



SUMMARY NOTE

Ensuring the Resilience and Continuity of Critical Infrastructures and Services

Learning from the COVID-19 crisis

9 December 2020 | 10am – 12pm CET, via Zoom

Context and objectives of the event

The COVID-19 outbreak has presented governments with unprecedented challenges in ensuring not only the health of their citizens, but also the continuity of public services, including education, social services, waste collection, first responders, energy provision, courts, prisons, public transportation, and public administration.

Governments have taken considerable measures to tackle the vulnerabilities of their systems and networks and ensure the continuity of their public services and critical infrastructures. In the MENA region, governments have promoted the adoption of teleworking arrangements, digital services and innovative hygiene protocols.

Governments are facing increased demands not only to protect and maintain their critical infrastructures and public services, but also to innovate them based on the needs of the new normal and make them more resilient to future shocks. In this context, the event brought together government officials and infrastructure operators from MENA and OECD countries to discuss how, in the recovery phase, they can work together to ensure the resilience of critical

infrastructures and services to future shocks, across sectors and borders, through effective public governance measures for coordination, transparency and accountability.

The discussions were informed by the regional dialogue of the MENA-OECD Governance Programme and the strategic outcomes of the OECD High Level Risk Forum, which provides a platform for risk managers to forge a collective vision on the most critical risks and how to manage them, as well as the 2019 [OECD Report on Good Governance for Critical Infrastructure Resilience](#). Discussions also benefitted from the forthcoming release of the OECD indicators on governance of critical infrastructure resilience.

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“ Critical infrastructures are the hubs, nodes and networks of an increasingly complex web of interdependencies and interconnectedness ”



#MENA0ECD

#COVID19

Key takeaways of the event

Opening remarks

Introduction: Mr Maurizio Mensi, Executive Director, MENA-OECD Governance Programme Training Centre of Caserta

- Ms **Fabiana Dadone**, Minister of Public Administration, Italy
- Ms **Marina Sereni**, Deputy Minister, Ministry of Foreign Affairs and International Cooperation, Italy
- Ms **Hasna Ben Slimane**, Minister to the Head of Government in charge of Public Administration and Governance, Tunisia

and co-chair of the MENA-OECD Governance Programme

- Ms **Elsa Pilichowski**, Director, Public Governance Directorate, OECD
- Mr **Stefano Battini**, President, Italian National School of Administration

During the opening remarks, participants highlighted:

- The need to promote the resilience of critical infrastructures and public services as well as actions against corruption to support **citizens' well-being and trust in institutions, especially among the most vulnerable**;
- The importance of **public governance measures**, civil servants' skills, comprehensive **frameworks**, quality **investments**, and **partnerships** with operators in reaching the above objectives;
- The need to integrate a clear focus on the **energy transition** towards clean energies as an aspect of resilience; and
- The importance of **dialogue, co-operation and reforms** for post-COVID recovery, notably through the MENA-

OECD Governance Programme and its Training Centre of Caserta.

Panel 1: Promoting good governance for critical infrastructure resilience

Moderator: Mr Jack Radisch, Senior Project Manager, Public Governance Directorate, OECD

- **Mr Wassim Said**, Senior Consultant, Food and Water Security Office, United Arab Emirates
- **Mr Stefan Brem**, Head of Risk Analysis and Research Coordination, Federal Office for Civil Protection, Switzerland
- **Mr Nicola Sansalone**, Secretary General, AgCom (Communication Authority), Italy

During the first panel, participants shared their insights on:

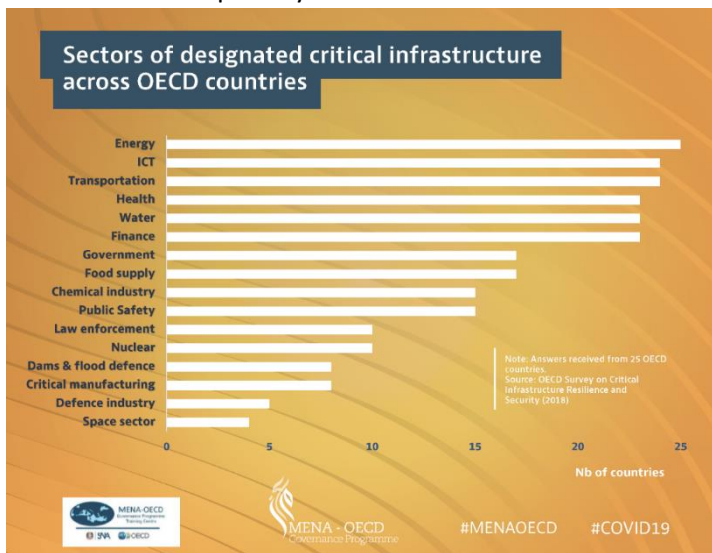
- How **networks across policy areas and across public and private players** can help in managing critical risks and their



spill over effects, for instance in the area of food security;

- How **clear concepts** of critical infrastructure protection, a variety of **co-ordination platforms**, practical **guidelines**, **legal frameworks** and support to operators can help countries in prepare for the next crisis;
- How efforts to ensure the resilience of **digital networks** need to address both the **supply and the demand side**, especially at times of COVID-19.

- The importance of increasing **co-operation between the North and South shores of the Mediterranean** to ensure the resilience of supply and demand of electricity;
- The need for **clear national strategies** established by governments in collaboration with infrastructure operators to prepare for the next crisis;
- The usefulness of **Public-Private Partnerships** in the MENA region as accelerators of knowledge and boosters of resilience of infrastructures.



Closing remarks

In the closing remarks, Mr **Antonio Bernardini**, Permanent Representative of Italy to the OECD and co-chair of the MENA-OECD Governance Programme stressed how governments had to build the plane while flying in managing the COVID-19 crisis and how the MENA-OECD Governance Programme and its Training Centre of Caserta are can be leveraged to share good practices and promote cutting-edge policy dialogue to prepare for the next crisis.

Panel 2: Public and private actors as partners for resilience

Moderator: Mr Jack Radisch, Senior Project Manager, Public Governance Directorate, OECD

- **Mr Guido Guida**, Head of International Institutional Affairs, Terna S.p.A.
- **Mr Mohamed Ali Souilem**, Director of Governance, Société Tunisienne de l'Electricité et du Gaz
- **Mr Hilaire BABIN**, Utilities to Industries and District Cooling, ENGIE Africa

During the second panel, participants highlighted:



The MENA-OECD Governance Programme and its Training Centre

This high-level webinar is organised by the MENA-OECD Governance Programme and its Training Centre of Caserta. 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 members 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.

The Training Centre of Caserta, hosted by the Italian National School of Administration (SNA), supports the Programme in developing and conducting capacity-building activities aimed at MENA public officials in order to pursue efficiency and effectiveness of the public sector and Good Governance.

For more information

Event webpage: <http://www.oecd.org/mena/governance/webinar-resilience-continuity-critical-infrastructures-services.htm>

MENA-OECD Governance Programme: <http://www.oecd.org/mena/governance/>

Media coverage: http://www.ansamed.info/ansamed/en/news/sections/politics/2020/12/09/italy-bridge-for-med-energy-transition-says-deputy-fm_cb0ad235-4796-4958-8208-9feb43ec2f3a.html

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