ReSPA

Regional School
of Public Administration

**BUILDING TOGETHER
GOVERNANCE FOR THE FUTURE**

Seasonal School on Digital Transformation 2021

Using Emerging ICT Technologies in Public Administration

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Mr Vladimir Vulić

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Ms Nadica Dujović

Mr Stephane Rodet

Budva, 25 – 29 October 2021
Hotel Splendid

Background

This year E-Gov Seasonal School will look more closely into the technological aspect of innovativeness within digital transformation in public administration, posing the question: How digital technologies can be used as a driver for innovation in public settings? What could be the benefits, challenges, and associated risks when new, emerging technologies are used in public administration?

Emerging ICT Technologies[1] are more and more widely used in several domains of human activity. Governments are keen to start using emerging ICT technologies to modernize their services and increase the level of functionality and innovativeness in service delivery and policymaking.

Before exploring the use of emerging ICT technologies, we shall reiterate the topic of **Design Thinking Methodologies** and the innovativeness assured when using this methodology and when applying the human-centred approach in the design of digitized public services. Benefits for users when using both approaches equally apply to designing the public services using some of emerging ICT technologies.

Some technologies like **Artificial Intelligence (AI)** can be used for delivering more personalized services while fostering citizen engagement. The successful application of AI tackles more phenomena than big data and powerful algorithms. The strategic approach taken by the European Union in the development of trustworthy AI is the recognition of the need for having the rules and policy directions for developing ethical AI. Theory and practice-driven implications of AI use in public governance are being researched and are on the increase.

Human-centred design is also crucial, and AI applications must reflect realistic conceptions of user needs and human psychology. This is why the more enlightened Public Administrations are starting to look more and more at the dynamics of Customer Experience in the private sector, imitating its best practices, especially on the digital design side, and later into using Human-centered design for Artificial Intelligence.

As new digital technologies become ever-present, there is both excitement and concern about their societal impact, and in particular, it refers to the use of the **Blockchain** in public services. *"Blockchain is not a protocol for sending and receiving data, but a shared ledger in which the blocks of information composing it contains permanent and variable records about specific entities."*[2]

Digitization in the public administration is almost unthinkable without an efficient underlying **Cloud Computing** structure. The advantages of the transition to the Cloud are numerous. Some opinions adopting the Cloud computing paradigm should be seen as the priority over any other technological option.

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1   Aartificial Intelligence (AI), Machine learning (ML), Automation, Virtualization, Smart Cities, Blockchain Networks, Big Data, Internet of Things, Cloud and Quantum Computing are some of most transformative innovations within ICT technologies that are currently under development.

2   https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/The+challenge+for+digital+transformation+in+public+administration The challenge for digital transformation in public administration By João Rodrigues Frade

Additionally, and in parallel with emerging technologies, great concern also grows that external actors could interfere and disrupt their features and services, posing a massive threat to strategically vital networks. **Cybersecurity** is key to trusted and sustainable digital transformation, and its role is even more crucial when it refers to emerging technologies.

The issue of communications barriers often results in fears and resistance when using or accepting new digitized public service exists not only in the underdeveloped countries. **Communication challenges** adherent to digital transformation in the public sector also refer to specific technical " language" of IT officials that often provoke misunderstanding with other officials or policymakers.

These described aspects of potentials, benefits and threats, proper design and protection mechanisms related to the use of some of emerging ICT technologies will be discussed over five days E-GOV Seasonal School 2021.

Join and connect with the public servants from Western Balkans countries, researchers from the EU and the region, entrepreneurs and technologists to discuss, learn and share viewpoints on the intriguing side of new technologies in the public domain but also on their transformative power that is directed to the wellbeing of end-users and ecosystems.

DAY I: Monday, 25 October 2021

https://us02web.zoom.us/j/87867875820?pwd=bTBaRnJlT1lia0wxY1FUcmNQbFBGUT09

| **Meeting ID:** | 878 6787 5820 |
| **Passcode:** | 331483 |

08.30 – 09.00 – Registration of Participants

09.00 – 09.30 PreConvening Welcome

| Ms Olivera Damjanović, ReSPA Programme Manager | Ms Ranka Bartula – Mušikić, ReSPA Programme Manager | Mr Vladimir Vulić, Moderator |

| **09.30 – 10.50** | **Innovating with Design Thinking in Public Administration (PA)** |

| Ms Sandra Nešić | • Innovating with Design Thinking (methodology, approaches related to digitised services, exercises for participants including those attending the event in online modality) |

Coffee Break I: 10.50 – 11.10

| **11.10 – 12.30** | **Benefits of Human-Centered approach** |

| Ms Sandra Nešić | • Benefits of human-centred approach: pointing out the differences between traditional and human-centred public administration |

Lunch: 12.30 – 14.00

| **14.00 – 15.20** | **Design Thinking in Practice (Part I)** |

| Ms Jelena Šaranović | • Design Thinking in practice – Human-Centred Design for creating a better customer experience in the public sector (Part I) - from empathy to an idea.

• Human-Centred approach and exercises for participants including those attending the event in an online modality. |

Coffee Break II: 15.20 – 15.40

| **15.40 – 16.50** | **Design Thinking in Practice (Part II)** |

| Ms Jelena Šaranović | • Design Thinking in practice – Human-centred design for creating a better customer experience in the public sector (Part II) - from an idea to an improved experience |

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DAY II: Tuesday, 26 October 2021

https://us02web.zoom.us/j/86582534266?pwd=M3lpTnc1R2RxUGhNQkV3eFVjQVk1UT09

Meeting ID:	865 8253 4266
Passcode:	731530

09.15 – 09.30 – Registration of Participants

09.30 – 10.50	**Overview of state of the art in EU-using the Artificial Intelligence (AI) in Public Sector** (Online Session)
Mr Gianluca Misuraca	• Overview of the state of art in EU regarding use of AI in the public sector • Latest events and trends in EU about the use of AI in the public sector (Programme for Europe, Digital Compass etc) • An overview of EU states efforts to adopt AI-enabled innovations in the governmental operations • An overview of EU national strategies in the public sector related to AI, AI policies and regulatory framework

Coffee Break: 10.50 – 11.10

11.10 – 12.30	**Improving the design and delivery of public services with AI** (Online Session)
Mr Francesco Molinari	• AI-main characteristics and how they can be utilised in public administrations • AI in public sector-main enablers, implications • Can public services be improved with AI in pro-active public service delivery models? • Impact assessment of using AI - Why would it be important and useful for public institutions?

Lunch: 12.30 – 14.00

14.00 – 15.20	**Digital Transformation in PA – Communication Challenges (Part I)**
Ms Nadica Dujović	• Presentation on how to find out the opinions and the most frequent on the issue of communication challenges with end-users related to the introduction of e-Services (to create and use Survey for the examining of opinions and to present the results)

Dinner at Perla Restaurant and Club: 19.30 – 21.30
Mediteranska bb, near Old Town

DAY III: Wednesday, 27 October 2021

https://us02web.zoom.us/j/85752803866?pwd=aFFUNTh2V1B2YnZ5QzQ2cXZxamRmdz09

Meeting ID:	857 5280 3866
Passcode:	977412

09.00 – 09.15 – Registration of Participants

09.15 – 09.40	**Wrap up of the previous days**

Ms Olivera Damjanović ReSPA Programme Manager	Mr Vladimir Vulić Moderator

09.40 – 10.50	**Human-Centred Design for AI** (Online Session)

Mr Stephane Rodet		• What is Human Centred Design? • Why is HCD for AI a topic of its own? What makes it special in terms of skills and methods? • How to indentify potential areas that offer opportunity for improvement through AI? • How HCD can be used to analyze and define an AI opportunity? • What are the touch points with other topics discussed in this conference, like design thinking, ethics and trustworthiness?

Coffee Break I: 10.50 – 11.10

11.10 – 12.30	**Exploring AI and Data Governance - Dilemmas and Traps** (Online Session)

Mr Gianluca Misuraca		• Exploring AI and data governance – dilemmas and traps: ethical issues, access to and use of quality data, human rights issues etc.

Lunch: 12.30 – 14.00

14.00 – 15.20	**Illustrative cases of AI use in Public Services** (Online Session)

Mr Francesco Molinari		• Presenting of illustrative cases of AI use in public services and possible shifts that AI might bring in the future

Coffee Break II: 15.20 – 15.40

15.40 – 16.50	**Cybersecurity for Public Administration**

Mr Driart Elshani		• Cybersecurity in the public sector, cybersecurity risk management and mitigation in public administration, cybersecurity strategies in the Western Balkans and regulatory framework

DAY IV: Thursday, 28 October 2021

https://us02web.zoom.us/j/86447572559?pwd=SVVKRC95YS9RTkJ1ZXNhZnlBTU5nQT09

Meeting ID:	864 4757 2559
Passcode:	053429

09.15 – 09.30 – Registration of Participants

09.30 – 10.50	**Cyber Risk mitigation for Public Administration**

Mr Driart Elshani		• Cybersecurity issues related to the use of emerging technologies in public administration, ethical issues, privacy, etc.

Coffee Break: 10.50 – 11.10

11.10 – 12.30	**Exploring the use of Blockchain in Public Administration and EU developments**

Mr Kemal Barjamović		• What is Blockchain and how it works? • When to use Blockchain over database technologies? • The opportunity for a new trust mechanism in public administration • Blockchain developments in the European Union

Lunch: 12.30 – 14.00

14.00 – 15.20	**Illustrative cases of implementing Blockchain-based public services**

Mr Kemal Barjamović		• Featuring UNDP-led "Issuing electronic versions of graduate diplomas using Blockchain" pilot, Sarajevo University

DAY V: Friday, 29 October 2021

https://us02web.zoom.us/j/84787262261?pwd=UHMzejVzajc3TTJZY3JOY1NZZWpMUT09

Meeting ID:	847 8726 2261
Passcode:	418864

09.15 – 09.30 – Registration of Participants

09.30 – 10.50	**Cloud Computing Models for Public Administration, EU Developments**

Mr Kemal Barjamović		• Cloud characteristics, types and deployment models • Challenges and benefits of moving to Cloud • The future of government and role of Cloud • Cloud developments in European Union

Coffee Break: 10.50 – 11.10

11.10 – 12.10	**Communication Challenges in Digital Transformation of PA (Part II)**

Ms Nadica Dujović		• Presenting the examples of ICT Glossaries, • Draw up conclusions and find out the needs for creating ICT Regional Glossary

12.10 – 12.30 Closing Remarks and Participants Reflections

Ms Olivera Damjanović ReSPA Programme Manager	Mr Vladimir Vulić Moderator

Lunch: 12.30 – 14.00

Kind reminder!

For the participants who will arrive in Budva by plane, please note that the original boarding passes have to be handed over to the ReSPA Programme Assistants. The outward boarding passes will be collected on the first day of the event, during registration. Furthermore, the return boarding passes shall be sent by email (scanned/photographed version), to ReSPA Programme Assistants, to the following addresses s.bukarica@respaweb.eu or via Viber on +382 67 179 314.

For the participants who will arrive by private car, please note that you need to hand over a petrol station receipt (which are dated between 24-29 October) to ReSPA Programme Assistants on the first day of the event, during registration.

Zoom Norms

To make the convening as fruitful as the in-person one would have been, we are hoping you will contribute by following a few simple Zoom norms:

- Find a quiet place with no distractions to participate in the sessions.
- Avoid sitting with your back to the window or having any backlights.
- Avoid the webcam looking up at you. Stack a bunch of books under your laptop until you can look at that camera directly, straight ahead.
- When joining a Zoom meeting, please use your full name and country in the title, so that speakers and other attendees can identify you easily.

Confidentially and social media

All sessions are strictly under Chatham House rules, meaning you can share non-confidential information that was discussed during the Seasonal School, but not who shared it or who was attending the Seasonal School, to preserve their confidentiality and increase openness of discussion.

The same principle should extend to any social media posts you would like to make about the Seasonal School. It is encouraged to share that you are attending this event, but we would like to ask to please refrain from sharing any confidential information that was discussed or any of the other attendees' identity.

ReSPA SAFETY PROTOCOL
FOR MANAGING FACE-TO-FACE EVENTS

This Protocol provides recommended preventive measures for participants[1]during the day/s of the ReSPA event[2]. Measures include screening at entrances, meeting room guidelines, along with permanent personal hygiene, physical distancing, and cleaning guidelines. This protocol applies to all participants at ReSPA events as well as ReSPA staff. ReSPA Secretariat as well as participants to ReSPA events are responsible for implementing it.

I. General Guidelines

1. For every event organized, a Programme Assistant of ReSPA shall be designated as supervisor during the whole day/days of the event and shall serve as a contact point for the participants on the matters described in this Protocol.

2. ReSPA shall promote events preferably in an open space environment, i.e., terrace, garden, open common areas or large/spacious meeting rooms.

3. In preparation and during events, participants shall be sure to wash their hands frequently and thoroughly. They should follow sneezing/coughing etiquette and the recommendations for hand sanitizing when touching elevators buttons, doorknobs, handrails, keyboard and mouse, printers/scanners, meeting rooms chairs, tables, screens, projectors, telephones, boards, and markers.

4. Participants attending the event need to guarantee physical distancing of 2 meters, preventing face to face positioning and avoiding handshaking, hugs, and general skin-to-skin contact. Where physical distancing of 2 meters cannot be maintained, face masks must be worn.

5. At the beginning of every event, the Supervisor appointed by ReSPA shall make a brief description of the main rules described in this Protocol.

6. ReSPA will ensure for every participant protective equipment, such as face masks, alcohol, sanitizing gel, etc, however, participants are encouraged to bring their masks and alcohol-based hand-rubbing sanitiser.

7. Every participant will be screened upon entry to the event space for COVID-19 criteria. Access will be denied to any participant with COVID-19 symptoms and he/she could be referred for further medical inspection.

II. Protective measures during the organization/execution of the event

1. Participants will be screened at the entrance of the event space/room for related Covid-19 symptoms based on a visual inspection and screening equipment. The screening process will include the measurement of body temperature using a non-contact thermometer.

2. If the meeting is held in a room, ReSPA will ensure proper cleaning and disinfection of the area, mainly where people have direct and constant contact (chairs, desks, doors, doorknobs, or any other surface) prior and especially after completing a session.

3. ReSPA shall make sure ventilation is available by keeping doors and windows open and avoiding handling doorknobs.

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1   For easy reference, "participant" will also mean ReSPA staff attending the event.

2   The notion "event" will mean the followings: activity, training, meeting, workshop, seasonal school, seminar, conference, etc.

4. Participants attending the event must wash their hands thoroughly and wear face masks before entering the room or area. Use soap (preferably liquid) and running water (preferably warm). Face masks will be ensured by ReSPA at the entrance.

5. People attending the event need to guarantee physical distancing of 2 meters, preventing face-to-face positioning. ReSPA will coordinate this measure with the managers of the facility/venue where the event will be organized.

6. Meeting should be held with a group of people that allows for proper physical distancing, depending on the size and characteristics of the room and seating arrangements with a preference for ventilated environments. A sign should be placed on the meeting room entrance that clearly states the maximum number of people allowed.

7. Participants shall avoid any skin-to-skin contact like handshakes, or physical contact like touching or exchanging supplies or equipment with each other. Participants shall avoid touching their faces.

8. Participants shall ensure proper personal hygiene measures: cover their faces with the bend of their elbow or a disposable tissue if they cough or sneeze.

9. ReSPA will ensure enough hand sanitiser and/or disinfecting wipes are available for all the participants in the event.

10. In case calls must be attended while interacting in events, it is recommended to use a hands-free device and not to share cell phones among participants.

11. Exchange of stationary (i.e., pens, paper) and electronic devices is prohibited.

12. Coffee breaks and lunch breaks shall be limited to the maximum extent possible. During coffee breaks and lunch breaks, participants shall stay in line one after the other and will walk in front of the tables where coffee/water/food is served by the staff of the facility where the event is organized. Distance of at least 2 meters from each other shall be strictly respected.

13. It is recommended that coffee breaks and lunch breaks are organized in open spaces (terrace, garden). If those are organized inside, no more than 3 participants shall sit at a joint table.

14. ReSPA shall display in the event room visible information (including signs and symbols) to remind participants to keep masks, sanitize hands and respect the distance of 2 meters.

III. Other recommendations

1. When reaching the event venue from the hotel, participants are encouraged to avoid public transport and use other means like cycling or walking.

2. When travelling by car from their country/city to the country/city where the event is organized, journeys should be shared with the minimum number of people at any one time. Participants shall maintain proper ventilation (i.e., keeping the windows open) and face away from each other during the journey

3. Local rules and guidelines of health authorities of the country where the event shall take place, shall be also respected. ReSPA staff will inform the participants of these rules.

4. If after returning home, any of the participants develops covid-19 similar symptoms and results positive, he/she shall inform ReSPA immediately.

5. Participants shall be kind, practise kindness, patience, and gratitude—we are all in this together.