Skills for a "World Class" Civil Service

OECD Network of Schools of Government Annual Meeting

6 July 2015
OECD Headquarters, Paris
Room CC15

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Skills for a “World Class” Civil Service
OECD Network of Schools of Government Annual Meeting
6 July 2015,
OECD Headquarters, Paris, Room CC 15

The meeting provides an opportunity for the Schools of Government Network to reflect upon and input into: “World Class” Civil Service: Benchmarking the Civil Service; a joint initiative with the OECD Public Governance Committee and the Public Employment and Management Working Party. Topics for discussion will include:

- What are the demands, expectations and performance requirements of a World Class Civil Service (WCSS)?
- What requirements are included in current statements of the skills, values, and functioning of the civil service? Do these requirements need to be updated in light of new demands?
- How are different countries objectively measuring the performance of their Civil Services? What kinds of indicators will help to benchmark world class performance?
- How can OECD support countries in strengthening capabilities for advancing innovation?
- What role can be played by national schools of government if fostering the World Class Civil Service initiative?
- How will the changing skills and competencies of the World Class Civil Service alter how national schools of government deliver their programmes?

The meeting will also provide an opportunity to review the activities of the Network and its members and discuss future activities. It will also feature the launch of the latest edition of Government at a Glance, an international comparative publication that provides a dashboard of 50 indicators covering the whole production chain of public goods and services.

This meeting will bring together representatives of national schools of government, international, regional and national associations of schools of public administration, OECD secretariat, and other stakeholders. For more information, please visit www.oecd.org/gov/global-network-schools-of-government.htm.
## Preliminary Agenda

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<th>Time</th>
<th>Event</th>
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<tr>
<td>8:15 – 10:00</td>
<td>Open Government Learning Modules Working Group Meeting</td>
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<td>‧ Working Group Participants</td>
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<td>9:30 – 10:00</td>
<td>Registration/Coffee</td>
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<td>10:00 – 10:30</td>
<td>Session 1: Opening remarks</td>
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<td>‧ <strong>Prof. Giovanni Tria</strong>, President, National School of Administration, Italy, Chair, OECD Network of Schools of Government</td>
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<td>‧ <strong>Mr Martin Forst</strong>, Head, Governance Reviews and Partnerships Division, Public Governance and Territorial Development Directorate, OECD</td>
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<td>10:30 – 11:00</td>
<td>Session 2: OECD Schools of Government Network: Progress update</td>
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<td>This session will provide an update on the latest activities and initiatives of the OECD Schools of Government Network, focusing on:</td>
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<td>‧ Membership, outreach and communication activities</td>
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<td>‧ National Schools of Government Survey Report</td>
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<td>‧ Learning modules on innovation and open government</td>
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<td>‧ <strong>Ms Tatyana Teplova</strong>, Deputy Head of Division, Senior Policy Analyst, Public Governance and Territorial Development Directorate, OECD</td>
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<td>‧ <strong>Mr Michael O’Neill</strong>, Policy Research and Advice, Public Governance and Territorial Development Directorate, OECD</td>
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<td>‧ <strong>Mr Alessandro Bellantoni</strong>, Policy Analyst, Public Governance and Territorial Development Directorate, OECD</td>
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<td>‧ <strong>Mr Daniel Gerson</strong>, Project Manager, Public Governance and Territorial Development Directorate, OECD</td>
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<td>11:00 – 12:30</td>
<td>Session 3: What is a World-Class Civil Service?</td>
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<td><strong>Chair: Prof. Josef Konvitz</strong>, Honorary Professor of Education, Glasgow University/Chair of the Pascal International Observatory</td>
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<td>‧ <strong>Ms Liz McKeown</strong>, Chief Economist and Deputy Director for Analysis and Insight, Cabinet Office, UK</td>
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<td>‧ <strong>Mr Edwin Lau</strong>, Head, Reform of the Public Sector Division, Public Governance and Territorial Development Directorate, OECD</td>
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<td>‧ <strong>Mr Glenn Campbell</strong>, General Manager, Australia and New Zealand School of Government (ANZSOG), Australia</td>
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<td>‧ <strong>Minister Boris Koprivnikar</strong>, Minister for Public Administration and Vice Prime Minister, Slovenia</td>
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The discussion in this session will focus on identifying the key features and expectations of a world
class civil service (WCSS). This discussion will build on earlier OECD discussions which have identified a need to benchmark civil service performance against today's expectations of a world class civil service. It will also look at how the civil service can better align people, process and technology to achieve innovative, evidence-based and inclusive policy development and service delivery.

- What are the demands and expectations of a WCSS in the eyes of citizens, politicians and civil service leaders?
- How are the functions of the civil service changing in light of these new demands?
- What institutional features are prioritised in a WCSS?
- What implications does this have for civil service management capacity and skills development?

12:30 – 14:00 Networking lunch (George Marshall Room)

14:00 – 14:45 Session 4: Launch of OECD Government at a Glance 2015 – Inclusive Growth, a new expectation of a World Class Civil Service?

- Ms Mari Kiviniemi, Deputy Secretary General, OECD
- Mr Rolf Alter, Director, Public Governance and Territorial Development Directorate, OECD
- Minister Boris Koprivnikar, Minister for Public Administration and Vice Prime Minister, Slovenia

This session will feature the official launch of the OECD Flagship publication "OECD Government at a Glance 2015".

14:45 – 15:45 Session 5: What are the skills needed for a "World Class" Civil Service? – Joint discussion with the OECD Public Employment and Management Network

Chair: Prof. Geert Bouckaert, Professor at the Public Manage Institute (Faculty of Social Sciences) of the Katholieke Universiteit Leuven, Belgium, President of the International Institute of Administrative Sciences (IIAS)

- Mr Robert Cloarec, Chair, Public Employment and Management Working Party
- Mr Stuart Bennett, Deputy Director and Head of Operations of Civil Service Learning, United Kingdom
- Ms Carmen Gonzalez Serrano, Deputy Head, International Relations Department, National Institute of Public Administration (INAP), Spain
- Mr Giancarlo Durán, Head of the Skills for Innovation Division, Laboratorio de Gobierno, Chile

This session will focus on how to identify the right skills, tools and standards to build the capacity of civil services to achieve “world class” standards. This includes workforce planning and innovative learning approaches to identify, acquire, develop, nurture and utilise the necessary skills.

- What requirements are included in current statements of the skills, values, and functioning of the civil service? Do these requirements need to be updated in light of new demands?
- What are the current skills needs and gaps in the civil service?
- What innovative capacity building approaches can be best aligned with developing a WCSS? What indicators and benchmarks may reflect cutting edge, current and emerging activity, as well as capacity dimensions to enable learning?

15:45 – 16:00 Coffee break
### Session 6: Schools of government as partners in fostering a "World Class" Civil Service

**Chair:** Mr Goran Pastrovic, Programme Manager, Regional School of Public Administration (RESPA), Montenegro

- **Dr Ra’ed Mohammed ben Shams**, Director General of the Institute of Public Administration (BIPA), Bahrain
- **Prof. Dr Chafika Agueznay**, Director, Centre for Administrative Research and Training, National School of Administration (ENA), Morocco
- **Mr Norbert Kis**, Vice-Rector for Continuing Education and International Affairs, National University of Public Service (NUPS), Hungary
- **Mr Bolatbek Abdrassilov**, Rector of the Academy of Public Administration under the President of the Republic of Kazakhstan
- **Ms Linda Moše-Možus**, Training Development Manager, Latvian School of Public Administration

As a roundtable discussion this session will explore the contribution of national schools of government can make to the development of training and professional development approaches based on the attributes of a WCCS.

1. What is the role of the schools in enabling a WCSS?
2. What are the developmental and training priorities in developing the necessary competences for a WCSS?
3. Do the competencies for a WCSS change the role of national schools of government?
4. How can national schools of government adapt to changing demands of government, civil servants, and society in general in terms of policy agility and service delivery? Do new skills and competencies mean rethinking how learning is offered?
5. What role can national schools of government play as vectors of change in national public administrations?

### Session 8: Closing remarks

- **Prof. Giovanni Tria**, President, National School of Administration, Italy, Chair, OECD Network of Schools of Government
- **Mr Rolf Alter**, Director, Public Governance and Territorial Development Directorate, OECD

### Reception