

## 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<br>Welcome coffee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:00-10:20 | <b>OPENING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10:20-11:30 | <b>HIGH-LEVEL SEGMENT: INNOVATION IN DIGITAL PUBLIC SERVICES – ACHIEVEMENTS &amp; STRATEGIC PRIORITIES</b> <ul style="list-style-type: none"><li>• <b>Official Tour-de-Table:</b> Member States share key achievements since the 2024 and layout strategic priorities for public sector digital transformation in the CIS region.</li><li>• <b>Ceremonial Signing:</b> Signing of the Joint Declaration.</li></ul>                                                                                                                                                                                                      |
| 11:30-12:00 | Group photo outside the building<br>Coffee Break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12:00-14:00 | <b>Session 1: REGIONAL COOPERATION &amp; GLOBAL IMPACT</b> <ul style="list-style-type: none"><li>• <b>Regional Project Wrap-up:</b> Review of key deliverables and lessons learned from the regional project on digital governance cooperation.</li><li>• <b>Analytical Insights:</b> Presentation of the analytics paper developed under the project.</li><li>• <b>Regional Repository:</b> Information sharing on local GovTech solutions to facilitate practical cross-border exchange</li><li>• <b>Thinking Globally:</b> Review of the regional experience on promoting local GovTech solutions globally</li></ul> |
| 14:00-15:00 | Lunch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 15:00-16:00 | <b>Session 2: BENCHMARKING &amp; ASSESSING E-GOVERNMENT EFFECTIVENESS</b> <ul style="list-style-type: none"><li>• <b>Overview:</b> methodologies for evaluating digital public services delivery.</li><li>• Sharing regional experiences, successes, and metrics in e-Government transformation.</li></ul>                                                                                                                                                                                                                                                                                                              |
| 16:00-17:00 | <b>Session 3: NAVIGATING THE UN E-GOVERNMENT DEVELOPMENT INDEX (EGDI)</b> <ul style="list-style-type: none"><li>• <b>Deep Dive:</b> Breaking down EGDI components and index calculation methodologies.</li><li>• <b>First-Hand Recommendations:</b> Strategic insights on improving national rankings</li></ul>                                                                                                                                                                                                                                                                                                         |
|             | Wrap-up of Day 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

#### DAY 2. Tuesday 1 December 2026

|             |                                                                                                                                                                                                                                                                                                                                                            |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10:00-11:30 | <b>Session 4: ACCELERATING INNOVATION IN DIGITAL PUBLIC SERVICES</b> <ul style="list-style-type: none"><li>• <b>ITU GENIE.AI:</b> Presentation on Open-Source Generative AI for Public Services</li><li>• <b>Regional Spotlight:</b> Exploring best practices in introducing Innovative approaches, technologies and AI in Public Administration</li></ul> |
| 11:30-12:45 | <b>HANDS-ON TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION</b> <ul style="list-style-type: none"><li>• <b>Practical Exercises:</b> Interactive training session on deploying AI for effective digital government service delivery.</li></ul>                                                                                                     |
| 12:45-13:00 | Coffee Break                                                                                                                                                                                                                                                                                                                                               |
| 13:00-14:50 | <b>HANDS-ON TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION (cont'd)</b> <ul style="list-style-type: none"><li>• <b>Practical Exercises:</b> Interactive training session on deploying AI for effective digital government service delivery.</li></ul>                                                                                            |

14:50-15:00

**CLOSING**