COVID19 Western Balkans Digital Collaborative

Thursday 16 April 3 PM CET / 6 AM PST California

Programme and Agenda

Background

The current pandemic is gradually moving our work, education and socialization into the digital space, and is thus becoming a governance challenge by putting existing public infrastructure under pressure. In the light of the challenges that all the administrations have to deal with, we were of the opinion that launching COVID-19 Western Balkans Digital Collaborative would be desirable and useful in this very moment.

The goal of the collaborative is to share information and provide channels for communication among leaders in data, new IT technologies, digital transformation, crisis management and innovation in government during the COVID-19 pandemic. It will also serve as an introduction to 2020 ReSPA Seasonal School on Rapid Innovation Lab, and will be later on connected with other related ReSPA activities in subject such as the Scrum Regional event, 2020 Western Balkans Digital Summit and finally ReSPA – OECD SIGMA Public Administration Awards 2020. We would be glad to include also the aspects of resilience, change management, wellbeing, and new behavioral aspects in this communication.

ReSPA, with Tamara Tamara Srzentić, Deputy Director of the Innovation Office (Health and Human Service Agency of California) and her team, is ready to launch a COVID-19 digital coalition to share information among public servants and civic tech leaders working in Western Balkans, U.S. and Europe as we navigate the response to COVID-19.

Virtual Meetings/Webinars

This is a closed, invite-only list that will be coordinated by ReSPA and California state government i.e. CHHS.

We recognize that all of us are finding ways to support our government teams and communities. We think there is incredible value in working openly and collaboratively, sharing best practices, and helping each other respond to capacity challenges, infrastructure breakdowns, or other needs by using COVID-19 Western Balkans Digital Collaborative once or twice a month.

Things are moving rapidly and we can all have a hand in contributing to information sharing and support to help keep things as stable and functional as possible. Therefore, for each virtual meeting we will prepare detailed agenda, and we will try to share it in advance enabling the invitees to prepare in advance with questions and inputs (preferably the national teams should agree on the list of proposals/comments before the meeting).

Target Audiences

The first Zoom meeting is intended to gather all WB6 IT professionals within ReSPA eGovernment group and the participants of ReSPA Seasonal School on Digital transformation 2019, while in the next stage we would aim to include representatives of other very important sectors for the current situation.

The cross-cutting topic apart from COVID-19 will be digital transformation of public administration (IT as initiator and IT as enabler).

Ongoing Collaboration & Resource Sharing

Our urgent priority is to rapidly share information about what is happening in WB countries, including what is going well and where are the challenges so our members can support each other (processes and products impacted by COVID-19).

We will be launching a Slack channel so that our participants can start to share resources, best practices, and approaches with one another. One of the outputs of the coalition is to crowdsource and collaborate on solutions that are useful during this time, i.e. Coronavirus Tech Handbook.

Volunteers' Pipeline

One of the objectives of this collaborative is to define the most pressing challenges of our participants and connect them with needed resources. Tamara Srzentić, in collaboration with US Digital Response and other US-based and international volunteer matching efforts will be exploring ways to connect our participants with resources and highly qualified volunteers who may provide coaching and support.

Provisional Agenda

Thursday 16 April - 3 PM CET i.e. 6 AM PST California

15:00-15:10	**COVID-19 WB Digital Goals and Orientation** We are bringing together WB digital service teams to share, learn from and support one another during these challenging times. We are creating space to share the status of efforts and challenges overcome, as well as to identify possible shared goals or initiatives that could be done in collaboration with one another in response to COVID-19.
15:10-15:40	**Welcome and Introductions** Brief introductions by team - share who is with us and a few sentences about your team's work.
15:40-16:20	**Priorities + Needs + Offers** We are in the state of a health emergency with COVID-19. Detail any upcoming priorities or needs you may have for your team and its work and consider sharing any offers you may have for others (how can your digital service team show up to help). Please share examples of increased speed due to the crisis, especially those that persist (presented briefly by national group representative – provisionally proposed by us and highlighted in the list of participants).
16:20-16:30	**Next Steps and Action Items**