

**MENA-OECD Governance Programme**  
**MENA-OECD Working Group II on Open and Innovative Government**  
**First Bureau Meeting 2021: Agenda**

**SECURING THE FOUNDATIONS OF DIGITAL GOVERNMENT AND  
CITIZEN ENGAGEMENT FOR BETTER SERVICE DESIGN AND DELIVERY**

**Date and Time:** 29 March 2021, Monday, 10:00-12:00 (CEST)

**Format:** Virtual Meeting via Microsoft Teams

**Approach:** Round Table Free-Flow Discussion

| Timing (CEST) | Description  |
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| 10:00-10:15   | <p><u>Introduction</u></p> <p><i>The OECD Secretariat will welcome the participants and invite the Chair, Co-Chairs and GIZ officials to briefly introduce themselves. The OECD Secretariat will then set the scene and kick off the discussions.</i></p> <p><b>Welcome Remarks &amp; Moderator</b></p> <ul style="list-style-type: none"> <li>• <b>Marco Daglio</b>, Acting Head of Open and Innovative Government Division; Head of Observatory for Public Sector Innovation, Directorate for Public Governance, OECD</li> </ul>   |
| 10:15-10:40   | <p><u>Topic 1: Driving public sector innovation in service design and delivery</u></p> <p><i>Innovation should be the lifeblood of the public sector, where strategic and novel perspectives and proposals are embraced in the face of mounting challenges, complexity and uncertainty in the MENA region. In the bid to improve public services, how can governments better embed innovative approaches in their policy making and service design and delivery processes? How can innovative practices be intertwined with those of openness and digitalisation?</i></p> <p><i>The OECD has found that the COVID-19 crisis has served as a catalyst for public sector innovation, but has also highlighted critical challenges that governments must still address. Where have you seen the crisis accelerate</i></p> |

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|                    | <p><i>innovation in services, and what are the highest priority areas that still require action?</i></p> <p><i>Delegates are invited to offer short interventions and respond to one another.</i></p> <p><b>Moderator</b></p> <ul style="list-style-type: none"> <li>• <b>Marco Daglio</b>, Acting Head of Open and Innovative Government Division; Head of Observatory for Public Sector Innovation, Directorate for Public Governance, OECD</li> </ul>   |
| <p>10:45-11:10</p> | <p><u>Topic 2: Fortifying citizen engagement and people-driven approaches in service design and delivery</u></p> <p><i>Citizens are at the heart of public services and governments can engage with them to source ideas, co-create solutions, and seize opportunities that can only be realised collectively. Prioritising users in the co-design of public policies and services is also key to building trust in government. However, ensuring the protection and promotion of civic space is essential for effective citizen engagement. What mechanisms currently exist for citizen participation in service design and delivery? Furthermore, how can governments guarantee access to public information and the protection of civic space during crises to enable this engagement?</i></p> <p><i>What are issues you had two years ago that you thought would be solved by now when it comes to citizen engagement?</i></p> <p><i>Delegates are invited to offer short interventions and respond to one another.</i></p> <p><b>Moderator</b></p> <ul style="list-style-type: none"> <li>• <b>Alessandro Bellantoni</b>, Head of Open Government and Civic Space Unit, Open and Innovative Government Division, Directorate for Public Governance, OECD</li> </ul> |
| <p>11:15-11:40</p> | <p><u>Topic 3: Integrating digital technologies and data-driven approaches into service design and delivery</u></p> <p><i>With digitalisation as the sine qua non for recovery from the COVID-19 pandemic, governments need to identify the right enablers to support the design and delivery of services that are equitable, inclusive and</i></p>  |

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|                    | <p><i>sustainable. What governance and interoperability arrangements can enable a digital identity and an omnichannel approach to services? How can governments best overcome the digital divide and secure digital rights in service design and delivery?</i></p> <p><i>What are major obstacles to make progress regarding these challenges? What are issues you had two years ago that you thought would be solved by now when it comes to digital services?</i></p> <p><i>Delegates are invited to offer short interventions and respond to one another.</i></p> <p><b>Moderator</b></p> <ul style="list-style-type: none"> <li>• <b>Barbara Ubaldi</b>, Head of Digital Government and Data Unit, Open and Innovative Government Division, Directorate for Public Governance, OECD</li> </ul>     |
| <p>11:45-12:00</p> | <p><u>Conclusion</u></p> <p><i>Based on the priorities and insights gathered from the discussions, the meeting will end with reflections on areas for regional and international co-operation. The OECD Secretariat will invite short interventions from delegates before concluding with the points of agreement outlined by the Bureau on how the MENA-OECD Working Group II can move forward in strengthening the foundations of open, digital and innovative government for better public services in the region.</i></p> <p><b>Closing Remarks &amp; Moderator</b></p> <ul style="list-style-type: none"> <li>• <b>Marco Daglio</b>, Acting Head of Open and Innovative Government Division; Head of Observatory for Public Sector Innovation, Directorate for Public Governance, OECD</li> </ul> |