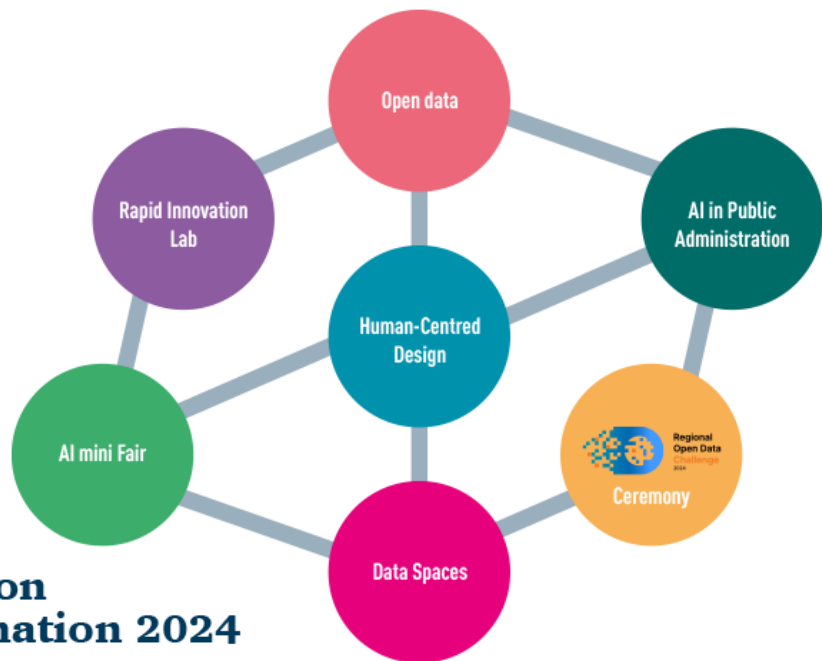




## Seasonal School on Digital Transformation 2024

Innovating Governance for the Future

9 - 11 July 2024, Budva, Montenegro



# Provisional Agenda

Hotel Splendid, Budva, Montenegro

Regional School of Public Administration

Podgorica, Bulevar knjaza Danila Petrovića – Business Tower Montenegro (III floor), Montenegro  
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## Programme

In line with its Programme of Work for the 2023-2025 period, and as the continuation of previously conducted E GOV Seasonal School events, ReSPA is organising **the Seasonal School in Digital Transformation 2024 (Seasonal School 2024)** with the overarching theme *"Innovating Governance for the Future"*.

The Seasonal School in Digital Transformation is a capacity-building activity aimed at increasing the knowledge and skills of senior public officials related to innovative policies and practices in the provision of quality user-centric e-services, their usability and safe use, use of emerging technologies, open data and improved governance in data management.

For the Seasonal School 2024, such an aim will be translated into the programme that will include sessions related to the promotion and building of knowledge on innovative approaches in **using open data for a knowledge-based economy, deployment of Rapid Innovation Lab model for a fully user-centric service design, and of Artificial Intelligence in public administration with showcase of examples of AI functional applications, developed across the region.**

A particular place in the programme will be designated to the awarding **Ceremony of the Regional Open Data Challenge**, which ReSPA and UNDP Office in Serbia have been implementing with the intention to recognise, award and promote the innovative reuse of open data, when developed as the workable digital solution can be used to contribute in addressing specific societal or economic problems in four chosen areas pertaining to *Demography, Tourism, Mobility (transport) and Employment*.

Providing information and insights about the most contemporary policies and practices related to different aspects of digital transformation has been an integral part of the Seasonal School program since its inception and will be the characteristic of this year's Seasonal School.

The overall three days programme of the Seasonal School 2024 builds on topics addressed in previous Seasonal Schools, presenting them in a manner that ensures the upgrading of the knowledge in line with developments, trends, and current tendencies in areas of Open Data, Human-Centered Design (HCD), Agile Management and Artificial Intelligence.

- **Open Data and Open Data Regional Challenge Ceremony (09<sup>th</sup> July);**
- **Using Rapid Innovation Lab and Agile Management Approach in Human-Centred Design of Services (10<sup>th</sup> July);**
- **Artificial Intelligence Application in Public Administration (11<sup>th</sup> July).**

Chosen topics will be elaborated upon by presenting the latest trends and tendencies in the respective areas while addressing the common challenges and potentials in the administrations for improving the policies and practices in these domains. At the same time, messages and conclusions from this Seasonal School will be further explored at upcoming events within the digitalisation area of the ReSPA programme in 2025.

This Seasonal School will bring together experts and researchers from the EU and Western Balkans, representatives of governmental institutions, holders of open data portals, governmental data and AI application models, senior to mid-level professionals, members of the ReSPA Digital Transformation subgroup and winners from the Open Data Regional Challenge.

## First Day, 09<sup>th</sup> July

The aim is to elaborate on and promote the benefits of publishing governmental data as open data to increase the use of such data for the benefit of the economy and society.

The implementation of the *Regional Open Data Challenge* has clearly shown that for the given demand, there are big gaps and a lack of open data on the supply side that could be used for concrete applications and solutions aimed at assisting citizens and businesses in meeting their specific needs, developing business decisions or assisting the governments in shaping their policies based on a large quantity of quality data coming from the governmental institutions.

The innovative model of using “data space” for bigger data publishing and more extensive outreach will be presented.

The Ceremony of awarding the three best solutions in using open data for innovative solutions and digitised applications will gather the representatives of the three winning teams, representatives of institutions for statistics, representatives of institutions holders of open data portals, members of ReSPA Digital Transformation subgroup and guests from UNDP offices.

9.45 – 10.00	<b>REGISTRATION AND WELCOME COFFEE</b>
10.00 – 10.15	<b><i>Opening Remarks</i></b> Welcome address by the ReSPA representative
10.15 – 10.30	<b><i>Keynote speech</i></b> <i>Aleš Veršič, ReSPA Expert</i>
10.30 – 11.15	<b><i>Comprehensive Overview of Open Data – From Definitions to Trends I</i></b> <ul style="list-style-type: none"> <li>➤ Why opening governmental data, role of public administrations, supply and demand side, security of use and reuse of Open Data</li> <li>➤ Unlocking the potential of OD - economic and social impact</li> <li>➤ OD portals and “centralising” of open data - does it really matter for users</li> </ul> <i>Aleš Veršič, ReSPA Expert</i>
11.15 – 11.45	<b>COFFEE BREAK</b>
11.45 – 12.45	<b><i>Comprehensive Overview of Open Data – From Definitions to Trends II</i></b> <ul style="list-style-type: none"> <li>➤ Open data and data spaces</li> <li>➤ Data spaces journey – background, principles of data spaces and the operationalisation, what open data can do for data spaces, etc.</li> </ul> <i>Aleš Veršič, ReSPA Expert</i>
12.45– 14.00	<b>LUNCH</b>
14.00 – 14.15	<b><i>RODC 2024 – Award Ceremony – opening speech</i></b>

14.15 – 15.30	<b>RODC applications Final Presentations and awarding ceremony</b> <ul style="list-style-type: none"> <li>➤ Presentation of awarded solutions of RODC 2024, Awarding ceremony</li> </ul>
15.30 – 16.30	<b>Panel Discussion: Let's improve data publishing</b> <ul style="list-style-type: none"> <li>➤ Increasing the publishing of open data – challenges and possible improvements</li> </ul> <p><i>Moderator: Sanja Arizanović, UNDP Serbia</i></p>
16.30 – 16.45	<b>Closing Remarks</b> Summary of the day
17.00 – 19.00	<b>Networking Reception</b> Informal networking with refreshments

## Second Day, 10<sup>th</sup> July

This day will be dedicated to the Rapid Innovation Lab (RIL) approach in designing e-services, implementing piloting initiatives, and using the agile management approach in project management. Special emphasis will be put on using the RIL model and agile management to ensure a user-centric approach when developing e-services.

The interactive work based on the participants' proposals that will be elaborated and clustered by experts will ensure full comprehension of this work model that applies to public administration in any given institutional setting and with existing resources.

Participants will be members of the ReSPA Digital Transformation sub-group.

Experts lecturers for all sessions will be ReSPA experts *Tamara Srzentić and Goran Paštrović*

8.45 – 9.00	<b>REGISTRATION</b>
9.00-10.30	<b>Introduction to the Rapid Innovation Lab (RIL) method</b> <ul style="list-style-type: none"> <li>➤ Introduction to RIL mindset, tools, techniques, examples</li> <li>➤ Specific examples - Human Centered Design "designing programs, policies, and services with those who are directly impacted",</li> <li>➤ Presentation of elaborated institutional challenges</li> </ul>
10.30- 11.00	<b>COFFEE BREAK</b>
11:00 - 12:00	<b>The Design Process: Understanding the problem to solve</b> <ul style="list-style-type: none"> <li>➤ How to conduct and maximise learnings from users and validate assumptions</li> <li>➤ Methods for integrating insights into solutions: tagging data, using affinity mapping, identifying patterns and trends.</li> </ul>
12.00 -13:00	<b>The design process, including design research &amp; research synthesis data in practice</b> <ul style="list-style-type: none"> <li>➤ Design research and design research</li> <li>➤ Mapping: visualising the user journey, empathy mapping, persona development</li> </ul>

<b>13:00-14.00</b>	<b>LUNCH</b>
<b>14:00 –15.00</b>	<p><b><i>Agile management, foundation, principles and application in public administration</i></b></p> <ul style="list-style-type: none"> <li>➤ Agile management and its importance in the modern business environment,</li> <li>➤ Overview of the Agile principles and methodologies.</li> </ul>
<b>15.00 -16.30</b>	<p><b><i>Ideation session</i></b></p> <ul style="list-style-type: none"> <li>➤ Discussion of challenges or problems participants want to solve, techniques for generating ideas</li> <li>➤ Group discussion and selection of the most promising challenges for further development</li> </ul> <p><b>COFFEE BREAK WILL BE SERVED IN THE MEETING ROOM</b></p>

### Third Day, 11<sup>th</sup> July

The novelties in the application of AI in public administration, new initiatives at the policies and practice level in the EU, and experiences in developing the AI ecosystem in Serbia will be shared throughout the first half of the day. The second half of the day will start with a more in-depth presentation of the new AI application in the public administration (virtual assistant), which will be an introductory session to the *AI mini fair*, the showcase of, by the public administrations, developed functional applications of AI in ReSPA Members. The presentations will be commented on by experts and participants and the discussion will be triggered on the benefits of presented models.

Participants will be members of the ReSPA Digital Transformation sub-group and public officials presenters of AI applications.

<b>9.00 – 9.30</b>	<b>REGISTRATION AND WELCOME COFFEE</b>
<b>9:30 – 10.15</b>	<p><b><i>Evolving Role of AI in Public Administration</i></b></p> <ul style="list-style-type: none"> <li>➤ Adopting AI in Pubic Administration - from regulation to practice</li> <li>➤ Key roles and foreseen evolvement</li> </ul> <p><i>Colin van Noordt, ReSPA Expert</i></p>
<b>10.15 – 11.15</b>	<p><b><i>Models of using AI in public administration</i></b></p> <ul style="list-style-type: none"> <li>➤ AI Open source</li> </ul> <p><i>Colin van Noordt, ReSPA Expert</i></p>
<b>11.15 - 11.45</b>	<b>COFFEE BREAK</b>
<b>11.45.- 12.30</b>	<p><b><i>Developing AI ecosystem In Serbia-use case</i></b></p> <ul style="list-style-type: none"> <li>➤ Challenges</li> <li>➤ Opportunities for growth</li> </ul>

	<i>Slobodan Markovic, UNDP Serbia</i>
<b>12.30- 13.00</b>	<p><b><i>Models of using AI in public administration</i></b></p> <ul style="list-style-type: none"> <li>➤ Chatbots – impact on public service provision</li> </ul> <p><i>Colin van Noordt, ReSPA Expert</i></p>
<b>13.00–14.00</b>	<b>LUNCH</b>
<b>14.00- 16.00</b>	<p><b><i>AI Mini Fair – AI applications from WB</i></b></p> <ul style="list-style-type: none"> <li>➤ Introductory-new models of using AI in public administration, Virtual Assistant, Colin van Noordt</li> <li>➤ Albania, Enio Kaso</li> <li>➤ Bosnia and Herzegovina, Lejla Gurbeta</li> <li>➤ Montenegro, Nikola Bulatovic</li> <li>➤ North Macedonia, Nikola Trajkov</li> <li>➤ Serbia, Veljko Prodanovic</li> </ul> <p><i>Slobodan Markovic, UNDP Serbia, Colin van Noordt, Goran Paštrović</i></p>
	<b><i>DEPARTURE OF PARTICIPANTS</i></b>