Accelerating Innovation in Digital Public Services

ITU Regional Hands-on Conference

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

PROGRAMME (draft as of 7 Oct 2026)

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 & STRATEGIC PRIORITIES** • **Official Tour-de-Table:** Member States share key achievements since the 2024 and layout strategic priorities for public sector digital transformation in the CIS region. • **Ceremonial Signing:** 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 project on 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-border exchange • **Thinking Globally:** Review of the regional experience on promoting local GovTech solutions globally
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 and AI in 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 service 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 service delivery.
14:50-15:00	**CLOSING**