



PROJECT NOTIFICATION

Ref. No.: 22-CP-02-GE-WSP-A-PN2200068-001

Date of Issue	25 June 2022
Project Code	22-CP-02-GE-WSP-A
Title	Workshop on Enhancing Service-sector Productivity with Cloud Solutions
Timing and Duration	24–26 August 2022 (three days)
Hosting Country(ies)	Republic of China
Modality	Digital Multicountry
Implementing Organization(s)	China Productivity Center and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	12
Qualifications of Participants	Professionals of National Productivity Organizations, associated consultants and trainers, policymakers and government officials, enterprise managers, and representatives of industry associations working on service-sector productivity improvement, technology upgradation, management information systems, and process digitization
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	5 August 2022

1. Objectives

- a. Examine emerging trends and innovative uses of the latest cloud solutions for the growth of service-sector enterprises.
- b. Adopt best practices for the implementation of cloud solutions for enterprises from successful case studies.
- c. Share policy frameworks of APO members for service-sector productivity enhancement.

2. Background

In the Asia-Pacific region, the service sector plays a significant role in economic and labor productivity growth. According to the APO Productivity Databook 2021, in 2010–19 the service sector dominated GDP growth, and advances in ICT have led to increases in service-sector contributions to labor productivity growth in most Asian countries. The proliferation of new technology-based services further suggests that service-centric development may be a way to transition to developed-economy status.

Cloud solution technologies are advancing at an exponential pace. They offer immense potential for boosting enterprises' profitability and productivity, making businesses more competitive. Cloud solutions offer technologies as a service, allowing enterprises to harness them without upfront capital costs for building infrastructure. This is especially beneficial to service-sector SMEs as it reduces cash outflows. Software solutions available as a service provide necessary tools for the overall management of business processes. They include providing cloud storage for huge amounts of data accessible irrespective of geographic location, managing finance and accounting, optimizing organizational human resource assignments, and building customer relationships, communications, and marketing.

This workshop will provide insights into approaches to capitalize on the benefits of cloud-based solutions in improving the productivity of service-sector enterprises. Participants will also learn about best practices of enterprises currently utilizing cloud solutions in their operations.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by experts, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Interlinkages between technology adoption and service-sector productivity enhancement
- Cloud solutions and emerging trends

Day 2:

- Sector-specific approaches and strategies for effective implementation of cloud solutions
- Case studies and best practices

Day 3:

- Addressing challenges in and barriers to adopting cloud solutions
- Policy interventions to expedite embedding cloud solutions at organizational level

The detailed program and list of speakers will be provided two weeks prior to the sessions with announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

- a. The APO will meet the assignment costs for overseas resource persons.
- b. The host country will meet the assignment costs of local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.

A handwritten signature in black ink, appearing to read 'Mochtan', with a long, sweeping underline that extends to the right and then curves upwards.

Dr. AKP Mochtan
Secretary-General