PROJECT NOTIFICATION

Ref. No.: 20-IN-85-GE-CON-A-447

Date of Issue	31 August 2020
Project Code	20-IN-85-GE-CON-A
Title	Conference on Successful Models of Smart Public Service Delivery
Timing and Duration	28 October 2020
Hosting Country	Bangladesh
Modality	Digital Multicountry (DMC)
Implementing Organization(s)	National Productivity Organization, Ministry of Industries, Bangladesh, and the APO Secretariat
Participating Countries	All Member Countries
Overseas Participants	250
Local Participants	50
Closing Date for Nominations	1 October 2020

Notes: This PN supersedes the PN issued on 11 December 2019 and PNR issued on 7 May 2020.

1. Objectives

    a. To examine the best practices of public-sector organizations in delivering services using enabling technologies in a cost-effective, efficient manner;

    b. To discuss how greater access to technology will enhance the connectivity between citizens and public-sector organizations; and

    c. To develop recommendations that will improve strategies to enhance the delivery of public-sector services using digital technology.

2. Background

There are manifold needs for improving public service delivery, from improving the quality of services to citizens, to reducing public spending, to continuously modernizing public services. The rise of the digital society has heightened expectations of e-service among citizens and businesses. Intelligent process automation, advanced analytics, and other developing technologies are changing the way governments and agencies deal with citizens' demands. They have come to expect and rely on convenience in their daily lives as technology evolves. Technology is no longer employed simply to automate back-office functions and improve public-sector productivity but has assumed a transformative role in public service design and delivery including offering smart solutions that address citizens' expectations and forging new relationships with government. A smart government therefore creatively invests in emerging technologies coupled with innovative strategies to achieve more agile, resilient governance structures and infrastructure.

This conference will explore the impacts and best practices of digitization of public services of various governments, especially those in APO member countries. Specifically, this conference will bring together different stakeholders to share and learn about the best practices in delivering quality public services to citizens using enabling technologies and how this will impact the accountability, transparency, efficiency, and effectiveness of the public sector.

3. Modality of Implementation

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

    b. The resource speakers and participants will participate the session 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 send a 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 sessions. The tentative program is given below:

Date/Time	Activity
Wednesday, 28 October	Opening session Presentation of resource papers • Digital transformation of the public sector • Digitalization and defining smart public service • Benefits and impacts of smart public service on productivity and competitiveness

	• Emerging technologies and innovations in the delivery of public services
	Panel discussion
	• Potential impacts of disruptive technology on public services
	Closing program

5. Qualifications of Candidates

Present Position	Officials of government agencies providing public services, policymakers at national or local government level, or consultants and staff 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 session.

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

g.   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 completed and announced three weeks prior to the start of the project.

b.   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.

c.   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 conference.

10.   Dress Code

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

Dr. AKP Mochtan
Secretary-General