

**UNDP Inter-Regional Europe and the CIS/Asia-Pacific
e-Governance Community of Practice Meeting**

**Advancing ICT-enabled Public Sector Modernization and Reform:
Identifying e-Government Solutions for Efficient Administration
and Friendly Public Service**
e-Government Case Study Review

Organizer: Estonian e-Governance Academy

Date: 7-8 December 2006

Venue: Hotel Viru, Tallinn, Estonia

There are four main goals of the meeting: (1) understand how e-Government can be integrated into the Public Sector reform initiatives, (2) create a pool of knowledgeable UNDP CO colleagues and external experts ready to provide advice – online and through missions – upon demand in e-government business process re-engineering and OneStopShop portals, (3) acquire new skills and knowledge, and (4) foster partnerships.

The objective is to review – through presentations, discussion and work group sessions – and specific cases of government business process re-engineering and agree on (i) existing barriers, and (ii) possible solutions. A special task force will be established to coordinate the preparation of a future How-To Guides: Modernizing the Public Service Organizations through e-Governance. Recommendations will also be sought on what UNDP can do in increasing their host government capacities to plan, design and implement successful public sector modernization initiatives, what competencies are needed and how should be the partners. An expected output will be a new knowledge on how to integrate e-Governance into Public administration and vice versa.

AGENDA

Thursday, 7th of December

9.00	Registration
9.30	Welcome and Introduction
10.00 – 11.30	Session A: How to start and plan? Politicians as the driving force for change
<i>Moderator:</i> Ivar Tallo , Director, eGA (Estonia)	Keynote speech: Initiating and managing change in central government – Mart Laar , former Prime Minister of Estonia Initiating and managing change in local government and in municipalities – Hannes Astok , Deputy Mayor of Tartu (Estonia) ICT-enabled change management in practice: Estonian reform experience – Liia Hänni , former Minister of Reform and Property and Member of Parliament (Estonia) Moderator's summary conclusions
11.30 – 11.45	Coffee break

11.45 – 13.15	Session B: Implementing and Communicating Change
<p><i>Moderator:</i> Linnar Viik, Associate Professor, IT College (Estonia)</p>	<p>What is ICT-based change management and modernization? Definition by experts and participants – Moderator</p> <p>Change through appropriate skills and involvement – Christine Leitner, Head of Center for European Public Administration (CEPA) Danube-University, Krems (Austria)</p> <p>Change through executive education. Irish and British experience – Joe McDonagh, Director of Executive Education, Trinity College Dublin (Ireland)</p> <p>Change through public service transformation. European experience – Jeremy Millard, Danish Technological Institute (Denmark)</p> <p><u>Key questions</u>: What is change and how to define it? How ICT can drive public sector modernization? How to plan it? How UNDP can help?</p> <p><u>Format</u>: Participants will comment on presentations and provide feedback on what should be included into the TOR for <i>How-To Guide: Modernizing Public Service Organizations through e-Governance</i> in terms of priorities. Afterwards, presenters will provide their view on the TOR.</p> <p>Moderator’s summary conclusions</p>
13.15 – 14.15	<i>Lunch</i>
14.15 – 16.00	Session C: Can change be driven by technology and ICT policies?
<p><i>Moderator:</i> Jeremy Millard, Danish Technological Institute (Denmark)</p>	<p>How to fail and how to succeed in e-Government - learning from best state-of-the-art practices and predicting the future – Juergen Nenz, Alcatel (Germany)</p> <p>Role of ICT policies. The Estonian case – Margus Püüa, Head of Department of State Information Systems, Ministry of Economic Affairs and Communications</p> <p>Role of CIO-s. Interoperability framework. The Estonian case – Arvo Ott, Member of the Management Board, eGA (former Head of central government IT department)</p> <p><u>Key questions</u>: What is change and how to define it? How ICT can drive public sector modernization? How to plan it? How to respond?</p> <p><u>Format</u>: Participants will comment on presentations and provide feedback on what should be included into the TOR for <i>How-To Guide: Modernizing Public Service Organizations through e-Governance</i> in terms of priorities. Afterwards, presenters will provide their views on the TOR.</p> <p>Moderator’s summary conclusions</p>
16.30 – 18.00	Field visit: Parliament of Estonia

Friday, 8th of December

9.30 – 13.00 Coffee: 11.15-11.30	Session D: e-Government – Driver of Public Sector Change and Modernization. How to Re-engineering Government Business Process and How to Balance Back-and Front-offices. Case Studies Review
<p><i>Moderators:</i> Christine Leitner, Head of Center for European Public Administration (CEPA) Danube-University, Krems (Austria) Joe McDonagh, Director of Executive Education, Trinity College Dublin (Ireland)</p>	<p>Conceptual model of ICT-enabled business process re-engineering. Objectives and Tools – Yuri Misnikov, ICTD Policy Advisor, Bratislava Regional Centre; Jeremy Millard, Danish Technological Institute (Denmark)</p> <p>Case study review:</p> <ul style="list-style-type: none"> - Estonia case: Government-wide OneStopShop/Single Window type Web portal case study; - Georgia case: Business processes re-engineering for anti-corruption, greater transparency and accountability (Chamber of Control) - Moldova case: Central Government reform - Asia-Pacific country cases: Interoperability challenges - Other cases studies upon interest <p><u>Key questions:</u> What can be learned from the presented case studies? How to link public administration reform and e-Governance strategically and practically? What are main obstacles/barriers? How to overcome them? How to respond?</p> <p><u>Format:</u> Participants will comment on presentations and give answers to the above questions and suggest what should be included into the TOR for <i>How-To Guide: Modernizing Public Service Organizations through e-Governance</i> in terms of priorities. Afterwards, presenters will provide their views on participants' comments.</p> <p>Moderators' summary conclusions</p>
13.00 – 14.00	<i>Lunch</i>
14.00 – 16.00	Work Group session: Discussion
<p><i>Chief Facilitator:</i> Ants Sild, Director, Baltic Computer Systems (Estonia)</p>	<p>Task: What should be donors and supporters do to help build government capacity and competency?</p>
16.00 – 16.30	<i>Coffee break</i>
16.30 – 17.00	Work Group session: Reporting
17.00 – 17.15	Establishing a Task Force to finalize TOR for <i>How-To Guide: Modernizing Public Service Organizations through e-Governance</i>
17.15– 17.45	Closing: Evaluation and Concluding Remarks

3.12.06