

31st NISPAcee Annual Conference

“The Future of Public Administration Enabled through Emerging Technologies”

Capacity Development Workshop

“Public Service Innovation and Digital Government for the SDGs”

A capacity-development workshop jointly organised by the Astana Civil Service Hub (ACSH), the United Nations Department of Economic and Social Affairs (UNDESA), and the Network of Institutes and Schools of Public Administration in Central and Eastern Europe (NISPAcee).

- Date: 25-27 May 2023
- Venue: National Academy of Public Administration (NAPA) <https://www.napa.gov.rs/#>, 51, Vojvode Stepe St., 11 000 Belgrade, Serbia
- Working language: English

Day 1: Thursday 25 May 2023 14:00 – 16:30	
14:00- 14:15	<p>Opening Session</p> <ul style="list-style-type: none"> • Mr. Alikhan BAIMENOV, Chairman, Steering Committee, Astana Civil Service Hub • Ms. Elizabeth NILAND, Division for Public Institutions and Digital Government, UN DESA • Mr. Calin Hintea, NISPAcee President, Babes-Bolyai University, Romania
14:15 – 15:00	<p style="text-align: center;">Plenary Panel</p> <p style="text-align: center;">The Role of Innovation in Public Service Delivery to Meet the SDGs</p> <ul style="list-style-type: none"> • Ms. Ainur SERGAZIYEVA, Deputy Chairman of the Agency of the Republic of Kazakhstan for Civil Service Affairs for Digitalization • Mr. Gheoghe URSOI, Policy Advisor GIZ Moldova, former Deputy Director of the E-Government Agency, Moldova • Mr. Bahram KHALIOV, Deputy Chairperson, State Examination Center of the Republic of Azerbaijan
15:00 – 16:00	<p style="text-align: center;">Interactive session</p> <p style="text-align: center;">Innovation in context – identifying key challenges and opportunities to leverage innovation in thematic and regional contexts.</p> <p>In this facilitator led session participants will break into one of three groups to share innovations taking place at local and national levels in public service delivery in three key thematic areas (linked to the upcoming UNPSA categories) of:</p>

	<p>1- Inclusive Public Service delivery 2- Climate Innovation 3- Gender Equality</p> <p>In doing so, they will be asked to come up with the following</p> <ul style="list-style-type: none"> - Key challenges - Key opportunities <p>Facilitator: Elizabeth Niland, UNDESA Facilitator: Gulimzhan Suleimenova, ACSH</p>
16:00- 16:30	Coffee and Close
<p>Day 2: Friday 26 May 2023 11:00 – 13:00</p>	
11:00- 11:15	Introduction and Recap of the previous day
11:15 – 12:00	<p style="text-align: center;">Partnerships and cooperation to meet the SDGs</p> <ul style="list-style-type: none"> • Ms. AZIZA Umarova, Founder and CEO, SmartGov Consulting • Ms. Fariza ERGASHEVA-MAMADIEVNA, Professor, Academy for Public Administration under the President of Tajikistan
12:00 – 13:00	<p style="text-align: center;">Interactive Session on Leveraging Partnerships for Innovation</p> <p>In this session, participants will use a role-play method to examine how the various multistakeholder actors (public, private, civil society, etc) create, adapt, and use innovation for public service delivery with a focus on data and technological innovation. The session will present public service ‘challenges’ and, through role play, will create multi-stakeholder solutions on how these challenges can be addressed.</p> <p>Facilitator: Elizabeth Niland, UNDESA Facilitator: Gulimzhan Suleimenova, ACSH</p>
13:00- 14:00	Lunch
<p>Day 3: Saturday 27 May 2023 8:30- 10:30 am</p>	
8:30- 9:30	Fostering innovative Mindsets through public service training

	<ul style="list-style-type: none"> • Ms. Samra Ljuca, Head of the Unit for Civil Service Development, Department for Vocational Training and Civil Service Development, Civil Service Agency, Bosnia • Mr. Almazbek AKMATALIEV, Rector, Academy for Public Administration under the President of the Kyrgyz Republic • Mr. Erlan ABIL, Rector, Academy for Public Administration under the President of Kazakhstan
<p>9:30 – 10:15</p>	<p style="text-align: center;">Peer to Peer experiences</p> <p>Lead Discussants</p> <p>Participants will be asked to share their own experiences as it pertains to their day-to-day functions in using technology and leveraging innovations for public administration.</p> <p>Taking a step back from the national and local contexts, this session will ask participants (through pre-prepared questions in the weeks beforehand) to share how they can better use technology to deliver on their work. It will also discuss what more can be done to support public servants to use and leverage innovation.</p>
<p>10:15 – 10:30</p>	<p>Closing remarks</p> <ul style="list-style-type: none"> • Mr. Alikhan BAIMENOV, Chairman, Steering Committee, Astana Civil Service Hub • Ms. Elizabeth NILAND, Division for Public Institutions and Digital Government, UN DESA