



# Government Beyond Recovery: Towards a future-fit public sector

Virtual Conference: 18-19 October 2021

## Day One – 18 October 2021

### GLOBAL LAUNCH

#### 9:30 - 11:00 [OPENING REMARKS] **Building innovative and inclusive governments**

The COVID-19 recovery presents an opportunity for governments to refresh their approach to public governance by building back better. Public sector innovation has been central to maintaining the continuity of government services during the pandemic. Meanwhile, the crisis has also magnified the importance of inclusive governance practices for building trust, and leaving nobody left behind. This panel will reflect on how innovation and inclusion can stand as pillars for governance as governments seek to shape and steer recovery efforts.

#### **SPEAKERS:**

**Petra Majdič**, Olympic Medalist

**Mr. Janez Janša**, Prime Minister of Slovenia

**Mathias Cormann**, Secretary General, Organisation for Economic Cooperation and Development

**Marco Ongaro**, Director General, European Institute of Public Administration

Moderator: **Igor E. Bergant**, Slovenian Journalist

### BLOCK 1: ANTICIPATING THE FUTURE

#### 11:00 - 12:30 [PANEL] **Building national governance capacities to work towards desirable futures**

Governments worldwide are increasingly using strategic foresight and anticipatory innovation governance to get ahead of disruptions, build resilience, and design policies that are fit for the future. Irreducible uncertainty and complexity highlight the limitations of traditional forecast-based planning. This session will demonstrate how governments are embracing novel future-oriented governance approaches in practice to better integrate the future in policy planning and address to global challenges.

#### **SPEAKERS:**

**Boštjan Koritnik**, Minister of Public Administration, Slovenia

**María Elena Agüero**, Secretary General, Club de Madrid

**Cécile Wendling**, Group Head of Security Strategy, Threat Anticipation and Research, AXA

**Jean-Eric Paquet**, DG Research and Innovation, European Commission

Moderator: **Janos Bertok**, Deputy Director, Public Governance Directorate, OECD



12:30   
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13:30 **LUNCH BREAK**

## BLOCK 2: INNOVATION IN PRACTICE

13:30 [PANEL] **Public sector skills for the future**

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15:00

In a rapidly changing, globalised world, the need for a constantly adapting set of skills has emerged. Equipping public sector organizations with the vision and flexibility to adapt to changing circumstances is key. Developing effective talent management strategies can help manage the loss of institutional memory while bringing in and retaining new skills and competencies. This implies a shift from passive management to proactive engagement of leadership and staff and the need for new competency and organization models.

### **SPEAKERS:**

**Peter Pogačar**, Director General of the Public Sector Directorate, Ministry of Public Administration, Slovenia

**Fabiana Scapolo**, Head of Competence Centre - Foresight, European Commission

**Cheryl Chung**, Programme Director, Executive Education Singapore Futures, Lee Kuan Yew School of Public Policy, Singapore

**Katarina Primožič Ramoveš**, Head of HR at NIL d.o.o., Slovenia

Moderator: **Daniel Gerson**, Senior Policy Analyst, OECD Public Management and Budgeting Division

13:30 [PANEL] **Anticipation to bold missions: Shaping the future through missions and anticipation**

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15:00

With challenges like climate change, cancer and pandemics, and ambitious goals like sustainable transport and clean oceans, short-term, single stakeholder approaches are no longer sufficient. Mission-oriented innovation has become one of the most significant vehicles for tackling complex challenges. How do you avoid lock-in when setting and designing missions that are adaptive and open to experimentation? How do futures and foresight methodologies fit into missions and is it possible to future-proof a mission? This session discusses the role of the state in shaping missions by convening and coordinating actors around wicked issues that require long-term, future-oriented governance.

### **SPEAKERS:**

**Neville Reeve**, Head of Sector for Missions, European Commission

**Anne-Marie Levy Rasmussen**, CEO, Innovation Fund Denmark

**Philippe Larrue**, Policy Analyst on Mission-Oriented Innovation Policy, Science and Technology Policy Division

**Kristin Karlsrud Hauge**, Senior Advisor, Norwegian Digitalisation Agency

**Cat Tully**, Founder, School of International Futures

Moderator: **Dr. Piret Tõnurist**, Innovation Lead, OECD Observatory of Public Sector Innovation



15:00-  
15:15  **BREAK**

### BLOCK 3: MANAGING INNOVATION

15:15  
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16:30 **[PANEL] Managing innovation in the public sector: From ecosystems & portfolios to action**

How can governments support innovative efforts and approaches where they are most needed? Innovation portfolio management is becoming a core practice for intentional and proactive public sector innovation. Public sectors are seeking to steward innovation portfolios among an ecosystem of actors, including emerging strategies for catalysing and sustaining collective system change. This session will explore how innovation portfolio practices help build clarity of purpose for innovation, oversight of the intersection between innovation support activities, prompt ideas for change, and signal deficiencies and gaps.

#### **SPEAKERS:**

**Giulio Quaggiotto**, Head of Strategic Innovation, UNDP

**Kirsten Dunlop**, Chief Executive Officer, EIT ClimateKIC

**Alessandro Rancati**, Design for Policy, New European Bauhaus

Moderator: **Angela Hanson**, Innovation Specialist, OECD Observatory of Public Sector Innovation

### BLOCK 4: DEMOCRATIC INNOVATION AND BUILDING TRUST IN GOVERNMENT

16:30  
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17:45 **[PANEL] Changing the relationship between government and citizens though democratic innovation**

People's expectations about participation in public decision making have changed. Citizens are less trusting of government, but are also more engaged on issues that affect them and their communities. They expect to be involved in a wide range of ways that allow them to meaningfully contribute to decisions that impact them. Democratic innovations - institutions that deepen people's participation in political decision making processes - have been shifting power towards citizens, allowing them to inform and shape how policies and services are designed. This session will explore examples of democratic innovations being designed and implemented in a way for citizen participation to be productive, and the effect this has on improving public decision making and strengthening society's democratic fitness.

#### **SPEAKERS:**

**Jon Alexander**, Co-founder and Director, The New Citizenship Project

**Pepijn Kennis**, Member, Brussels Parliament for Citizen's Movement

**Zakia Elvang**, Democracy Advisor and Entrepreneur, We Do Democracy

**Gaëtane Ricard-Nihoul**, Member, Common Secretariat of the Conference on the Future of Europe

**Prof. Dan Podjed**, Executive Advisor, EASA Applied Anthropology Network

Moderator: **Alessandro Bellantoni**, Head, OECD Open Government Team



## Day Two – 19 October 2021

### BLOCK 5: CO-CREATION AND COLLABORATION FOR BETTER GOVERNANCE

#### 9:00 [PANEL] **Building inclusive societies: The importance of co-creation**

10:15 This panel will identify existing practices, new ways and levels of co-creating (informing, co-design, co-construction, co-experience) with stakeholders in the public sector. The session will explore successes, lessons learned, best practices and opportunities for co-creation. The panel will also ask the questions:

- Under what circumstances do traditional methods (ex. coordinated centrally by the state) vs new approaches (ex. decentralized coordinated through public-private partnership) work best?
- What does it take to transform the hierarchical approaches prevalent in the public sector in order to find optimal solutions and results and include stakeholders in policy development?

The panel/workshop will explore potential opportunities and showcase examples to reflect on what is important when leveraging co-creation to deal with complex societal challenges.

**Sanja Vrbek**, Researcher, Faculty of Public Administration, University of Ljubljana

**Matija Kodra**, Project Manager, Inovativen.si, Slovenian Ministry of Public Administration

**Indy Johar**, Founding Director, Dark Matters Labs

**Ian Andersen**, Independent Consultant, Formerly European Commission

Moderator: **Marjeta Novak**, President, International Association of Facilitators (Slovenia)

#### 9:00 [PANEL] **Behavioural transformations for a more sustainable world: behavioural science to support green public governance**

10:15

How can governments better understand and change the behaviours that contribute to the climate emergency? How can behavioural science help policymakers design more effective policy responses? This session will explore how behavioural science can support green public governance by providing tools to encourage the adoption of sustainable behaviours and by helping take into account how people are likely to respond to green reforms.

##### **SPEAKERS:**

**Dr. Hannah Julienne**, Programme Executive, Behavioural Economics Unit, Sustainable Energy Authority of Ireland

**Prof. Lucia Reisch**, Professor for Behavioural Economics and Public Policy, University of Cambridge

**Prof. Liam Smith**, Director, BehaviourWorks Australia

Moderator: **Chiara Varazzani**, Lead Behavioural Scientist, OECD Observatory of Public Sector Innovation



## BLOCK 6: CO-CREATION AS A DRIVER OF TRUST

### 10:15 [PANEL] **Inclusive services: Building trust in public institutions**

11:30

The COVID-19 pandemic highlighted the importance of public trust for the effectiveness of public policies. Existing services and policy instruments were quickly adapted, meeting the expectation of citizens to keep them safe during the crisis. However, a key risk during crises and phases of recovery arises if citizens feel alienated, excluded or left behind. This can happen if public services do not reach all segments of the population according to their needs, at the time of policy design as well as delivery. OECD evidence, based on the population survey on drivers of trust in government, shows that responsiveness and reliability of public services are two main determinants of people's trust in public institutions, alongside with perception of fairness in the process and outcomes, government integrity and openness. This session will analyse the importance of inclusive policymaking tools and processes (e.g. co-creation) to build trust, not only across groups of people and places but also different public institutions themselves.

#### **SPEAKERS:**

**Dr. Mónica Ferrín Pereira**, Lecturer and Researcher, University of A Coruña

**Margarita Gomez**, Executive Director of the People in Government Lab, Blavatnik School of Government, University of Oxford

**Inita Paulovica**, Deputy Director of Public Administration Policy, State Chancellery of Latvia

Moderator: **David Nguyen**, Economist, Governance Indicators and Performance Evaluation, OECD

### 10:15 [PANEL] **Accounting for Innovation in CAF**

11:30

One of the eight principles of excellence of the Common Assessment framework is continuous improvement and innovation. Self-assessment of a public organisation supports the diagnosis of needed actions for innovation based in a co-creation model.

This session will explore how public sector organizations are using the Common Assessment Framework to innovate, co-create among their employees, and build trust with the citizens through the services delivered. We will be presenting different experiences coming from all levels of government to show how CAF will leverage the public sector efforts to promote innovation.

#### **SPEAKERS:**

**Gracia Vara Arribas**, Head of the European CAF Resource Centre, EIPA

**Eva Sejrek Tunke**, Member of Executive Group for Organisation and Security, Vienna City Administration

**Agnieszka Górecka**, Head of the Quality Management Section in Organization and Control, Department of Krakow City Office

**Ksenja Hauptman**, Secretary, Ministry of Education, Science and Sport, Slovenia

**Sara Fyson**, Acting Head of Sustainable Development and Policy Coherence, OECD

Moderator: **Barbara Zupanc**, Secretary, CAF Implementation Office, Ministry of Public Administration, Slovenia



11:30  
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11:45



**BREAK**

## BLOCK 7: EXPERIMENTING TOWARDS A BETTER FUTURE

11:45  
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13:15

### [KEYNOTE PANEL] **Building agile regulations for an uncertain future**

The COVID-19 pandemic has forced governments to rethink how they regulate. As governments rebuild afresh, they must ensure that the innovation that will power economic growth and solve the world's most pressing social and environmental challenges is not held back by regulations designed for the past. A more agile approach to the regulatory governance of innovation is needed. One that supports renewed economic growth, inclusive development and resilience to future shocks. This panel discussion will bring different perspectives to reflect on how to undertake this paradigm shift in rule making.

#### **SPEAKERS:**

**Diana Paredes**, CEO and Co-founder, Suade Labs

**Stephan Naundorf**, RPC chair, Counsellor of Minister of State Hendrik Hoppenstedt and Representative of the Better Regulation Office, OECD Recommendation on Agile Regulation to Harness Innovation

**Mr. Michael Wimmer**, Director for Strategy, Better Regulation & Corporate Governance in the Secretariat-General

**Tatiana Juel**, Consultant, Danish Business Authority

**Florina Pop**, Data Protection Expert, European Institute of Public Administration

Moderator: **Nick Malyshev**, Head of Regulatory Policy Division, OECD

## BLOCK 8: CROSS-BORDER COLLABORATION AND NEW PERSPECTIVES

13:00  
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14:15

### [PANEL] **Innovation through Cross-Border Collaboration: Achieving Global Public Goods**

The ongoing Covid-19 pandemic has highlighted the importance of collaboration across borders at all levels of governance, as governments respond to shared challenges characterised by greater interconnectedness and complexity. In this session, OPSI and the UAE's Mohammed Bin Rashid Centre for Government Innovation (MBRCGI) will present their findings on the nature of the challenges for innovating across borders, as well as welcome practitioners from around the world who have come up with innovative solutions to these challenges.

Speakers:

**Jeffrey Schlagenhauf**, Deputy Secretary General, OECD

**Luke Wilson**, Cross-Border Commissioner, Government of Victoria, Australia

**Noora BinKalban**, Project Manager, Mohammed Bin Rashid Centre for Government Innovation (MBRCGI), United Arab Emirates



**Marianna Karttunen**, Acting Head of Unit, International Regulatory Co-operation, OECD  
**Professor Alex Stubb**, Director and Professor of the School of Transnational Governance, European University Institute

**Jamie Berryhill**, Public Sector Innovation Specialist, OPSI, OECD

**Åsa Ågren Wikström**, Vice President Kvarken Council EGTC, Vice President Regional Development Board County of Västerbotten

Moderator: **Marco Daglio**, Head, OECD Observatory of Public Sector Innovation

13:00  
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14:30

## WORKSHOP – [CLOSED TO THE PUBLIC]

### YouthWise: The future of the public sector: Bringing worlds beyond reach closer with the imagination of youth of today

This workshop will bring together youth from the OECD Youthwise Council, Y7, Y20 and others to look at the future of the public sector. What better way to reinvent what is currently possible, than prepare for a government literally beyond the stars? This session will harness design fiction and other futures and foresight tools to create speculative, and provocative, future scenarios for a new settlement in a planet that they will never see or experience themselves. What would you take, leave behind or create anew for a generation in a new context?

## BLOCK 9: EXPERIMENTATION AND INNOVATION IN PRACTICE

14:30  
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16:00

### [PANEL] Innovation friendly regulation

Well-designed laws can help to create the best possible conditions for innovation to flourish. Regulatory sandboxes and experimentation clauses could help set a safe testing ground, under regulatory supervision, for experimenting, collecting experiences, and testing new approaches, innovative technologies, products and services in a real-world environment. These experiences can then inform evidence-based policymaking. As practices differ globally, the aim of the panel is to present best practices and lessons learned with potential benefits and risks

#### SPEAKERS:

**Genovefa Ružić**, Head of Division for the Administrative Burden Reduction, Better Regulation and Quality in Public Administration at Ministry of Public Administration & Chair of BETREG Working Party, Council of the EU

**Ann Sofie Ronnlund**, Head of Unit, G2 - Common Programme Analysis & Regulatory Reform, Directorate-General for Research and Innovation, European Commission

**Stephen Almond**, Director of Technology and Innovation, Information Commissioner's Office, United Kingdom

**Susanne Wejp-Olsen**, Advisor, Centre for Utilities and Supply, Danish Energy Agency

**Anders Larsen**, Chief Technology Officer, GreenLab

Moderator: **Miguel Amaral**, Senior Policy Analyst, OECD



14:30

## [PANEL] Building Digital by Default Services

16:00

How can governments design and deliver public services in an era where digital has become the default while ensuring citizens are not left behind?

This panel will explore how countries are:

- Delivering omni-channel approaches that ensure no matter the channel someone chooses, they will always be able to access a consistent, integrated and high-quality service
- Working across the internal silos of public sector organisations to solve problems for users
- Recognising the access needs of their citizens to make sure services are accessible to all
- Using the physical infrastructure of government to support citizens develop the skills they need to thrive in the 21st century

### SPEAKERS:

**Tadej Gabrijel**, Head, Development of Electronic Services Division, Ministry of Public Administration, Slovenia

**Laurence Berry**, Service Designer, UK Digital Service

**Marine Boudeau**, Digital service design manager, DINUM, France

**Sofia Mota**, Director of the Public Administration Digital Competencies Centre (TicAPP), Administrative Modernization Agency (AMA), Portugal

Moderator: **Barbara Ubaldi**, Head of Digital Government, OECD

14:30

## [PANEL] Showcasing examples of Innovative public administration and digital public administration among the candidates the 2021 European Public Sector Award

16:00

The European Public Sector Awards (EPSA) brings together the lessons learnt from European best practices in three different categories. This panel will showcase three different candidate projects for the award, notably in the areas of innovation and digital government.

### SPEAKERS:

**Maria de Fátima Fonseca**, Secretary of State, Innovation and Administrative Modernization, Government of Portugal

**Frédéric Baervoets**, Founding Member and Head, NIDO Innovation Lab, Belgian Federal Government

**Jelena Tabaković**, Secretary, Ministry of Public Administration of Republic of Slovenia

Moderator: **Clara Cotroneo**, Lecturer and Project Manager, European Institute of Public Administration



BLOCK 10: **FUTURE-ORIENTED RECOVERY**

16:00

[CLOSING PANEL]

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17:00

**Future oriented governance: Towards a future fit for all**

What future do we want to steer towards? In the face of wicked problems, governments have the opportunity to leverage innovative governance tools and approaches to deliberately shape a better future; to address challenges before they become crises for future generations. This panel discussion will bring in multi-disciplinary perspectives to reflect on how the COVID-19 recovery offers a launchpad towards better futures.

**Elisa Ferreira**, Commissioner for Cohesion and Reforms, European Commission

**Amélie de Montchalin**, Ministre de la Transformation et de la Fonction publiques

**Elsa Pilichowski**, Director, Public Governance, OECD

**Dustin Brown**, Deputy Assistant Director For Management, Office of Management and Budget, Government of the United States of America

**Jeffrey Schlagenhauf**, Deputy Secretary General, OECD

Moderator: **Igor E. Bergant**, Slovenian Journalist