenticeship Network (GAN), Alliance for Asian Apprenticeship (AAA), South Asia Civil Registration Network (CR8), GSMA, Partners in Population and Development (PPD), ActionAid, Oxfam, CARE, BRAC, and Plan International.

CONNECTED COUNTRIES
Afghanistan, Azerbaijan, Bangladesh, Bhutan, Bosnia and Herzegovina, Brazil, China, Cambodia, Canada, Ethiopia, Fiji, Italy, Kazakhstan, Kyrgyz Republic, Malawi, Maldives, Malaysia, Mexico, Morocco, Namibia, Nepal, Nigeria, Paraguay, Peru, Philippines, Russia, Singapore, Somalia, Sri Lanka, Tajikistan, Thailand, Tunisia, Turkey, Uganda, and the United States of America.
Singapore to Uganda

The Teaching Factory Concept is a vocational education and training (VET) methodology developed by Singapore’s Nanyang Polytechnic.

77% of Uganda’s population who are under 30 years of age lack the skills necessary to transform the country’s potential into reality.

The Teaching Factory Concept will help Uganda by:

- Helping design effective, hands-on learning processes
- Sharpening problem solving skills
- Expanding and deepening skills pools relevant to industry
- Fostering closer strategic links between academia and industry

SDG Tracker

The SDG Tracker (www.sdg.gov.bd) is both an online data repository and an innovative tool for comprehensive target setting and progress tracking of each SDG along with associated indicators. It was developed by the a2i Programme of the Government of Bangladesh.

It is helping Peru by:

- Connecting to all relevant data sources and showing progress towards the attainment of the SDGs over time
- Visualizing key analysis as well as significant trends and patterns
- Comparing data from across districts and sub-districts creating healthy competition
- Setting and tracking development targets for the future

Citizens Engagement Tools for Improving Public Service Delivery

Bhutan to Fiji

Bhutan has recently launched eKaaSeF, an online platform for citizens to provide feedback related to public services offered in the country.

The platform will enable Fiji to attain more efficient public service delivery by reducing the turnaround time in availing public services. It will also enhance good governance since citizens, particularly the rural underserved are able to provide feedback on the extent and quality of public services they receive and can even communicate with government officials based in the capital directly.

Field Visits

To date, SSN4PSI has facilitated 13 field visits including in Kazakhstan, Fiji, Philippines, Somalia, Uganda, USA, Singapore, India, and Bangladesh to facilitate a deeper and contextual understanding of various public service innovations

Other Exciting Cases

Somalia’s ‘Change Lab’ importing National Portal Architecture, Apprenticeship Programme, Community Health Clinic Model, Online Business License System, Online NGO Registration, and Online Passport Application System from Bangladesh’s a2i Programme.

Knowledge Products

Publications

- South-South in Action
- The South-South Matchmaker
- SSN4PSI Newsletter

Articles

- Good Practices in South-South and Triangular Cooperation for Sustainable Development – Vol. 2 by UNOSSC
- Triangular Co-Operation In the era of the 2030 Agenda: Sharing Evidence and Stories from the Field by Global Partnership Initiative (GPI) on Effective Triangular Co-Operation.
- Southern Development Solutions for the Sustainable Development Goals: UNDP and South-South Cooperation by UNDP

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