

WORKING AGENDA



**Achieving the Sustainable Development Goals
through Effective Delivery of Services,
Innovative Transformation &
Accountable Institutions**





Arrival Day: 23 June 2019

Arrival of AND Registration of participants (at hotel)

Day 1: 24 June 2019

07:30 – 08:15 Arrival to conference venue (and registration for those not yet registered)

09:00 – 09:45 Opening Ceremony

- **H.E. Mr. Ilham Aliyev**, President of the Republic of Azerbaijan
- **H.E. Mr. Liu Zhenmin**, United Nations Under-Secretary-General for Economic and Social Affairs

09:45 – 10:30 Plenary Session Keynotes

- **Mr. Ulvi Mehdiyev**, Chairman of the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan
- **Prof. Eko Sri Margianti**, Rector of Gunadarma University, Vice-president of Indonesian Private University Association

Master of Ceremonies: Mr. Azad Jafarli, Chief of Administration of the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan

10:30 – 11:00 Coffee Break (in Heydar Aliyev Center)

11:30 – 12:30 UN Public Service Awards Ceremony

- **H.E. Mr. Liu Zhenmin**, United Nations Under-Secretary-General for Economic and Social Affairs
- **Mr. Ulvi Mehdiyev**, Chairman of the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan
- **Ms. Alia El-Yassir**, Regional Director for Europe and Central Asia and Representative to Turkey UN WOMEN

12:30- 13:00

Launch of the World Public Sector Report

- **H.E. Mr. Liu Zhenmin**, United Nations Under-Secretary-General for Economic and Social Affairs
- **Mr. David Le Blanc**, Report Lead, Chief, Sustainable Development Goals Branch, Division for Public Institutions and Digital Government, UN DESA

13:00 – 14:30

Lunch Break (in Heydar Aliyev Center)

14:30 – 16:00

Parallel Workshops

- 1) Delivering inclusive and equitable services to leave no one behind (UN DESA) - *Location: Conference Hall 1-Section B-1st Floor (Heydar Aliyev Center)*
- 2) Ensuring integrated approaches in the public-sector institutions (UN DESA) - *Location: Conference Hall 1-Section C-1st Floor (Heydar Aliyev Center)*
- 3) Developing effective and accountable public institutions (UNDP and UN DESA) - *Location: Conference Room №3 2nd Floor (Heydar Aliyev Center)*
- 4) Transfiguring Digital Transformation for the Sustainable Development Goals (UN DESA) - *Location: Room A6 (Baku Congress Center)*
- 5) Promoting gender responsive public services to achieve the SDGs (UN WOMEN and UN DESA) - *Location: Conference Room №1, 2nd Floor (Heydar Aliyev Center)*
- 6) Government Innovation for Social Inclusion of Vulnerable Groups (UN DESA) - *Location: Room A7 (Baku Congress Center)*
- 7) Mobilizing and equipping public servants to realise the 2030 Agenda (UN DESA) - *Location: Room A8 (Baku Congress Center)*
- 8) Future of public services: linking government performance with the power of disruptive technologies in the context of 2030 Agenda (Government of the Republic of Azerbaijan) - *Location: Auditorium Hall (Heydar Aliyev Center)*
- 9) Effective model for the delivery of public services contributing to the realization of human rights and the SDGs (OHCHR) - *Location: Conference Hall 1-Section A-1st Floor (Heydar Aliyev Center)*



16:00 – 16:20 Coffee Break (in Heydar Aliyev Center and Baku Congress Center)

16:20 – 17:30 Parallel Workshops Continued

19:00 Gala Dinner/Cultural event
(Venue Elite Events Hall : Address: Airport Highway, Bina)

Day 2: 25 June 2019

09:00 – 10:30 Plenary Session: Interactive Panel Discussion

SDG 16: the role of accountable, effective and inclusive institutions in reaching the SDGs

- **Ms. Sevinj Hasanova**, Deputy Minister of Economy of the Republic of Azerbaijan.
- **Ms. Alia El-Yassir**, Regional Director Director for Europe and Central Asia and Representative to Turkey UN WOMEN
- **Ms. Pam Taylor-Belcher**, Mayor of Paynesville, Liberia
- **Dr. Raed Ben Shams**, Director General of the Institute of Public Administration

Moderator: Mr. David Le Blanc, Chief, Sustainable Development Goals Branch, Division for Public Institutions and Digital Government, UN DESA

10:30 – 10:50 Coffee Break (in Heydar Aliyev Center and Baku Congress Center)

10:50 – 13:00 Parallel Workshops day 2 Continued

- 1) Delivering inclusive and equitable services to leave no one behind (UN DESA) - *Location: Conference Hall 1-Section B-1st Floor (Heydar Aliyev Center)*
- 2) Ensuring integrated approaches in the public-sector institutions (UN DESA) - *Location: Conference Hall 1-Section C-1st Floor (Heydar Aliyev Center)*
- 3) Developing effective and accountable public institutions (UNDP and UN DESA) - *Location: Room B3 (Baku Congress Center)*

- 4) Transfiguring Digital Transformation for the Sustainable Development Goals (UN DESA) - *Location: Room A6 (Baku Congress Center)*
- 5) Promoting gender responsive public services to achieve the SDGs (UN WOMEN and UN DESA) - *Location: Conference Room №1, 2nd Floor (Heydar Aliyev Center)*
- 6) Government Innovation for Social Inclusion of Vulnerable Groups (UN DESA) - *Location: Room A7 (Baku Congress Center)*
- 7) Mobilizing and equipping public servants to realise the 2030 Agenda (UN DESA) - *Location: Room A8 (Baku Congress Center)*
- 8) Future of public services: linking government performance with the power of disruptive technologies in the context of 2030 Agenda (Government of the Republic of Azerbaijan) - *Location: Auditorium Hall (Heydar Aliyev Center)*

Partner Parallel Events (10:50-13:00)

Beyond innovations: any option for human dimension? (Government of the Republic of Azerbaijan) - *Location: Conference Hall 1-Section A-1st Floor (Heydar Aliyev Center)*

Improving effective Delivery of Services at Local Level: Challenges and innovative approaches (UCLG-AFRICA and ISESCO) - *Location: Conference Room № 3- 2nd Floor (Heydar Aliyev Center)*

13:00 – 14:30

Lunch Break (in Heydar Aliyev Center)

14:30 – 16:00

Parallel workshops continued

Partner Parallel Events (14:00 – 16:00)

Connecting service delivery, quality management and the role of leadership: experiences and lessons learned from the Western Balkans, Georgia and Azerbaijan (**ReSPA**) *Location: Conference Hall 1-Section A-1st Floor (Heydar Aliyev Center)*

16:00 – 16:20

Coffee Break (in Heydar Aliyev Center and Baku Congress Center)



16:20 – 17:30 Parallel workshops and Partner events continued

18:00 – 19:00 Visit to Baku “ASAN Service” Centers and overview of its activities

Day 3: 26 June 2019

09:00 – 10:00 Plenary Session: Interactive Panel Discussion

Innovation driving Transformation: the role of innovation and technology in enhancing public service delivery to leave no one behind

- **Ms. Gisa Fuatai Purcell**, Director of ICT Development, Commonwealth Telecommunications Organization
- **Mr. Taghi Taghizada**, Director of Innovation Center, Azerbaijan Innovation Hub
- **Ms. Layla Dong**, CEO Broadshine Co. Ltd, Australia

Moderator: Ms. Gogontlejang Phaladi, Founder, Pillar of Hope Project, Botswana

10:00 – 10:30 Reporting back

Rapporteur: Mr. Nick Thijs, Public sector reform expert, Public Sector Development institute (PSDi), Belgium

10:30 – 11:00 Coffee Break

11:00 – 13:00 Ministerial Roundtable

‘Promoting National and Local Action to enhance the effective Delivery of Services, Innovative Transformation and Accountable Institutions’

Facilitator: Ms. Natalie (Sonia) Mukundane, Chairperson, African Youth Commission



13:00 – 13:30

Closing Session

- **Mr. Ulvi Mehdiyev**, Chairman of the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan
- **Mr. Nikhil Seth**, Executive Director United Nations Institute for Training and Research