

# SMART GOVERNMENT DAYS

Ulaanbaatar Mongolia, May 2-3, 2013



Smart Solutions is about identifying and scaling innovative, ICT-enabled approaches to development challenges. In this 1.5 day event the Cabinet Secretariat, ITPTA, the World Bank and other partners are contributing with a programme of events to leverage best thinking to help build the different aspects of an ecosystem around Smart Government and Open Data innovations required to achieve the Government's objectives of greater competitiveness, transparency and citizen engagement. In this event we will share current global thinking to explore the latest technology enablers to co-create smart solutions across the sectors in Mongolia.



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**Venue:** Parliament House, Ulaanbaatar, Mongolia

**Organizers:** Cabinet Secretariat and World Bank in collaboration with Information Technology, Post and Telecommunications Authority (ITPTA)

**Participants:** Presidents office, Cabinet Secretariat, Members of the Parliament, Ministry of Economic Development (MoED), Ministry of Finance (MOF), UB City office, Decentralization office, National Statistics Office (NSO), Communications Regulatory Commission (CRC), National Data Center (NDC), UB City IT Department, “11-11” center

World Bank staff, external experts, donor representatives, civil society members, universities and private sector representatives

***Brief description:***

This 1.5 day session will discuss possible “smart” (in this context meaning “innovative, information-driven, ICT-enabled”) solutions for accountable, responsive and transparent public service delivery to citizens and businesses by leveraging the power of ICT and open innovation approaches. This high level event is intended to support the many efforts that the Government has already initiated, such as the 11-11 center, the forming of the ICT Council, and the development of its Open Government Partnership (OGP) initiative. On World Bank’s part, this is great opportunity to further improve the design of the proposed SMART (Supporting Mongolia for Accountable, Responsive and Transparent) Government project by incorporating best and “next” practices on public sector transformation and by incorporating feedback and ideas from the participants.

The discussions will be around: how Smart Government and Open Data commitments already made can be used to grow citizen engagement, improve public services and grow new businesses; and how a policy of “Open Innovation”, encouraging citizen engagement in the design and delivery of services, can save money and improve outcomes. It will both showcase achievements and strategic plans in Mongolia and discuss global developments.

***Objective of the event:***

- Share new and emerging thinking on SMART Government with government officials, private sector and Civil Society Organizations

***Event Outcome:***

- Enhanced knowledge and capacity on specific enablers of Smart Government (Open data, Public service delivery innovations, Design thinking approaches)

## Agenda

Time	Activity
<b>Day 1 –May 2nd</b>	
<b>08:30 – 09:00</b>	<b>Registration</b>
<b>09:00 – 11:30</b>	<p><b><u>Opening Keynote Plenary: High Level Roundtable</u></b></p> <p><i>Welcome and Introduction:</i>  <b>Coralie Gevers</b>, Country Manager, World Bank</p> <p><i>Opening Remarks:</i>  <b>H.E. Ch. Saikhanbileg</b>, Chairman of Cabinet Secretariat</p> <p><i>Keynote Address:</i>  <b>Chris Vein</b>, Chief Innovation Officer for Global Information and Communications Technology Development at World Bank</p> <p><b><u>Roundtable on Good Practices in Smart Government</u></b></p> <p><i>Session will present the latest “smart solutions” approaches globally and discuss how they could be applied to problems in the developing world.</i></p> <p><i>Moderator:</i> <b>Oleg V. Petrov</b>, Senior Program Officer, World Bank</p> <p><i>Panelists:</i></p> <p style="padding-left: 40px;"><b>Jeff Kaplan</b>, Open Data and Open Government Expert, USA  <b>Sebastian Foo</b>, e-Government Expert, Singapore  <b>Merrick Schaefer</b>, Senior Innovation Officer, World Bank</p> <p style="text-align: center;">Q&amp;A and open discussions</p>
<b>11:30 – 11:40</b>	<b>Coffee Break</b>
<b>11:40 – 13:00</b>	<p><b><u>Smart Government in Mongolia:</u></b></p> <p style="text-align: center;"><b><u>Progress to Date and Road Ahead</u></b></p> <p><i>Moderator:</i> <b>Tenzin Dolma Norbhu</b>, Senior ICT Policy Specialist, World Bank</p> <p><b><u>Part 1: ICT for public sector transformation</u></b></p> <p><i>Speakers:</i></p> <p style="padding-left: 40px;"><b>T. Jadamba</b>, Chairman of ITPTA  <b>S. Mendsaikhan</b>, Chairman of NSO  <b>R. Otgontulga</b>, 11-11 center, Advisor to the Reform Policy Team</p> <p><i>Discussants:</i></p> <p style="padding-left: 40px;"><b>Z. Enkhbold</b>, Vice Chairman of ITPTA  <b>Sebastian Foo</b>, e-Government Expert, Singapore  <b>Oleg V. Petrov</b>, Senior Program Officer, World Bank</p> <p style="text-align: center;">Q&amp;A and open discussion</p> <p><b><u>Part 2: OGP action plan</u></b></p>

	<p><i>Speaker: N. Dorjdari, Manager, Open Society Forum NGO</i></p> <p><i>Discussants:</i></p> <p><b>G. Denzin</b>, Vice Chairman, Cabinet Secretariat</p> <p><b>Chris Vein</b>, Chief Innovation Officer for Global Information and Communications Technology Development at World Bank</p> <p><b>Jeff Kaplan</b>, Open Data and Open Government expert, USA</p> <p>Q&amp;A and open discussion</p>
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<b>13:00 – 14:00</b>	<b>Lunch Break</b>
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<b>14:00 – 15:30</b>	<p><b><u>Masterclass: Open Data</u></b></p> <div data-bbox="431 690 971 987" data-label="Image"> </div> <p><i>Moderator: Oleg V. Petrov, Senior Program Officer, World Bank</i></p> <p><i>Presenter: Jeff Kaplan, Open Data and Open Government Expert, USA</i></p> <p>The World Bank has become a leader in Open Data both through its own experience and work with some of the world's pioneering Open Data initiatives. Governments at all levels are starting to see Open Data as a powerful tool for transformation of their countries into dynamic, innovative economies, with modern, citizen-centered public sectors and vibrant ICT markets.</p> <p>The World Bank's Open Government Data Working Group has recently developed an 'Open Data Readiness Assessment' (ODRA) tool for conducting an action-oriented assessment of the readiness of a Government - or even an individual agency - to evaluate, design and implement an Open Data initiative. This session will present an overview of benefits of opening data as well as an overview of the open data assessment that is being launched in other countries.</p> <p>Q&amp;A and open discussion</p>
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<b>15:30</b>	<b>Coffee and Tea</b>
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**Day 2 –May 3<sup>rd</sup>**

<b>09:00 – 10:15</b>	<p><b><u>Masterclass: Public Service Innovations</u></b></p> <div data-bbox="440 1749 906 2083" data-label="Image"> </div> <p><i>Moderator: Oleg V. Petrov, Senior Program Officer, World Bank</i></p> <p><i>Presenter: Sebastian Foo, e-Government Expert, Singapore</i></p> <p>The Masterclass will provide an overview on how Governments are innovating to deliver public services. The session will touch on Public Service innovation case</p>
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	<p>studies, highlight challenges as well as discuss on the Public Sector Innovation Landscape (awareness, capacity, processes and leadership) to better meet citizen's needs for public services.</p> <p>Q&amp;A and open discussion</p>
<b>10:15 – 10:30</b>	<b>Coffee Break</b>
<b>10:30 – 12:00</b>	<p><b><u>Masterclass: Design Thinking</u></b></p> <p><i>Moderator: Oleg V. Petrov, Senior Program Officer, World Bank</i></p> <p><i>Presenter: Merrick Schaeffer, Senior Innovation Specialist, World Bank</i></p>  <p>All across the world, higher education, industries, public sector, and users are linking into innovation ecosystems. How can these collaborations that now include users as a critical component help, while designing government services including the ones that are being delivered by mobile platforms. Merrick Schaeffer, Senior Innovation Specialist, ICT Unit, World Bank will share with us why these collaborations with the end users at design stage matter for service delivery success.</p> <p>Q&amp;A and open discussion</p>
<b>12:00 – 12:45</b>	<p><b><u>Open Discussions</u></b></p> <p>Moderator: <b>Ch. Davaajamts</b>, Head of IT department, Cabinet Secretariat</p> <p>Panelists:</p> <p><b>Chris Vein</b>, Chief Innovation Officer for Global Information and Communications Technology Development at World Bank</p> <p><b>Z. Enkhbold</b>, Vice Chairman of ITPTA</p> <p><b>N. Dorjdari</b>, Manager, Open Society Forum NGO</p> <p><b>Jeff Kaplan</b>, Open Data and Open Government Expert, USA</p> <p><b>Sebastian Foo</b>, e-Government Expert, Singapore</p> <p><b>Merrick Schaefer</b>, Senior Innovation Specialist, World Bank</p> <p><b>Oleg V. Petrov</b>, Senior Program Officer, World Bank</p>
<b>12:45 – 13:00</b>	<p><b><u>Closing Remarks</u></b></p> <p><b>Tenzin Dolma Norbhu</b>, Senior ICT Policy Specialist, World Bank</p>

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