ReSPA

Regional School
of Public Administration

10th Governing Board meeting
at the Ministerial level
&

Ministerial Conference on Digital Transformation:
Reinventing Public Administration for Digital Age

12 – 13 November 2019

Aleksandar Palace Hotel, Skopje, North Macedonia

10th GOVERNING BOARD MEETING AT THE MINISTERIAL LEVEL

12 November 2019, Skopje (North Macedonia)

09.00 – 12.00	**10th Governing Board meeting at Ministerial level (closed session)**
12.00 – 12.30	**Press conference for the Ministers**

DIGITAL TRANSFORMATION: REINVENTING PUBLIC ADMINISTRATION FOR DIGITAL AGE

12 -13 November 2019, Skopje (North Macedonia)

The overall objective of the ReSPA Ministerial Conference is to discuss and identify lessons learned in domain of Digital transformation of Public Administration. It is believed that discussion will lead into analysis of inspiring cases with the focus on their innovative elements and sustainable patterns. Since the entire process of digitalization has no "boundaries", the event will open up the space for interaction between international (e.g. OPSI OECD, EC, RCC, UNDP, etc.) and regional actors. In addition, the Conference will also target representatives from the Western Balkan Public Administration Institutions responsible for the implementation of administrative reforms in the line ministries (Ministries responsible for Public Administration, Public Administration organizations responsible for eGovernment, Humane Resource Management Authorities, Institutions dealing with Quality management, Better Regulation, etc.), Academia, Civil Society and Think Tank organizations' representatives.

By combining developments and identified challenges in the digital world along with human resource management, leadership, quality management and innovation, the attempt is to demonstrate the necessity for intersectoral cooperation and cocreation. Indeed, it is a complex, huge and ambitious challenge that pervades all public sectors and levels and their interaction with citizens and businesses. This multidisciplinary approach involves a fundamental shift from

operating in a narrow or isolated departmental (silo) view within the government, to a more inter-sectoral, inter institutional and holistic citizen-centric approach by fostering a customer-care culture, enhancing access, strengthening citizen feedback, increasing efficiency and accountability in public administration, and institutionalizing the impetus for on-going improvement. This shift therefore relies heavily on innovation and the use of information technology, e.g. digitization of services, contemporary HRM polices, setting of the organizational culture to improve the entire set up of the Public organization, standards, and procedures and, at the end, to facilitate design, provision and access to public services or improve their quality.

Following this global trend, public administrations in the Western Balkan have also been using the opportunities offered by the new digital environment and have recently been actively engaged in digital transformation. Expected speakers, the representatives of the public institutions in the Western Balkan region and credible international institutions, will try to illustrate and inspire how international (OPSI OECD, UNDESA, UNDP, SIGMA OECD, etc.), regional (e.g. RCC, ReSPA, etc.) and national initiatives can be set as a platform for innovation, sharing knowledge and collaboration; how they can enable interaction and obtain synergies in public service delivery and open government combining strategic approach, practitioners' views and demands and engagement of CSO, Academia and private sector.

The Ministerial panel will bring in the reflections and conclusions of the honourable ministers from the region, setting a path for the follow up activities in 2020 and beyond.

DRAFT AGENDA

PROGRAMME Day I: 12 November 2019

12.30 – 13.45	*Lunch*
13.45 – 14.00	**Welcome speeches**
14.00 – 14.30	**Keynote address**
	Building framework for fast and sustainable digital transformation Boris Koprivnikar, ReSPA expert
14.30 – 15.30	**Panel I – Digital agenda of the Western Balkans – current status & future perspectives** *Moderated by Maja Handjiska Trendafilova, Head of Programme Department, Reginal Cooperation Council*
15.30 - 16.00	**Discussion**
20.00	**Dinner**

PROGRAMME Day II: 13 November 2019

09.00 – 09.30	**Registration**
09.30 – 10.15	**Panel II Quality Management contributing to Digital transformation of Public administration (Common Assessment Framework (CAF) in the WB6 – representatives of the pilot initiatives (ReSPA and BACID II)** *Moderated by: Thomas Prorok, Senior CAF Expert, EIPA and KDZ, and Goran Pastrovic, ReSPA Programme Manager*
10.15 – 10.45	**Discussion**
10.45 – 11.30	**Panel III - The Human Approach: Human-Centered Design and Agile HR management for Digital Leadership** *Moderated by: Kemal Bajramovic, UNDP and Goran Pastrovic, ReSPA Programme Manager*
11.30 – 11.50	**Discussion**
11.50 – 12.10	**Coffee break**
12.10 – 13.00	**Panel IV – Innovative practices in using IT technologies** *Moderated by: Joao Vasconcelos, Policy Analyst, Digital Government and Open Data Team, Public Sector Reform Division, OPSI OECD*
13.00 – 13.30	**Discussion**
13.30 – 14.45	**Lunch**
14.45 - 15.45	**Panel V – Ministerial round table- reflections, comments and commitments** *Moderated by: Vladimir Vulic, DigitalizujME*
15.45 – 16.15	**Discussion**
16.15 – 16.45	**Conclusions and final remarks of the Conference (presented by ReSPA Director and Rapporteur of the conference)**