**E-government Conference:**

**HUMAN-CENTRIC DIGITAL TRANSFORMATION OF THE PUBLIC SECTOR**

**10 December 2021**

online event

**Programme**

**9:00 – 9:25: Introduction**

**Session 1 (plenary)**

moderated by Mr Matej Golob, Corpohub

* Welcome and opening by the Slovenian Presidency – Mr Boštjan Koritnik, Republic of Slovenia, Minister of Public Administration
* Keynote address – Mr Roberto Viola, Director General of the Directorate-General for Communications Networks, Content and Technology (DG CNECT) at the European Commission

**9:25 – 10:25: Global and international views, part 1**

**Session 2 (plenary)**

moderated by Mr Matej Golob, Corpohub

* Keynote: An international view on a decade of eGovernment developments in Europe, Mr Niels van der Linden, Vice President, EU Lead, Capgemini Invent
* Building the foundations for a digitally competent and mature government, Ms Barbara Ubaldi, Head of Digital Government and Data Unit, OECD
* Accelerating Whole-of-Government digitalization based on reusable Building Blocks: The GovStack initiative, Mr Hani Eskandar, Senior Digital Services Coordinator, International Telecommunication Union (ITU)
* Redefining the Smart City in Europe: From Technocentricity towards Collaboration, Wellbeing and Human-Centricity, Mr Gerhard Hammerschmid, Director, Centre for Digital Governance, Hertie School

*short break*

**10:35 – 11:50: Parallel sessions**

**Session 3A:** **Service design, co-creation**

moderated by Mr Matej Golob, Corpohub

* Keynote: "Service design – the Holy Grail?", Mr David Osimo, Director of Research, the Lisbon Council
* Practical tools for digital service design, Designers, Mr Marco Maria Pedrazzo, Head of Design, Department for Digital Transformation of the Presidency of the Council of Ministers of Italy
* Unified design manual as a facilitator of human-centric eGovernment, Mr Patrik Pavlovsky, Ministry of Investments, Regional Development and Informatization of the Slovak Republic
* Procedural Justice – The User in Court Proceedings, Mr Jaša Vrabec, Head of the Office, Supreme Court of the Republic of Slovenia
* Service Delivery focused on the Citizen, Mr Lincoln Grixti, Head (ICT & Branding), servizz.gov, Government of Malta
* Centre of expertise for a human-centered digital government, Ms Saskia Verbeeren, Domain manager Transformation & Innovation, BOSA Belgium

**Session 3B:** **End users, vulnerable groups, e-democracy**

moderated by Mr Simon Delakorda, INePA

* Digital Democracy and Collective Intelligence – exploring new forms of governance, Ms Elisa Lironi, Senior Manager European Democracy, European Citizen Action Service (ECAS)
* Digital powers of attorney as the next step in a human-centric digital transformation of the public sector, Ms Katrine Maria Krzeminski, Chief Advisor and Programme Manager, Agency for Digitisation, Denmark
* Co-creation in e-health public services, Ms Neja Samar Brenčič, CEO of IZRIIS Institute, Slovenia
* Digital transformation of an ageing society, Ms Brigita Dane, Project Manager, Simbioza Genesis, Social Enterprise, Slovenia
* Increasing the impact of digital public services through accessibility, Ms Sara Kjellstrand, Research Strategist, Funka Nu, Sweden

*11:50 – 13:00 lunch break*

**13:00 – 14:15: Parallel sessions**

**Session 4A:** **New technologies and approaches for better services**

moderated by Mr Matej Golob, Corpohub

* Keynote by Mr Max Strotmann, Acting Head of Interoperability Unit, Directorate-General for Informatics (DG DIGIT) at the European Commission
* Next generation of digital public services, Mr Indrek Onnik, Global Affairs Director, Government CIO Office, Estonia
* Towards a Human-Centric and Proactive Society, Mr Aleksi Kopponen, Special advisor, Public Sector ICT, Ministry of Finance, Finland
* Smart technologies within the Plan for Digitalisation of Spain's Public Administration 2021–2025, Mr Santiago Graña Domínguez, Deputy Director General of Planning and Governance of Digital Administration, Ministry of Economic Affairs and Digital Transformation, Spain
* Public sector automation supported by AI, Mr David Magård, Senior Advisor, The Swedish Companies Registration Office, Sweden
* Data spaces for patient-centric healthcare in Slovenia, Mr Flavio Fuart, Project Manager, Chamber of Commerce and Industry, Slovenia

**Session 4B:** **Think local first – How progressive cities deliver world-leading services to citizens – and what we can deliver by working together**

High-Level Panel moderated by Ms Charlotte van Ooijen, Senior Research Fellow, the Lisbon Council

* Mr Boris Koprivnikar, Digital Adviser to the Mayor of the City of Ljubljana, Slovenia
* Ms Nejia Lanouar, Chief Information Officer, Paris, France
* Mr Bertrand Lavaud, Digital Transformation Officer, Paris, France
* Mr Kieran McCarthy, Cork City Councillor, member of the European Committee of the Regions, Ireland
* Mr Paolo de Rosa, Chief Technology Officer, Department of Digital Transformation, Ministry for Technological Innovation and Digital Transition, Italy
* Ms Päivi Sutinen, Director for City as a Service Development, Mayor’s Office, City of Espoo, Finland

*short break*

**14:25 – 15:40: Parallel sessions**

**Session 5A:** **Interesting examples from the EU**

moderated by Mr Matej Golob, Corpohub

* Single Digital Gateway, Mr Hubert Gambs, Deputy Director-General of the Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) at the European Commission
* Digital government in Slovenia, Ms Alenka Žužek Nemec, Ministry of Public Administration, Slovenia
* From E-Government to M-Government, Mr Peter Kustor, Director for International and Legal Affairs, Federal Ministry for Digital and Economic Affairs, Austria
* Making Digital Changes Happen: Inspiration and Experience from the Federal Public Administration of Germany, Ms Eileen Fuchs, Head of Division for Digital Policy, Federal Ministry of the Interior, Building and Community, Germany
* Accountability & Stakeholder Engagement in Digital Government, Ms Sara Carrasqueiro, Member of the Board of Directors, Administrative Modernization Agency, Portugal
* Dutch approach for ethically responsible innovation, Mr Mildo van Staden, Policy advisor Public Values and New Technologies, Ministry of the Interior and Kingdom Relations, Netherlands

**Session 5B:** **User-Centred Design as a guarantee for resilient public service delivery in the Western Balkan Region**

moderated by Mr Kaido Paabusk and Mr Nick Thijs, OECD Sigma

* The importance of a user-centric service delivery in the Western Balkan Region, Mr Florian Hauser, The Directorate-General for European Neighbourhood Policy and Enlargement Negotiations (DG NEAR) at the European Commission
* A human-centred approach in designing the ‘my 1st salary’ life event, Mr Mihailo Jovanovic, Office for Information Technologies and eGovernment, Serbia
* Designing e-services from a user’s perspective, Ms Romina Kostani, National Agency for Information Society, Albania
* E-taxation based on user experience, Mr Rifat Hyseni, Tax Administration, Kosovo\*[[1]](#footnote-1)

*short break*

**15:50 – 16:05: Global and international views, part 2**

**Session 6 (plenary)**

moderated by Mr Matej Golob, Corpohub

* Global E-Government Trends, Opportunities and Capacities needed in the post-COVID-19 age of digitalization:

Mr Vincenzo Aquaro, Chief of Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs

Ms Adriana Alberti, Chief of Programme Management and Capacity Development Unit, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs

**16:05 – 17:20: Final Discussion panel**

**Session 7 (plenary)**

moderated by Mr Matej Golob, Corpohub

* **Mr Boštjan Jambrovič**, State Secretary, Ministry of Public Administration, Slovenia
* Ms Assya Kavrakova, Executive Director, European Citizen Action Service (ECAS)
* Mr Paul Hofheinz, President and co-founder, the Lisbon Council
* Ms Natalia Aristimuño Pérez, Director of Digital Services, The Directorate-General for Informatics (DG DIGIT) at the European Commission
* Mr Nick Thijs, Senior Advisor, OECD Sigma
* Mr Ernest Žejn, Board member of the ICT Association of Slovenia, Vice president of ICT ZITex association, Investor and a global entrepreneur

**17:20 – 17:30: Closing of the conference**

**Session 8 (plenary)**

moderated by Mr Matej Golob, Corpohub

* Final comments by the European Commission – Mr Mario Campolargo, Director General of the Directorate-General for Informatics (DG DIGIT) at the European Commission
* Final comments by the Slovenian Presidency – Mr Boštjan Koritnik, Republic of Slovenia, Minister of Public Administration
* Announcement of upcoming French Presidency of the Council of the EU

1. \* This designation is without prejudice to positions on status, and is in line with United Nations Security Council Resolution 1244/99 and the Advisory Opinion of the International Court of Justice on Kosovo’s declaration of independence. [↑](#footnote-ref-1)