

Launch Event of the OECD Co-operation with Lebanon on Good Governance



24 June 2019
10:30 am
Grand Serail

AGENDA

10:30-11.00 Registration

11:00-12:00 Opening remarks

- **Mr. Marcos Bonturi**, Director of Public Governance, OECD
- **Mr. Georg Birgelen**, Ambassador of Germany to Lebanon
- **Mr. Massimo Marotti**, Ambassador of Italy to Lebanon
- **Ms. Elizabeth Richard**, Ambassador of the United States to Lebanon
- **Dr. May Chidiac**, Minister of State for Administrative Reform, Lebanon

12:00-13:15 Session 1 with Q&A:

"Open, transparent and participatory government in Lebanon"

- **Dr. May Chidiac**, Minister of State for Administrative Reform, Lebanon
- **Mr. Anouar Ben Khalifa**, Senior Advisor, UNDP's Regional Project on Anti-Corruption and Integrity in the Arab Countries
- **Mr. Assad Thebian**, Founder and Director of Gherbal Initiative
- **Mr. Paul Maassen**, Chief of Country Support, OGP

Moderator: **Mr. Marcos Bonturi**, Director of Public Governance, OECD

13:15-13:45: Networking break

13:45-15:00 Session 2: Parallel sessions with Q&A

Session 2.A

"Lessons Learned: Reshaping government to deliver citizen-driven digital services"

- **Mr. Paul Welton**, Lead Financial Management Specialist, World Bank
- **Dr. Joe Hage**, Advisor to the Minister of State for Administrative Reform, Lebanon
- **Ms. Giulia Temperini**, International Activities Coordination Officer, Agency for Digital Italy (AgID), Presidency of the Council of Ministers, Italy
- **Mr. Pedro Viana**, Director of Digital Transformation, Agency for Administrative Modernisation, Presidency of the Council of Ministers, Portugal

Moderator: **Mr. João Ricardo Vasconcelos**, Policy Analyst, Digital Government Team, OECD

Session 2.B.

"Public communication as a lever for increased transparency and participation"

- **Mr. Hani Hammoud**, Political & Media Advisor to the Prime Minister, Lebanon
- **Mr. Razi Hage**, Advisor to the Minister of State for Administrative Reform, Lebanon
- **Ms. Karine Badr**, Policy Analyst, Open Government Team, OECD
- **Dr. Raymond Ghajar**, Advisor to the Minister of Energy and Water, Lebanon
- **Mr. Anthony Nachar**, Chief of Staff, Ministry of Social Affairs, Lebanon
- **Mr. Mohammad Chaaban**, Advisor to the Minister of Telecommunications, Lebanon
- **Mr. Gerald Mullally**, Deputy Director of Communications at the Cabinet Office and Head of the UK Government Communication Service International (GCSI), United Kingdom

Moderator: **Mr. Omar Christidis**, Founder and CEO of ArabNet

Overview

This conference, held under the patronage of the President of the Council of Ministers Mr. Saad Hariri, marks the launch of the cooperation between the OECD and the Republic of Lebanon in the areas of **public communication, open government, digital government and access to information** with the respective support of the German Federal Foreign Office, Italian Agency for Development Cooperation (AICS), and the United States Middle East Partnership Initiative (MEPI).

Organised jointly by the **Office of the Minister of State for Administrative Reform** (OMSAR) and the Public Governance Directorate of the OECD, in the framework of the **MENA-OECD Governance Programme**, it will bring together high-level representatives of the Lebanese public administration, as well as a range of international actors and civil society organizations.

Office of the Minister of State for Administrative Reform



OMSAR is a government organization that develops the institutional and technical capacities of the Lebanese ministries, central bodies, and public agencies. It operates within a comprehensive vision of public governance and modernization to enhance Lebanon's standing in the region and abroad in the pursuit of peace, social development, and economic prosperity. www.omsar.gov.lb

Organisation for Economic Co-operation and Development



The Organisation for Economic Co-operation and Development (OECD) is an international body that promotes policies to improve the economic and social well-being of people around the world. It is made up of 36 member countries, a secretariat in Paris, and a committee, drawn from experts from government and other fields, for each work area covered by the organisation. The OECD provides a forum in which governments can work together to share experiences and seek solutions to common problems. It collaborates with governments to understand what drives economic, social and environmental change. The organisation also analyses and compares data to predict future trends. www.oecd.org



Context

In recent years, the Lebanese government has had to face a series of predicaments in terms of public service delivery and policy making, stemming from a combination of internal and external factors. More generally, the country's political unrest coupled with the difficulties of the power-sharing system have fostered a culture of governance in which transparency and accountability remain a challenge.

Efforts to promote open, transparent, and accountable institutions have recently renewed traction with the new government, formed under the objective of "restoring confidence". In its ministerial statement, the government pledges to adopt the country's first national anti-corruption strategy and to modernize the administration. Lebanon's pledge to promote good governance was moreover consolidated in the aftermath of the "Conférence économique pour le développement, par les réformes et avec les entreprises" (CEDRE) that took place in April 2018, with the government vowing to introduce 11 governance measures (including anti-corruption and digital transformation) with a view to unlocking foreign funds in loans and grants. In addition, the Parliament has adopted several laws to strengthen transparency and good governance, including the pivotal access to information law, following years of campaigning by civil society actors, as well as the whistle blower protection law.

In this context, and in collaboration with Germany, Italy and the United States, the OECD is supporting Lebanon in achieving the above-mentioned objectives by promoting open and digital government reforms. Based on the OECD Recommendations of the Council on **Open Government** and **Digital Government**, the OECD is acting as a knowledge partner and providing the Lebanese government with policy advice, technical support and capacity building in the areas of open government, digital government, public communication, access to information and citizen's participation in public life.



Cooperation pillars




Open Government is defined as a “culture of governance that promotes the principles of transparency, integrity, accountability and stakeholder participation in support of democracy and inclusive growth”. At the heart of this process is changing the relationship between governments and citizens, towards one that is mutually beneficial and based on trust. As such, the OECD is supporting Lebanon in its efforts to adhere to the OECD Recommendation on Open Government and to becoming a member of the Open Government Partnership (OGP).

Enhancing the public's **access to information** is a pillar of open government reforms. The OECD is working with the Lebanese government to support the implementation of the access to information law, namely through the elaboration of a National Action Plan in cooperation with OMSAR and UNDP. The plan will include commitments and activities from a wide range of stakeholders including the public administration, parliamentarians, civil society, media, and the private sector. It will thereby provide a roadmap for the successful implementation of the law. Various capacity-building activities will be also conducted to ensure that civil servants and civil society organizations are able to effectively apply the law.

In addition to ensuring citizens can access information, an open government rests on the ability of stakeholders to dialogue with their government and to make use of public information to hold governments to account. This requires the government to move from political to **public communication**, and to utilize effective channels, including social media, to engage with stakeholders on key reforms and policies. In that regard, the OECD is supporting the country in identifying the reforms needed for public communication to play a greater role in strengthening transparency and participation.





Access to information and effective public communication are prerequisites for **citizen participation**, especially at the local level. The OECD is thereby assisting selected municipalities in developing open government strategies and piloting citizen participation projects to transform the government-citizen relationship through innovative means.

Finally, the deployment of **digital technologies** is key to support the transformation towards a more open government. The use of open standards, open source software, user-driven design techniques and new digital platforms are enabling new forms of partnerships in service delivery and policy-making, which foster the transparency and accountability of government operations. To accelerate the digital transformation of the public sector, the OECD will support Lebanon and contribute with its expertise to the action plan and move toward citizen-driven digital government by leveraging lessons learned from OECD member countries such as Italy and Portugal.

By focusing on these complementary pillars of good governance, the OECD will support the government in the robust reform agenda it has embarked on, to achieve strategic objectives for the country's prosperity and to promote inclusive growth.



Programme

11.00-12.00 Opening remarks

Speakers:

Mr. Marcos Bonturi

Director of Public Governance, OECD



 @OECDGOV

Marcos Bonturi is the OECD Director for Public Governance. He leads a team of over 200 staff at the Public Governance Directorate (GOV). Under Mr. Bonturi's leadership, the Directorate works with member and non-member countries to support governments in designing and implementing strategic, evidence-based and innovative policies to strengthen public governance, respond effectively to economic, social and environmental challenges and deliver on government's commitments. Throughout his OECD career, Mr. Bonturi has held various senior positions, including Director for Global Relations and Deputy Chief of Staff in the Secretary-General's Cabinet, and has worked in several OECD Directorates.

Dr. Georg Birgelen

Ambassador of Germany to Lebanon



 @GermanEmbBeirut

Dr. Georg Birgelen is the German Ambassador in Lebanon. He has more than 35 years of experience as part of the German Federal Foreign Office. Prior to his appointment, he served as the head of the Consulate General in Istanbul (2015 - 2018) and as a permanent representative in the Embassy in Moscow (2011 - 2015). Before joining the Federal Foreign Office, Birgelen worked at the German Embassy in Jakarta, Indonesia. After that, he became Deputy Head of Mission at the German Embassy in Panama.

Mr. Massimo Marotti

Ambassador of Italy to Lebanon



 @maxmarotti

Ms. Elizabeth Richard

Ambassador of the United States to Lebanon



 @usembassybeirut

Dr. May Chidiac

Minister of State for Administrative Reform, Lebanon



 @may_chidiac

Dr. May Chidiac is the Lebanese Minister of State for Administrative Reform. She was the former host of the political talk show "*Nharkom Saiid*" until an assassination attempt on her life in 2005 cost her her left leg and arm. Throughout her journalistic career, Dr. Chidiac stood up for the freedom of the Lebanese people when few dared to speak against the state of tyranny. She is the Founder and President of two NGOs; May Chidiac Foundation (MCF) and its affiliated Media Institute (MCF-MI), which organized annual conferences, awards journalists from around the world, and contributes to human rights and social development. She has received numerous awards and medals such as IWMF Courage in Journalism Award, the IPI Press Freedom Hero Award, UNESCO Guillermo Cano World Press Freedom Award, Medal of the Legion D'Honneur by Former President of France Jacques Chirac, and the Minerva Anna Maria Mammoliti Prize for Human and Civil Rights.

12.00 – 13.15 Session 1:

Open, transparent and participatory government in Lebanon

Like most OECD countries, Lebanon is witnessing low levels of trust in government. Open, transparent and participatory governments can help bridge the divide between government and citizens.

This session will focus on how access to information, open and digital government, as well as public communication can help strengthen citizen trust in government and create a dialogue between them for improved policy making and service delivery.

Moderator:



 @OECDGOV

Mr. Marcos Bonturi

Director of Public Governance, OECD

Marcos Bonturi is the OECD Director for Public Governance. He leads a team of over 200 staff at the Public Governance Directorate (GOV). Under Mr. Bonturi's leadership, the Directorate works with member and non-member countries to support governments in designing and implementing strategic, evidence-based and innovative policies to strengthen public governance.

Speakers:



 @may_chidiac

Dr. May Chidiac

Minister of State for Administrative Reform, Lebanon

Dr. May Chidiac is the Lebanese Minister of State for Administrative Reform. She was the former host of the political talk show "Nharkom Saiid" until an assassination attempt on her life in 2005 cost her her left leg and arm. Throughout her journalistic career, Dr. Chidiac stood up for the freedom of the Lebanese people when few dared to speak against the state of tyranny. She is the Founder and President of two NGOs; May Chidiac Foundation (MCF) and its affiliated Media Institute (MCF-MI), which organized annual conferences, awards journalists from around the world, and contributes to human rights and social development. She has received numerous awards and medals such as IWMF Courage in Journalism Award, the IPI Press Freedom Hero Award, UNESCO Guillermo Cano World Press Freedom Award, Medal of the Legion D'Honneur by Former President of France Jacques Chirac.

Mr. Anouar Ben Khalifa

Senior Advisor, UNDP's Regional Project on Anti-Corruption and Integrity in the Arab Countries

Anouar Ben Khalifa is Senior Advisor of UNDP's Regional Project on Anti-Corruption and Integrity in the Arab Countries (ACIAC). Prior to that, he was Director General of the General Control of Public Services, the highest body of financial and administrative control attached to the office of the Tunisian Prime Minister. Between January 2014 and February 2015, he was Minister of State in charge of Governance, Anti-Corruption and Civil Service in the transitional government in Tunisia.



 @AnouarBK9

Mr. Assaad Thebian

Founder and Director of Gherbal Initiative

Assaad Thebian is a social and political activist as well as a communications strategist. He is the winner of the ArabNet 2013 Creative Combat Awards. He has been named as one of the top 20 influential figures in Lebanon in the digital sphere. Thebian is Founder of Gherbal Initiative, pushing for transparency and accountability and believing that the democratization of data can act as an antidote to corruption.



 @Beirutiyat

Mr. Paul Maassen

Chief of Country Support, OGP

Paul Maassen is Chief of Country Support at the Open Government Partnership (OGP). His team supports global efforts of open government champions, primarily of government and civil society, in using the OGP to further their objectives on transparency, accountability and participation. Before assuming this role Paul was responsible for overseeing the OGP support to civil society across the globe.



 @maassenpaul

13.45-15.00 Session 2: Paralell sessions

Session 2.A.

Lessons Learned: Reshaping government to deliver citizen-driven digital services

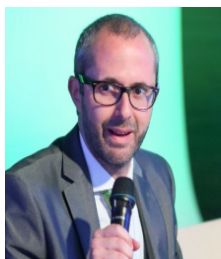
The world goes digital and governments are part of this process. Citizens are today more connected and informed than ever before, and digitization is increasing their expectations. The public sector is expected to be ever more convenient, progressively efficient, able to respond to citizen and business needs with simpler tailored approaches.

This session will discuss the experience of the governments of Italy and Portugal as they simplified processes, developed key enablers and established digital service standards.

Moderator:

Mr. João Ricardo Vasconcelos

Policy Analyst, Digital Government Team, OECD



 @jrpsvasconcelos

João Ricardo Vasconcelos is Digital Government Policy Analyst at the OECD's Public Governance Directorate. His work focuses on the analysis of digital government development, supporting the governments of OECD member and partner countries to take full benefit of the ongoing digital transformation of the public sector.

Speakers:

Mr. Paul Welton

Lead Financial Management Specialist, World Bank



 @WeltonCPFA

Paul Welton is Lead Governance Specialist for the World Bank in the Mashreq. He is based in Lebanon. Prior to this he resided in, and performed similar roles for the World Bank in, Afghanistan, Pakistan and Rwanda. Paul is an experienced "Big 4" Consulting Director having worked with PricewaterhouseCoopers (PwC) for over 17 years (1994-2011) where he latterly, led public sector advisory work across 9 countries in Africa.

Dr. Joe Hage



 @DrJoeHage

Advisor to the Minister of State for Administrative Reform, Lebanon

Dr. Joe Hage is Senior Advisor to the Minister of State for Administrative Reform and an e-government consultant for UNESCO and UNICEF. He was Associate Chief Information Officer at the American University of Beirut and a venture partner at PacRim Venture Partners in Silicon Valley, USA. He spent nine years at Agile Software (acquired by Oracle) as Senior Vice President and General Manager of the Small and Medium Enterprise Solutions Division.

Ms. Giulia Temperini



International Activities Coordination Officer at the Agency for Digital Italy (AgID), Presidency of the Council of Minister, Italy

Giulia Temperini is Officer at the International Activities Coordination Unit of the Agency for Digital Italy (AgID), the governmental agency coordinating the implementation of the Italian Digital Agenda. Since joining AgID, where she also acts as a national delegate, she has contributed to the law-making process at European level and subsequent transposition and implementation at national level, on several dossiers concerning the digitization of the public sector in the framework of the European Digital Single Market Strategy.

Mr. Pedro Viana



 @pmviana

Director of Digital Transformation, Agency for Administrative Modernisation, Presidency of the Council of Ministers, Portugal

Pedro Viana is Director of Digital Transformation of the Portuguese Agency for Administrative Modernisation. He has been working on public sector digital transformation since 2002, where he contributed to the design and implementation of the Portuguese action plans for information society, eGov and eProcurement. He also implemented the Portuguese national eProcurement system in 2007, one of the leading practices worldwide.

13.45-15.00 Session 2: Paralell sessions

Session 2.B: Public communication as a lever for increased transparency and participation

Public communication is a key function of government. When conducted effectively, it can change behaviours, improve policy effectiveness, and reinforce trust. However, governments often still view communication efforts (such as the use of social media) as a unilateral form of information provision, rather than a means to engage with a variety of stakeholders for example.

This session will explore how the Lebanese public administration can use public communication more strategically. It will provide relevant governmental entities with a platform to discuss the challenges and opportunities related to reforming public communication in the country.

Moderator:

Mr. Omar Christidis

Founder and CEO of ArabNet



 @OmarChr

Omar Christidis is the Founder & CEO of ArabNet, the leading events, insights and innovation programs focused on tech business and innovation in the MENA region. Before founding ArabNet, Omar worked in private wealth management at a family office in New York on a small team managing \$1B in diverse assets. Prior to that, he was a Consultant at Booz & Co. in the MENA, and worked on varied projects across industries, including energy, technology/media, and public sector.

Speakers:

Mr. Hani Hammoud

Political & Media Advisor to the Prime Minister on Communication, Lebanon



Hani Hammoud is the Political and Media Advisor to the Lebanese Prime Minister Saad Hariri.

He began his career as a journalist and became head of Radio Orient in Paris, France, before taking the role of Principal Media Advisor to the Prime Minister in Lebanon.

Mr. Razi Wadih Hage



 @RaziElHage

Advisor to the Minister of State for Administrative Reform, Lebanon

Razi Wadih Hage is Senior Advisor to the Minister of State for Administrative Reform, with more than 10 years of experience in civil service. Since 2010, he has held the position of Expert in Economics at the Ministry of Economy and Trade in Lebanon where he leads the small and medium enterprises efforts to mediate and resolve issues between consumers and service providers.

Ms. Karine Badr



 @KBib111

Policy Analyst, Open Government Team, OECD

Karine Badr is Policy Analyst at the OECD's Open Government Unit, focusing on the interlinkages between public communication and the open government principles of transparency, integrity, accountability and participation. She works with reformers from government and civil society organisations in OECD member and partner countries to support the implementation of the OECD Recommendation of the Council on Open Government and build more inclusive and effective policies and services.

Dr. Raymond Ghajar



Advisor to the Minister of Energy and Water, Lebanon

Dr. Raymond Ghajar is Senior Policy Advisor at Lebanon's Ministry of Energy and Water since. He has been the Interim Dean of LAU's School of Engineering since September 2018. As Interim Dean of one of the top engineering schools in the Middle East, Dr. Ghajar oversees the work of leading scientists and researchers of seven engineering disciplines and manages state-of-the-art equipment housed in the Byblos campus' Engineering Laboratories and Research Center.

Mr. Anthony Nachar

Chief of Staff, Ministry of Social Affairs, Lebanon

Anthony Nachar is Chief of Staff of the Minister of Social Affairs' Cabinet. He acts as the Ministerial representative for the Minister of Social Affairs. Nachar is also Attorney at Law at Kazan Law Firm where he attended more than 500 hearings for several filed cases and carried out various prosecutions on behalf of the Attorney. Nachar is also a member of the Lawyer's Bar Association of Beirut.

Mr. Gerald Mullally

Deputy Director of Communications at the Cabinet Office and Head of the UK Government Communication Service International (GCSI), UK



Gerald Mullally is Deputy Director of the UK Prime Minister's Office and Cabinet Office Communications and is responsible for the UK Government Communication Service's international work. Gerald is currently delivering programmes of communications capability building for governments in North Africa, Eastern Europe, Middle East and Asia.

Prior to this, Gerald was Head of Campaigns at 10 Downing Street designing and delivering a wide-range of campaigns based on the priorities of the UK Prime Minister.



The MENA-OECD Governance Programme



The MENA-OECD Governance Programme is a strategic partnership between MENA and OECD countries to share knowledge and expertise, with a view of disseminating standards and principles of good governance that support the ongoing process of reform in the MENA region. The Programme strengthens collaboration with the most relevant multilateral initiatives currently underway in the region. In particular, the Programme supports the implementation of the G7 Deauville Partnership and assists governments in meeting the eligibility criteria to become a member of the Open Government Partnership. Through these initiatives, the Programme acts as a leading advocate of managing ongoing public governance reforms in the MENA region. The Programme provides a sustainable structure for regional policy dialogue as well as for country specific projects. These projects correspond to the commitment of MENA governments to implement public sector reforms in view of unlocking social and economic development and of meeting citizens' growing expectations in terms of quality services, inclusive policy making and transparency. oe.cd/mena-gov

The OECD Open Government Unit



The OECD Open Government unit supports countries in their efforts to build more transparent, accountable and participatory governments that can restore citizens' trust and promote inclusive growth. Through data collection, capacity building efforts and the promotion of regional peer dialogue, the OECD provides in-depth analyses of open government strategies and initiatives, coupled with policy advice and actionable recommendations. The unit's work is based on the OECD Recommendation of the Council on Open Government, the first international legal instrument on the topic, defining the main tenets of the governance of open government strategies and initiatives and paving the way forward for this agenda across OECD members and partners. oe.cd/opengov

The OECD Digital Government Unit

The Digital Government unit explores how governments can best use digital technologies to embrace good government principles and achieve policy goals. The unit's work is based on the OECD Recommendation of the Council on Digital Government Strategies. The OECD Recommendation includes key recommendations that support the integration of digital technologies into the development of comprehensive strategies for modernization and public sector reform. It provides a framework of analysis when conducting thematic reviews on digital government and open data in OECD member and non-member countries. <http://www.oecd.org/gov/digital-government/>

The OECD's project on Bringing Government Closer to Citizens

The OECD's project on Bringing Government Closer to Citizens, supported by the Italian Agency for Development Cooperation (AICS), will support both **open government** and **digital government** as key components to achieving public governance reform. The project supports pilot municipalities in developing and implementing an open government strategy and establish partnerships with local networks of CSOs, develop a one-stop shop for public engagement. The project also supports the central government in assessing its open government practices and becoming closer to the OECD Recommendation on Open Government and to join the OGP. Effective implementation of these recommendations will be supported through capacity building activities.

The rapid penetration of digital technologies in the economies and societies is permanently shifting the environment in which governments operate. The public sector is expected to be increasingly service oriented and progressively efficient and effective to respond to citizens' and business's needs with simpler, tailored approaches. Therefore, OECD will also develop a Digital Government Study providing actionable recommendations for Lebanon to implement the Digital Transformation Strategy, reinforcing the institutional governance framework, and developing a framework of oversight and monitoring. This is based on the **Recommendation of the Council on Digital Government Strategies** (2014), the activities of the **Working Party of Senior Digital Government Officials (E-Leaders)** and its thematic Groups. Finally, the results and good practices from Lebanon will be disseminated at the regional and global levels.

The OECD's project on Open Government and Access to Information

Within the framework of a regional project supported by the Middle East Partnership Initiative (US), the OECD supports Lebanon, Morocco and Tunisia in the implementation of their access to information laws and in strengthening a culture of transparency in the public sector. The project supports the elaboration of a national action plan for the implementation of the access to information law. This plan will be complemented with guidance to access to information officials, the public administration as well as civil society and media through capacity building activities, guides and policy analysis and recommendations. The project also includes regional activities.

The OECD's project on Public Communication

With the support from the Foreign Office of the Federal Republic of Germany, the project "Citizens' Voice: Enhancing open government through public communication and media ecosystems" seeks to support the contribution of public communication and the media ecosystem towards an open government in Lebanon. The project will analyse the state of public communication and media governance in Lebanon, as well as the relationships between government, media and citizens towards promoting the principles of transparency, integrity, participation and accountability. It will also support a network of public communicators and enable the capacity building of public officials through a series of conferences and workshops. This work is part of a broader project including Jordan, Morocco and Tunisia.

The OECD-OGP Cooperation

The OECD has worked in close collaboration with the OGP since its establishment in 2011, by providing evidence-based analysis to push impactful open government reforms around the world. The two organisations signed a Memorandum of Understanding in June 2019, during the OGP Global Summit in Ottawa, to consolidate the co-operation and maximize the impact of joint activities. This cooperation seeks to strengthen transparency, accountability, integrity and stakeholder participation in policymaking, to reinforce democracy, and to support inclusive growth. The collaboration has achieved important results thus far, including the development of the **Toolkit Navigator for Open Government**, the **OECD-OGP Communication Guide** as well as supporting several countries worldwide in joining the OGP and designing and implementing ambitious open government action plans.

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