



ICT4All, Tunisia

Capacity Building Workshop on Innovation in the Public Sector

17 November 2015 at 10:00 am

Room "CARTHAGE 2" at "Le ROYAL -YASMINE Hammamet"

Summary

The workshop will focus on innovation in government service delivery and will take a special look at the integration of government services as an innovative approach that would enhance the effectiveness and efficiency of the public sector in the Arab region. Service delivery is one type of innovation in the public sector; others include service innovation, administrative or organizational innovation, conceptual innovation, policy innovation and systemic innovation. New developments such as open government and open data and the adoption thereof by the public sector also widen the possibilities of innovation in a country and encourage entrepreneurs to use the huge data available to create new services for social and economic development in the country and thus advance knowledge societies in the Arab region.

Preliminary Agenda

	<i>Expert</i>	<i>Org/Country</i>
10:00 - 11:30 First Session - Chaired by: Dr. Haidar Fraihat		
The integration of government service delivery: role of standards and interoperability	Dr. Nibal Idlebi	ESCWA
ITU initiatives to promote innovation in the public sector	Mr. Jaroslaw Ponder	ITU
Q & A		
11:30 - 11:45 Break		
11:45 - 13:00 Second Session - Chaired by: Dr. Nibal Idlebi		
Implementing reforms in public sector through Open Government Partnership (OGP) action plan	Dr. Khaled Sellami	Tunisia
Lessons of experience in public sector innovation	Mr. Mustapha Mezghani	Tunisia
Q & A		
Conclusions		