

## 2021 ACSH ANNUAL CONFERENCE

### PUBLIC SERVICE DEVELOPMENT AND COOPERATION

*Date: 27-29 October 2021 (Wednesday, Thursday, Friday)*

*Format: online and offline*

*All times are in Nur-Sultan time (GMT +6)*

### AGENDA

<b>Day 1 - 27 October 2021</b> Link: <a href="https://undp.zoom.us/j/88525434704?pwd=S3l3dDBwcDBKQ3JvR0FsNUw0dnh6QT09">https://undp.zoom.us/j/88525434704?pwd=S3l3dDBwcDBKQ3JvR0FsNUw0dnh6QT09</a> Meeting ID: 885 2543 4704 Passcode: 113355	
10:45 - 11:00	Registration for offline participation
11:00 - 11:30	<b><i>Opening Session</i></b> <ul style="list-style-type: none"><li>• Mr. Alikhan Baimenov, Chairman of the ACSH Steering Committee</li><li>• Ms. Anar Zhailganova, Chairperson of the Agency of the Republic of Kazakhstan for Civil Service Affairs</li><li>• Mr. Akan Rakhmetullin, Deputy Minister of Foreign Affairs of the Republic of Kazakhstan</li><li>• Mr. Yakup Beris, UNDP Resident Representative in Kazakhstan</li><li>• Ms. Elsa Pilichowski, Director for Public Governance, OECD</li><li>• Mr. Jean-François Marteau, World Bank Country Manager for Kazakhstan</li></ul>
11:30 - 12:20	<b><i>ACSH new projects and publications</i></b> <ul style="list-style-type: none"><li>• Presentation of the Regional Project on <i>"Capacity Building for Innovation in Governance and Digitalisation of Public Services"</i> (jointly with the Ministry of Interior and Safety and the National Information Society Agency of the Republic of Korea) Presenters:<ul style="list-style-type: none"><li>- Ms. Nami Kim, Assistant Director, Digital Government Cooperation Division, Ministry of the Interior and Safety of the Republic of Korea;</li><li>- Mr. Bakyt Zhexembay, Project Manager on Operations and Legal Affairs, ACSH</li></ul></li><li>• Launch of the <i>Public Service Innovations Accelerator Lab</i> (jointly with "Zerde" National Infocommunication Holding" JSC) Presenter: Ayazhan Mukanova, Director of International Cooperation Department, "Zerde" National Infocommunication Holding JSC</li><li>• Presentation of the study <i>"Public Sector Compensation Systems:</i></li></ul>

	<p><i>a Comparative Review”</i></p> <p>Presenter: Panos Liverakos, ACSH Knowledge Management Consultant</p> <ul style="list-style-type: none"> <li>Briefing on a new book <i>“Public Service Evolution in the 15 Post-Soviet Countries: Diversity in Transformation”</i></li> </ul> <p><b>Presenters:</b></p>
12:20 - 12:40	<b>ACSH Partnership Awards and Group Photo</b>
12:40 - 14:00	Break
14:00 - 17:00	<b>Professionals’ Insights and Reflections</b>
14:00 - 16:20	<p><i>Moderator: Mr. Alikhan Baimenov, Chairman of the ACSH Steering Committee</i></p> <ol style="list-style-type: none"> <li>H. E. Mr. Larbi Djacta, Under-Secretary-General of the United Nations, Chairman of the United Nations International Civil Service Commission</li> <li>Mr. Daniel Gerson, Project Manager, Public Employment and Management, OECD</li> <li>Ms. Maya Tskitishvili, Former Vice Prime Minister of Georgia, Reforms Lab LLC, Tbilisi, Georgia</li> <li>Mr. Drago Kos, Head of OECD Working Group on Bribery</li> <li>Mr. João Vasconcelos, Senior Governance Specialist, GovTech, World Bank</li> <li>Dr. Alex Brillantes, Secretary-General, Eastern Regional Organization for Public Administration</li> <li>Mr. Guido Bertucci, Executive Director, Governance Solutions International</li> <li>Dr. Kim Moloney, Chair of the Conference, Association for Middle Eastern Public Policy and Administration, Leading Scholar of Comparative Public Administration, College of Public Policy, Hamad Bin Khalifa University</li> </ol>
16:20 - 17:00	General Discussion followed by Q&As
<b>Day 2 - 28 October 2021</b> Link: <a href="https://undp.zoom.us/j/89846971107?pwd=SlBhVWVHQlF3L2R1ckt0MEdGRXVmdz09">https://undp.zoom.us/j/89846971107?pwd=SlBhVWVHQlF3L2R1ckt0MEdGRXVmdz09</a> Meeting ID: 898 4697 1107 Passcode: 113355	
10:30 - 13:30	<p>Joint Workshop with the United Nations Department of Economic and Social Affairs (UN DESA) and the Academy of Public Administration under the President of the Republic of Kazakhstan.</p> <p><b><i>“Shifts in Public Administration Reforms for Achieving the SDGs: Imperatives and Lessons from the Covid-19 Pandemic”</i></b></p> <p><i>Moderator: Ms. Aziza Umarova, CEO of SmartGov Consulting</i></p>

10:30 - 11:00	<p>Welcoming remarks</p> <ol style="list-style-type: none"> <li>1. Mr. Alikhan Baimenov, Chairman of the ACSH Steering Committee</li> <li>2. Mr. Juwang Zhu, Director of the Division for Public Institutions and Digital Government, UN DESA</li> <li>3. Mr. Yerlan Abil, Rector of Academy of Public Administration under the President of the Republic of Kazakhstan</li> </ol>
11:00 - 11:30	<p><b>Keynote</b> – Professor and Hon. Frank V. Zerunyan, University of Southern California, USA</p> <p><i>“Innovations Driving Local Resilience, Sustainability And Quality of Life”</i></p>
11:30 - 12:50	<ol style="list-style-type: none"> <li>1. Ms. Aigul Kosherbayeva, CEPA Member, Vice-Rector of the Academy of Public Administration under the President of the Republic of Kazakhstan <i>“Operationalizing the 11 Principles of Good Governance”</i></li> <li>2. Dr. Habib Zafarullah, Chair, South Asian Network for Public Administration <i>“The Relevance of Open Government in Attaining the SDGs: Imperatives of Governance Reform in the Post-Pandemic Scenario”</i></li> <li>3. Dr. John-Mary Kauzya, Chief of Public Service Innovation Branch, Division for Public Institutions and Digital Government, UN DESA <i>“Transformational Leadership for Resilience In Service Delivery During a Crisis”</i></li> <li>4. Ms. Zorka Kordic, Chief Negotiator for the EU Accession of Montenegro (Prime Minister’s Office, European Integration Office) Montenegro <i>“Coronavirus Impact on Service Delivery Continuity in the context of the European integration of Montenegro (European Union Perspective)”</i></li> <li>5. Ms. Aranzazu Guillan-Montero, Senior Governance and Public Administration Officer, Division for Public Institutions and Digital Government, UN DESA <i>“Oversight and Accountability During the Pandemic”</i></li> <li>6. Ms. Arpine Korekryan, Governance and Public Administration Officer, Digital Government Branch, Division for Public Institutions and Digital Government, UN DESA <i>“Leveraging the Digital Revolution to Sustain Delivery of Services In a Crisis”</i></li> <li>7. Ms. Bakytgul Khambar, Director of the SDGs Secretariat, Economic Research Institute, Kazakhstan <i>“Implementation of SDG Budgeting Principles to Improve the</i></li> </ol>

	<p><i>Efficiency of Public Institutions”</i></p> <p>8. Mr. Gary Manukyan, Senior Governance and Public Administration Officer, Public Service Innovation Branch, Division for Public Institutions and Digital Government, UN DESA</p> <p><i>“Reducing Inequality and Bridging Digital Divide Through Public Administration Education”</i></p>
12:50 - 13:20	General Discussion followed by Q&As
13:20 - 13:30	<p>Conclusions, Recommendations, and Ways Forward</p> <p>Moderator: Ms. Aziza Umarova, CEO of SmartGov Consulting</p> <p>Rapporteur: Ms. Zhanyl Bekmurzayeva, Head of International Partnership Office, Academy of Public Administration under the President of the Republic of Kazakhstan</p>
13:30 - 14:30	Break
14:30 - 16:30	<p>Joint panel with the Agency of the Republic of Kazakhstan for Civil Service Affairs and HR Association Qazaqstan</p> <p><b><i>“The Role of Internal Communications In Human Resource Management. Public Sector Branding. Challenges and Perspectives.”</i></b></p> <p><i>Co-Moderators:</i></p> <p><i>Ms. Gulmira Raissova, HR Association Qazaqstan</i></p> <p><i>Mr. Maxut Uteshev, Advisor to Chairman and Head of the Secretariat, ACSH</i></p>
14:30 - 16:00	<ol style="list-style-type: none"> <li>Ms. Nataliia Aliushyna, Head of the National Agency of Ukraine on Civil Service <i>“Branding in a State Body’s HR Strategy”</i></li> <li>Mr. Rinat Mukhametkaliyev, Head of Staff, The Agency of the Republic of Kazakhstan for Civil Service Affairs <i>«Perspectives of the Development of Human Resource Management in Civil Service»</i></li> <li>Ms. Laurence Mortier, Head of Communications Department, Belgian Federal Public Service Policy and Support (BOSA), Belgium <i>“The Joint Role of HR and Communication In Connecting Our Workforce”</i></li> <li>Mr. Ilkhom Kurbonov, Head of the Personnel Administration Department, the Civil Service Development Agency under the President of the Republic of Uzbekistan <i>“Transforming Public Service in Uzbekistan”</i></li> <li>Ms. Lyazzat Kozhakhmetova, Director of the Department of Human Resources Management of the NAC «Kazatomprom» JSC <i>“Main Principles of Internal Communications in Personnel Management in NAC Kazatomprom JSC”</i></li> <li>Mr. Yerbol Ismailov, CEO, Eurasian Center for People Management <i>“Evolution of Internal Communications In Social-Labor Issues”</i></li> </ol>

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### Day 3 - 29 October 2021

Link: <https://undp.zoom.us/j/84766036506?pwd=M0d6ajlXM1AzL0cyenVYbS9zdTNBdz09>

Meeting ID: 847 6603 6506

Passcode: 113355

14:00 - 16:00	Joint panel with the Agency of the Republic of Kazakhstan for Civil Service Affairs, Ministry of the Interior and Safety of the Republic of Korea and "Zerde" National Infocommunication Holding" JSC <b><i>"Digitalization in Public Service Delivery"</i></b>
14:00 - 15:30	<i>Moderator: Mr. Darkhan Zhazykbayev, Deputy Chairman of the Agency of the Republic of Kazakhstan for Civil Service Affairs</i> <i>Co-moderator: Bakyt Zhexembay, Project Manager, ACSH</i> <ol style="list-style-type: none"><li>1. Mr. Darkhan Zhazykbayev, Deputy Chairman of the Agency for Civil Service Affairs of the Republic of Kazakhstan <i>«Digitalization of Public Services as Part of the Transition to a Digital State»</i></li><li>2. Mr. Sungjoo Son, Director of Global e-Government Division, Ministry of the Interior and Safety of the Republic of Korea <i>"Digital Government of the Republic of Korea"</i></li><li>3. Mr. Arman Abdrassilov, Chairman of the Board, JSC "Zerde" National Infocommunication Holding <i>«Digital Transformation and Next Perspectives of Development»</i></li><li>4. Ms. Piret Saartee, Senior Expert on Smart Governance, e-Governance Academy, Estonia <i>"Estonian Case Study: Digital Government in Times of COVID-19 Pandemic"</i></li><li>5. Professor He Zhe, Department of Public Administration, China National Academy of Governance <i>"Digital Transformation of Public Services – China's Experiences"</i></li><li>6. Mr. Fariz Jafarov, Director of «E-Gov Development Center» Public Legal Entity of the Republic of Azerbaijan <i>"Digital Services in a Disrupted World"</i></li><li>7. OECD</li><li>8. Mr. Anir Chowdhury, Policy Advisor of the a2i Programme of the ICT Division and the Cabinet Division of the Government of Bangladesh supported by the UNDP <i>"Repurpose, Collaborate and Hack"</i></li></ol>
15:40 - 16:05	General Discussion followed by Q&As
16:05 - 16:20	Break
16:20 - 18:00	Joint Workshop with the South-South Network for Public Service Innovations (SSN4PSI) and UN Office for South-South Cooperation (UNOSSC)

<p>16:20 - 16:35</p>	<p><b><i>“Public Service Delivery in the Era of SDG”</i></b></p> <p>Opening remarks by:</p> <ol style="list-style-type: none"> <li>1. Mr. Maxut Uteshev, Advisor to Chairman and Head of the Secretariat, ACSH</li> <li>2. Ms. Xiaojun Grace Wang, UNOSSC Deputy Director for Programme and Operations</li> <li>3. UNDP South Africa</li> </ol>
<p>16:35 - 17:55</p>	<p><i>Co-Moderators:</i></p> <p><i>Mr. Anir Chowdhury, Policy Advisor, a2i – Innovate for All, Government of the People’s Republic of Bangladesh</i></p> <p><i>Presentations:</i></p> <ol style="list-style-type: none"> <li>1. Mr. Dauren Nuraliev, Managing Director of IT of State Corporation “Government for Citizens’ <i>“Measures Taken Towards Ensuring Access to Public Services for Population”</i></li> <li>2. Mr. Zurab Sanikidze, Chairman of Public Service Development Agency, Ministry of Justice of Georgia. <i>“Fostering E-Governance in Service Delivery”</i></li> <li>3. TBD</li> </ol> <p><i>Discussants:</i></p> <p>Mr. Yernar Zharkeshov, member of ACSH Advisory Board</p> <p>General Discussion and Q&amp;As</p>
<p>17:55 -18:00</p>	<p>Closing Remarks</p> <p>Mr. Denis Nkala, Regional Coordinator/representative, United Nations Office for South-South Cooperation (UNOSSC) for Asia and the Pacific</p>