



UNPAN Members' Newsletter

July – August – September 2020

"COVID-19 is a human tragedy. But it has also created a generational opportunity to build a more equal and sustainable world"
Secretary-General António Guterres

Webinar on Leveraging ICTs & Digital Government for Innovative Solutions to Address the COVID-19 Pandemic – Responses in Africa

UN DESA WEBINAR SERIES

Wednesday, 1 July 2020
New York 8 am | Nairobi 3 pm
Addis Ababa 3pm | Seoul 9 pm

Join us via WebEx Event
Register: bit.ly/3d8qMk6
Event Address for Attendees:
bit.ly/2BNT2uA
Event Number: 160 586 7397
Event Password: Event1234

Facebook Live
www.facebook.com/joinundesadesa

Speakers from China, Ethiopia, Republic of Korea, ECA, AUDA, AAPAM, ITU, EU & more

This webinar was held on 1 July 2020. The second installment of the webinar series focusing on Africa provided an interactive platform for sharing different country experiences in responding to the COVID-19 through use of technology and digital government. Lessons learned were shared from China, Ethiopia, Republic of Korea, ECA, African Union Development Agency, ITU Regional Office for Africa, African Association for Public Administration and Management. Following the webinar, an [Online Discussion Board](#) facilitated continued discussion among the participants. The webinar is part of the series of Capacity Development Webinar series organized by DESA/DPIDG, Programme Management and Capacity Development Unit, and DESA/DPIDG's Project Office on Governance (UNPOG). More information is available [here](#).

Virtual VNR Lab: What should institutions look like to support SDG implementation and how best to reflect it in VNR reporting?

HIGH-LEVEL POLITICAL FORUM ON SUSTAINABLE DEVELOPMENT

VNR LAB 10

Friday, 10 July | 12:30 - 14:00PM EST

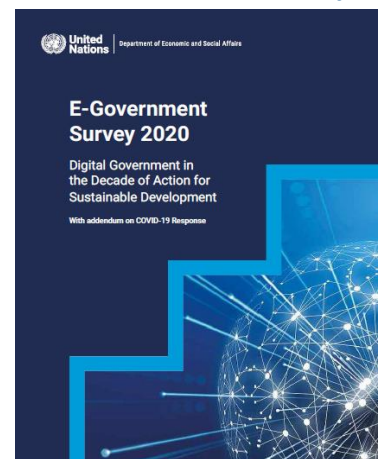
What should institutions look like to support SDG implementation and how best to reflect it in VNR reporting?

UNDESA organized this virtual VNR Lab on the margins of 2020 HLPF. The VNR lab took place on Friday 10 July 2020. It focused on what institutions should look like to support

accelerated implementation of all the SDGs, including at the sub-national level, and how to reflect progress in achieving more effective governance for sustainable development in VNR reporting. It offered participating governments the opportunity to share good practices as well as to discuss concrete challenges in strengthening institutional capabilities for SDG implementation. For more information, click [here](#).

Global Launch of the 2020 UN E-Government Survey

This virtual launch event took place on 10 July 2020. The event was opened by Mr. Liu Zhenmin, Under-Secretary-General of UN DESA. By surveying and studying broad patterns of digital government around the world, the UN E-Government Survey assesses the digital government development of the 193 UN Member States in identifying their strengths challenges and opportunities, as well as informing policies and strategies. The Survey supports countries' efforts to provide effective, accountable and inclusive digital services to all and to bridge the digital divides in fulfilling the principle of leaving no one behind. The Survey is available [here](#).



2020 UNPAN Members Annual Meeting



The 2020 UNPAN Members Meeting took place on 14 July 2020 during which the version one of the newly redesigned United Nations Public Administration Network

Disclaimer: The views expressed are those of the individual authors and do not imply any expression of opinion on the part of the United Nations.



(UNPAN) website was launched. The meeting was opened by Mr. Juwang Zhu, Director of the Division for Public Institutions and Digital Government (DPIDG) of UN DESA. Mr. Zhu reiterated the importance of focusing on how to advance the UNPAN as a “collaborative network”. While he stressed that collaborative initiatives are ongoing among UNPAN members and opportunities to share knowledge are already in place, he asked members to reflect on how we can do better and do more. He mentioned that it is important to take stock of lessons learned in building and mobilizing resources to make the network stronger. We invite you to provide comments for UNPAN's version two, which will include a dynamic platform by email to unpan@un.org.

2020 UN E-Government Survey: Thematic Webinars



Following the launch of the [2020 edition of the United Nations E-Government Survey](#), a series of thematic webinars delved deeper into the global and regional trends that have emerged in the Survey results, an exploration of digital government and the COVID-19 pandemic, a review the Survey’s ongoing study of e-government assessments at the local level, and the development trends and impacts of e-participation, data and capacities for digital transformation. The six webinars were as follows:

- Webinar 1: [Global and regional e-government development \(14 July 2020\)](#)
- Webinar 2: [COVID-19 and e-government \(15 July 2020\)](#)
- Webinar 3: [Local e-government \(16 July 2020\)](#)
- Webinar 4: [E-participation \(21 July 2020\)](#)
- Webinar 5: [Data governance for digital government \(22 July 2020\)](#)
- Webinar 6: [Capacities for digital transformation \(23 July 2020\)](#) and the [Global Launch of the UN e-Government Survey \(10 July 2020\)](#)

Participants joined the distinguished panelists for an interactive discussion via WebEx or Facebook Live (UN DESA). All event details are available [here](#).

Virtual Capacity Building Workshop on Capacities for Resilience and Effectiveness in Service Delivery amidst a crisis

VIRTUAL UNDESA/APS-HRMnet VIRTUAL CAPACITY BUILDING WORKSHOP

"Developing and Sustaining Capacities for Resilience and Effectiveness in Service delivery amidst a crisis: The Call for Human Resource Managers in Public Sector institutions"

Zoom Meeting Link: <https://zoom.us/j/92782908767?pwd=TzVraHBYTmhENmM0SjRzNm0yTGFKQT09>

Meeting ID: 927 8290 8767
Password: hrmmnet

DPIDG/UNDESA and the Africa Public Service Human Resource Managers Network (APS-HRMnet), in collaboration with the Africa Local Governance Academy (ALGA), conducted a virtual capacity-building workshop that took place on 24 July 2020. The overall objective of the workshop is to build the capacity of Human Resource Managers in the Public Service to be able to develop public servants’ competences in managing the delivery of public services during the times of crises and uncertainty. The target group of the virtual workshop is government officials drawn from line ministries, Human Resource Managers in the Public Service in African countries from central, regional and municipal governments, and those responsible for public servants training. The workshop identified and addressed the capacity deficit in the public service and the need for specific skills necessary for improved delivery of public services in pursuit of the 2030 Agenda, during and in the aftermath of the pandemic. For more information, click [here](#).

2020 Annual Meeting of the Global Initiative on Building Capacities of Public Servants for SDG Implementation



The third Annual Meeting of the Global Initiative was conducted virtually on 27 July 2020. It was hosted by Division for Public Institutions and Digital Government (DPIDG), United Nations Department of Economic and Social Affairs (UN DESA). The objective of this year's Annual Meeting is



to share with the schools of public administration key updates on the Curriculum on Governance for the SDGs. It also aims at illustrating how they can share with the Curriculum Technical Group: (a) feedback and comments; (b) case studies; and (c) tools and methodologies to complement the training toolkits. For more information, click [here](#).

Webinar on Leveraging Public Governance & Exploring Innovative Solutions to Address the COVID-19 Pandemic in the Arab Region: "Building better institutions, towards a brighter future"

Building better Institutions, towards a Brighter Future

Tuesday 28 July 2020
16:30 - 18:00 Beirut Time
(09:30 - 11:00 New York Time)

The Webinar will be conducted in Arabic. Captions in English will be provided on WebEx during the Webinar

The webinar will be live-streamed on: <https://www.facebook.com/unescwa>
Registration on: <https://tinyurl.com/yxzdmybt>

The webinar took place on 28 July 2020 and was organized jointly by the United Nations Economic Commission for Western Asia (UN ESCWA), the United Nations Department of Economic and Social Affairs (UN DESA), and the United Nations Educational, Scientific and Cultural Organization (UNESCO). For more information, click [here](#).

Redesigned UNPAN website launched

Check out redesigned United Nations Public Administration Network (UNPAN) website, now live at www.unpan.un.org

UNPAN is a global network that connects institutions & experts worldwide working on governance & public administration for sustainable development.

Version one of the newly redesigned United Nations Public Administration Network (UNPAN) website is now live at <https://unpan.un.org>. We invite you to provide comments for UNPAN's version two, which will include a dynamic platform. UNPAN is a global network that connects relevant international, regional, subregional and national institutions and experts worldwide working on effective governance and public administration for sustainable de-

velopment in line with Goal 16 of the 2030 Agenda for Sustainable Development. The UNPAN was established in 1999 and it is the only network of its type in the world today. UNPAN is composed of 32 Members from across the world. UNPAN's mission is to promote the global sharing of knowledge, experiences and innovative practices on governance and public administration issues. UNPAN is designed to help countries, particularly developing countries and countries in special situations, to implement the 2030 Agenda for Sustainable Development. It facilitates capacity-development, including through training, and cooperation among UN Member States, with an emphasis on South-South cooperation. We invite you to provide comments for UNPAN's version two, which will include a dynamic platform by email to unpan@un.org. Access UNPAN [here](#).

Virtual Capacity Building Workshop "Developing Transformational Leadership Capacities in Somalia's Public-Sector Institutions to Implement the 2030 Agenda and Achieve the SDGs"

Monday, 10 August 2020
02:00 PM - 04:00 PM (EAT, Somalia Time)
07:00 AM - 09:00 AM (EDT, New York Time)

Tuesday, 11 August 2020
02:00 PM - 04:00 PM (EAT, Somalia Time)
07:00 AM - 09:00 AM (EDT, New York Time)

Virtual Capacity Building Workshop
"Developing Transformational Leadership Capacities in Somalia's Public-Sector Institutions to Implement the 2030 Agenda and Achieve the SDGs"

Organized by UNDESA in collaboration with the School of Management & Public Administration of Somalia National University

10th - 11th August 2020 above time

Join Zoom Meeting <https://zoom.us/j/9596035033>

The workshop took place on 10 & 11 August 2020 and aimed to develop the capacity of senior Public Sector Leaders in Somalia to spearhead and sustain transformation for effective, resilient, and equitable service delivery. For more information, click [here](#).

Online Training Workshop on Advancing Government Innovation and Leveraging Frontier Technologies for Disaster Risk Reduction and Building Resilience

Advancing Government Innovation and Leveraging Frontier Technologies for Disaster Risk Reduction and Building Resilience

18 August - 22 September 2020

United Nations | Department of Economic and Social Affairs | UNDRR | Ministry of the Interior and Safety | Jordan Meteorology City



This Online Training Workshop took place every Tuesdays from 18 August to 22 September 2020 and focused on strategies and tools for advancing risk-informed governance and leveraging frontier technologies to reduce disaster risk and build resilience. It was organized by the Division for Public Institutions and Digital Government (DPIDG), through its Project Office on Governance (UNPOG), and the UN Office for Disaster Risk Reduction (UNDRR) Global Education and Training Institute (GETI) with the support of the Ministry of the Interior and Safety (MOIS) and Incheon Metropolitan City of the Republic of Korea. A Training Toolkit on the same topic which is currently being developed by DPIDG/UNPOG and UNDRR was piloted during this online training workshop. More information can be found [here](#).

2020 United Nations E-Government Survey, Asia Pacific Regional Webinar on "Digital Government in the Decade of Action for Sustainable Development"



The primary objective of this side event, that took place on 20 August 2020, is to bring government officials, experts, practitioners and other stakeholders to discuss how governments can tap on digital technologies for building inclusive, resilient and sustainable societies, and ensuring social inclusion and leaving no one behind. For more information, click [here](#).

Europe Regional Webinar 2020 United Nations E-Government Survey



This event that took place on 24 August 2020, highlighted the 2020 edition of the United Nations E-Government Survey. It included an in-depth presentation of the Survey data and results, followed by expert reflections on the findings. For more information, click [here](#).

World Summit on the Information Society (WSIS) Forum 2020



The 2020 edition of the World Summit on the Information Society (WSIS) Forum took place from 31 August to 04 September 2020 in Geneva, Switzerland. The WSIS Forum is a UN multistakeholder platform facilitating the implementation of the sustainable development goals (SDGs). For more information, click [here](#).

Webinar on Leveraging Digital Government & Spearheading Innovative Digital Solutions to Address the COVID-19 Pandemic in Caribbean SIDS



This [webinar](#) took place on 23 September 2020 and focused on the critical role of digital government in the Caribbean region in the post-COVID-19 era. Caribbean Small Island Developing States (SIDS) are troubled with many challenges such as high economic dependence on travel and tourism weakened by travel restrictions, limited fiscal space for public health interventions as well as the risk of natural disasters and extreme weather events – all of which have exacerbated due to the COVID-19 pandemic. Speakers shared their views on how digital government, online tools and technology partnerships can increase access to and strengthen delivery of public services in times of crises and thereafter, as well as on coordinated actions SIDS can take to create the necessary enabling environment for the uptake and dissemination of information and communication technology-based solutions. The webinar

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was organized by DESA/DPIDG together with the UN Economic Commission for Latin America and the Caribbean (ECLAC), the Caribbean Community (CARICOM) Secretariat and the Caribbean Telecommunications Union (CTU). For more information, click [here](#).

"From Crisis to Opportunity: How can open and accountable COVID-19 fiscal measures support the implementation of the 2030 Agenda?"

From Crisis to Opportunity
How can open and accountable COVID-19 fiscal measures support the implementation of the 2030 Agenda?

This virtual event will discuss the relevance of open budgets for building healthy and resilient public institutions and societies in the COVID-19 context to support the implementation of the 2030 Agenda and the Sustainable Development Goals.

Following an overview of the results of the Open Budget Survey 2019, the session will reflect on the importance of transparency and accountability in fiscal response and recovery measures to COVID-19. It will also consider specific actions that present a path forward to strengthening open budget processes and practices in support of SDG implementation, with a focus on the contributions that different stakeholders can make.

Thursday, September 24, 2020, 12:30 - 14:00 hrs (eastern time, New York)
Register at: https://un02web.zoom.us/join/register/WN_8B8sUnubQPCzbZEIIDN858A



This interactive session held on 24 September 2020, discussed the relevance of open budgets to building healthy and resilient public institutions and societies in the COVID-19 context in order to support the implementation of the 2030 Agenda and the SDGs. For more information, click [here](#).

Public Administration Award for the Western Balkans

Public Administration Awards 2020
Western Balkans

ReSPA | SIGMA

Open call 1 – 24 July 2020 ▶

This unique awards system initiated jointly with [OECD/SIGMA](#), aims to collect good public governance

practices in the WB region, to encourage innovativeness and healthy competition and to promote champions. This year the emphasis was on successful responses to COVID-19 crisis.

ResPA - How to become an effective Remote Manager

was organised in cooperation with the Public One GmbH, in regards to helping WB administrations cope better amid the COVID-19 pandemic.

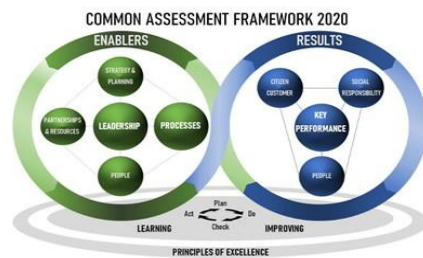


ReSPA Better Regulation and Centre of Government Working Groups

– during more than ten online meetings ReSPA Members of the CoG and BR working groups discussed finding the most appropriate forms of intervention as ReSPA's response to their needs in overcoming the pandemic.

Implementation of CAF2020

as the standard for Excellent Management in the WB public administrations informed participants into how to apply the methodology in their organizations quickly and effectively.



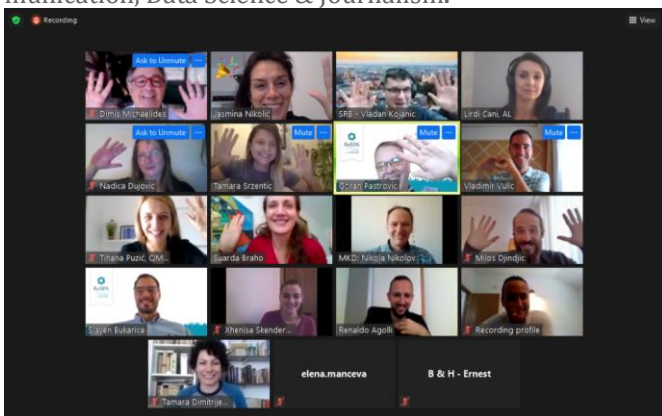
ReSPA Ministerial Dialogue highlighted that ReSPA, with support of the European Commission, will continue to provide the Western Balkans with new initiatives.

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ReSPA Thematic Workshops on Policy Coordination has devoted on development of the Analytical Paper on Policy Coordination focused coordination of Public Administration Reform and Public Finance Management.

ReSPA Seasonal School on Rapid Innovation Lab 2020 enabled the WB Public Administration teams to meet and connect online, collaborate across silos, share ideas, discuss and tackle in the extraordinary situations. They discussed the following topics: Strengths Finder, Human Ware, Human-Centered Change Management, Agile, Iterative Methodologies & Mindset, Product & Quality Management, Resilience & Wellbeing, Remote teams, Crisis Communication, Data Science & Journalism.



ReSPA has developed the following policy papers:

- [*"The Declaration on Digital Transformation"*](#),
- [*"The Analysis of Economic and Social Consequences of the COVID-19 pandemic in WB administrations."*](#)

ReSPA awarded the "Effective CAF-USER" Label as a proof of its overall excellent institutional performance

ReSPA awarded "Effective CAF-USER" Label!

Proof of our overall excellent institutional performance

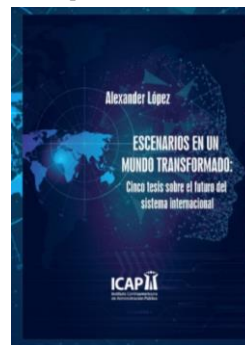


ICAP Website development and improvements
Development of the COVID-19 Information Center in Central America



In order to promote the exchange of knowledge, reflection and the search of paths to face the pandemic caused by the SARS COV 2 virus, ICAP created in its official website a platform called: COVID 19 Information Center in Central America, in June 2020. This platform makes available to decision-makers in the region, researchers, and the general public, a series of strategic instruments which allow them to expand their knowledge about the global, national and local impact on the advance of the pandemic.

<https://icap.ac.cr/centro-de-informacion-covid-19-en-centroamerica/>



ICAP PUBLICATIONS

Digital book: Scenarios in a transformed world: five theses about the future of the international system

The director of ICAP, Alexander López Ramírez, Ph.D, presented last August his most recent digital work in collaboration with MSc María José Castillo Carmona, MSc Luis Diego Segura Ramírez, Rajesh Chapagain Masis. The electronic book makes a prospective analysis and links to regional and global public policy on the impact of COVID-19 in the international system, based on five essays, which seek to contribute to the scientific dialogue. From the bipolar world to the fragmentation of the international system; The post-COVID world: deglobalization or globalization in

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transition; The century of Asia (XXI): from the North Atlantic to the Straits of Malacca; Digital economy: The new global geopolitical frontier and the United States and the People's Republic of China: partners and rivals in a fragmented world are the themes that are developed in this publication?

<https://icap.ac.cr/publicaciones/Escenarios/index.html>

ICAP Central American NOTEBOOKS

Contribution of the Central American Court of Justice (CCJ) to the community legal system and integration of its member states

At present, many of our peoples face political, environmental, electoral, or eternal social demands. And it is our duty to act with justice and truth to strengthen the foundations of democracy every day. We already have 199 years of Republican life, but we continue to carry the same dilemmas; we keep circling in the same tropical labyrinth. We are more than 50 million inhabitants, each living with their recurring and pressing problems.

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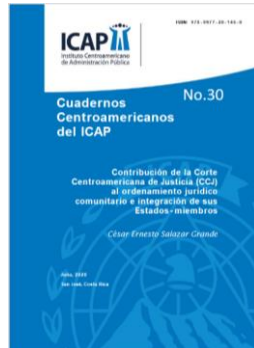
<https://icap.ac.cr/wp-content/uploads/2020/07/Cuaderno-Centroamericano-n30.-C%C3%A9sar-Salazar-1.pdf>

Central American Journal of Public Administration. Edition N ° 78

The 2030 Agenda, which contains the Development Goals Sustainable-ODS, is a roadmap for the global fight against poverty, climate change and inequality, today we have to admit that said Agenda should be revised in light of the new circumstances. The world is changing rapidly and not yet we can foresee what the future holds.

In that sense, the journal contributes with three reflections that could be some light on the ongoing debate; the first is that necessarily there has to be a reformulation of the seventeen SDGs or in all case a prioritization in its implementation. In this line, and in with -sonance with the proposal of authors specialized in development and what is expressed by the international agencies themselves, the action collaboration between the state and society should focus on basic that is: water, health and food.

<http://ojs.icap.ac.cr:8012/ojs/index.php/RCAP/issue/view/21>



NEWSLETTERS Innova ICAP

ICAP COVID-19 ESTUDIAR EN ICAP ASISTENCIA TÉCNICA INVESTIGACIÓN Y EXTENSIÓN PUBLICACIONES

*Las opiniones aquí expuestas no representan la posición de la institución.

<p>RESILIENCIA GUBERNAMENTAL EN TIEMPOS DE COVID-19 Autora: María José Castillo Carmona, Gerente Técnica del ICAP. Se podría afirmar que ningún país dimensionaba la posibilidad de que una pandemia vendría a cambiar las interacciones en todas las esferas de la sociedad. El panorama de riesgos globales elaborado por el Foro Económico Mundial(1)...</p> <p>Leer más ></p>	<p>GESTIÓN DE LA CALIDAD EN ORGANIZACIONES DIGITALES Autor: Humberto A. Miranda, Consultor y Coordinador de Progresos del ICAP. Esta reflexión centra la atención en dos factores importantes para la gestión de la calidad en organizaciones digitales: orientación al cliente y el rol de las jefaturas. Se hace cada vez más necesario la...</p> <p>Leer más ></p>	<p>LOS IMPACTOS DIFERENCIADOS EN LA REACTIVACIÓN ECONÓMICA CENTROAMERICANA POST COVID-19 Autora: Andrea Araya, Gestora de Proyectos del ICAP. Desde inicios del 2020, los gobiernos de Centroamérica iniciaron un proceso de salvaguarda social y reactivación económica producto de los efectos que el SARS-CoV-2 ha tenido en temas de empleabilidad, acceso a los servicios de salud, libre...</p> <p>Leer más ></p>
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Innova ICAP is a space where ideas that transform and innovate the way in which public management is understood and carried out are exhibited.

From the questions, reflections, contributions and analysis of various specialists who collaborate with ICAP, a disruptive vision is offered on the functioning of public administrations, public-private alliances and the strengthening of democracies in contexts of uncertainty

<https://icap.ac.cr/newsletter/>

ICAP Conferences, symposia, forums, workshops Webinar: Towards a Successful and Sustainable Reform of Public Administration in the Dominican Republic

Organized by the Ministry of Public Administration (MAP). Dr. Alexander López, Director of ICAP, participated, along with Frank Rodríguez González, Vice Chancellor of Innovation, Technology and Quality Management of the Technological University of Santiago UTESA, Francisco Velázquez, Secretary General of the Latin American Center for Development Administration, Gianluca Grippa, Chief Ambassador of the European Union Delegation in the Dominican Republic, Ramón Ventura Camejo, MAP Minister, Gregorio Montero, Reform Project Coordinator, Emma Cantera, Public Policy Analyst, OECD at this international meeting.

<https://icap.ac.cr/noticias/>

International conference: Towards a history of the future: The State and democracy?

Date: July 2, 2020

ICAP and the University of Extremadura (UEX), Spain, organized the international conference: Towards a history of the future: The State and democracy? with the participation of Dr. Oscar Oszlak, Researcher at the Center for State and Society Studies (Argentina), Eva María Pérez López, Doctoral student and professor at UEX (Spain), Dr. Alexander López Ramírez, Director of ICAP and the moderation of María José Castillo, Technical Manager of ICAP (Costa Rica). <https://icap.ac.cr/noticias/>

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Webinar: Why do decisions in health systems affect or benefit us?

Date: July 4, 2020.

More than 45 regional participants from Costa Rica, Spain, the United States, Guatemala, Honduras, Nicaragua, Panama and Peru participated in this informative webinar where central topics were discussed such as: the challenges of making smart decisions in the field of health, the importance of understanding the different dimensions of health, and that the general measures that are being taken in the field of health and their consequence in different indicators such as the economy (employment, production and inequality), to name a few. <https://icap.ac.cr/noticias/>

Free Seminar: Lessons Learned from Addressing the Pandemic in Costa Rica

Date: July 7, 2020

ICAP, within the framework of the activities carried out by the Center for Health and Social Security Systems (CSSSS), launched a program of monthly interviews on health and social security with decision makers, for the generation of knowledge and high-level reflection, the first Tuesday of each month, at 5:00 pm

To begin with the cycle of interviews, Dr. Román Macaya, Executive President of the Costa Rican Social Security Fund (CCSS), was present, who spoke about: Lessons learned from the approach to the COVID-19 pandemic in Costa Rica, within who highlighted that the pandemic has been a great learning process about the crisis, the economy and the strategy that is being implemented in Costa Rica, in such a challenging and long emergency.

<https://icap.ac.cr/noticias/>

Virtual international conference: The challenge of economic recovery from national and local public management

Date: July 23, 2020

Within the framework of contributing to economic reactivation, ICAP organized the international conference: The challenge of economic recovery from national and local public management, in coordination with the Florida International University (FIU) and the Latin American Administration Center for Development (CLAD).

The colloquium included presentations by Mercedes Peñas Domingo, Senior Associate Researcher at FIU's Green School of International and Public Affairs (SIPA), Francisco Velázquez López, CLAD Secretary General, and Dr. Alexander López Ramírez, ICAP Director.

<https://icap.ac.cr/noticias/>

First virtual Forum session: Employment and Public Management in a transformed world: The vision from Central America and the Caribbean



Date: July 30, 2020

The Ministry of Public Administration (MAP) of the Dominican Republic and the Central American Institute of Public Administration (ICAP) in its capacity as Technical Secretariat of the Forum of the Public Function of Central America and the Caribbean organized the virtual forum on: Employment and public management in a transformed world: The view from Central America and the Caribbean.

More than 300 Latin Americans participated in the international conference where good practices, adaptation strategies around the approach to the pandemic were exchanged and they reflected on the employment of the future in a post-COVID-19 world from the public function, based on the experiences in the Dominican Republic, Nicaragua, Guatemala and Costa Rica. <https://icap.ac.cr/noticias/>

Virtual conversation: Is it possible to guarantee the right to health in times of pandemic? The role of bioethics

Date: August 4, 2020

It is part of the monthly talks that ICAP and CESS offer on the first Tuesday of each month. It had the participation of Dr. Sandra Rodríguez Ocampo, Head of the Bioethics Area of CENDEISSS, CCSS, Licda. Sofía Carvajal Chaverri, Legal Advisor of the CENDEISSS, CCSS, the MSc. Carlos Valerio Monge, Professional in the Quality of Life Area of the Ombudsman's Office of the Republic of Costa Rica and moderated by Dr. Mauricio Vargas Fuentes, CESS Coordinator and ICAP's Health Management Program.

<https://icap.ac.cr/noticias/>

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Second virtual forum session: Employment and Public Management in a transformed world: The vision from Central America and the Caribbean

Date: August 6, 2020.

The second edition of the virtual forum on: Employment and public management in a transformed world: The vision from Central America and the Caribbean organized by the Ministry of Public Administration (MAP) of the Dominican Republic and the Central American Institute of Public Administration (ICAP) brought with it, a series of good practices, and lessons learned based on innovation, scientific research, platforms and digital economy.

It was attended by the panelists Gerardo Montenegro Morán, Director and Mariela Columbie, Advisor to the Directorate of Staff Training and Directorate Studies Ministry of Higher Education of Cuba, Merary Díaz Molina, General Director of the General Directorate of Civil Service of Honduras, Osvaldo De la Guardia Boyd, Director General of the General Directorate of Administrative Career (DIGECA) of Panama, and the moderator María José Castillo Carmona, Technical Manager of ICAP, the virtual forum was developed where the public function strategies were analyzed. adaptation around the approach to the pandemic cases Panama, Cuba and Honduras.

<https://icap.ac.cr/noticias/>

Free virtual conversation: "Building a digital citizenship"

Date: August 14, 2020.

Held in August 2020, it was directed by Humberto Miranda, coordinator of postgraduate programs at ICAP. The conference aimed to reflect on the importance of exercising citizenship in digital environments for democracy and inclusive public management, considering that citizenship to be effective requires universality and generalization, that is, equitable and respectful treatment of people; every day it is necessary for citizens to express themselves freely in order to develop an active citizenship that strengthens the democratic system. <https://icap.ac.cr/noticias/>

Free virtual conversation: "Smart cities: experiences and trends"

Date: August 21, 2020.

The discussion was attended by distinguished experts such as: Dr. Susana Finquelievich, architect, sociologist, and specialist in Urban and Regional Planning (Argentina), Engineer Alain Jordà, expert in local development (France-Spain), the Ing. Alfredo Acosta, PhD candidate on the topic "Smart cities, effects and impacts of public policies in this urban and social model" and the moderation of MSc. María José Castillo, Technical Manager of ICAP; both Costa Ricans. <https://icap.ac.cr/noticias/>

Webinar on Digital transformation of public administration as innovation and response.

Date: September 3, 2020.

The National Secretariat of Science and Technology (Senacyt), the Presidential Commission for Open and Electronic Government (GAE) of Guatemala in coordination with ICAP, held the webinar: Digital transformation of public administration as innovation and response.

The significance and importance of digital transformation at the country level in the public sector, the practical experiences carried out by other countries and the advances in terms of accelerated digital transformation that have occurred as a result of the COVID-19 virus pandemic were part of the topics that were developed in this virtual meeting. The event was attended by Dr. Alexander López, Director of ICAP, Dr. Celenia Vidal, Director of the National Institute of Public Administration (INAP) of the Dominican Republic, MSc. Ana Chan, National Secretary of Science and Technology of Guatemala (Senacyt), the engineers Enrique Cossich, Coordinator and Executive Director of the Presidential Commission for Open and Electronic Government and Diego Estrada, in charge of the Information and Communication Technology Support Center (CATIC) of ICAP and, moderated by Eng. Edgar Sabán, Director of Information Technologies, SENACYT. <https://icap.ac.cr/noticias/>

Virtual discussion: "Debt in the care of prevalent health problems caused by the care of the pandemic: a management issue or uncontrollable result?"

Date: September 22, 2020

As part of the reflection and analysis processes offered by ICAP to the community, on Tuesday, September 22, the discussion was held: "Debt in the care of prevalent health problems caused by the care of the pandemic: A management issue or uncontrollable result? ".

This third edition of the monthly talks organized by the Center on Health and Social Security Systems (CSSSS) of ICAP, led by Dr. Mauricio Vargas, coordinator of the Center and master's degree in Health Management, had the participation of: Dr. María del Rocío Sáenz, Former Minister of Health of Costa Rica and Former Executive President of the CCSS, UCR Public Health School; Rubén Torres, Rector Isalud University of Argentina and former Manager of the Health Systems Area based on PHC at PAHO / WHO; Alejandro Solís Martínez, Executive Secretary of the Council of Ministers of Central America. <https://icap.ac.cr/noticias/>



The 29th NISPAce Annual Conference 2021



"Citizens' Engagement and Empowerment - The Era of Collaborative Innovation in Governance"

May 20 – 22, 2021 / Ljubljana, Slovenia

Deadline for applications with paper proposals: 15/11/2020

<https://www.nispa.org/conference2021.php?sid=2211&id=29>

CIIIAP - The new normal for provision of public services in Bahia-Brazil



The new Corona virus pandemic established new concepts in work, consumption and social interaction relations. In Bahia, the Government had started four major infrastructure projects and had enough experience to maintain the state running, adapting to the new demands. The Government has been strongly active in carrying out an agenda of digital transformation – which allows actions to guarantee the provision of service to the citizen.

The launching of [SAC Digital](#), in July of 2018, prepared the State for what was to come. Since the beginning of the isolation measures put in place, the demand for digital public services has tripled in Bahia. It jumped from 59 thousand in March to 198 thousand in June. The SAC Digital provides 394 public services, and this represents a saving of R\$20 million for the public coffers.

The Electronic System for Information (SEI-Bahia), adopted in 2017, is another innovation which has guaranteed the full functioning of the state. SEI is examining 1.5 million processes which has saved R\$49 million with the reduction in paper, printing and transport. Innovation of the administration, RH Bahia System, automates the State's Human Resource actions and processes. Launched in January of 2019, during the first semester, the tool handled 125,080 actions – nominations, license concessions, promotions and other services.

Also of note is communication platform for collaborative governance Microsoft Teams, acquired in 2015. Its use in virtual meetings has increased from 40 to 20,000 in four months and made contract bids possible.

The technological solutions adopted by the government can be highlighted for providing the citizen viable access to public administration. It is generating, efficiency, resources savings, gains in productivity and, above all, the improvement in the quality of public services are guaranteed.

Edelvino Góes, state secretary for Administration

<http://www.saeb.ba.gov.br/2020/10/10415/SAC-Digital-alcanca-marca-de-dois-milhoes-de-usuarios.html>

The 2020 Annual Conference of the Asian Association for Public Administration Successfully Held



On September 24th and 25th, the Annual Conference of the Asian Association for Public Administration (AAPA) 2020 online annual conference was successfully held. Hundreds of representatives from 17 different countries and regions, including South Korea, the United States, Philippines, India, Thailand, and Australia, exchanged their views on the theme of "Towards Sustainable Asian Urban Governance: Emerging Theories and Innovative Practices". This annual conference was co-sponsored by AAPA, China Institute for Urban Governance of Shanghai Jiao Tong University (SJTU), the School of International and Public Affairs of SJTU, and the China-America Association for Public Affairs.

On the morning of the 24th, the Asian Association for Public Administration (AAPA) held a general election for the president. Professor Wu Jiannan, the Head of the Division of Liberal Arts and Social Science, Distinguished Professor of the School of International and Public Affairs, and Executive Vice Director of the China Institute of Urban Governance of SJTU, was elected as the sixth President of the Association.

The 2020 Annual Conference of the AAPA was held in the form of online conference. This conference took Asian urban governance as an entry point, promoted interdisciplinary and cross-country dialogue, and enriched urban governance practices in China and other Asian countries. The theme of the conference focused on the future of urban development and could provide a grand vision for exploring urban governance issues. Top experts and scholars in the field of global public administration, especially urban governance were gathered together in

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this conference. Professor Alex Brillantes, Jr., the fifth president of the AAPA, Professor Guo Hai, the president of the China-America Association for Public Affairs, and Professor Allan Rosenbaum, the president-elect of the American Society of Public Administration, also attended the conference and delivered their speeches.


3 Key Messages:

1. the experience and lessons of crisis management to the COVID-19 pandemic;
2. the ways to make the sustainable development goals and urban governance efficiency in reality;
3. Cross-sectoral collaboration to address urban governance, and the new theoretical development on sustainable urban governance

4th WeGO Awards

The results of the 4th WeGO Awards were finally announced. This edition of the WeGO Awards was the fourth one, since it was established in 2011 to recognize and promote smart initiatives which use ICT to improve the quality of life of citizens.

Out of the 52 applications from 18 countries around the world—the majority from Asia-Pacific and Latin America—18 were selected by the judges to receive the prizes of ‘Gold Award’, ‘Silver Award’, or ‘Special Mention’. More information about the winning projects in the form of short summaries, along with official statistics will be released soon.

	 GOLD	 SILVER	 SPECIAL MENTION
Efficient Government	Goyang	Moscow	Makati
Emerging Technology	Seongnam	Jeju	Lima
Mobility	George Town	Belo Horizonte	Tehran
Open and Inclusive City	Sao Paulo	Jakarta	Sejong
Safe City	Mexico City	Belo Horizonte	Goyang
Sustainable City	Istanbul	Mashhad	Iskandar

The award ceremony will take place during the 5th General Assembly of WeGO, which will have its date and location decided at the upcoming EXCOM Meeting.

<http://we-gov.org/wego-awards/4th-wego-awards/>

‘Synthesizing Smart Cities’: Webinar on CJK Smart Cities



The Trilateral Cooperation Secretariat (TCS) and the World Smart Sustainable Cities Organization (WeGO) co-organized a Webinar on CJK Smart Cities for their respective members, partners, and stakeholders in China, Japan, and Korea, on August 5. The two-hour event—broadcast live on Zoom and YouTube with simultaneous interpretation in Chinese, Japanese, and Korean—was watched by over 500 national and local government officials, UN and other institutional representatives, and innovators from multinational corporations based in the region.

Sessions included presentations on smart city initiatives and the need for cooperation through regional partnerships that promote knowledge exchange and joint strategies toward smart city development across China, Japan, and Korea. Directors from national networks of cities including the China Center for Urban Development (CCUD), Smart City Institute Japan (SCI-Japan), and Smart City Association (SCA) of Korea shared the current status of smart cities in their respective countries, along with their plans for the future.

Leaders in smart city policy from the capitals of Beijing, Tokyo, and Seoul introduced their own cases of best practice such as in 5G, Internet of Things (IoT), and big data (Beijing); smart tech solutions for tourism, healthcare, disaster prevention, and autonomous driving (Tokyo); and an integrated platform for real-time information on traffic, hazards, parking, and others (Seoul).

In a panel discussion with the private sector, key consultants from Alibaba, NEC, and Samsung SDS explored how their services could transform the smart city landscape across the region for the improvement of citizens’ lives, in close partnership with the public sector. Heads of the co-organizers TCS and WeGO expressed high expectations for regional co-prosperity through joint projects in the area of smart cities. In their opening remarks, TCS Secretary-General Hisashi Michigami declared the webinar a momentous initial step by the three countries toward smart city cooperation, while WeGO Secretary General Kyong-yul Lee envisioned the world’s first model of a trilateral dynamic of public-private



partnerships for smart cities. <http://we.gov.org/regional-networks/webinar-on-cjk-smart-cities/>

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EROPA 2021 conference to focus on public governance in 'post-COVID 19 pandemic era'



Thailand's National Institute of Development Administration (NIDA), the 2021 conference host, announced the change in the conference theme to "Public Governance for Inclusive Growth, Accountability, Engagement, and Digital Transformation in a Post-COVID 19 Pandemic Era."

The reworking of the theme reflects the world's current context and how public administration sustains operations in the three identified areas while mitigating the COVID-19 outbreak's impact.

The revised publicity materials (poster and aide memoire) will be released by the host institution soon. Please stay tuned for the updates on NIDA's official EROPA Conference [webpage](#).

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Photo courtesy of UN News

UN diamond anniversary emphasizes collective commitment to multilateralism

21 September 2020 — The United Nations (UN) marked its diamond anniversary via Zoom platform amidst the COVID-19 pandemic. (Continued on next page)

To contact the UNPAN team, click on the following icons:



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