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.

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 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.

**THE MATCHMAKING MODEL GOES BEYOND TRADITIONAL KNOWLEDGE SHARING AND PEER-TO-PER LEARNING AS FOLLOWS:**

1. **Problem owner** in importer country identifies problem
2. Importer country reaches out to SSN4PSI
3. An innovative solution is found in an exporter country
4. Importer country adapts the solution to fit its context facilitated by SSN4PSI
5. The proven solution is scaled up for impact
6. Lessons and insights are diffused globally

**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.

**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.

**New York Workshop**

The 3rd workshop, “Public Service Innovation through South-South Development Expo” 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**


**Decent Jobs for Youth: Working together in Asia and the Pacific** in the sidelines of Sixth Asia-Pacific Forum on Sustainable Development in Bangkok on 28 March 2019.

**Connected Networks & Organizations**

Astana Civil Services Hub (ACSH), Asian Association for Public Administration (AAPA), 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 (ClCan), Global Apprenticeship Network (GAN), Alliance for Asian Apprenticeship (AAA), South-Asia Civil Registration Network (CRN), GSMA, Partners in Population and Development (PPD), ActionAid, 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.
SSN4PSI : A GLOBAL COLLABORATIVE PLATFORM

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

GOVERNMENTS
PRIVATE SECTOR
MULTILATERAL INSTITUTIONS
EXPERTS
ACADEMICS

MATCHMAKING
KNOWLEDGE SHARING
DOCUMENTATION & RESEARCH
TECHNICAL COOPERATION
TECHNOLOGY TRANSFER

INNOVATIONS IN PUBLIC SERVICE DELIVERY
CIVIL SERVICE CAPACITY DEVELOPMENT
FUTURE OF WORK & THE FOURTH INDUSTRIAL REVOLUTION
INCLUSIVE INNOVATIONS IN DIGITAL FINANCIAL SERVICES & FINTECH
DATA INNOVATIONS TO ACHIEVE THE SDGS
PUBLIC AWARENESS & ENGAGEMENT FOR DEVELOPMENT

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SSN4PSI KNOWLEDGE EXPORT-IMPORT MODEL

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“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 Chediek
Envoy 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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Matchmaking on Good Practices

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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 (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 (CRN), GSMA, Partners in Population and Development (PPD), ActionAid, Oxfam, CARE, BRAC, and Plan International.

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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

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 ‘eKaaSel’, an online platform for citizens to provide feedback related to public services offered in the country.

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

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