

AGENDA

29 May 2023

Time zone: GMT+3

13:30 – 15:30	<p>GUIDED TALLINN CITY TOUR Group 1</p> <p>Tallinn's old town, a UNESCO world heritage site, is considered to be the best-preserved medieval town in Northern Europe. Enjoy a delightful stroll along the romantic cobblestone streets of the old town with its charming red roofs and medieval towers.</p>
18:00 – 20:00	<p>GUIDED TALLINN CITY TOUR Group 2</p>

20:00 – 22:00	<p>WELCOMING RECEPTION</p> <p>Location: Nordic Hotel Forum</p> <p>Opening remarks: Margus Tsahkna – Minister of Foreign Affairs, Estonia</p>
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30 May 2023

9:00 – 10:00	<p>REGISTRATON & WELCOME COFFEE</p> <p>Conference venue: Tallinn Creative Hub (Kultuurikatel)</p>	
10:00 – 11:15	<p>Opening remarks: Hannes Astok – Executive Director, e-Governance Academy</p> <p>Keynote and panel discussion: Building personalized government</p> <p>The session will describe Estonia's focus on users, building resilience and open platforms in support of digital transformation. The focus will be also on how global collaboration is the only way to get us there.</p> <p>Kaja Kallas – Prime Minister, Estonia Luukas Ilves - Government Chief Information Officer, Estonia Hannes Astok – Executive Director, e-Governance Academy (moderator)</p> <p>Keynote (video): Building digital resilience: Ukraine experience</p> <p>The keynote will focus on how digital solutions have served Ukraine and its citizens during the war. How was Ukraine's digital signature made compatible with European Union eIDAS regulation? What are the following plans for digital transformation?</p> <p>Mykhailo Fedorov – Vice Prime Minister, Ukraine</p>	
11:15 – 12:00	<p>COFFEE BREAK & EXPO</p>	
	Main session	Parallel session 12.00 – 13.15
12:00 – 12.15	<p>Keynote: Fostering citizen engagement for a prosperous and inclusive future: The role of the government</p> <p>The keynote will emphasize the crucial role of citizens' engagement in shaping a country's future. It will highlight the importance of actively involving citizens at every stage of decision-making and policy implementation. The speech acknowledges citizens as valuable resources and advocates for open dialogue, inclusivity, and transparency. It emphasizes the role of citizens' engagement in</p>	<p>Case studies: Case studies from Estonia & Ukraine: Enablers of digital government & government in the smartphone</p> <p>e-Governance Academy has been advising governments for over 20 years. During this vast experience, we have identified the mandatory building blocks of seamless digital societies. By the end of the session, participants will have a clearer understanding of where to start planning and implementation processes towards developing their e-government models. At the session, we will also discuss why Estonia is known for its good</p>

	<p>building a stronger economy, driving digital transformation, and fostering social cohesion. It will call for active citizen participation, encouraging their entrepreneurial spirit, innovation, and contribution to community development. Finally, the minister will conclude with an invitation to actively engage in the development and digitalization processes actively, ensuring a prosperous and inclusive future for our communities/countries.</p> <p>Dumitru Alaiba – Deputy Prime Minister and Minister of Economic Development and Digitalization, Moldova</p>	<p>practices and what are decisions we recommend not to make?</p> <p>Besides Estonian examples, we will also discuss how Ukraine has rapidly developed their digital government, mainly focusing on how to build interoperability of registries, how the Trembita system (data exchange platform in Ukraine) has developed and the next steps in its evolution, how the assessment of data quality in public registries affects their development and interoperability, how interoperability affects public services.</p> <p>At the session, we will discuss usage of digital documents in the smartphones and how convenient it is to use them, how it helped the citizens of Ukraine during the war and about a number of other exciting aspects of using the state mobile application DIIA. Based on DIIA experience, we will explain how to use the standard with requirements for the availability of products and services of information and communication technologies when creating electronic public services.</p>
<p>12:15 – 13:15</p>	<p>Presentations and discussion: Digital vulnerability cannot be fixed in a boardroom</p> <p>Just like the able-bodied don't consider disabled people, like the mentally healthy cannot fathom mental illness, the digitally able have a blind spot for the digitally vulnerable. To include the vulnerable in a society, they must also be included in the design of that society. Vulnerable people, whether digitally, physically or mentally, must be included from the outset in the creation of solutions that they need to be able use, rather than as an add-on, when it turns out, that a considerable segment of people can't use what has been created.</p> <p>Service design is a method, a toolset, and a mindset to create solutions for people by involving the very same people for whom the solution must work. It follows the philosophy postulated at the heart of representative democracy, <i>Nihil de nobis, sine nobis</i>, which translates to "Nothing about us, without us." This term has come into use in modern times in disability activism. Clearly, it encapsulates the principles of human-centred participatory design, which creates resilient, engaging, and empowering solutions. Solutions that aren't invented by others somewhere, as an afterthought and that don't work anyway.</p> <p>In his keynote, Margus will explain how service design is currently applied in the creation of public services, how it addresses vulnerability in all its forms, and the impact that it has on both the providers and receivers of those services.</p> <p>Margus J. Klaar – Entrepreneur and Service Designer, Brand Manual, Canada Nutsa Gogvadze – Project Manager, Digital Education and Awareness for Parents, Georgia Yuliia Lidich – Project Manager, Grant Expert and Entrepreneur, Ukraine Kristina Reinsalu – Programme Director of e-Democracy, e-Governance Academy Federico Plantera – Journalist and Researcher (moderator)</p>	<p>Mstyslav Banik – Head of the eServices Development, Ministry of Digital Transformation, Ukraine Oksana Grechko – Digitalisation Policy Specialist, UNDP, Ukraine Arvo Ott – Member of Management Board, e-Governance Academy Annela Kiirats -- Programme Director of e-Governance Trainings, e-Governance Academy Yurii Kopytin – Deputy Team Leader of the EU4DigitalUA and DT4UA Projects, e-Governance Academy</p>
<p>13:15 – 14:15</p>	<p>LUNCH & EXPO</p>	

14:15 – 15:30	Main session	Parallel session
	<p>Presentations and discussion: Capacity-building as a driver for change</p> <p>Digital innovation is about removing outdated processes and building new ones. For this reason, digital transformation is also tightly linked to human resources and needs a capacity-building mindset.</p> <p>Join us to discuss the following:</p> <ul style="list-style-type: none"> • Why do we need to talk about mindset changes and good HR when we want to build capacity on individual and government levels? • How can we use learning effectively to empower people? <p>Konris Maynard - Minister of Public Infrastructure, Energy and Utilities, Domestic Transport, Information, Saint Kitts and Nevis Mari-Liis Suurpalu – Head of Human Resources, Estonian Information System Authority, Estonia Iison Bressan – Executive Director, Valid iD, Brazil Kristi Kivilo – Senior Expert on Smart Governance, e-Governance Academy (moderator)</p>	<p>Workshop by Estonian ICT Cluster: ToughEST lessons of digitalization</p> <p>Estonia has been able to build up one of the world’s prime digital societies, accumulating lessons learned along the way. The ecosystem that ensured the continuity and sustainability of public sector services for citizens and enterprises during the Covid-19 crisis, which has a demonstrable and tangible impact on improving citizen participation and quality of life. This provides resilience during any crisis, be it health-related or in the context of a war.</p> <p>Estonian ICT Cluster members strongly believe that no matter the continent, countries around the world do not have to reinvent the wheel and can learn from the mistakes that we have made, and we are not ashamed to share them!</p> <p>At this session, supported by the AU-EU D4D Hub project, we will place our experts on the “hot seat” and ask them about the mistakes made along the road and potential failures to avoid to make digital transformation happen.</p> <p>Kedi Välba – CEO, Aktors, Estonia Adhele Tuulas – Head of Sales and Partnerships for Data Exchange, Cybernetica, Estonia Daniil Gussev – Chief Sales Officer, B.Est Solutions, Estonia Georg Nikolajevski – Business Development Executive, SK ID Solutions, Estonia Mehis Sihvart – CEO, Wisercat, Estonia Taavi Einaste – CEO in Middle East and Africa, Nortal, Estonia Laura Kask – CEO, Proud Engineers, Estonia Marko Leppik – Partner, Trinidad Wiseman, Estonia Riho Pihelpuu – CEO, ADM Interactive, Estonia Ants Sild – Board Member, BCS Digital Skills Academy, Estonia</p>
15:30 – 16:00	COFFEE BREAK & EXPO	
16:00 – 16:50	<p>Panel discussion: The collaborative road to innovation: Case studies from Africa</p> <p>How can cooperation between governments, the private sector, civil society, and academia foster innovation in the public sector?</p> <p>This session, hosted by the African Union – European Union Digital for Development (D4D) Hub, will gather African policymakers and digital stakeholders to discuss the opportunities and challenges of working together in developing and implementing innovative e-governance policies for sustainable and inclusive change.</p> <p>Panellists will build on their practical experiences in setting up collaborative partnerships to draw lessons and recommendations for e-governance practitioners worldwide.</p> <p>Emma Theofelus – Deputy Minister, Ministry of Information and Communication Technology, Namibia Aminah Zawedde – Permanent Secretary, Ministry of ICT and National Guidance, Uganda Koffi Fabrice Djossou – Senior Programme Manager, Western African Development Bank, Togo Cecilia Maundu – Senior Editor, National Broadcasting Corporation, Kenya (moderator)</p>	
16:50 – 17:00	<p>Key conclusions of the conference day: Kristina Mänd – Senior Expert on e-Democracy, e-Governance Academy</p>	

19:00 – 22:00	NETWORKING EVENT
	Location: Tallinn Cruise Harbour (Tallinna kruisisadam), Logi 4/2, 10111 Tallinn

31 May 2023

9:00 – 9:30	MORNING COFFEE	
9:30 – 9:35	Opening remarks: Hannes Astok – Executive Director, e-Governance Academy	
9:35 – 9:40	Speech: Indonesia's Digital Transformations: Bureaucracy Reform for Impactful Change Rini Widyantini - Secretary Ministry, Ministry of Administrative and Bureaucratic Reform, Indonesia	
9:40 – 10:30	Panel discussion: How does digital innovation boost social and economic change? <p>The panellists will share good examples of how digital innovation has boosted social and economic change in their countries. And what are expectations from the citizens and businesses. The discussion will also cover the main obstacles that countries face in their digital transformation processes.</p> <p>Ousman A. Bah – Minister of Communications and Digital Economy, Gambia Gareth Guadalupe – Minister of the Presidency of the Council of Ministers and Parliamentary Affairs, São Tomé and Príncipe Askar Zhambakin, Vice Minister of Digital Development, Innovations and Aerospace Industry, Kazakhstan Gevorg Mantashyan – First Deputy Minister of High-Tech Industry, Armenia Eva-Maria Liimets - Head of Strategy for Eastern Partnership and Western Balkans, ESTDEV (moderator)</p>	
10:30 – 11:00	COFFEE BREAK & EXPO	
	Main session	Parallel session
11:00 – 12:30	Presentations and discussion: Data deluge – do we control data, or does data control us? <p>The session will cover different aspects of data governance and share examples from Estonia, European Union and Uganda:</p> <ul style="list-style-type: none"> • What are the challenges and opportunities in the use of AI in Estonia? Where are the current technical and organizational limitations? How can limiting factors be controlled? • The European Interoperability Framework is an important reference. What are its key features, and what is still missing? When is policy on data and interoperability useful, and when is it not? • How are long-term potential and threats handled in practice in a country? How do you build up and benefit from data policies and data governance in emerging economies? How to develop good data governance and leadership? <p>Ott Velsberg – Government Chief Data Officer, Estonia Claudia Oliveira – Programme Manager, European Commission</p>	Workshop: Digital services – constantly developing and improving <p>Join us for a practical hands-on workshop for developing and redesigning public services. The workshop examines one real-life digital service. At the end of the workshop, you will have practical tools to take home for digital service design and optimization and reengineering that meets interoperability and security needs.</p> <p>Piret Saartee – Senior Expert on Smart Governance, e-Governance Academy Kristi Kivilo – Senior Expert on Smart Governance, e-Governance Academy</p>

	<p>Amos Mpungu – Principal IT Officer, Ministry of ICT and National Guidance, Uganda Paul Timmers – Research Fellow, University of Oxford, United Kingdom (moderator) Heiko Vainsalu – Programme Director of Technology, e-Governance Academy (moderator)</p>	
<p>12:30 – 13:30</p>	<p>LUNCH</p>	
<p>13:30 – 14:15</p>	<p>Panel discussion: Cybersecurity and the citizen</p> <p>For a modern digital society, cybersecurity is more than just a technological and organisational challenge. Cybersecurity awareness and skills to manage cyber risks are required for all of society to preserve our way of life and continue to benefit from digitalisation both as individuals and as a society. In this session, we'll explore:</p> <ul style="list-style-type: none"> • How can cybersecurity be mainstreamed into digitalisation as a prerequisite rather than an afterthought? • How can governments improve cybersecurity behaviour across society by better-considering humans vis-à-vis technology? <p>Anna Sarri – Cybersecurity Officer, European Union Agency for Cybersecurity, ENISA, Greece Stephen Wangwe – Acting Director of Communication Safety and IT Security Unit, Ministry of Information, Communication and Information Technology, Tanzania Lauri Tankler – Head of R&D Coordination, Information System Authority, Estonia Kadri Kaska – Senior Cybersecurity Expert, e-Governance Academy (moderator)</p>	<p>Case study: From challenges to opportunities - digital transformation in the Brazilian government</p> <p>Join us for an immersive learning experience where we will talk about the complexities and explore innovative solutions to overcome the obstacles that stand in the way of progress.</p> <p>Through an engaging and interactive program, we will draw parallels between the struggles of the Brazilian government and other countries facing similar challenges. We will explore key topics such as data management, digital infrastructure, and citizen engagement and discuss best practices for effective implementation.</p> <p>Ibson Bressan – Executive Director, Valid Brazil Murilo Lico - Head of Marketing and Corporate Communication, Valid Brazil Marten Kaevats - Digital Advisor and Government Architect, Estonia Endrik Randoja - CEO and Co-Founder, Worksup, Estonia (moderator)</p>
<p>14:15 – 15:00</p>	<p>Panel discussion: Crisis-proofing the digital society</p> <p>It is said that the question is not <i>if</i> a cyberattack will happen but <i>when</i> and that no response plan survives first contact with reality. This session will investigate lessons of cyber crisis preparedness and response. What have the recent crises taught us about the pressing challenges and priorities for national cybersecurity? How can countries' cybersecurity efforts strengthen societies' overall cyber resilience and support citizens in crises or emergencies? What plans and commitments have the EU and other partners made, and how do we monitor their progress? What mechanisms can help leverage existing technical cooperation into enhanced political cooperation?</p> <p>Jorge Mora Flores – Former Director of Digital Governance at the Ministry of Science, Technology and Telecommunications, Costa Rica Predrag Puharic – Cybersecurity Expert and Lecturer, Bosnia and Herzegovina</p>	<p>Case study: Interoperability and digital transformation challenges across states in Brazil</p> <p>Data exchange is a critical element of any digital service offering, regardless of whether it is intended for citizens, employees, or businesses. However, initiating a massive digital transformation can be daunting in a country like Brazil, which comprises twenty-six autonomous states and has a population of over 200 million people. This workshop will highlight the challenges and how X-Road and a strong digital government platform can facilitate interoperability across regional borders, even in the most complex administrative environments.</p> <p>Fernando Santos – Head of Product Development, X-Via Tecnologia, Brazil Endrik Randoja - CEO and Co-Founder, Worksup, Estonia (moderator)</p>

	<p>Patrick Bryant - Senior Cybersecurity Expert, e-Governance Academy Projects, Montenegro</p> <p>Merle Maigre – Cybersecurity Programme Director, e-Governance Academy (moderator)</p>	
15:00 – 15.30	COFFEE BREAK & EXPO	
15:30 – 16:30	<p>Keynote and panel discussion:</p> <p>Teaching public service in a digital age What are the minimum viable skills public servants will need in a digital era? This talk seeks to outline a syllabus curated by a group of faculty around that world that seeks to reimagine how we teach public administration to prepare public servants for delivering public goods and services in a digital era. The panel discussion takes a deep dive into the competence models for civil servants and their relation to the digital maturity of the society. Broader skills and competences that support the digital transformation process will also be discussed.</p> <p>David Eaves – Associate Professor in Digital Government, University College London, United Kingdom Toomas Hendrik Ilves – President of Estonia 2006-2016, Visiting Professor of Tartu University, Estonia Linnar Viik – Chairman, European Institute of Innovation & Technology (moderator)</p>	
16:30 – 16:45	<p>Key conclusions of the conference:</p> <p>Hannes Astok – Executive Director, e-Governance Academy Kristina Mänd – Senior Expert on e-Democracy, e-Governance Academy</p>	