



14th Annual Meeting of the MENA-OECD Working Group 2 on Open and Innovative Government

ama ADMINISTRATIVE
MODERNIZATION
AGENCY
PRESIDENCY OF THE COUNCIL OF MINISTERS

INCM
IMPRESA NACIONAL CASA DA MOEDA

Agenda
Lisbon, 28-29 January 2019



The OECD

The Organisation for Economic Co-operation and Development (OECD) is an international body that promotes policies to improve the economic and social well-being of people around the world. It is made up of 35 member countries, a secretariat in Paris, and a committee, drawn from experts from government and other fields, for each work area covered by the Organisation. The OECD provides a forum in which governments can work together to share experiences and seek solutions to common problems. We collaborate with governments to understand what drives economic, social and environmental change. We measure productivity and global flows of trade and investment.

The MENA-OECD Governance Programme

The MENA-OECD Governance Programme is a strategic partnership between MENA and OECD countries to share knowledge and expertise, with a view of disseminating standards and principles of good governance that support the ongoing process of reform in the MENA region. The Programme strengthens collaboration with the most relevant multilateral initiatives currently underway in the region. In particular, the Programme supports the implementation of the G7 Deauville Partnership and assists governments in meeting the eligibility criteria to become a member of the Open Government Partnership. Through these initiatives, the Programme acts as a leading advocate of managing ongoing public governance reforms in the MENA region. The Programme provides a sustainable structure for regional policy dialogue as well as for country specific projects. These projects correspond to the commitment of MENA governments to implement public sector reforms in view of unlocking social and economic development and of meeting citizens' growing expectations in terms of quality services, inclusive policy making and transparency.

About the MENA-OECD Working Group II on Open and Innovative Government

The MENA – OECD Working Group II on Open and Innovative Government is a platform promoting regional exchange and dialogue with OECD peers since 2005. It supports MENA countries in exploiting the potential of open government, digital government and innovation policies for more accountable and participatory governance and responsive public sectors. It unites governments and civil society to exchange ideas on innovative solutions to implement open government reforms.

www.oecd.org/mena/governance/working-group-on-open-and-innovative-government-wgii.htm

AGENDA

Monday, 28 January 2019

Venue : INCM (Imprensa Nacional Casa Moeda), Edifício Casa da Moeda, Av. António José de Almeida

8.30-9.00 Registration of participants

Welcome: Mr Gonçalo Caseiro, Executive Chair, INCM

Opening Remarks

9.00-9.45

- **Ms Maria Manuel Leitão Marques**, Minister of the Presidency and of Administrative Modernisation, Portugal
- **Eng. Suleman Bakhsh**, Senior Manager – Strategies and policies, Telecommunications Regulatory Authority, UAE
- **Mr Jung-Taek Lim**, Director General, International Cooperation Bureau, Ministry of the Interior and Safety, Korea
- **Ms Donatella Romeo**, Office for information and digitalization of the Department for public administration, Italy
- **Mr Marcos Bonturi**, Director Public Governance, OECD

9.45-10.00 Coffee Break

Session 1: A systemic approach to public sector innovation

10.00 -12.00

Governments face a number of challenges that require a more deliberate and systemic approach to innovation, one that recognizes the positive contributions of a diverse set of voices from civil society in generating and implementing new ideas. The OECD Observatory of Public Sector Innovation has developed a framework that takes a systemic perspective to innovation – i.e. looking at its structures, actors and their relations – and examines what affects system performance. Taking a systemic approach means finding an appropriate innovative responses in line with the problem at hand e.g. from exploring something completely new, to adapting to changes in the current environment. The session will discuss the practices and approaches governments are taking to use innovation more systematically across their government, in particular involving individuals and civil society in the innovation process. It will start by illustrating the facets of the OECD Innovation

model to identify what aspects could be valuable and how it resonates to the experience of participating countries, and will be followed by country presentations.

Moderator: Ms Angela Hanson, Observatory for Public Sector Innovation, OECD

- **Mr. KwonMo Kang**, Deputy Director, International Cooperation Bureau, Ministry of the Interior and Safety, Korea
- **Eng. Suleman Bakhsh**, Senior Manager – Strategies and policies, Telecommunications Regulatory Authority, UAE
- **Mr Gil Rodrigues**, Director of Innovation and Development, INCM, Portugal

Discussion

12.00 -13.00

Lunch

Session 2. Harnessing digital platforms for participation and transparency

OECD and MENA countries have been designing open government strategies and initiatives for quite some time now. Last year, a set of common international standards in this field have also been identified through the OECD Recommendation on Open Government. It is therefore the right time to reflect on the impact achieved by open government reforms to date, on how to overcome eventual challenges to unleash their full potential and to investigate some of these initiatives more in detail. Thus, this session will dive more deeply into the potentials and challenges that digital platforms bring to move forward the open government principles of participation and transparency. At a time, where several countries are putting in place online tools to follow-up on open government commitments, engage with citizens and enable access to information, participants will reflect upon the success factors of such platforms.

13.00-14.45

Moderator: Mr Alessandro Bellantoni, Deputy Head of Division and Head of the Open Government Unit, OECD

Keynote speeches:

- **Mr Jose Antonio Navarro Blanco**, Assistant Deputy Director of Open Government, General Directorate of Public Governance, Ministry Of Territorial Politics and Civil Service, Spain
- **Mr Otávio Neves**, Director for Transparency and Public Oversight, Office of The Comptroller General, Brazil
- **Ms Ouiame El Moustamide**, Head of Legislation and Studies Division, Directorate for Communication and Cooperation, Ministry of Reform of the Administration and Civil Service, Morocco

- **Mr Benoît Frenette**, Team Lead, International and Intergovernmental, Open Government, Treasury Board of Canada Secretariat (*per video*)

Discussion

14.45 -15.00

Coffee Break

Session 3: Digital Transformation of the Public Sector

15.00-16.45

The world is going digital and governments are not exempt from the transformation underway. Emerging technologies such as artificial intelligence, blockchain, data analytics and the Internet of Things open new opportunities but also disclose several new challenges for citizens, businesses and governments. To properly drive the disruptiveness of the digital age, governments are challenged to embrace a continuous evolution paradigm. Policy makers around the world face today the double challenge of designing policies that can respond to increasingly demanding expectations and needs from citizens in terms of public sector efficiency, quality, transparency, inclusiveness and sustainability, while dealing with a rapid and disruptive penetration of digital technologies in all sectors of society, economy and governments. Integrated and multichannel service delivery approaches based on policies designed according to the principles of digital by design and open by default are critical for governments to take the full benefit of digital technologies to find innovative solutions while guaranteeing an inclusive digital transformation of the public sector. Based on the [OECD Recommendation on Digital Government Strategies](#) and the experience of OECD member and non-member countries, the session will discuss in a dynamic roundtable format key lessons and trends about how governments are driving the transformation of digital service delivery, embedding principles of openness and leveraging innovative approaches. The session will discuss, among others, the governance models applied, the digital key enablers developed and the strategic instruments used to cooperate with citizens and businesses for more sustainable economic and social development.

Moderator: Ms Barbara Ubaldi, Acting Head of Division and Head of Digital Government and Open Data, OECD

Keynote speeches:

- **Ms Rim Garnaoui and Ms Sana Oueslati**, E-Government Unit, Presidency of the Government, Tunisia
- **Mr Frank Leyman**, Manager International Relations, Director General Digital Transformation, Federal Public Service Policy and Support, Belgium

- **Mr Sérgio Belo**, Head of the Digital Experience Team, Agency of Administrative Modernisation, Portugal
- **Ms. Kate Ivy-Williams**, Service design lead on GOV.UK, Government Digital Service, United Kingdom

Discussion

17.00-17.30	Closing remarks
	Mr. Luís Goes Pinheiro , Secretary of State Assistant and of Administrative Modernisation, Portugal
	Ms Barbara Ubaldi , Acting Head of Division and Head of Digital Government and Open Data, OECD

Venue: Biblioteca da Imprensa Nacional, Rua da Escola Politécnica, nº 135

19.00-21.30	Cocktail and Dinner
	Pick-up at 18h30 at SANA Reno Hotel , Av. Duque de Ávila 195-197

Tuesday, 29 January 2019

8.45-9.00	Registration of participants @ INCM (Imprensa Nacional Casa Moeda), Edifício Casa da Moeda, Av. António José de Almeida
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9.00-10.15	Guided Visit: Nave/Gráfica de Segurança e Inovação
	The Portuguese Mint and Official Printing Office (INCM) is a state owned company in charge of providing fundamental goods and services, such as minting metallic coins and publishing the Official Journal. INCM results of the merging, in 1972, of Imprensa Nacional (The Official Printing Office) and Casa da Moeda (The Mint), making INCM the repository of some of the oldest industrial establishments in the country. But it's in its modern security printing facilities that takes place the production of official documents for personal identification and also bank cards and booklets, holograms, certificates and diplomas, as well as other secure graphic supports. The participants will

therefore have the opportunity to understand the process of producing the Portuguese Citizen Card, from the card assembly to personalization.

- **Mr Luís Machado**, Director of the Security Graphic Unit

10.15 -10.30

Coffee Break

Presentation of LabX

LabX – Experimentation Lab for Public Administration aims to embed a culture of experimentation inside the Portuguese public administration, (re)designing its practices and processes around the citizens’ needs and expectations. Researching the real experiences of citizens, LabX defines the «right problem» without jumping in to prearranged recipes. With a multidisciplinary team that combines service design, public servants and social sciences, LabX co-creates solutions with citizens, public officials and policy makers to engage these stakeholders and grasp their specific contributions. The laboratory stands also as a «safe place» where it is possible to prototype and test innovative solutions, before implementing them. Through its projects with public entities and servants, LabX disseminates its innovative methodologies and mind-set across the whole public administration, bringing down administrative silos. At a larger level, LabX works within the innovation ecosystem to connect with I&D units, start-ups, civil society or multiple public entities.

10.30-11.45

- **Mr Bruno Monteiro**, LabX Head of Unit

Conclusions

Work programme and Next steps

- **Mr Alessandro Bellantoni**, Deputy Head of Division and Head of the Open Government Unit, OECD

Guided Visit Loja do Cidadão

The Citizen Shops are the Portuguese one-stop-shops. They are public physical facilities that concentrate, in one single place, a wide range of public and private services. With a current network of 53 Citizen Shops spread nationwide, the first one was launched in 1999 and, because of its silo-breaking and citizen-focused organization, it was an unavoidable milestone on the national public services delivery and modernization efforts.

12.15-13.00

- **Ms Paula Murta**, Shop Manager

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