Transforming government: Taking innovative approaches to public services and citizen engagement

3-4 October, 2022

SPACE 1 (floor -2)

Barceló Aran Mantegna Hotel

Via Andrea Mantegna, 130 | 00147

Rome, Italy

MEPI

MENA - OECD
Governance Programme

OECD
BETTER POLICIES FOR BETTER LIVES

Overview and objectives of the MENA-OECD Working Group meeting

The purpose of the event is to host a discussion on the topics that are currently the focus of the **MENA-OECD Working Group II on Open and Innovative Government**. As such, this event will concentrate on the synergies that governments can identify in being more **open, digital and innovative** and how this approach can contribute to promoting greater **citizen and stakeholder participation** in the region. Throughout the policy-making cycle, governments have opportunities to engage with citizens to co-source ideas and co-create solutions to collective challenges. At the same time, the availability and advancement of digital technologies have improved existing practices and initiatives and encouraged innovative and cross-border approaches. Furthermore, omni-channel strategies, as well as effective and inclusive public communication, are needed to ensure that participation in public decision-making is accessible to all and that no one is excluded due to a digital divide or lack of ICT literacy.

The meeting will draw on the dialogue of the MENA-OECD Governance Programme and the OECD Public Governance Committee and builds on the Recommendation of the OECD Council on Digital Government Strategies as well as the Recommendation of the OECD Council on Open Government.

Monday, 3 October 2022

19:00 - 22:00	**Networking dinner** *Restaurant Il Parnaso, Barceló Aran Mantegna Hotel*

Tuesday, 4 October 2022

9:00 - 9:30	**Opening Remarks**

- **Mr Francesco Leone,** Diplomatic Advisor to the Minister for Public Administration, Prime Minister's Office, and Co-Chair of the MENA-OECD Working Group II on Open and Innovative Government, Italy
- **Dr Eng. Tariq Al Hawi,** Director of Digital Adoption and Enablement, Telecommunication Regulatory Authority, and Chair of the MENA-OECD Working Group II on Open and Innovative Government, United Arab Emirates

9:30 - 10:45	**Improving digital public service design and delivery for greater civic engagement and citizen participation**

In today's digital age, citizens' expectations for public services have never been higher. Leveraging digital tools and data strategically can enable governments to design accessible and inclusive services and deliver them in ways that impact people's lives. This can make people feel that they can engage with their governments and advocate for their needs and demands. In this sense, countries in the MENA region can take steps towards identifying and balancing the challenges and opportunities that arise from embracing the digital transformation while maintaining human-centred and user-friendly public services.

During the session, the Secretariat will present the Good Practice Principles for Public Service Design and Delivery in the Digital Age, which were developed under the lead of the OECD Working Party of Senior Digital Government Officials (E-Leaders) to help governments design and deliver public services that better respond to the users' needs. This session will also invite delegates to explore how the design and delivery of more inclusive and user-driven public services in the digital age can support broader efforts to secure civic engagement and citizen participation in public decision-making.

Moderator
- **Ms Seong Ju Park,** Policy Analyst, Open and Innovative Division, OECD

Speakers
- **Dr Ghada Labib,** Deputy Minister for Institutional Development, Ministry of Communication and Information Technology, Egypt
- **Mr Khaled Sellami**, Director General, Electronic Administration Unit, Presidency of the Government, Tunisia

- **Mr Mohamed Moussa**, (Acting Director) Head of Division of Internal Information Systems, Ministry of Digital Transition and Administrative Reform, Morocco

10:45 - 11:00   **Coffee break**

11:00 - 12:15   **Unlocking innovation through cross-border collaboration**

The COVID-19 pandemic has shown how the interconnectedness of countries may have made the world more vulnerable to common threats while exposing weaknesses in international co-operation. Major challenges are not limited by national borders and demand collective action. Following up on the OECD's recent series of work on *Achieving Cross-Border Collaboration*, this session explores opportunities, challenges, and best practices for how countries can work together in order to achieve impacts that are greater than any one country can do on their own. The OECD will present its work in this domain, which found only a few relevant examples from the MENA region. Delegates are invited to discuss the challenges and opportunities they perceive with regards to working across borders. In addition, delegates are invited to discuss their country's own innovative projects and whether there may be opportunities to collaborate with peers in other countries.

Moderator
- **Mr Jamie Berryhill,** Policy Analyst, Open and Innovative Division, OECD

Speakers
- **Mr Yousuf Yacoub Al-Sahlawi**, Planning Researcher, e-Government Programs and Standards Department, Qatar
- **Mr Nasser Israoui**, Director, Technical Cooperation Unit, Ministry of State for Administrative Reform, Lebanon
- **Mr Jamal Abushanab,** Deputy Minister Assistant for Supporting General Administrations, Palestinian Authority

12:15 - 12:30   **Closing Remarks**

- **Dr Eng. Tariq Al Hawi,** Director of Digital Adoption and Enablement, Telecommunication Regulatory Authority, and Chair of the MENA-OECD Working Group II on Open and Innovative Government, United Arab Emirates
- **Mr Francesco Leone,** Diplomatic Advisor to the Minister for Public Administration, Prime Minister's Office, and Co-Chair of the MENA-OECD Working Group II on Open and Innovative Government, Italy

12:30 - 13:45   **Lunch**

Restaurant Il Parnaso, Barceló Aran Mantegna Hotel

MENA-OECD Working Group II on Open and Innovative Government

The OECD has undertaken a range of capacity-building exercises at the national, regional, and local levels and has consolidated three regional networks in the Middle East and North Africa, Latin America and the Caribbean, and Southeast Asia. These networks offer countries from each respective region a platform to exchange ideas, experiences, and knowledge on building stronger public institutions with a focus on open government, public sector innovation, and digital government.

The MENA-OECD Working Group II on Open and Innovative Government was launched in 2005 and is currently chaired by United Arab Emirates and co-chaired by Korea, Italy and Portugal. The Network established a community of policy practitioners in the MENA region to promote open and digital government open data, and public sector innovation and the ways in which they can contribute and add value to the economic, social, and governance goals in the region.

The MENA-OECD Governance Programme

The MENA-OECD Governance Programme is a strategic partnership between governments in the MENA region and OECD members 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 those in the MENA region 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 policymaking and transparency.

CONTACT

OECD Open and Innovative Government Division

Digital Government and Data Unit: eleaders@oecd.org

Observatory of Public Sector Innovation: opsi@oecd.org

Open Government and Civic Space Unit: Opengov@oecd.org

Follow us on Twitter

@OECDgov #MENAOECD