Telecommunication
Development Bureau (BDT)

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Geneva, 26 October 2026

- Administrations of ITU Member States from the CIS region
- ITU-D Sector Members from the CIS region
- ITU Academia from the CIS region
- Regional Telecommunications Organizations from the CIS region
- E-Government operators from the CIS region

Subject: **ITU Regional Hands-on Conference "Accelerating Innovation in Digital Public Services", 30 November – 1 December 2026, Minsk, Belarus**

Dear Sir/Madam,

I am pleased to invite you to participate in the **Regional Hands-on Conference "Accelerating Innovation in Digital Public Services"**, jointly organized by the International Telecommunication Union (ITU) and the National Centre for Electronic Services of the Republic of Belarus, the Conference will be held from 30 November to 1 December 2026 in **Minsk, Belarus**.

The Conference will be dedicated to the digital transformation of the public sector in the CIS Region and will serve as a collaborative platform for national administrations for telecommunication and e-Government operators to share strategic priorities, showcase key achievements, and foster cross-border cooperation in GovTech and e-governance.

Following the collaboration announcement during the ITU Regional Development Forum for the CIS Region held from 29 to 30 September 2026 in Dushanbe, Tajikistan, a signing of the **Joint declaration** on strengthening cooperation and mutual assistance in digital transformation of public administration and development of the digital state will be announced.

The draft agenda can be found in **Annex 1**.

For further details and practical information please refer to the dedicated webpage: http://itu.int/go/NU6Z.

For any additional enquiries, Ms Irina Divakova, Project Officer, ITU Regional office for CIS Region (irina.divakova@itu.int), remains at your disposal.

Yours faithfully,

(signed)

Cosmas Luckyson Zavazava
Director

Annex 1

Draft Programme

ITU Regional Hands-on Conference

"Accelerating Innovation in Digital Public Services"

30 November – 1 December 2026, Minsk, Belarus (GMT+3)

DAY 1. Monday, 30 November 2026

09:00-10:00	Registration Welcome coffee
10:00-10:20	**OPENING**
10:20-11:30	**HIGH-LEVEL SEGMENT: INNOVATION IN DIGITAL PUBLIC SERVICES – ACHIEVEMENTS & STRATEGI PRIORITIES** • **Official tour-de-table:** Member States share key achievements since the 2024 and layout strateg priorities for public sector digital transformation in the CIS region. • **Announcement about signing** of the Joint Declaration.
11:30-12:00	Group photo outside the building Coffee Break
12:00-14:00	**Session 1: REGIONAL COOPERATION & GLOBAL IMPACT** • **Regional project wrap-up:** Review of key deliverables and lessons learned from the regional proj digital governance cooperation. • **Analytical insights:** Presentation of the analytics paper developed under the project. • **Regional repository:** Information sharing on local GovTech solutions to facilitate practical cross-b exchange • **Thinking globally:** Review of the regional experience on promoting local GovTech solutions globa
14:00-15:00	Lunch
15:00-16:00	**Session 2: BENCHMARKING & ASSESSING E-GOVERNMENT EFFECTIVENESS** • **Overview:** methodologies for evaluating digital public services delivery. • **Sharing regional experiences**, successes, and metrics in e-Government transformation.
16:00-17:00	**Session 3: NAVIGATING THE UN E-GOVERNMENT DEVELOPMENT INDEX (EGDI)** • **Deep dive:** Breaking down EGDI components and index calculation methodologies. • **First-hand recommendations:** Strategic insights on improving national rankings
	Wrap-up of Day 1

DAY 2. Tuesday 1 December 2026

10:00-11:30	**Session 4: ACCELERATING INNOVATION IN DIGITAL PUBLIC SERVICES** • **ITU GENIE.AI:** Presentation on Open-Source Generative AI for Public Services • **Regional spotlight:** Exploring best practices in introducing Innovative approaches, technologies a Public Administration
11:30-12:45	**HANDS-ON TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION** • **Practical exercises:** Interactive training session on deploying AI for effective digital government s delivery.
12:45-13:00	Coffee Break
13:00-14:50	**HANDS-ON TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION (cont'd)** • **Practical exercises:** Interactive training session on deploying AI for effective digital government s delivery.
14:50-15:00	**CLOSING**