INFOFEST 2018

Future of Public Services and use of IT technologies in the Western Balkan Region

1 -2 October 2018, Budva, Montenegro

BACKGROUND

The Regional School of Public Administration (ReSPA) is the inter-governmental organization for enhancing regional cooperation, promoting shared learning and supporting the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Macedonia, Montenegro and Serbia, while Kosovo[*] is a beneficiary.

ReSPA's purpose is to help governments in the region develop better public administration, public services and overall governance systems for their citizens and businesses, and prepare them for membership in the European Union (EU).

Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and innovative cooperation mechanisms such as the exchange of good practices, peer reviews and development of know-how.

Building on experience and positive feedback to ReSPA's contribution to INFOFEST 2017, where One-Stop-Shops and Regional experience in the transformation to digital society was discussed, RESPA's contribution to INFOFEST 2018 Programme has also been planned.

ReSPA will, in close cooperation with participating stakeholders and international partner organisations, organise a thematically focused workshop and an open panel. The open panel will be organised on Monday (01 October 2018), while the closed workshop is envisaged for Tuesday afternoon (02 October 2018).

OBJECTIVES

In the Digital Society services delivered by the public sector institutions have moved from the traditionalistic bureaucratic isolated white towers to more integrated, participatory and holistic services that are co-created and co-owned by the society. However, this transformation is not self-evident, even less easy.

With a purpose to obtain a thorough understanding of the state of play of service delivery in the region (focused on three thematic areas of General Administrative Procedure Act, e-Government and Quality Management), to identify positive trends, methods and ideas and to foresee possible future strategic developments in the field of service delivery ReSPA has, in 2018, conducted a Regional Study on Service Delivery.

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[*] This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence.

INFOFEST presents an excellent opportunity to present some of the aspects and crucial notes from the study and to openly discuss it with a wider expert community present at the event in Budva, Montenegro. This can be an excellent opportunity for the continuation of the broad social dialogue in which the study was prepared, as well as deepening of a genuine regional dialogue with expert/business community on the future of the service delivery in the region.

Study's results have confirmed the existence of excellent, even innovative, eServices solutions developed by the Western Balkans countries. This *hidden successes* deserve a clearer recognition, visibility and promotion, especially also in the light of future business opportunities. One of the global events who gives a full attention to the best case examples identification in the subject is the World Summit Awards (WSA). WSA presents a wealth of ideas and inspirations from top public service performers that allow recognising such achievements on a global scale. Participants of the open panel and related workshops will have the opportunity to reflect on innovative global practices, as well as rethink the need and possibilities of recognising excellence in public services in the Western Balkan Region.

Since regional Study on the Service Delivery has reiterated the need for interoperability of public services, ISA² Programme and European Interoperability Framework can provide an effective and efficient environment for support of national and regional initiatives in the further development of interoperability of e-services developed and offered by public administrations. The interaction with an expert from the European Commission, DG DIGIT, will allow the participants and discussants to understand, place and plan the interoperability principle and actions also into a broader EU accession perspective.

The blockchain is the most known distributed ledger technology. Blockchain enables a ledger to be held in a network across a series of nodes, which avoids one centralised location and the need for intermediaries. With this records, once stored, cannot be altered without visibility.

This is particularly helpful for providing trust, traceability and security in transactional or data handling systems which is crucial for services offered by public administrations (including handling personal (sensitive) data). Therefore blockchain rapidly develops to play a stronger role in governments' solutions for citizens' ID management, taxation reporting, development aid management, e-Voting and regulatory compliance (RegTech). There is a lot of potentials for blockchain to be used in areas like finance, insurance or healthcare - tracking transactions on patients' health records and identification of access.

In the last 5 years, ReSPA has also contributed to bench-learning and benchmarking in the region, but also on the global scale. Apart from all ReSPA studies in the subject where global trends have been incorporated, several meetings and conferences also served to expand the interaction of the region with other centres of excellence in the domain of e-Government being Far East, USA or other parts of the world. Innovation labs, who were initially presented within !0th ReSPA Annual Conference will be a topic of the session with the best-case example coming from the United States of America, while Smart City Grow and aligned topics will be delivered by the representative of the Shanghai Academy of Social Sciences, credible institution with numerous international projects and UNPAN member.

Therefore, the last, but not least objective of the ReSPA's contribution to the INFOEST is to obtain a deeper understanding and applicability of blockchain technology in relation to public administration and e-services. The active interaction during the workshop will also enable the

participants to envisage further activities on the applicability (and constraints) in the public services that they deliver.

Finally, all the inputs, including the discussion on the use of IT technologies in Pa (blockchain and AI) will be considered for developing of the Programme of Work of ReSPA for the coming period.

TARGET AUDIENCE / PARTICIPANTS

The ambition of the *Regional Open Panel* on 1 October is to engage all participants of the INFOFEST 2018. Broad composition of the panel and the richness of the topic should stimulate a vivid, open and moderated debate among and between the panellist and the participating public.

The closed working group meeting within the INFOFEST 2018 will build on past cooperation and successful work done within the RESPA e-Government working group. It is therefore expected up to 20 members of the working group to attend the meeting.

PROVISIONAL AGENDA

Note: ReSPA panel and closed sessions during a first two days of INFOFEST are obligatory for all members of ReSPA e-Government Working Group. Attendance at all other panels organized by INFOFEST 2018 is an open and free choice.

	ReSPA Open Panel: Future of Public Services Hotel Avala Resort & Villas Monday, 01 October 2018, 11:00 - 13:00 Conference room: Glass room
11:00 - 11:30	**Registration**
11:30 - 11:40	**Opening by Ms Ratka Sekulovic, ReSPA Director** *Moderators:* *Mr Matija Vilfan, Expert* *Ms Edna Karadža, Expert*
11:40 - 12.10	**Regional Study on Service Delivery – key messages and open discussion with the public** *Speakers:* *Goran Paštrović, ReSPA Programme Manager* *Mr Matija Vilfan, Expert* *Ms Edna Karadža, Expert*
12:20 - 12.40	**ISA2 Program** (facts, goals, organization, possibilities) *Speaker:* *Mr G. Lobo, European Commission, DG DIGIT*
12:40 – 13:00	**World Summit Awards (WSA)** – **inspiring innovations** and awarded project example *Speaker:* *Ms Nora Wolloch Project Manager, World Summit Awards* *Ms Elma Hot, Software developer at BeeAnd.me* *Ms Odeta Iseviciute, WSA Winner, WSA juror*

ReSPA Closed Panel
Tuesday, 02 October 2018, 9:00 - 13:30
Hotel Avala Resort & Villas
Meeting room: Gallery

09:00 - 09:15	**Registration**
09:15 - 09:20	**Presentation of the Closed panel and its objectives** *Moderators:* *Goran Paštrović, ReSPA Programme Manager* *Mr Matija Vilfan, Expert* *Ms Edna Karadža, Expert*
09:20 - 09:40	**The ISA² Programme and EIF, possible solutions** **(including open debate)** *Speakers:* *Mr Georges Lobo and Ms Monika Sowinska, European Commission, DG DIGIT*
09:40 - 10:40	**Participation Workshop on Sharing & Reuse Framework** **(work in groups and debate)** *Speakers:* *Mr Georges Lobo and Ms Monika Sowinska, European Commission, DG DIGIT*
10:40 - 10:55	Coffee break
10:55 - 11:40	**Innovation as strategic imperative in public sector and how California state government is building capacity for innovation** *Speakers:* *Ms Tamara Srzentic, Deputy Director of California Health and Human Service Agency, Office of innovation*
11:40 - 12:00	**Smart city Grow and use of new IT technologies/experience of Shanghai Academy of Social Sciences** *Speakers:* *Mr Xingquan Wang, Director of Research Centre on Innovation, Institute of Information Sciences*
12:00 - 12:15	**Citizen Participation Project Director Citizen Participation, Transparency and Open Government Department - Madrid City Council** *Speaker:* *Mr Miguel Arana Catania, Madrid City Council*
12:15 - 13:30	**Tentative Plan of activities in domain e-Government 2019-2020 including the use of new IT technologies (Blockchain and use of AI)** *Speakers:* *Goran Paštrović, ReSPA Programme Manager* *Mr Matija Vilfan, Expert* *Ms Edna Karadža, Expert* *Ms Odeta Iseviciute, WSA Winner, WSA juror* *Mr Igor Todoroski, IT Specialist* *Ms Monika Lekić, Expert*
	Conclusions and closure *Goran Paštrović, ReSPA Programme Manager* *Mr Matija Vilfan, Expert* *Ms Edna Karadža, Expert*