

# **RESPA INTEROPERABILITY ACADEMY IN NORTH MACEDONIA 2024**

**23 - 24 DECEMBER 2024**

Hotel Palace International Veles, North Macedonia

Agenda



## Background

ReSPA Interoperability Academy North Macedonia 2024, a two day event, is an opportunity for public officials at the operational level and policymakers from the Ministry of Public Administration, Ministry for Digital Transformation, Ministry of Interior Affairs, Ministry of Justice, Ministry of Education and Science, Ministry of Finance, Ministry of Health; and other relevant institutions, lecturers, and technologists to connect meaningfully between peers as well as with lecturers, and technologists to break through some of the biggest challenges related to interoperability nowadays in North Macedonia.

Through the planned work and communication that will be encouraged and fostered, our cutting-edge program is designed **to empower public officials of various provenience at operational and decision-making levels (lawyers, IT workers, economists) with the information and additional knowledge needed to navigate the complexities of interoperability as well as to discuss and come up with possible venues to follow for improving the interoperability and data exchange in North Macedonia.**

The Academy's Program will encompass the topics relevant for the successful functioning of interoperability that will be presented, jointly **reviewed and discussed. The participants and lecturers will look more closely into the following main topics in the order shown below:**

Interoperability framework - what is the importance, what problems interoperability can solve, how the good model functions, how it works in North Macedonia:

- EU Interoperability Framework (EIF) and key policies
- National Interoperability Framework in North Macedonia - the alignment of North Macedonia's policies and legal framework with interoperability goals, identifying areas for improvement;
- How interoperability works or fails - technology and aligned practices, cooperation between the normative side and IT workers, breaking down silos and promoting interoperability between entities that may have different systems and technologies.

Case Studies from EU and North Macedonia - good practice:

- Successful interoperability initiatives or projects in the EU, the region and in North Macedonia, providing practical insights and lessons learned

Data Governance and Privacy Compliance:

- Effective data governance and ensuring privacy compliance in North Macedonia's legislation and interconnected systems.
- Strike a balance between ensuring data security and privacy while fostering an environment that encourages the exchange of information across platforms.

e-Government Services and Interoperability:

- Low level of interoperability of databases managed by various public sector entities as main barriers to the development and use of public e-services
- Development of citizen-centric e-government services through interoperability and strategies to enhance citizen engagement.

The importance of aligned approaches and actions by leaders, top managers and operational level for improving and supporting the implementation of interoperability and data exchange (horizontally and vertically):

- Clear governance mechanisms are essential to define roles, responsibilities, and rules governing interoperability initiatives, fostering collaboration and accountability.
- The decisions and guidance of policymakers and top management can significantly assist in achieving interoperability. By establishing clearly aligned policies, promoting standardisation, allocating resources, fostering collaboration, and creating a conducive regulatory environment, the seamless exchange of information and improved connectivity between different systems can be assured and/or improved.
- Fostering collaboration and engagement of different stakeholders with diverse perspectives and expertise can enrich the dialogue of stakeholders and lead to impactful outcomes and continuous improvement.

The Interoperability Academy will be held in **Macedonian language**.



# PROVISIONAL AGENDA

Monday, 23 December 2024 - Landscape of Interoperability - Building Foundations for Digital Transformation - the importance and key conditions for upgrading Interoperability	
9.00 am - 9.30 am	Registration and Welcome Coffee
9.30 am - 09.45 am	<b>Welcome and opening remarks</b> <ul style="list-style-type: none"> <li>➤ ReSPA</li> <li>➤ Ministry of Digital Transformation</li> </ul>
9.45 am - 10.45 am	<b>Keynote Address on the Importance of Interoperability in Public Administration</b> <ul style="list-style-type: none"> <li>➤ Filip Manevski</li> <li>➤ Stefan Dedovic</li> </ul> (Q&A)
10.45 am - 11.30 am	<b>International policy framework for achieving seamless data exchange between systems</b> <ul style="list-style-type: none"> <li>➤ Stefan Dedovic</li> </ul> (Q&A)
11.30 am – 12.00 am	<b>COFFEE BREAK</b>
12.00 am - 12.30 am	<b>National Interoperability Framework - Main features of interoperability systems functioning in North Macedonia</b> <ul style="list-style-type: none"> <li>➤ North Macedonia, Stanislav Vasilkovski, Ministry of Digital Transformation</li> <li>➤ Filip Manevski</li> </ul> (Q&A)
12.30 pm – 1.30 pm	<b>LUNCH</b>
1.30 pm – 2.00 pm	<b>Legal and institutional setup for interoperability in NM</b> <ul style="list-style-type: none"> <li>➤ North Macedonia, Miroslav Grozdanovski, Ministry of Digital Transformation</li> <li>➤ Filip Manevski</li> </ul> (Q&A)
2.00 pm - 2.30 pm	<b>Example of good practice in the EU</b> <ul style="list-style-type: none"> <li>➤ Stefan Dedovic</li> </ul> (Q&A)
2.30 am – 3.00 am	<b>COFFEE BREAK</b>
3.00 pm – 4.00 pm	<b>Group Discussions (World Café) Achievements and Opportunities</b> <p><i>Table 1: Conditions (laws, policies) and technical solutions for Public Administration Interoperability- what are the challenges and opportunities at the technological and semantic level?</i></p> <ul style="list-style-type: none"> <li>➤ Filip Manevski</li> </ul> <p><i>Table 2: Conditions (laws, policies) and technical solutions for public administration interoperability - what are the challenges and opportunities on the policy and organizational level?</i></p> <ul style="list-style-type: none"> <li>➤ Stefan Dedovic</li> </ul>
4.00 pm - 4.30 pm	<b>Harvesting and Sharing Key Takeaways</b> (Facilitators)

## Tuesday, 24 December 2024 - Dialogue for impact - Building Foundations for Digital Transformation - the importance and key conditions for upgrading Interoperability

<b>8.45 am - 9.00 am</b>	<b>Registration</b>
<b>09.00 am - 09.15 am</b>	<b>Recap and Overview of Day 1</b> ➤ <i>ReSPA, Stefan Dedovic</i>
<b>9.15 am – 09.45 am</b>	<b>Data Protection in North Macedonia</b> ➤ <i>Agency for Data Protection</i>
<b>09.45 am – 10.30 am</b>	<b>Data exchange between organizations and developing of life events services</b> ➤ <i>Ministry / Administration from North Macedonia</i>
<b>10.30 am – 11.15 am</b>	<b>Case Study on Successful Interoperability Implementations in the region</b> ➤ <i>Ministry / Administration from North Macedonia/Administration from Montenegro Robert Rajkovic</i>
<b>11.15 am – 11.45 am</b>	<b>COFFEE BREAK</b>
<b>11.45 am – 12.30 am</b>	<b>Panel discussion: Addressing Challenges in Public Administration Interoperability – What is needed for better interoperability?</b>  ➤ <i>Ministry of Public Administration</i> ➤ <i>Ministry of Digitalisation</i> ➤ <i>Ministry of Internal Affairs</i> ➤ <i>Ministry of Education and Science</i> ➤ <i>Tax Administration</i> ➤ <i>Agency for Data Protection</i> ➤ ...  <i>(Facilitation by ReSPA Experts)</i>
<b>12.30 pm – 1.30 pm</b>	<b>LUNCH</b>
<b>1.30 pm – 2.30 pm</b>	<b>Dialogue of decision-makers – North Macedonia interoperability challenges and ways forward</b>  <i>(Discussion facilitation by ReSPA representative and ReSPA Experts)</i>
<b>2.30 am – 3.00 am</b>	<b>COFFEE BREAK</b>
<b>3.00 pm – 3.30 pm</b>	<b>Identified "quick wins" and measures for improvement for dialogue of decision-makers</b> <i>(Discussion facilitated by ReSPA representative and the ReSPA experts)</i>
<b>3.30 pm - 4.00 pm</b>	<b>Key Takeaways</b>