OECD Korea Policy Centre

OECD

OECD Network of Innovative, Digital and Open Government in Southeast Asia

Building inclusive and human-centred policies and services in Southeast Asia

3 September, 2024

The Westin Josun Seoul Hotel, Seoul, Korea

OECD Korea Policy Centre

OECD Network of Innovative, Digital and Open Government in Southeast Asia

Building inclusive and human-centred policies and services in Southeast Asia

3 September 2024
The Westin Josun Seoul Hotel, Seoul, Korea

Background

The OECD has been shaping the global discussion on digital government, open government, and public sector innovation for more than 20 years. This includes the development of international standards in these areas, namely the OECD Recommendations on Digital Government Strategies (2014), on Open Government (2017), on Enhancing Access to and Sharing of Data (2021), and on the Governance of Digital Identity (2023). Additional instruments include the OECD Declaration of Public Sector Innovation (2019).

The **OECD Innovative, Digital and Open Government Networks** (INDIGO Networks) serve as fora for countries in specific regions to discuss common policy priorities, share best practices on digital government, open government, and public sector innovation, and explore potential bi-lateral and multi-lateral collaborations in these areas. The Networks exist in Latin America, Middle East and North Africa and Southeast Asia and aim to support regional peer-to-peer knowledge sharing, foster cross-border collaboration and cooperation on these policy topics, and disseminate the OECD's evidence-based approach to digital government, public sector innovation and open government.

The 2024 meeting of the OECD INDIGO Network: Southeast Asia

The OECD will organise the 2024 meeting of the **OECD INDIGO Network: Southeast Asia** on 3 September 2024 in Seoul, Korea jointly with the OECD Korea Policy Centre (KPC) and the Korean Ministry of the Interior and Safety (MOIS). The INDIGO Network in Southeast Asia will bring together public officials to explore common policy priorities, share best practices and discuss the objectives and goals of the Network.

Rationale

Digital government, public sector innovation and open governance can support countries in Southeast Asia to design and deliver more proactive, human-centric and inclusive public policies and government services.

Governments can leverage digital technologies and data, including artificial intelligence, and public sector innovation to understand and meet the dynamic needs of citizens and businesses. Similarly, governments can embrace open and participatory approaches to foster collaboration with citizens, civil society stakeholders and the private sector, for example through GovTech and CivicTech, to achieve key policy priorities such as sustainable economic growth and social inclusion.

To advance in this direction, governments in Southeast Asia need to develop strategic and coherent approaches, addressing potential risks and securing coordination across the public sector. The 2024 meeting of the **OECD INDIGO Network: Southeast Asia** will provide an opportunity for delegates to discuss the key policy considerations to strengthen digital government, public sector innovation and open governance to better serve their citizens line with the specific social, multi-cultural and economic context at the national and regional level.

Draft Agenda

<table>
<tr><td colspan="2" align="center">**Tuesday September 3rd, 2024**

2024 meeting of the OECD Network on Innovative, Digital and Open Governments in Southeast Asia</td></tr>
<tr><td align="center">**Time (KST)**</td><td align="center">**Details**</td></tr>
<tr><td>8h00-8h30</td><td align="center">Registration at venue
The Westin Josun Seoul Hotel. Address: 106 Sogong-ro, Jung District, Seoul.</td></tr>
<tr><td>8h30-08h50</td><td>**Opening Remarks**

- **Yong Suk Lee**, Deputy Minister for Digital Government and Innovation, Ministry of the Interior and Safety, **Korea** (7 minutes)
- **Ryun-Joo Lee** Executive Director **OECD Korea Policy Centre** (7 minutes)
- **Barbara-Chiara Ubaldi,** Deputy Head of the Innovative, Digital and Open Government Division & Head of the Digital Government Unit, **OECD** (7 minutes)</td></tr>
<tr><td>08h50 – 09h00</td><td>**Official photo**</td></tr>
<tr><td>9h00-10h30</td><td>**SESSION 1. Governing with Artificial intelligence for inclusive and human-centric public services**

The session will focus on a responsible use of AI in the public sector to support inclusive and human-centred public services. The OECD Secretariat will present the OECD Framework on the trustworthy use of AI in the public sector and share key findings of the OECD policy paper "Governing with AI: Are Governments Ready", together with country cases. In this session, delegates will discuss the delicate balance between leveraging the benefits of AI and mitigating the risks to foster more inclusive and human-centred public service design and delivery. Finally, Delegates will be invited to share examples and use cases of AI to support better government services.

Moderator:

- **Arturo Rivera,** Policy Lead, Data-driven Public Sector & Southeast Asia, Digital Government Unit, **OECD**

Speakers:

- **Angela Hanson,** Innovation Lead, Innovative Governance Unit, **OECD** (10 minutes)
- **Pham Trinh Huong,** Senior Official, International Cooperation Department, Ministry of Information and Communications, **Viet Nam** (15 minutes)

- **Vannapha Phommathansy,** Deputy Director General, Digital Government Center, Ministry of Technology and Communications, **Lao PDR** (15 minutes)

- **Chris Fechner**, CEO, Digital Transformation Agency, **Australia** (15 minutes)

- **Sumit Kesawapitak**, Public Sector Development Officer, Expert Level, Office of the Public Sector Development Commission (OPDC), **Thailand** (10 minutes).</td></tr>
</table>

	Comments from Korea (*Chair*): • **Jaeho Lee,** Vice President, Department of Global ICT Cooperation, National Information Society Agency, **Korea** (3 minutes) **Q&A**
10h30-11h00	*Coffee break*
11h00-12h15	**SESSION 2. Digital public infrastructure for better government services** The session will discuss the Digital Public Infrastructure (DPI) as key enabler of digital government transformation for inclusive and human-centred policies and services. The session will begin with a presentation on the OECD approach to a sustainable and trustworthy adoption of DPI. Then, delegates will discuss how governments can secure enablers that make DPI a success and contribute to intended outcomes. Finally, delegates are invited to share examples and use cases of DPI to support better government services. **Moderator:** • **Seong Ju Park**, Policy Lead, Public services and digital skills, Digital Government Unit, **OECD** **Speakers:** • **Barbara-Chiara Ubaldi,** Deputy Head of the Innovative, Digital and Open Government Division & Head of the Digital Government Unit, **OECD** (10 minutes) • **Byung Joon Park,** Director, Digital Government Cooperation Division, Ministry of the Interior and Safety, **Korea** (10 minutes) • **Choy Yong Cong**, Director, International Affairs Division & **Ryan Goh Ching Soon** Assistant Director, International Affairs Division, Ministry of Digital Development and Information, **Singapore** (15 minutes) • **Zainizam (bin) Yusof,** Deputy Director, Digital Government Division, National Digital Department (Jabatan Digital Negara), **Malaysia** (15 minutes) **Comments:** • **Vutha Cheang,** Advisor to H.E. Sereyvath CHEA, Ministry of Post and Telecommunications, **Cambodia** (5 minutes) • **Byung Joon Park,** Director, Digital Government Cooperation Division, Ministry of the Interior and Safety, **Korea (*Chair*)** (3 minutes) **Q&A**
12h15-13h45	Lunch
13h45-15h00	**SESSION 3: Designing and delivering better services through meaningful citizen and stakeholder participation** The session will focus on the use of in-person mechanisms as well as digital tools and emerging technologies to leverage citizen and stakeholder participation in the design and delivery of public services and policies. Delivering services that are centred on citizens' needs and expectations is vital for strengthening trust in public institutions. At the same time, actively cooperating and collaborating

with stakeholders (e.g. academics, civil society organisations, private sector etc.) in this endeavour can allow public officials to benefit from their knowledge, expertise, and experiences. The OECD Secretariat will present trends and case studies on the use of participatory processes for more responsive and human-centric services.

Delegates will discuss how to effectively implement such processes and initiatives, share good practices and lessons learned, and explore innovative ways to ensure that public services are more aligned with the evolving demands of citizens, to achieve outcomes that benefit all members of society.

Moderator:

- **Seong Ju Park,** Policy Lead, Public services and digital skills, Digital Government Unit, **OECD.**

Speakers:

- **Mauricio Mejia Galvan**, Policy Analyst, Open Governance Unit, **OECD** (10 minutes)
- **Laurențiu Mazilu**, Head of service, Open Government Service, General Secretariat of the Government, **Romania** (7 minutes)
- **Azril bin Wanchik**, Principal Assistant Director, Policy & Research Section, Legal Affairs Division, Prime Minister's Department of **Malaysia** (7 minutes)
- **Suhair AlKayed**, Local Open Government Coordinator, Ministry of Planning and International Cooperation, **Jordan** (7 minutes)

Comments from Korea (*Chair*):

- **Woong Joe Ko**, Director of the Innovation Planning Division, Ministry of the Interior and Safety, **Korea** (3 minutes)

Q&A

15h00-15h15	*Coffee break*
15h15-16h45	**SESSION 4: [Interactive] Identifying policy priorities on digital government, open government, and public sector innovation** Based on the discussions that took place during the three previous sessions, this interactive session will aim to collect insights from delegates on policy priorities, the OECD work in SEA to date, and the role the Network and the OECD can play in advancing digital government, public sector innovation and open governance in the region. The discussion will feed into the development of a draft work plan and agenda towards the next OECD INDIGO Network in Southeast Asia in 2025. The Secretariat will collect and map inputs to identify key priorities for the Network for the 2025-26 biennium. After the OECD provides an overview of the key takeaways from discussions, questions for discussion will include: • Policy priorities for countries in the areas of digital government, public sector innovation and open governance in the region. • The sustainability of the OECD INDIGO Network in SEA, its goals, work methods, and its value as a mechanism for collaboration with and among countries in the SEA region.

<table>
<tr><td></td><td>

- The work (i.e., projects, policy research/studies, regional reviews, technical standards) the OECD INDIGO Division in Southeast Asia should prioritise based on common needs across SEA countries.

Introduction and key takeaways:

- **Arturo Rivera,** OECD

Comments from Korea (*Chair*):

- **Woong Joe KO**, Director of the Innovation Planning Division, Ministry of the Interior and Safety, **Korea** (3 minutes)

Discussion

</td></tr>
<tr><td>16h45 – 17h00</td><td>

Closing remarks

- **Woong Joe KO**, Director of the Innovation Planning Division, Ministry of the Interior and Safety, **Korea**
- **Hana LEE,** Director, **OECD Korea Policy Centre**
- **Barbara-Chiara Ubaldi, OECD**

</td></tr>
<tr><td colspan="2" align="center">**End of Day 1**</td></tr>
</table>

Wednesday September 4th, 2024 (morning)

Open Government Symposium organised by the Government of Korea

The OECD Korea Policy Centre, the Korea Open Government Committee (under Korea's Ministry of Interior and Safety) and the Korea Institute of Public Administration will jointly host an Open Government symposium with the topic "*Open Government Innovation: Advancing Partnership and Co-creation for Problem-solving*".

The symposium will focus on the ways in which transparency, accountability and citizen participation can help countries address challenges of future generations. such as depopulation and climate change. The symposium will further provide an opportunity for countries to discuss the outcomes from the Summit for Democracy which took place in Korea in March 2024, and highlight their relevance for the global open government agenda.

The symposium will be open to the participation of Korean public officials, Delegates of the OECD Network on Innovative, Digital and Open Governments in Southeast Asia, as well as Delegates of the OECD Working Party on Open Government.

09:00-09:30	**Welcome coffee**
09:30-09:31	**Introduction –** Yujin Lee, Deputy Director, Ministry of the Interior and Safety, Korea
09:31-09:35	**Opening Remarks** • **Yongsuk Lee,** Deputy Minister of the Interior and Safety, Korea • **Mary Beth Goodman,** Deputy Secretary General, OECD
09:35-10:30	**Session 1. A Trustworthy Government Innovation through Communication and Cooperation –** OECD Korea Policy Centre Governments around the world face ever-growing challenges in all corners of society. To address these issues, governments have transformed into problem-solving innovators. By becoming key actors in society-wide collaboration and co-creation of value in society, governments have been able not only to resolve social challenges but also to gain the public's trust, thereby promoting further government innovation. In this session, we will explore reasons for governments becoming drivers of innovation, specific examples of innovation, and resulting changes leading to solutions to real-life problems. By sharing specific experiences from various countries, the session will shed light on new possibilities and implications for open government innovation. Moderator: • **Arturo Rivera,** Policy Lead, Data-driven Public Sector & Southeast Asia, Digital Government Unit, OECD. Panellists: • **Angela Hanson,** Policy Lead, OPSI, INDIGO Division, **OECD** • **Dini Maghfirra,** Executive Director, Satu Data Indonesia, Ministry of National Development Planning (Bappenas), **Indonesia** • **Lazaro Tuñon Sastre**, Deputy Director for Open Government, **Spain**

	• **Jiyoung Moon,** Director of Administrative System, Ministry of the Interior and Safety, **Korea**
10:30-11:25	**Session 2. Engaging Diverse Stakeholders in Problem Solving** – Open Government Committee
	In addressing a myriad of challenges faced both in daily life and on a global scale, it is indispensable for governments to engage diverse stakeholders from various sectors and backgrounds. Embracing open government values and principles – transparency, integrity, accountability and stakeholder participation – becomes more crucial in navigating these complexities. By fostering meaningful dialogue and collaboration among stakeholders, collective expertise and perspectives can be leveraged to develop innovative solutions. This session aims to explore how open government practices can enhance our ability to tackle these challenges collectively and offer an opportunity for governments, civil society, youth, and international partnerships to share their successes, challenges, and lessons learnt in co-creation processes.
	Moderator:
	• **Youngjun Nam,** Professor of Chungang University and Civil-Society Co-Chair of Open Government Committee Korea, **Korea**
	Speakers:
	• **Junhee Kim,** Director General of Public Data Bureau, Ministry of the Interior and Safety, **Korea** • **Katju Holkeri,** Financial Counsellor and Head of the Governance Policy Unit, Ministry of Finance, **Finland** • **Soeun Jeong,** Student of Ewha Womans University, **Korea** • **Mihee Shin,** Director of Citizens' Coalition for Democratic Media, **Korea** • **Carlos Santiso**, Head of the Innovative, Digital and Open Governance Division (GOV/INDIGO), **OECD.**
11:25-12:20	**Session 3. Collaborative Innovation for Addressing Future Policy Challenges** – Korea Institute of Public Administration
	Governments around the world have been faced with wicked problems. Wicked problems are characterised by changes in the nature of the problem over time, uncertainty due to the causal complexity of the problem, and difficulty in reaching consensus on response measures due to the diversity of relevant stakeholders, resulting in the difficulty of defining goals and means to respond to the problem. In order to find optimal solutions to these difficult problems in an uncertain administrative environment, Policy Lab can be an arena where various actors to work together to discover multiple problem-solving points, to conduct rapid and iterative experiments to discover and correct errors for optimal solutions. Policy lab is also a methodology which helps to address policy problems through this collaborative innovation.
	A series of attempts have been made to utilise policy labs in various countries around the world, and Korea has also been operating policy labs centered on national research institutes since 2020. It can be said that the Policy Lab has provided an opportunity to redefine the relationship between the government and the private sector by changing in government operating principles toward open government. In this session, we hope to gain implications on the operation of the policy lab as a tool for collaborative governance in various contexts by discussing the case of the Korea Institute of Public Administration's Open Policy Lab.

Presenter:

- **Se-Hyun Cho,** Senior Research Fellow at Korea Institute of Public Administration, **Korea**

Moderator:

- **Tae Joon Lah,** Professor of Yonsei University, **Korea**

Speakers:

- **Chansoo Park,** Senior Research Fellow at Science and Technology Policy Institute (STEPI), **Korea**
- **Suejung Park**, Secretary General at Citizens' Coalition for Better Government, **Korea**
- **Minseung Jeong,** Assist Editor, Hankook Ilbo, **Korea**
- **Seohwa Jeong,** Senior Researcher at Daejeon Institute of Science & Technology for Enterprise & People, **Korea**