PROJECT NOTIFICATION

Ref. No.: 21-IP-09-GE-CON-A-PN2100033-001

Date of Issue	27 May 2021
Project Code	21-IP-09-GE-CON-A
Title	Conference on Public-sector Productivity: Ensuring Public Services in the New Normal
Timing and Duration	25 August 2021 (one day)
Hosting Country(ies)	Philippines
Modality	Digital Multicountry
Implementing Organization(s)	Development Academy of the Philippines and APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	100
Local Participants	30
Qualifications of Participants	Policymakers and government officials, representatives of government enterprises, staff of public-sector organizations and research institutions, and consultants assigned by NPOs for the public sector in the areas of digital government programs, public administration and good governance, national innovation systems, human resources development, and national and local development planning
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	2 August 2021

1. Objectives

    a. Discuss the imperatives and challenges of the public sector in becoming more agile, resilient, and adaptive in the new normal.

    b. Share emerging technologies, innovations, and tools that will enhance public service delivery under the new normal.

    c. Examine new areas that will shape the future of the public sector and its productivity.

2. Background

The prolonged, disruptive COVID-19 pandemic has pushed the public sector to a critical juncture. According to an OECD publication on Anticipatory Innovation Governance (2020), any unanticipated events can be a source of both disruption and opportunity. This includes the COVID-19 pandemic that has transformed many economies. The pandemic has severely disrupted public service and tested the continuity, response, and agility of the public sector. It also necessitated alternative work arrangements and created greater demand for e-government and contactless transactions, while reinforcing the need for strict rules and accountability in public-sector finances, which are being stretched by new needs and priorities arising from the pandemic.

All these underscore the need for the public sector to cope with complexity, adapt, and evolve to create value and be responsive to rapidly changing conditions and citizens' expectations. The public sector must therefore develop new approaches and capabilities to support future-oriented action. This requires governments to review strategies and adopt technologies for effective service delivery under the new normal, ensuring that the public sector is better prepared for a more complex future.

Under the APO Center of Excellence (COE) on Public-sector Productivity, a series of international conferences has been conducted over the past four years since its establishment. The events discussed different themes focusing on the performance of the public sector including its productivity: Transforming the Public Sector in the Age of Disruption in 2017; Shaping a Future-oriented and Smart Public Sector in 2018; Building an Agile and Innovative Public Sector in the Age of Disruption in 2019; and Smart Public Service Delivery in 2020. The series of conferences introduced concepts, methods, trends, tools, and new technologies that could transform the public sector and make it ready for the future. The theme for the 2021 conference is making the new normal work for the public sector by addressing the challenges for being agile, resilient, and adaptive in an environment with disruptions; exploring emerging technologies, innovations, and tools to enhance smart public service delivery; and examining new areas that will shape the future of public-sector productivity.

3. Scope, Methodology, and Certificate of Attendance

The duration of the sessions will be around four hours. The indicative topics of the presentations are:
- Making the new normal work for the public sector.
- Smart public service delivery and its productivity in the new normal.
- Emerging technologies, innovations, and tools to enhance public-sector productivity under the new normal.

The detailed program and list of speakers will be provided two weeks prior to the sessions with announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

4. Financial Arrangements

    a. The APO will meet the assignment costs for overseas resource persons.

    b. The host country will meet the assignment costs of local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

Please refer to the implementation procedures for APO digital multicountry projects circulated with this document.

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Dr. AKP Mochtan
Secretary-General