EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in cooperation with

THE GENERAL PERSONNEL COUNCIL OF PALESTINE*

Holds under the Auspices of H.E. the Prime Minister Dr. Mohamad Shtayyeh

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Regional seminar for high level civil servants

13th UniDem Med

"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC: MODERNISATION AND DIGITAL INNOVATIONS"

Videoconference, Palestine*

5-6 October 2021

9.30am-5.30pm (GMT+2 – France local time)

PROGRAMME

Tuesday, 5 October 2021

09:30 – 10:05   Welcome session

Mr Mousa ABU ZAID, Minister and Chairman of the General Personnel Council, Head of the Board of Palestinian National School of Administration, Palestine[*]

Dr Mohamad FAHAD SHALALDEH, Minister of Justice of Palestine*

Ms Simona GRANATA-MENGHINI, Director, Secretary of the Venice Commission of the Council of Europe

Mr Sven KÜHN VON BURGSDORFF, Head of Delegation, European Union Representative Office of the European Union Representative (West Bank and Gaza Strip, UNRWA)

Ms Pilar MORALES, Co-ordinator of the Neighbourhood Policy with the Southern Mediterranean, Head of the Council of Europe Office in Tunis, Council of Europe

10:05 – 10:20   General introduction

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

THEME 1:   **THE COVID-19 PANDEMIC AS AN ACCELERATOR OF DIGITAL INNOVATIONS AND DIGITAL TRANSFORMATION OF PUBLIC SERVICES: TOWARDS A MORE DEMOCRATIC, OPEN AND INCLUSIVE PUBLIC ADMINISTRATION**

10:20 – 12:30   First session

The session will focus on the challenges that the digitalisation/modernisation has brought about. What are the determining factors for the emergence of a "digital" and "innovative" public administration that is democratic, open and inclusive? The issue of the digital divide will be addressed, as well as the impact of digitalisation on the respect of fundamental rights, as well as the protection of personal data, the use of big data by the public administration, the digital health passport, contact tracing applications, etc.

Speakers

Mr Alessandro MANTELERO, Associate Professor of Private Law, Department of Management and Production Engineering, Polytechnic of Turin, Italy

Mr Saeed ZEIDAN, IT Expert, CEO and Founder of ULTIMIT Company, Former Chairman of PITA and PICTI, Palestine*

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[*] This designation should not be construed as recognition of a State of Palestine and is without prejudice to the individual positions of Council of Europe and European Union member States on this issue.

National experiences

Ms Sana HAOUARI, Director of Software and Information Systems Promotion, Ministry of Communication Technologies, Tunisia

Mr Tawfiq ABU-BAKER, Director of policies and strategies, Ministry of Digital Economy and Entrepreneurship, Jordan

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

General discussion

12:30 – 14:00   *Lunch break*

14:00 – 17:30   Second session

The second session will present several significant examples of public administrations that have embarked on digital transformation before, during and after the Covid-19 pandemic. How did the use of new technologies help to meet users' expectations and ensure the continuity of public services? How digitalisation and digital innovations have become essential for improving the user experience and simplifying procedures on both sides of the Mediterranean in all public sectors? Examples on e-health, single portals for public administration, distance learning, e-procurement, e-justice, e-taxes, etc.

Speakers

Ms Elsa BELO, Director, LabX - Centre for Innovation in the public sector, Agency for the modernisation of public administration, Portugal

Dr Kamal SHAKHRAH, Director General of the General Administration of Primary Health Care, Ministry of Health, Palestine*

National experiences

Mr Smail BOUKRIA, Director of IT, Directorate General of Civil Service and Administrative Reform, Algeria

Mr Ahmed ELKHATEEB, Director of the Technical Office of the Deputy Minister of Communications and Information Technology for Institutional Development, Egypt and **Ms Laura DOSPINESCU**, Institutional Development Consultant, Ministry of Communications and Information Technology (MCIT), Egypt

Ms Samia CHAKRI, Director of Information Systems, Department of Administration Reform, Morocco

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

Discussion and conclusions of the day

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Wednesday, 6 October 2021

THEME 2:	**GOOD GOVERNANCE IN PUBLIC ADMINISTRATION IN THE AGE OF DIGITALISATION: ADAPTING FOR BETTER TRANSFORMATION**

09:30 – 12:00   Third session

The session will look at how the pandemic has changed the working and management methods in the public administration, notably through the use of teleworking. What are the good practices in this area and the lessons learned from the period we have just gone through? How can these new methods be made compatible with the principles of good governance in public administration?

Speakers

Mr Zoltan VADKERTI, Executive Director, The WorkLife Hub, Belgium

Dr Mohammad MATAR, Director General, Centre for Educational Research & Development (CERD), Ministry of Education, Palestine*

National experiences

Ms Olfa SOULI, General Directorate of Administrative Reforms and Prospective Studies, Presidency of the Government, Tunisia

Mr Mohamed MOUSSA, Head of Division of Internal Information Systems, Directorate of Information Systems, Department of Administration Reform, Ministry of Economy, Finance and Administration Reform, Morocco

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

General discussion

12:00 – 14:00   Lunch break

14:00 – 16:00   Fourth session

The fourth session will focus on digital transformation as an integral part of public administration reform and modernisation strategies on both sides of the Mediterranean. This session will present strategies for public administration reform that put digital innovations and digital transformation at the heart of the process. How can technological advances and digital transformation improve human resources management in public administration, including internal training, evaluation, mobility, unification and simplification of procedures, etc.?

Speakers

Ms Albana KOÇIU, Director of the Department of Public Administration in Albania and member of the European Committee on Democracy and Governance of the Council of Europe, Albania

Mr Fathi KHADER, Deputy Minister for Specialised Administrations at General Personnel Council, Palestine*

National experience

Ms Fadhila DRIDI, Head of the General Committee of the Civil Service, Tunisia

Moderator:

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

General discussion

16:00 – 16:20   General conclusions

Dr Safa NASSERELDIN, Former Minister of Telecommunication and Information Technology, Vice President, Alquds University, Palestine*

16:20 – 16:30   Closing remarks

Mr Mousa ABU ZAID, Minister and Chairman of the General Personnel Council, Head of the Board of Palestinian National School of Administration, Palestine*

Ms Frédérique PRIVAT-DE-FORTUNIE, Neighbourhood Cooperation Division, Venice Commission, Council of Europe

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