

- 2024 meeting of OECD Network on Innovative, Digital and Open Governments in Southeast Asia
- Open Government Symposium
- 7th Meeting of the OECD Working Party on Open Government

September 3 - 5 , 2024  
The Westin Josun Seoul, Republic of Korea

## Participant Information

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Ministry of  
the Interior and Safety

## TIMETABLE

### Draft Agendas

<b>Tuesday September 3<sup>rd</sup> 2024</b> <b>2024 meeting of OECD Network on Innovative, Digital and Open Governments in Southeast Asia</b>	
<b>8h00-8h30</b>	<b>Registration</b>
<b>8h30-9h00</b>	<b>Opening Remarks</b>
<b>9h30-10h45</b>	<p><b>SESSION 1. Artificial intelligence for inclusive and human-centric public services</b></p> <p>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 <a href="#">“Governing with AI: Are Governments Ready”</a>, 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.</p>
<b>10h45-11h00</b>	<b>Refreshments</b>
<b>11h00-12h15</b>	<p><b>SESSION 2. Digital public infrastructure for better government services</b></p> <p>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.</p>
<b>12h15-13h45</b>	<b>Lunch provided by the Government of Korea</b>
<b>13h45-15h00</b>	<p><b>SESSION 3: Designing and delivering better services through meaningful citizen and stakeholder participation</b></p> <p>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.</p> <p>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.</p>

15h00-15h15	<b>Refreshments</b>
15h15-17h00	<p><b>SESSION 4: [Interactive] Identifying policy priorities on digital government, open government, and public sector innovation</b></p> <p>This interactive session will invite participants to identify policy priorities on digital government, public sector innovation and open governance in the region. The discussion will feed into the development of agenda for the next OECD INDIGO Network in Southeast Asia. The Secretariat will collect and map inputs to identify key priorities for the Network.</p>
<b>End of Day</b>	

## Open Government Symposium organised by the Government of Korea

**Wednesday September 4<sup>th</sup>, 2024 (morning)**

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 titled “*Open Government Innovation: the Journey of Partnership and Co-creation for Problem-solving*”.

The symposium will explore how transparency, accountability and citizen participation can help countries in addressing challenges of future generations such as depopulation and climate change. Additionally, it will offer a platform for countries to discuss the outcomes from the Summit for Democracy held 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	<b>Welcome coffee</b>
09:30-09:31	<b>Introduction</b>
09:31-09:35	<b>Opening Remarks</b>
09:35-10:30	<p><b>Session 1. A Trustworthy Government Innovation through Communication and Cooperation – OECD Korea Policy Centre</b></p> <p>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.</p>

<p><b>10:30-11:25</b></p>	<p><b>Session 2. Engaging Diverse Stakeholders in Problem Solving –</b> Korea Open Government Committee</p> <p>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.</p>
<p><b>11:25-12:20</b></p>	<p><b>Session 3. Collaborative Innovation for Addressing Future Policy Challenges –</b> Korea Institute of Public Administration</p> <p>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, a Policy Lab can be an arena where various actors work together to discover multiple problem-solving points, to conduct rapid and iterative experiments to discover and correct errors for optimal solutions. Innovation in a policy lab is also a methodology which helps to address policy problems through this collaborative approach.</p> <p>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 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.</p>
<p><b>12:20-12:30</b></p>	<p><b>Closing Remarks</b></p>
<p style="text-align: center;"><b>Lunch provided by the Government of Korea</b></p>	

# 7<sup>th</sup> Meeting of the OECD Working Party on Open Government

## “Open government for stronger democracies and increased trust”

Wednesday September 4<sup>th</sup> (afternoon) and Thursday September 5<sup>th</sup> 2024

*Chair: Katju Holkeri (Finland)*

### Wednesday September 4<sup>th</sup> (afternoon)

<p><b>14:00-14:15</b></p>	<p><b>Item 1. Welcome and opening remarks</b></p> <p><b>Item 1.a. Adoption of the Draft Annotated Agenda</b></p> <p>The Chair will invite the Working Party to adopt the Agenda of the 7th Meeting of the Working Party on Open Government (WPOG) [GOV/PGC/OG/A(2024)1].</p> <p><b>Item 1.b. Approval of the Draft Summary Record</b></p> <p>Delegates are invited to approve the Draft Summary Record of the 6th Meeting of the Working Party on Open Government held on 30-31 March 2023 [GOV/PGC/OG/M(2023)1].</p> <p><b>Item 1.c. Opening remarks</b></p>
<p><b>14:15-15:15</b></p>	<p><b>Item 2. Pushing the frontiers of open government: What is next?</b></p> <p>The findings of the flagship report <a href="#">Open Government for Stronger Democracies: A Global Assessment</a> show that most OECD Member countries have made progress in terms of open government in recent years, for example by placing a greater focus on engaging citizens in public decision making. The principles of open government are increasingly mainstreamed across public administrations and implemented at all levels of government and in different policy sectors. Nevertheless, democracy faces setbacks in several countries, and civic space – now widely recognised as a precondition for, and an integral element of, an open government – is shrinking in many countries across the world. Consequently, as political, economic, and societal challenges remain, additional efforts are needed to ensure that open government policies and practices live up to their promises and breathe new life into policymaking.</p> <p>Delegates are invited to reflect on the new frontiers of the global open government agenda, including on how emerging technologies and AI are impacting open government reforms, as well as the recent trend to adopt national open government strategies.</p>
<p><b>15:15-16:45</b></p>	<p><b>Item 3. Pathways to public trust: Why open government matters to public trust?</b></p> <p>Public trust leads to greater compliance with a wide range of public policies, such as public health responses, regulations, and the tax system. It also nurtures political participation, strengthens social cohesion, and builds institutional legitimacy. In the longer term, trust is needed to help governments tackle long-term societal challenges such as climate change, ageing populations, and changing labour markets.</p> <p>Results from the <a href="#">2022</a> and the <a href="#">2024 OECD Survey on Drivers of Trust in Public Institutions</a> (OECD Trust Survey) show strong links between open government reforms and increased public trust. In particular, evidence shows that trust is strongly associated with the perception that government</p>

	<p>acts on citizens' inputs and that levels of trust increase significantly when citizens feel that their voices are heard by government. On average across countries, only 30% believe that the political system in their country allows people like them to have a say in what government does and only 37% think that if over half of the people expressed a view against a national policy, it would be changed.</p> <p>Against this backdrop, governments are reforming how they communicate with and respond to the public by identifying innovative ways to bring citizens' voices into their work. Acting as a vehicle for open-ended and continuous listening by institutions, the public communication function can therefore contribute to efforts for growing trust in government.</p> <p>This session will be the occasion to showcase the links between the open government agenda and the pressing need to strengthen public trust. The Secretariat will present the results of the 2024 OECD Trust Survey, as well as the results of the public communication country studies in the <a href="#">United Kingdom</a> and France, which show the strong potential of inclusive and impactful communication for public trust.</p> <p>Delegates are invited to reflect on the presentation from the OECD Secretariat and the interventions by countries and share how open government and public communication can build trust within a challenging context of polarisation and misinformation.</p>
<p><b>Refreshments</b></p>	
<p><b>17:00-18:30</b></p>	<p><b>Item 4. How digital technologies and artificial intelligence are disrupting open government and democratic governance</b></p> <p>Countries around the world are increasingly harnessing the power of digital technologies to drive open government reforms, by enhancing transparency, accountability, and citizen participation. OECD countries are using online channels to communicate, connect, and engage with a variety of audiences, while implementing digital technologies to support or enable participatory processes. Emerging technologies, in particular artificial intelligence, have opened new horizons for the government-citizen interaction, including in public service delivery, public communication and citizen participation. Nevertheless, digital technologies are also challenging how democracies function, in particular by excluding citizens with limited access or skills, putting privacy at risk, increasing polarisation, and enabling new forms of surveillance.</p> <p>OECD countries are leading the way in the digitalisation of democracy, whilst becoming a core element of their open government agendas. As discussed in the OECD Event "Civic Tech for Democracy" [GOV/PGC/M(2023)6] in October 2023, technology has the potential to increase trust by improving and enabling new ways for public authorities to interact with the public. However, this potential can only be reached if digital technologies are fit-for-democracy and embedded in institutional frameworks.</p> <p>In 2024, the Public Governance Committee developed the <a href="#">Action Plan on Transforming Public Governance for Digital Democracy [GOV/PGC(2023)31]</a>, a blueprint to upgrade democratic institutions to respond to the opportunities and challenges of the digital era. In addition, the Secretariat will present new publications, developed jointly with OECD member countries, including a collaboration with the European Commission, Portugal, Spain, and the Netherlands to map the opportunities and the challenges of emerging technologies, in particular artificial intelligence, for citizen participation. Furthermore, the upcoming Report on Public Communication in the digital age and the Report on civic technologies for democracy will provide good practices and actionable recommendations to harness the impact of digital technologies.</p> <p>Delegates are invited to use this session as a platform to exchange knowledge, present good practices, and share needs in the use of digital technologies to foster open government reforms.</p>
<p><b>Evening dinner organised by the Government of Korea</b></p>	

Thursday, September 5<sup>th</sup> 2024

<p>09:30-11:00</p>	<p><b>Item 5. What are open government reforms achieving? A discussion on outcomes and impacts</b></p> <p>Robust measurement and evaluation frameworks are essential to identify good practices and foster continuous improvement in open government initiatives. However, as highlighted in the report <i>Open Government for Stronger Democracies</i> “the medium- and long-term impacts of open government policies and practices are not yet fully documented”. The global open government movement still relies heavily on “impact stories” rather than robust and comparable quantitative evidence and there continues to be a need to develop better measurements and indicators of the impact of open government reforms.</p> <p>Indeed, measuring open government and evaluating open government reforms has become a priority for OECD member and partner countries. Several countries, including Slovak Republic, Mexico and Romania have taken first steps to design more ambitious measurement tools. The Secretariat is actively supporting these efforts, including through the ongoing design of the OECD Citizen Participation Barometer, a key deliverable of the OECD Reinforcing Democracy Initiative (RDI).</p> <p>This session will offer an opportunity for Delegates to reflect on the broader outcomes and impacts that open government reforms are having and jointly discuss an agenda to design better and more comparable indicators in the field of open government.</p>
<p>11:00-12:30</p>	<p><b>Item 6. Protecting and promoting civic space at national level</b></p> <p>Over the past decade, countries have increasingly recognised civic space as a cornerstone of functioning democracies. When fundamental civic freedoms are protected, in line with key international and national legal frameworks protecting human rights, citizens and stakeholders such as civil society organisations (CSOs), media workers, and citizens can engage with public institutions, express their views, participate throughout policymaking and decision-making cycles, evaluate outcomes, and play a crucial oversight role. Governments have clear national and international legal obligations on civic space protection. Moreover, countries reap many benefits from the higher levels of citizen engagement that protected civic space facilitates.</p> <p>The OECD has developed a practical guide for policymakers to protect and promote civic space, based on the learnings and findings of the OECD Report on the Protection and Promotion of Civic Space. The guide provides for the opportunity to tailor support for public administrations in a broad range of areas and country-specific needs. Additionally, a policy paper on civic space protection in Latin America, will be published in 2024, highlighting good practices as well as identified opportunities from the region.</p> <p>This session will be an opportunity to showcase what countries have achieved in recent years in strengthening and promoting civic space in their respective countries. Delegates are invited to reflect on the ongoing OECD work on civic space, as well as on initiatives at the national, regional, and international level and the interventions by countries before sharing their thoughts on areas of focus in the future.</p>
	<p><b>Lunch provided by the Government of Korea</b></p>
<p>14:00-15:30</p>	<p><b>Item 7. Enabling meaningful citizen participation to address pressing policy challenges</b></p> <p>Governments cannot tackle the transitions of the 21<sup>st</sup> century without building alliances with citizens and a multitude of stakeholders, including private sector, civil society, academia. The OECD Declaration on Building Trust and Reinforcing Democracy (Luxembourg Declaration) [<a href="#">OECD/LEGAL/0484</a>] and the <a href="#">Action Plan on Enhancing Representation, Participation and Openness in Public Life</a> highlight the importance of <a href="#">participatory</a> and <a href="#">deliberative</a> processes as tools to reinforce democracy and support trust in public institutions over the long-term. OECD countries are making greater use of citizens’ voices to build consensus at all levels of government, including the international sphere, to address the major challenges, in particular the climate and biodiversity crises.</p>

	<p>Concretely, OECD countries are communicating with and involving both citizens and stakeholders in the green agenda through a diverse set of initiatives from more traditional such as public meetings, consultations, and roundtables, to more innovative approaches like citizen science and representative deliberative processes. For example, OECD countries like Australia, France, Spain, and the European Commission have organised deliberative assemblies to inform green policies whilst other countries like Colombia and Chile regularly consult citizens both through online and offline channels to better address the climate crisis.</p> <p>Nevertheless, public institutions need to build the right conditions and provide the right resources to ensure such processes are inclusive and impactful. Formalising and institutionalising participation can highlight the economic and social implications of a green transition for all social demographics - and contribute to preserving the social contract. To support citizen participation and deliberation in OECD countries, the Secretariat has been collecting good practices and data, including at the international level, to provide actionable recommendations on how to embed and institutionalise such practices.</p> <p>Delegates are invited to share good practices of citizen participation and deliberation in the green transition and offer insights on how to increase their impact building on their respective country perspectives. Finally, delegates will be invited to discuss the draft outline of a Discussion Paper on Exploring New Frontiers of Citizen Participation in the Policy Cycle currently under development.</p>
<p><b>15:30-16:30</b></p>	<p><b>Item 8. Open government to reinforce democracy: Update on the WPOG’s contribution to the OECD Reinforcing Democracy Initiative</b></p> <p>Since the adoption of the OECD Declaration on Building Trust and Reinforcing Democracy (Luxembourg Declaration) [OECD/LEGAL/0484], the Secretariat has been tracking and analysing collective progress on the Action Plans for 1) Public Governance for Combating Mis-information and Dis-information; 2) Enhancing Participation, Representation and Openness in Public Life, including its Annex on Gender Equality; and 3) Governing Green.</p> <p>In addition, responding to the call by Ministers in the Luxembourg Declaration, additional Action Plans have been developed, focusing on Stronger Open Democracies in a Globalised World [GOV/PGC(2023)30/REV1] and on Transforming Public Governance for Digital Democracy [GOV/PGC(2023)31/REV1]. The “Reinforcing Democracy Monitoring Report” tracks the implementation of these Action Plans thus far and will support discussions at the 2024 OECD Global Forum on Building Trust and Reinforcing Democracy, to be held in 21-22 October 2024 in Milan, Italy.</p> <p>The Working Party on Open Government has been integral to all tenets of the Reinforcing Democracy Initiative since its inception, and leads on Pillar 2 on Enhancing Participation, Representation and Openness in Public Life in particular. In this vein, the Working Party is charged with delivering the Meaningful Citizen Participation Barometer as well as reporting back and guiding the work of the Secretariat in the areas under its purview.</p> <p>Delegates are invited to respond to the presentation by the Secretariat, provide their feedback on the progress made, and suggest potential future directions for the Initiative.</p>
<p><b>16:30-17:00</b></p>	<p><b>Item 9. Closing remarks</b></p> <p>The OECD Secretariat and the Chair of the Working Party will present the next steps for each area of work and provide the closing remarks of the meeting.</p>

## VISA

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In order to enter the Republic of Korea, all participants are required to present a valid passport with appropriate entry visa, except for those who are from countries with a Visa Waiver Agreement with the Republic of Korea. Please check visa processing times and requirements in your country and obtain your visa in advance. To check if you need a visa, please consult the Embassy or Consulate of the Republic of Korea in your country.

If you need to apply for a visa, please visit:

- Korea Visa Portal at <https://www.visa.go.kr>

If you are from countries with a Visa Waiver Agreement, please visit and apply for:

- K-ETA(Korea Electronic Travel Authorization) at <https://www.k-eta.go.kr/portal/apply/index.do?locale=EN>

## PUBLIC TRANSPORTATION

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### Airport Bus 6015

You can take a bus numbered 6015 at Incheon International Airport and get off at Ibis Ambassador Seoul Myeongdong. The meeting venue (The Westin Josun Seoul) is a 7-minute walk (430 meters) from the bus stop. For more airport bus information, please visit <https://www.airport.kr/ap/en/tpt/busRouteList.do>

### Taxi

Distance from the airport to the hotel, Westin Josun Seoul, is approximately 61 km. A taxi ride will cost about KRW 60,000 (USD 45). The address of the hotel is 106 Sogong-ro, Jung-gu, Seoul. To show the address to a taxi driver, use this Korean address: 서울시 중구 소공로 106 웨스틴 조선 서울

For more information, please visit following websites :

- Airport Railroad at <https://m.site.naver.com/1rffF>
- Rome2rio (Direct Bus from Airport to the Venue) at <https://m.site.naver.com/1rffR>
- Public Transportation in Seoul at <https://english.visitseoul.net/transportation>

## ACCOMMODATION

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Participants are kindly asked to book their own accommodation at their own expense. There are numerous hotels in Central Seoul across various price ranges. Here are a few options:

### The Westin Josun Seoul (meeting venue)

Address: 106, Sogong-ro, Jung-gu, Seoul at <https://www.josunhotel.com/hotel/westinSeoul.do>

Inquiries/Book: [rsvn@westinjosun.com](mailto:rsvn@westinjosun.com)

### The PLAZA Seoul (300 meters from the meeting venue)

Address: 119, Sogong-ro, Jung-gu, Seoul at <https://www.hoteltheplaza.com/en/>

Inquiries/Book: [scott.ha@hanwha.com](mailto:scott.ha@hanwha.com)

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## REGISTRATION

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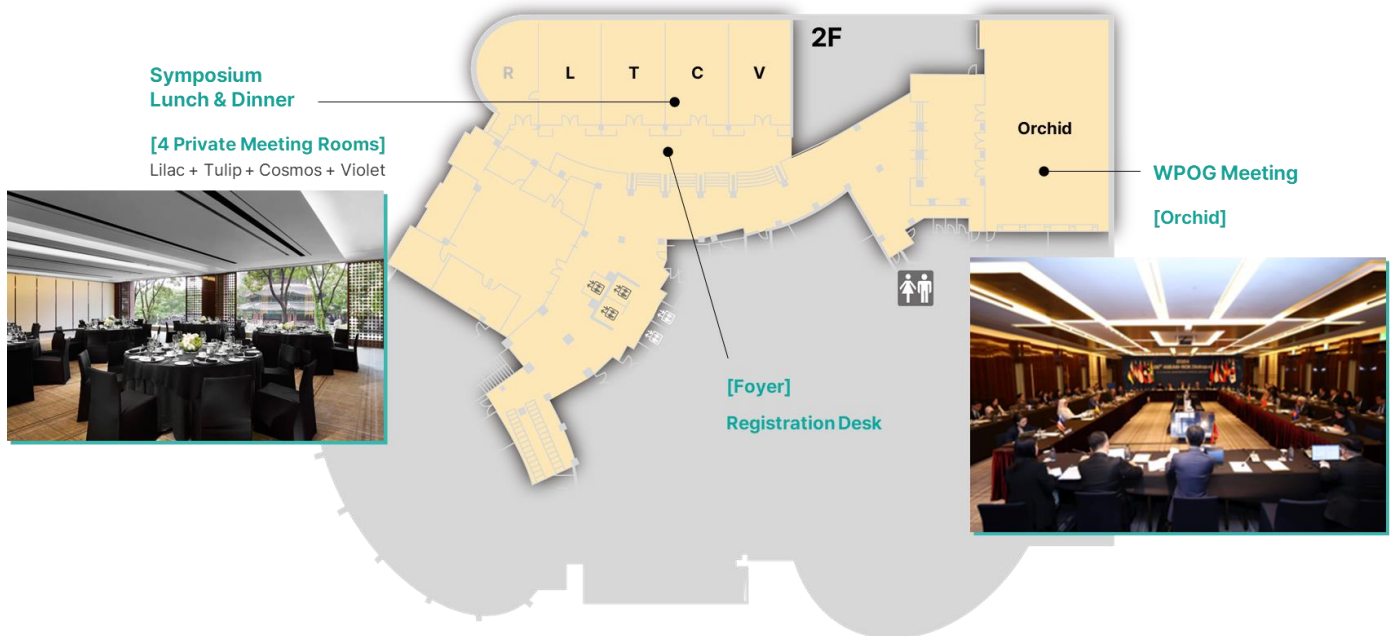
Please bring proof of identification when entering the meeting venue. A badge will be provided at the registration desk located on the second floor of the venue.

## MEETING VENUE

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The meeting will take place at the Westin Josun Seoul.  
Meetings will take place on the second floor.

<https://www.josunhotel.com/hotel/westinSeoul.do>



## CULTURAL EVENTS

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On September 4, Korean calligraphy will be available during lunch, and a traditional performance will be held at dinner. On September 5, a Korean tea experience will be offered from 13:00 to 15:00.

## INTERPRETATION

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Simultaneous interpretation in Korean, English, and French will be provided.

## USEFUL URLS AND CONTACT INFORMATION

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## Useful URLs

- Visit Korea at <https://english.visitkorea.or.kr/svc/main/index.do>
- Visit Seoul at <https://english.visitseoul.net/index>

## Contact Information

For general questions, please contact:

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For questions regarding logistics, please contact:

**Ms. YuNa Cha** Sr. Manager

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