PROJECT NOTIFICATION

Ref. No.: 20-RP-12-GE-CON-A-463

Date of Issue	30 September 2020
Project Code	20-RP-12-GE-CON-A
Title	Conference on Smart Public Service Delivery
Timing and Duration	9 November 2020 (one day)
Hosting Country	Philippines
Modality	Digital Multicountry (DMC)
Implementing Organization(s)	Development Academy of the Philippines (DAP) and the APO Secretariat
Participating Countries	All Member Countries
Overseas Participants	250
Local Participants	50
Closing Date for Nominations	16 October 2020

Notes: This PN supersedes the PN issued on 20 January 2020.

1. **Objectives**

   a. To provide government officials with the latest, most relevant information on models of smart public service delivery;

   b. To provide a platform for government officials and experts to share ideas on and discuss the role of smart public service delivery for productivity enhancement; and

   c. To help member governments manage the transition to future government through the development of concrete actions and the dissemination of learning by participants.

2. **Background**

There is a crisis stretching across the developed and developing world in the public-sector, centered on the requirement to reconcile two seemingly irreconcilable objectives: first, the need to deliver, modern, tailored services to citizens; and second, the need to manage costs in the context of unprecedented budget constraints as welfare demands rise due to aging populations. These problems are acutely felt among APO member countries, as estimates indicate that around 60% of the world's elderly population will live in Asia by 2030. How can public managers possibly improve the quality of services to the wider public while managing costs, i.e. enhance public-sector productivity? This is especially important in the context of COVID-19, where traditional means of delivering public services in Asia-Pacific have become more difficult and public budgets are limited compared to the scale of social and economic challenges.

Frontrunners in the public-sector are utilizing ICT and the transformative potential of the digital age to speed up processes, reduce costs, and reach out to new groups of citizens such as younger generations. Others have implemented nontechnological innovations by developing creative management programs and experimenting with new processes at the local, national, and even supranational levels. The question now arises of what the public services of the future will look like. Smart public services imply that real change can be achieved by making them more citizen-centric. This conference will introduce a range of new models of smart public service delivery being explored in APO member countries including the use of civic technology, digital identification, and innovation labs. The consequence of adopting these models is that government will no longer act as a top-down service provider but as an enabling platform where diverse stakeholders interact to create more responsive modern services.

This conference is being organized to allow key stakeholders to learn from experts, consider and share knowledge on smart public services, explore ways in which public agencies can be modernized, and develop long-term views on the requirements of the public services of tomorrow. This will promote smart transformation of the public-sector and drive innovation capability, contributing to the APO Vision.

3. **Modality of Implementation**

   a. This conference will be conducted online using videoconference applications.

   b. The resource speakers and participants will participate the conference virtually using their own devices, applications, and Internet connections.

   c. The duration of the session will be up to three hours.

   d. The APO Secretariat will inform the resource speakers and participants of the applicable videoconference application and link to the virtual sessions.

   e. The videoconference link will be provided exclusively to resource speakers and participants in this conference and should not be shared.

4. Scope and Methodology

The conference will consist of plenary thematic sessions with expert presentations and panel discussion session. The tentative program is given below:

Date/Time	Activity
Monday, 9 November	Opening session Presentations: • Electronic identity: Trust, security, and data management • Behavioral approaches to public service delivery • Innovation labs for enhancing public service delivery • Data analytics and big data in government Panel Discussion and Q&A session Closing session

5. Qualifications of Candidates

Present Position	Government officials including those from state-owned enterprises, policymakers from central and local government organizations, public-sector productivity experts/researchers, or senior officials and consultants from NPOs.
Work Experience	Two years of experience or more in the position described above.
Education	University degree or equivalent qualification from a recognized university or similar tertiary institution.
Computer Literacy	Familiarity and competency in connecting to virtual meetings, including independently undertaking troubleshooting in the event of poor or lost connections.
Language	Proficiency in English, both written and spoken.

6. Requirements

a. Have necessary devices comprising a computer, web camera, microphone, and speaker or headphones.

b. Access to Internet connections suitable for videoconferencing. Stable, wired LAN connections are preferred.

c. Follow the instructions of the moderators/presenters in asking questions, joining discussions, and answering questions.

d. Participate in the entire conference.

7. Financial Arrangements

a. The APO will meet the assignment costs for international resource persons.

b. The host country will meet the assignment costs of local resource persons.

8. **Actions by Member Countries**

   a. Each participating country will nominate 10 or more candidates in order of preference.

   b. Self-nominations will not be accepted.

   c. All nominations must be endorsed by an APO Director or Alternate Director and submitted by a Liaison Officer or designated officer.

   d. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System (DMS)/Fleekdrive by the NPO. The biodata form is available on the APO website.

   e. Late nominations will not be accepted. When a nomination requires the approval of higher authorities and requires a longer time, the member country concerned should send the name(s) of the nominee(s) before or by the deadline, indicating that approval will follow.

   f. If a selected participant becomes unable to participate, the NPO concerned should inform the APO Secretariat and the host country promptly.

9. **Actions by the APO Secretariat**

   a. Selection of candidates will be at the discretion of the Participant Selection Committee of the APO Secretariat

   b. Selection of candidates will be completed and announced three weeks prior to the start of the project.

   c. Slots that become available due to withdrawal of a selected candidate(s) or lack of nominations by a member country may be filled by alternates to be selected on a merit basis.

   d. The APO Secretariat will inform NPOs of the final program, platform, and link of the virtual meeting, as well as the schedule for technical coordination when applicable, two weeks prior to commencement of the project.

10. **Dress Code**

Participants are required to wear appropriate business attire during the conference.

Dr. AKP Mochtan
Secretary-General