

*Revised on 22/06/2020*

**ACSH e-panel session on “Digital Practices and Solutions to Respond to the COVID-19 Induced Challenges in Governance”  
within the framework of the IIAS e-Conference 2020  
24 June 2020**

**Background:** COVID-19 pandemic is one of the greatest challenges faced by governments around the world. It is a time the public sector plays a crucial role in responding, mitigating, and helping resolve the crisis. In this vein, the effectiveness of public administration is of primary importance.

Apparently, the pandemic has led a completely new reality, introduced drastic changes in public sector of many countries. The new reality is characterized by a change in targets and values, swift and effective government decision making, an emergency transition of business processes to a digital platform and agile planning.

Innovative approaches and mechanisms were developed by the governments while they have been working through telecommuting in order to reduce the spread of the virus. This is the first experience for many civil service systems that challenged the traditional bureaucratic form of organization. Now, the ultimate and digital solutions against the pandemic can be developed only through joint efforts and exchange of best practices for the well-being of the society.

The Astana Civil Service Hub (ACSH)<sup>1</sup>, following its mission and the abovementioned reasons, is organizing a panel session on “**Digital Practices and Solutions to Respond to the COVID-19 Induced Challenges in Governance**” within the 2020 e-Conference of the International Institute of Administrative Sciences<sup>2</sup> (IIAS).

The first online Conference of the IIAS will take place on June 23-26. The e-Conference will focus on Climate Action after the Crisis, Governance of the Pandemic, take stock of the SDG agenda, and be devoted to IIAS activities including new projects and publications, governance meetings, and anniversary celebrations.

**Objectives:** The online session aims to bring together practitioners of the ACSH’s P2P learning alliances<sup>3</sup> on e-Government to discuss innovative measures taken against the pandemic, impact of the public innovations and e-solutions to mitigate the spread of the virus. This e-panel session will enable the participants to learn innovative practices of Azerbaijan, Estonia, Kazakhstan, and OECD countries’ applied during the pandemic. It is designed to assist the decision makers to come together, explore faced challenges, learn from one-another and find innovative solutions for overcoming the Covid-19 related issues.

**Audience:** e-Conference participants, including practitioners, academia as well as e-Government development professionals from the ACSH participating countries, partnering professional associations and international institutions.

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<sup>1</sup> ACSH is a multilateral platform for continuous exchange of experience and knowledge in the field public administration and public service delivery among its 42 participating countries and more than 70 institutional partners from different parts of the world.

<sup>2</sup> IIAS is an international non-profit organization with scientific purposes. IIAS is a federation of member states, national sections and academic research centres jointly elaborating public administration solutions to the policy challenges of the day. It has been established in 1930 and is headquartered in Brussels, Belgium.

<sup>3</sup> Since 2015 ACSH is a member of the Effective Institutions Platform (EIP), an alliance of over 60 countries and organisations with secretariat hosted by the OECD, and has been actively applying the EIP guidelines and methodology of “peer-to-peer learning”. According to this methodology, the Hub launched three alliances of practitioners in the field of Public Services Delivery, e-Government Development, Transformation and Innovation in Governance. The alliances include nine ACSH’s participating countries (Azerbaijan, Armenia, Georgia, Kazakhstan, Kyrgyzstan, Uzbekistan, Tajikistan, Ukraine, Estonia) and three international organizations (OECD, UNDP Oslo Governance Centre, Asian Association for Public Administration).

**Date: 24 June 2020**

Time: 10:20-11:50 am, Brussels time (Nur-Sultan 14:20-15:50) -1,5h

**Moderator: Mr. Sofiane Sahraoui**, Director General of the International Institute of Administrative Sciences, Belgium

<b>Time by Nur-Sultan, KZ</b>	
14:05-14:20 (15 min)	<b>Registration, checking devices</b>
14:20-14:30 (10 min)	<b>Welcoming remarks</b> <ul style="list-style-type: none"><li>• <b>Mr. Sofiane Sahraoui</b>, Director General of the International Institute of Administrative Sciences, Belgium</li><li>• <b>Mr. Alikhan Baimenov</b>, Chairman of the Steering Committee of the Astana Civil Service Hub</li></ul>
<b>Speakers and Topics</b>	
14:30-14:43 (10-13 min)	<b>Experience of Azerbaijan in e-Governance</b> <ul style="list-style-type: none"><li>• <b>Mr. Fariz Jafarov</b>, Director of E-Gov Development Center, Azerbaijan</li></ul>
14:43-14:56 (10-13 min)	<b>Experience of Estonia: How Digital Kept Country Going During COVID-19 Crisis</b> <ul style="list-style-type: none"><li>• <b>Mr. Hannes Astok</b>, Deputy Director for Strategy and Development, the e-Governance Academy, Estonia</li></ul>
14:56-15:09 (10-13 min)	<b>Israel and COVID-19</b> <ul style="list-style-type: none"><li>• <b>Mr. Benny Shlick</b>, Founder and Managing Direct at Innovation Without Borders, Israel</li></ul>
15:09-15:22 (10-13 min)	<b>Digital Respond to COVID-19: Experience of Kazakhstan</b> <ul style="list-style-type: none"><li>• <b>Ms. Ayazhan Mukanova</b>, Head, International Cooperation Department, “Zerde” National Infocommunication Holding” JSC, Kazakhstan</li></ul>
15:22-15:35 (10-13 min)	<b>Tackling COVID-19 – Why Digital Government Matters</b> <ul style="list-style-type: none"><li>• <b>Mr. João Vasconcelos</b>, Policy Analyst, Digital Government and Open Data of the Reform, Public Sector Division, OECD Directorate for Public Governance</li></ul>
15:35-15:50 (15 min)	Q&A, wrap-up

**Join Zoom Meeting Link:**

<https://undp.zoom.us/j/95802203117?pwd=K1I4dmZPRElscDI9CNWw2TmZDQUV6dz09>

**Meeting ID:** 958 0220 3117

**Password:** 106085