ReSPA

Regional School
of Public Administration

Visit of the Regional School of Public Administration (ReSPA) to the OECD

3-4 February 2014
Paris

OECD
BETTER POLICIES FOR BETTER LIVES

Background

The Regional School of Public Administration (ReSPA) is a unique historical endeavour to support the creation of accountable, effective and professional public administration systems for the Western Balkans on their way to EU accession. The initial objective behind the ReSPA initiative was to boost regional co-operation in the field of public administration and strengthen administrative capacity and the development of human resources in line with the principles of the European Administrative Space. The main goal of this initiative is the development of an effective system of professional networking, as well as management and knowledge sharing, so that collaboration and cooperation on regional/national projects for the introduction of e-government systems/services and their promotion are based on the actual requirements of the countries in the region. These activities will be carried out primarily between civil servants responsible for the process of establishment of the e-government system in the context of the public administration reform process in the countries of the Western Balkans, harmonized with European as well as best-practice international principles and practices in this field.

This unique network of senior e-government officials from six ReSPA Member countries and Kosovo* has proved itself as a solid and sustainable group of committed civil servants. In February 2013, ReSPA launched its Comparative E-Government Study at a networking event in Skopje, Macedonia. This was the result of six months cooperation between these officials to map the progress of e-government in the region, scan global and European experiences and best practices, and develop a set of recommendations for future cooperation and progress. Several of these recommendations concerned strengthening relations with leading international organisations, involved in monitoring and developing e-government, for the two-way exchange of knowledge and to identify areas of future cooperation.

The visit to the OECD in Paris, in February 2014, is an important step in this outreach. The OECD has generously offered to host this special seminar in Paris. The focus of the meeting is to provide a view of ongoing OECD work in the area of e-government and to discuss the opportunities of reaching out to the Western Balkan countries through RESPA.

Overall objectives

The overall objective of the visit by ReSPA and the six ReSPA Member Countries and Kosovo* [1]is to provide a view of ongoing OECD work in the area of e-government and to discuss the opportunities of reaching out to the Western Balkan countries through RESPA among practitioners.

The main goal of the visit is to discuss the OECD's work related to the trends and challenges of e-government, to examine areas for future cooperation and provide an input to further developing e-government in the Western Balkans.

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[1] This designation is without prejudice to positions on status, and it is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence

Specific objectives

There are three specific objectives of the event:

1. Outline a general view of the current OECD work on public sector use of ICT, and to provide insights into trends, potentials, challenges, country comparisons and good practices.

2. Discuss specific e-government relevant areas of cooperation currently being developed, and provide the participants with specific tools and operational take-aways, identifying potential future collaborations.

3. Consider the way forward and next steps for ReSPA and the six Member countries and Kosovo*[2].

Main outcomes

The main outcomes of the OECD visit will be a heightened common appreciation of the importance of e-government amongst OECD Member States, and in other advanced e-government countries, concerning the creation of accountable, effective and professional public administration systems for the Western Balkans on their way to EU accession, common understanding around the issues which need to be tackled and the strategies which can be put in place, and an agreement on the way forward and next steps. The more specific outcomes of the event are:

*   Lessons learned from the OECD visit implementating e-government
*   Suggestions and recommendations to develop user-friendly and accessible e-government services in participant countries, as well as highly efficient, transparent and accountable administrations.

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Draft programme

Day 1 – 03 February 2014

Trends and challenges - Aiming to outline a general view of the current OECD work on public sector use of ICT, providing insights into trends, potentials, challenges, country comparisons and good practices.

09.30 - 10.00   **Welcome to the OECD**
Introduction to the purpose and functioning of the OECD, the Directorate for Public Governance and Territorial Development, and particularly the Division of Public Sector Reform and the OECD Network on E-Government.

10.00 - 10.30   **Public Sector Reform and Modernisation**
A presentation of the OECD work on public sector reform and the increasing importance of integrating the use of ICT across the government to get value for money in public sector reforms and service delivery, but also the important links to public employment, budgeting, innovation and organisation.

10.30 - 10.45   Coffee break

10.45 - 12.00   **Government at a Glance 2013**
A comprehensive presentation of the main results of Government at a Glance 2013, including a discussion of key methodological ambitions, progress and challenges in the benchmarking and data collection.

12.00 - 13.30   Lunch

13.30 - 14.30   **Digitisation of the public sector**
Overall OECD trends in digitisation: Digitisation for higher efficiency, for good governance and for better service provision including cooperation and co-creation with non-public actors; getting users online; ensuring coherent public service delivery across different channels; enabling interoperability, or seamless flows of data, information and services in the public back office; OECD tools and principles.

14.30 - 15.30   **Open Government Data**
Potentials and challenges of working with big data and Open Government data in particular, including data analytics, emerging privacy issues and a presentation of preliminary country benchmarks and good practices.

| 15.30 | - | 15.45 | Coffee break |

15.45 - 16.45   Fighting corruption - E-Procurement and other digital tools

Examining how digital opportunities help combat corruption and improve integrity. Specific practices also from non-member countries will be discussed.

16.45 - 17.45   Emerging Platforms: M-Government and Social media

Presentation of OECD trends in the public sector use of mobile platforms and social media. Specific cases with different aims for good governance and service delivery will be presented to discuss how the use of new technologies can support agility and trust in government and in society as a whole.

Day 2 – 04 February 2014

Moving forward - Aiming to discuss specific e-government relevant areas of cooperation currently being developed, providing the participants with specific tools and operational take-aways, identifying potential future collaborations.

9.30 - 10.30	**Principles for Digital Government Strategies**	Presenting the draft Principles for Digital Government Strategies, discussing how to make the best use of out them in the context of West Balkan countries.

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10.30   -   11.30   **E-Government Performance Indicators**
Presenting the ongoing OECD work on the development of e-government performance indicators, discussing how to adapt data collection to regional contexts.

11.30   -   11.45   Coffee break

11.45   -   12.45   **Public Sector Innovation in the OECD countries**
Presenting the Observatory for Public Sector Innovation and the OECD work to create a platform enabling the exchange of innovative public sector practices, and discussing how to organise structured identification and use of good practices.

12.45   -   13.30   **Improving E-Government strategy and benchmarking: Closing remarks**
RESPA presentation of existing work on regional benchmark analysis in the Western Balkans. Discussion of opportunities to improve such analyses through OECD collaborations. Joint conclusion on future cooperation and steps forward.

13.30   -   14.30   Lunch

14.30   -   16.30   **Internal wrap up session:**
eGovernment network members and ReSPA secretariat only.

All sessions will allow adequate time for discussion and engagement of the participants.

Location
OECD Conference Centre
2, Rue André Pascal
Paris 75016
Metro: La Muette