Final Agenda

(November 17, 2020)

"Agile government responses to the COVID-19 Pandemic in the Arab region: what are we learning for the future"

Online event organized jointly by

The Organization for Economic Cooperation and Development/SIGMA, United Nations Economic Commission for Western Asia (UN ESCWA) and the United Nations Department of Economic and Social Affairs (UN DESA)

Tuesday, 17 November 2020
2.00 P.M. – 4.30 P.M. (Paris time)
3:00 P.M. – 5:30 P.M. (Beirut Time)
8:00 A.M. -10:30 A.M. (New York Time)

Agenda	
Time (EDT)	
2:00- 2:20 pm **(Paris Time)** **3:00 – 3:20 pm** **(Beirut Time)** **8:00 - 8:20 am** **(New York time)** **(20 mins)**	**Welcome and opening remarks (10 min)** 1. Mr. Gregor Virant, Head of OECD/SIGMA Programme OECD 2. Mr. John-Mary Kauzya, Chief, Public Service Innovation Branch, Division of Public Institutions and Digital Government UNDESA 3. Mr. Tarik Alami, Director, Emerging and Conflict Related Issues Division (ECRI), UN-ESCWA

	Keynote speech (10 min) Mr. Ra'ed Mohamed BenShams President, The international Institute of Administration Sciences (IIAS) President, The Middle East and North Africa Public Administration Research (MENAPAR) Founding Director General, the Institute of Public Administration Bahrain (BIPA) Overall moderator: Ms. Elida Reci, Governance and Public Administration Officer, Public Service Innovation Branch, Division of Public Institutions and Digital Government, UNDESA
2:20 – 3:00 pm (Paris Time) **03:20-4:00 pm (Beirut Time)** **08:20-09:00 am (New York time)** **(40 mins)**	**Session One: Panel Discussion on Public Service Delivery** *This session will address the role of public service and public servants during the COVID-19 pandemic and beyond.* *The discussion will focus on the following questions:* 1. *What are the main challenges in facing covid-19 pandemic and ensuring continuity of public service delivery at the national and local level? Examples from sector specific responses might be useful i.e. health, education, social protection, etc.* 2. *How the agility of responses has affected the state-people relationship in these challenging times? What are the lessons learnt?* 3. *The challenges of crisis can serve as accelerators. What do you see as future demands in terms of governance/public service delivery at the local and central level? What are the main challenges and opportunities for building a better future?* *Moderator: Mr. John-Mary Kauzya,* *Chief, Public Service Innovation Branch,* *Division for Public Institutions and Digital Government,* *UNDESA* Speakers: 1. Representative[1], Ministry of Government Development and the Future, UAE 2. Mr. Mohamed Sefiani, Mayor of ChefChaouen city, Morocco *Interactive Discussions with participants[1]* *Ms. Roula Sylla, Policy Advisor, OECD*

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[1] To be confirmed

03: 00 – 03:40 pm (Paris Time)
 	
04:00 – 04:40 pm (Beirut Time)
 	
09:00 – 09:40 am (New York time)
 	
(40 mins)
	<u>Session Two: Panel Discussion on accelerating digital transformation</u>
	
	This session will address key challenges of digital transformation in the Arab region. It will look at the dimensions of strategy/vision, leadership and institutional frameworks, legal frameworks for change, implementation of policy and strategies as well as the innovation. The panel will also discuss perspectives and pathways of Arab countries in responding to the challenges of COVID-19 and building a better future.
	
	The discussion will focus on the following questions:
	
	1. *What are the challenges and opportunities of digital transformation in the Arab region?*
	2. *Are Arab countries ready to uptake digital transformation to a larger scale for a better future of governance?*
	3. *What has the response to COVID-19 shown us about the technology diffusion and uptake in building agility in government responses in the Arab countries?*
	
	Moderator: Ms. Nibal Idlebi,
	Chief of Innovation Section
	UN-ESCWA
	
	Speakers:
	  1. Ms. Ghada Labib, Deputy Minister, Ministry of Communications and Information Technology, Egypt
	
	  2. Mr. Hassen Harrabi, Advisor to the Minister, Ministry of Communication Technology and Digital Economy, Tunisia
	
	Interactive discussion with participants
	Ms. Roula Sylla, Policy Advisor, OECD

03: 40 – 04:20 pm (Paris Time) **04:40 – 05:20 pm (Beirut Time)** **09:40 – 10:20 am (New York time)** **(40 mins)**	**<u>Session Three: Panel Discussion on Open Innovation</u>** *This panel discussion will elaborate on different perspectives of civic movements, academia, business start-ups and youth in shifting from a whole of government approach to whole of society approach. It will aim to address the challenges of maintaining gains in open data, open government and open innovation during COVID-19 in the Arab region* *The discussion will focus on the following questions:* 1. *What are the challenges and opportunities of COVID-19 response pertaining to open innovation, open data, open government, etc by non-government stakeholder's perspective?* 2. *What are some of the gains and what are some of the setbacks in COVID-19 response by the perspective of civic movements, academia, start-ups and youth? What are the lessons learnt?*

	3. *How should we build better into the future? What should we keep and what should we drop while finding national and regional pathways into a better future?*
	
	Moderator: Mr. Nick Thijs
	Service Delivery and Public Administration Reform
	OECD/SIGMA
	
	Potential Speakers:
	
	    1. Ms. Lamia Moubayed,
	       President, the Institute of Finance Basil Fuleihan, (Lebanon)
	
	       Member of the UN Committee of Experts on Public Administration (CEPA)
	
	    2. Mr. Alessandro Bozzini
	       Policy Analyst, Open Government Unit (OECD)
	
	    3. Mr.Ahmed Darwish
	       TebFact, Telehealth, Palestine
	
	    4. Ms. Safa Fadhil Al-Qoch, Head of Exploration, Country Accelerator Lab, (UNDP)
	
	Interactive discussions with participants
	Ms. Zahr Bou Ghanem, Research Assistant, Innovation Section, UN-ESCWA

04:20 -04:30 pm (Paris Time)
05:20 – 05:30 pm (Beirut Time)
10:20 – 10:30 am (New York time)
 	
(10 mins)
	<u>Main findings and key takeaways</u>
	
	Ms. Bianca Brétéché,
	Head of Operations and Regional Manager EU Neighbourhood South OECD/SIGMA
	
	<u>Closing Remarks</u>
	
	    1. Ms. Bianca Breteche, Head of Operations and Regional Manager EU Neighbourhood South OECD/SIGMA
	    2. Mr. Youness Abouyoub, Chief of Governance and State-Building Section, UN-ESCWA
	    3. Mr. John-Mary Kauzya, Chief of Public Service Innovation Branch, Division for Public Institutions and Digital Government, UNDESA

The interactive discussions will build upon the elaborations of speakers and moderators, host Q&A and generate a discussion on the following three main questions:

1- <u>What do we need to leave behind?</u> What are the approaches that no longer fit with the world we are heading into? What are the structures and processes that have revealed to be inadequate, unsuited or inappropriate for the world emerging from this crisis? What did the crisis show was no longer appropriate and what has emerged from or been exacerbated by the crisis?
2- <u>What do we want to keep?</u> What are the values, approaches, structures, processes that reflect our values and needs? What should we keep as it is and what should we adopt/change?
3- <u>What should we do differently?</u> What could we do differently, given what has been revealed by the crisis? What should we change? What should we experiment with? What should we attempt now?