

ASEAN International Conference 2016

Digital Transformation in Government and the Public Sector



And

Southeast Asian Government at a Glance Initiative



ASEAN International Conference 2016

Digital Transformation in Government and the Public Sector

14th and 15th September 2016
Bangkok, Thailand



Objectives:

- Continue the ongoing governance dialogue between member states as specified in 'ASEAN Community (Post 2015)'
- Encourage a culture of good governance and mainstream the principles into the policies and practices of the ASEAN Community
- Discuss and share past experiences, policy implications, and best practices undertaken by international organisations and Southeast Asia governments for future reforms
- Align the ASEAN Governance Network with strategic research networks among governments, public institutions and researchers in international organisations and Southeast Asia
- Design an applicable work plan and roadmap, in a mutually productive climate of good governance, for the ASEAN Community's post-2015 vision

Reference documents:

ASEAN Community Vision 2025: Forging Ahead Together



Draft Agenda

Wednesday, 14th September 2016

= Swissôtel, Nai Lert Park =

== Conference to be held in English ==

08:00 *Registration*

08:45 *Welcoming Addresses*

- Mr. **Chukiert Ratanachaichan**, Secretary-General, Office of the Public Sector Development Commission(OPDC), Thailand
- Mr. **Wolfgang Kubitzki**, Principal Social Sector Specialist, Thailand Resident Mission, Asian Development Bank
- Mr. **Edwin Lau**, Head, Reform of the Public Sector, Organisation for Economic Co-operation and Development

9:15 *The Changing Context for the Civil Service: Fiscal Pressures and Citizen Expectations*

Speakers:

- Mr. Warren Turner, Senior Public Management Specialist, Asian Development Bank
Topic: Fiscal overview of South-East Asia
- Mr. Edwin Lau, Manager , Reform of the Public Sector, OECD
Topic: New developments in civil service reform in OECD countries
- Mr. Robert Boothe, Public Sector Analyst, World Bank
Topic: Connected Governments: Public Service Delivery in the Digital Era

10:15 *Coffee Break*

10:45 *Evidence-Based Decision-Making: Comparative Reform Practices in ASEAN Countries*

Topic: Public sector reforms seldom happen in a vacuum. While they respond to the special circumstances that a country finds itself in – including economic downturns, societal challenges, or the election of a new government – they are also informed by the experiences of other countries. How can we better gather evidence on what works to inform mutual learning? This session will discuss how countries use comparative evidence when designing their public sector reforms and what comparative information and data would better support their efforts.

Moderator: Prof. Kongkiti Phusavat, Associate Professor. Department of Industrial Engineering. Faculty of Engineering, Kasetsart University.

Speakers:

- Mr Mustafa Bin Abdullah, Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Malaysia
- Dr. Sak Segkhoonthod, Ph.D. President & CEO Electronic Government Agency (EGA: Public Organization), Thailand

11.45 Lunch

13.10 Video Presentation “Digital Future to 2050”

13:30 Opening Remark and Keynote Session by H.E. Dr. Wissanu Krea-Ngam, Deputy Prime Minister, Thailand

“The Next Revolution and the New Direction for Government”

14.00 Photo session

14:30 Open and Transparent Government through ICT Use

Topic: New technologies are a means to promote openness and transparency in the public sector when used purposefully by governments to improve governance. How can digital tools be used to build trust in public institutions through the creation of more open and inclusive relations between governments and their constituents? This session will look at examples of how certain governments of Southeast Asia have improved performance by using ICTs for greater transparency, social accountability, and citizen participation.

Moderator: Mr. Robert Boothe, Public Sector Analyst, World Bank

Speakers :

- Dr. Panachit Kittipanya-ngam, Ph.D. Vice President of Innovation Department Electronic Government Agency (EGA: Public Organization), Thailand
Topic: Freedom of Information and digital government
- Ms. Myrna Chua, Assistant Secretary, Department of Budget and Management, the Philippines
Topic: Budget Transparency and the use of ICT
- Indonesia / Cambodia (*tbc*) → Waiting

15:30 Coffee Break

16:00 Digital Government as a Platform for Cross-Cutting Service Delivery

Topic: As societies become increasingly connected, digital government can help governments deliver more tailored, accessible and cost effective services. To achieve this, however, governments must pay greater attention to user needs and preferences, drawing

on ever-growing data from social media, administrative data, usage patterns and citizen consultation. This session will look at examples of how to create smarter approaches to digital service delivery that ensure an integrated and user-friendly experience that responds to the growing expectations of service users rather than bureaucratic boundaries.

Moderator: *Dr. Asis Anyapho the Director from Electronic Government Agency (EGA) (tbc)*

Speakers :

- Mr. Seok Yong Yoon, Senior Public Management Specialist (e-Governance), Asian Development Bank
Topic: Integrated Approach to Digital Government
- Mr. Low Xin Wei, Director, Strategic Planning and Research, Public Service Division, Prime Minister's Office, Singapore
Topic: Data-driven digital service delivery: Smart Nation Vision

17:00 *Civil Service Capacity, including for ICT Project*

Topic: The rapid digitalisation of societies and economies requires governments around the world to develop and retain new skillsets. As digital projects and initiatives become increasingly complex and sophisticated, civil servants will need new knowledge and skills about technology options and managing ICT projects. The accompanying networked ways of working also require so-called 'soft skills' such as relationship management, innovation, teamwork, and citizen consultation. This session will discuss how governments can ensure the capabilities for the digital transformation of government by developing, attracting and retaining the skillsets they need in the digital era.

Moderator: Taroy Ettesa Corazon, Director, Civil Service Commission, Philippines

Speakers :

- Dr. Piyawat Sivaraks, Deputy Secretary General of the Office of Public Service Commission (OCSC), Thailand
Topic: Necessary skills/competencies for digital services
- Adi J. Mustafa, Deputy Secretary, Ministry of Administrative and Bureaucratic Reform (MENPAN), Indonesia
Topic: ICT for selecting and recruiting new civil servants
- Mrs. Ha Nguyen Thu (Deputy Director of Information and Library and Mrs. Thoi Tran Thi (Deputy Division of Studies on Remuneration, Public Policies and Regime), Vietnam
Topic: Training and skills development for a digital government

18:00 *Concluding remarks*

18:15 *Welcome Dinner*

Thursday, 15th September 2016

= Swissôtel, Nai Lert Park =

== Conference to be held in English ==

08:00 *Registration*

09:00 *Key Theme: The Road Ahead of Digital Government: Faster, Easier, Cheaper*

Topic: At present, the global trend in digital government has been a key priority throughout ASEAN. Thus, digital government becomes one of the important policies for the Thai government in order to meet citizen expectations. This presentation provides details about government policies and plans that pave the way for building e-government and digital environment. Moreover, the government launches many projects, including Licensing Facilitation Act, BizPortal, and Any ID, to improve government services to make them faster, easier and cheaper.

Following a presentation by Thailand, participants are invited to share their own experiences and initiatives in designing and implementing digital government reforms.

Moderator: Prof. Kongkiti Phusavat, Associate Professor. Department of Industrial Engineering. Faculty of Engineering, Kasetsart University.

ASEAN Governance Network (AGN): A Discussion of Business Easing

By:

a. Indonesia

b. Laos

c. Malaysia

d. Singapore

f. Thailand by ODPC (Mr. Natta Bhachaiyud) and Land Department (tbc)

12:00 *Lunch*

Note: coffee break will be served at the meeting room

Southeast Asian Government at a Glance Initiative

Steering Committee Meeting and Workshops

15th and 16th September 2016
Bangkok, Thailand



Objectives:

- Discuss the need for better measures to support public sector productivity in Southeast Asia
- Present the OECD-ADB Southeast Asian G@G project and its main objectives
- Find an agreement among Steering Group members on the full set of topics covered and timeline for this first edition
- Provide an opportunity for survey respondents from each country to discuss some of the OECD survey instruments in the areas of digital government, strategic human resource management, open data and open government.

Reference documents:

Draft Concept Paper for Southeast Asian Government at a Glance (SEA G@G) (Attendant Document: x.x.x).



Draft Agenda

Thursday, 15th September 2016

= Swissôtel, Nai Lert Park ==

== Meeting and workshops to be held in English ==

14:00 *Registration*

14:30 *Introduction to SE Asian Government at a Glance: Context and Objectives*

- Edwin Lau, Head, Reform of the Public Sector Division, Public Governance and Territorial Development Directorate, OECD
- Warren Turner, Senior Public Management Specialist, Governance Thematic Group, Asian Development Bank (ADB)
- Tour de table : Introduction of participants

15:15 *How can comparative evidence help support public sector productivity and governance reforms in ASEAN countries?*

Topic: Governments are trying to improve public sector productivity to strengthen public services in the face of financial pressures and citizen demands. However the public sector faces a double challenge: the measurement of productivity is not as straightforward as it is for the private sector, and there is a lack of evidence on the drivers of productivity – the public management practices and their impact on productivity. The OECD is starting work on public sector productivity. How can ASEAN countries set an agenda – for example through the SEA G@G – to standardise and compare data to better inform their own reform agendas?

- An OECD perspective on measuring public sector productivity : Zsuzsanna Lonti
- Country initiatives to measure and improve public sector productivity: Mrs. Rauzah Zainal Abidin (Director from Malaysia Productivity Corporation (MPC))

16:00 *Coffee Break*

16:30 *SEA G@G Concept Paper and Discussion*

Topic: The second part of the Steering Group meeting will provide an opportunity for participants to discuss the content and process towards the production of the SEA G@G. At the end of the session, key decisions are expected to be taken to guide the SEA G@G initiative based on a principle of consensus.

- The SEA G@G concept paper and key decision points
 - Warren Turner, ADB
 - Edwin Lau, OECD
- **Roundtable discussion: Participants are invited to provide general comments on the concept paper and SEA G@G initiative.**
- Key questions for discussion:
 - Which topics/areas to prioritise for indicator development?
 - How can we ensure effective coordination during the SEA G@G process?
 - How to ensure effective dissemination of the results and impact in the region?

17:30 **Wrap up session and next steps**

- Edwin Lau, OECD
- Warren Turner, ADB

18:00 **Dinner**

Draft Agenda

Friday 16th September 2016

= *Swissôtel, Nai Lert Park* ==

== *Meeting and workshops to be held in English* ==

The purpose of the workshops is to go through the OECD questionnaires, answer participant questions and discuss common definitions and standards. Participants will receive the draft questionnaires in advance and should come prepared with questions for discussion. The OECD will also explain the questionnaire logistics and the data validation and review process.

08:00 *Registration*

09:00-10:30 *Technical Data Collection Workshops: **Open Government and Open Data***

Lead by: Edwin Lau and Guillaume Lafortune (OECD)

10:30-11:00 *Coffee*

11:00-12:00 *Technical Data Collection Workshops: **Open Government and Open Data (continued)***

12:00-13:00 *Lunch*

13:00-15:00 *Technical Data Collection Workshops: **Digital Government***

Lead by: Edwin Lau and Rodrigo Mejia Ricart (OECD)

15:00-15:30 *Coffee*

15:30-17:30 *Technical Data Collection Workshops: **Strategic Human Resource Management***

Lead by Daniel Gerson and Zsuzsanna Lonti (OECD)

17:30 *Mr. Edwin Lau, OECD: Wrap up session and Closing remarks*
