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The Online Conference
“Current Civil Service Reforms: Challenges and Prospects”

jointly organized by the Astana Civil Service Hub, State Examination Center of the Republic of Azerbaijan

September 14, 2021

Background. The outbreak of the global COVID-19 pandemic has changed the world – the way people think, act, and consider to be priorities in addition to the health implications and loss of life. For public administration, understanding what these new priorities are is crucial to better serve the people. Since the COVID-19 pandemic started, there were challenges in the implementation of planned reforms in public administration within the region too. In a show of courageous response, in many countries, civil servants have been quick to adapt and re-adjust the way in which services are delivered so as to minimize the negative impact of the pandemic on individuals and society.

In this context, sharing experiences, good practices, and lessons learned given the current challenges is important for the countries of the region and beyond. For this reason, the Astana Civil Service Hub ([ACSH](#)) and the State Examination Center of the Republic of Azerbaijan ([SEC](#)) plan to invite representatives of the academic community and public administration practitioners to participate in an online event in order to discuss aspects of good practices nailed during the COVID-19 pandemic from both an academic and a practical point of view.

The Conference is aimed at the provision of a comprehensive overview and analysis of current reforms and trends in the field of civil service in the ACSH participating countries, as well as best practices that are important to build an effective and sustainable public administration system.

Participants: representatives of authorized bodies of Hub participating countries and other countries, professional organizations and associations, academies, universities and institutes, as well as international organizations.

The main **expected outcomes** of the event are:

- To exchange experience, best practices, and lessons learned that would serve to guide practitioners in the field of effective public administration.
- To exchange experience in the implementation of civil service reforms aimed at finding common solutions with restricted opportunities.
- To highlight key areas that could be the focus of future public administration reforms.
- To identify the most pressing challenges and key problems in public administration.
- To develop partnerships in order to generate knowledge on the issues at hand that may be beneficial to all.

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PRELIMINARY CONFERENCE AGENDA

Date: 14 September 2021

Time: 16:00 (Nur-Sultan time) / 14.00 (Baku time)

Join ZOOM Meeting link: <https://undp.zoom.us/j/87363538260?pwd=U0F2bkNycUtZWEJWeFVSK3hhZSswdz09>

ID: 873 6353 8260

Password: 112233

Working languages: English, Russian, Kazakh, and Azerbaijan languages with simultaneous interpretation.

Moderator: Mr. Maxut Uteshev, Advisor, Astana Civil Service Hub

16:00 – 16:10 (NS time)	Opening remarks
	<ul style="list-style-type: none"> ▪ Mr. Alikhan Baimenov, Chairman of the Steering Committee of the Astana Civil Service Hub ▪ Mr. Bahram Khalilov, Deputy Chairperson, the State Examination Center of the Republic of Azerbaijan
16.10–16.25	Ms. Anar Zhailganova , Chairman, Agency of the Republic of Kazakhstan for Civil Service Affairs
16.25–16.40	Ms. Catherine Kardava , Director, Civil Service Bureau of Georgia <i>“Ongoing Civil Service Reform in Georgia: Challenges and Prospects”</i>
16.40–16.55	Ms. Nataliia Aliushyna , Head, National Agency of Ukraine on Civil Service <i>“Civil Servants` Performance Appraisal in Ukraine: from KPIs to results”</i>
16.55–17.10	Mr. Vugar Asgarov , Head of the Civil Service Department, State Examination Center of the Republic of Azerbaijan <i>“The Civil Service Strategy and Institutional Reforms”</i>
17.10–17.25	Mr. Almazbek Akmatalliev , Rector, Academy of Public Administration under the President of Kyrgyz Republic
17.25–17.40	Mr. Vali Huseyn , Head of the Strategic Development Department, State Examination Center of the Republic of Azerbaijan <i>“Project on the Validation of the Competency Model”</i>
17.40–17.55	Mr. Jahi Jahija , Professor, University of Tetova, Former State Secretary of Ministry of Information Society and Administration, North Macedonia
17:55–18:30	Discussion and Q&A. Wrap-up

*The order of speakers is subject to change