



Ministry of Personnel  
Management



ASSOCIATION  
QAZAQSTAN



The 3<sup>rd</sup> International Online Conference

**“DIGITAL INNOVATION IN CIVIL SERVICE MANAGEMENT:  
GLOBAL TRENDS AND BEST PRACTICES”**

29 June 2022

*jointly organised by the Astana Civil Service Hub, the Ministry of Personnel Management of the Republic of Korea, the Agency of the Republic of Kazakhstan for Civil Service Affairs, and the HR Association Qazaqstan*

**CONCEPT NOTE**

**Background:**

The Covid-19 pandemic has become a catalyst for sudden and rapid changes in the world, which required all relevant actors, including civil servants, to adapt to the new conditions and behavioural changes. Facing a number of global, regional, and local challenges, civil servants nowadays in particular need to respond to more complex and diversified public requests. Such new realities and awareness change have consequently led to the realisation of the importance of digital innovation development as a means of achieving an agile and efficient way of working.

Based on its mission, the Astana Civil Service Hub, as a platform for exchange of experience, knowledge and best practices, plans to organise an on-line conference together with the Agency of the Republic of Kazakhstan for Civil Service Affairs, the Ministry of Personnel Management of the Republic of Korea, and the HR Association Qazaqstan aimed at exploring the application of digital innovation practices and appropriate solutions in order to achieve the efficiency of the civil service management system.

**Objective:**

To raise awareness of global trends and good practices in the area of digital management development in the Civil Service by sharing best practices of the Hub’s participating countries, and to explore potential opportunities in transforming shared ideas into tailored policies that are innovative, efficient, and meet the demand induced by digitalisation and innovation trends of each government experiencing.

**Participants:**

Representatives of authorised bodies of the Hub’s participating countries and other countries, of professional organisations and associations, academies, universities and research institutes, as well as international organisations