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**7th HIGH-LEVEL MEETING OF THE EXPERT GROUP**

**ON PUBLIC ADMINISTRATION AND GOVERNANCE**

**Meeting details:** Hybrid meeting with simultaneous interpretation in 4 languages EN-FR-DE-ES

**Venue**: Villa Bighi, Kalkara

**DATE**: 15-16 May 2024

**CHAIR:** Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2

Meeting Agenda

*Objectives of the meeting:*

1. **Encourage reforms towards quality and user-centric services to citizens and businesses, as key aspects of ComPAct.** Malta, having a strong performance in this area will demonstrate related practices, focusing on reform steps and success factors.
2. **Define the governance model for the ComPAct implementation plan**. DG REFORM will address key comments of the Member States on ComPAct and update the EG on the implementation plan.
3. Map the needs of the Member States for the concrete implementation of **flagship projects** proposed for the 2025 TSI round.

**1st DAY**

**15 May**

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|  | ***Pick up from Intercontinental Hotel*** |  | 9:00 |
|  | ***Welcome coffee-registration of in-person participants*** |  | 9:30-10:00 |
| 1) | **Introductory remarks**   * Dr Joyce CASSAR, Permanent Secretary, Office of the Prime Minister and Mr Emanuel Darmanin, CEO of the Malta Information Technology Agency (M.I.T.A.) * Mario NAVA, Director General, DG REFORM | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 | 10:00-10:30 |
| 2) | **The way to user-centric services: the Maltese example**   * Presentation of the success factors for the achievement of user-centric services, Massimo VELLA, CEO Servizz.gov * Presentation on evidence-informed policy making towards citizens satisfaction, Prof. Frank BEZZINA and Prof. Vince CASSAR   *The objective of this session is to demonstrate innovation of the Maltese public administration aiming at encouraging similar reforms in other Member States. The idea is to highlight the way that the overarching goal of user-centric services to citizens and businesses has been achieved. The ingredients of the comprehensive reform will be outlined including re-engineering of business process, digitalisation, use of data for ensuring citizens satisfaction, leadership for change management, investment on the performance and the well-being of the public servants.*  *Mr Vella will present the comprehensive reform including the way it was implemented.*  *Prof. Frank BEZZINA and Prof. Vince CASSAR will highlight the aspects of evidence-informed decision making towards citizens satisfaction based on the feedback received by the users of public services.* | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 | 10:30-11:30 |
|  | ***Coffee break*** |  | 11:30-12:00 |
| 3) | Success factors for delivering services to citizens   * Unlocking excellence in Greece: Harnessing cutting-edge technologies for a goal-oriented public sector with measurable results, Vivi CHARALAMBOYIANNI, Deputy Minister of Interior, Fotios BENEKOS, key expert of Expertise France (online) * The Irish example: evidence-informed policies and services design for and with people, Marianne CASSIDY, Assistant Secretary, Public Service Transformation Division * Interoperability for proactive services, Thomas GIACOLETTO, DG REFORM   Q&A  The objective of this intervention is to share good practices from Member States on the design of user-centric services.  The Q&A session will cover the interventions of the entire morning | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 | 12:00-13:15 |
|  | ***Lunch break*** |  | 13:15-14:15 |
|  | ***Pick up from Villa Bighi to Public Service Expo*** |  | 14:15 |
| 4) | **Public Service Expo**  *On the spot visit to the fair, organised during the week of public administration in Malta, for taking inspiration for good practices. The group will be welcomed by the Principal Permanent Secretary and the Permanent Secretaries representing all Ministries within the Maltese Public Administration. The visit will include a group photo and a guided experience of the various Ministries’ stands. Participants will be able to choose an area of interest for a full experience whilst they will also have the time to visit other areas of the fair.*  *(link for web page:* [*https://pseregistration.gov.mt/en/home/*](https://pseregistration.gov.mt/en/home/) *)* | Joyce Cassar, Permanent Secretary, People & Standards OPM | 14:30-16:30 |
|  | ***Pick up from Public Service Expo to Intercontinental Hotel***  *The Maltese authorities have allocated 1.5 hours for participants to freshen up at the hotel before the cultural visit* |  | 16:30 – 18:00 |
|  | ***Pick up from Intercontinental Hotel to Valletta*** |  | 18:00 |
| 5) | **Cultural visit: Grandmaster’s Presidential Palace**  *The participants will engage in a guided tour of the newly restored Palace boasting a 450-year history. More information on web page:* [*https://heritagemalta.mt/explore/grand-masters-palace/*](https://heritagemalta.mt/explore/grand-masters-palace/) *)* |  | 18:30 – 19:30 |
|  | ***Dinner at Casino Maltese, Valetta*** |  | 20:00 - 22:00 |

**2nd DAY**

**16 May**

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|  | ***Pick up from Intercontinental Hotel to Villa Bighi*** |  | 8:30 |
|  | ***Welcome coffee-registration of in-person participants*** |  | 9:00-9:30 |
| 1) | **Introductory remarks**   * Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 * Dr Joyce CASSAR, Permanent Secretary, Office of the Prime Minister |  | 9:30-9:50 |
| 2) | **The ComPAct Implementation Plan & short term priorities**  *The objective of the session is to provide an overview of the changes made in the ComPAct implementation plan and present draft short-term priorities for discussion.*  *Q&A* | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2, DG REFORM | 9:50-10:30 |
| 3a) | **ComPAct governance towards voluntary cooperation- joining forces, steering, governance and leverage of knowledge - part I**  *REFORM will present a draft governance proposal for the ComPact implementation plan. Topics include – the role of the Expert Group , leveraging the knowledge and expertise of existing networks and the involvement of Member States experts for Pillars II and III. An overview of the activities already commenced will be presented. A summary of the activities where the active involvement of the Expert Group members is expected will follow. The process for monitoring progress will also be presented.* | Athina MANTA, Policy officer, and  Mina SHOYLEKOVA, Head of Sector, DG REFORM | 10:30-11:10 |
|  | ***Coffee break*** |  | 11:10-11:40 |
| 3b) | **ComPAct governance** **towards voluntary cooperation - joining forces, steering, governance and leverage of knowledge – Q & A**  *Feedback and comments from Member States* | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 | 11:40-12:30 |
|  | ***Lunch break*** |  | 12:30-13:45 |
| 4) | **From inspiration to action: pencilling in the needs for 2025 flagship projects:**   * Skills for public administration systems, Mina SHOYLEKOVA, DG REFORM * Capacity for Europe’s Digital Decade, Thomas GIACOLETTO, DG REFORM * Greening Public Administration, Athina MANTA, DG REFORM * PACE, Mina SHOYLEKOVA, DG REFORM   *The objective of this session is to reflect on how we make best use of the 2025 TSI round and the proposed flagships in light of the discussions on Day 1, MS reform priorities and ComPAct.*  *The input from participants will be used also as input for the preparation of the online roll-out discussions on public administration and governance.* | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2 | 13:45-15:45 |
|  | ***Coffee break*** |  | 15:45-16:15 |
| 5) | **Evidence-informed change management: Examples from on-going projects**  *This session will inform about ongoing projects developing methodologies for data and evidence for change management.*   * *Towards a Common Framework for Comparative Public Employment Data* * *Measuring Citizen’s Satisfaction with Key Government Services for Better Performance and Enhanced Trust* * *EU Survey of Central Government Public Servants: Strengthening Evidence-based People Management Policies and Reforms* | Mina SHOYLEKOVA, Head of Sector, DG REFORM | 16:15-17:00 |
| 6) | **Closing remarks (next steps, topics of next meetings etc)** | Kjartan BJÖRNSSON, Deputy Director and Head of Unit B.2, DG REFORM | 17:00-17:15 |
|  | ***Transportation back to Intercontinental Hotel*** |  | 17:15 |

