Accelerating Innovation in Digital Public Services

ITU Regional Hands-On Conference

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

PROGRAMME (as of 12 November 2026)

DAY 1. Monday, 30 November 2026

09:00–10:00	**Registration** Welcome coffee
10:00–10:20	**OPENING** **Ms. Natalia Mochu** – Regional Director, ITU Regional Office for the CIS Region Representative of the Ministry of Communications and Informatization of the Republic of Belarus Representative of the Operations and Analysis Center under the President of the Republic of Belarus **Mr. Evgeny Liplyanin** – Director, National Center for Electronic Services, Belarus
10:20–11:30	**HIGH-LEVEL SEGMENT: DIGITAL TRANSFORMATION OF THE PUBLIC ADMINISTRATION SECTOR – KEY ACHIEVEMENTS AND STRATEGIC PRIORITIES** *Moderator: Ms. Natalia Mochu – Regional Director, ITU Regional Office for the CIS Region* **Panel Discussion:** • Mr. Evgeny Liplyanin – Director, National Center for Electronic Services, Belarus • Mr. Azizbek Khudaev – Deputy Director, Digital Government Project Management Center, Uzbekistan • Mr. Almaz Baizhanov – Deputy Chairman of the Management Board, JSC "National Information Technologies", Kazakhstan (tbc) • Mr. Farid Osmanov – Chairman of the Management Board, Innovation and Digital Development Agency, Azerbaijan (tbc) • Mr. Nurgazy Atkanov – Director, State Institution "KYZMAT", Kyrgyzstan (tbc) • Dr. David Manset – Senior Advisor on Open Source and Digital Public Infrastructure, ITU Telecommunication Development Bureau ***Ceremonial announcement of the signing of the Joint Declaration on Strengthening Cooperation and Mutual Assistance in Digital Transformation of Public Administration and Digital State Development***
11:30–12:00	Group photo in front of the building Coffee break

12:00–14:00	**Session 1: KEY OUTCOMES OF THE REGIONAL PROJECT "STRENGTHENING REGIONAL COOPERATION ON DIGITAL GOVERNMENT FOR CENTRAL ASIA AND THE CAUCASUS"** *Moderator: Mr.Farid Nakhli – Programme Coordinator, ITU Regional Office for the CIS Region* • Presentation of the analytical report "Digital Government Maturity in Central Asia and the Caucasus and Potential Areas for Cooperation". **Ms. Irina Divakova** – Project Officer, ITU Regional Office for the CIS Region • Regional repository and facilitation of practical experience exchange on GovTech solutions. **Ms. Aliya Almatova** – Project Manager, Product Promotion Department, JSC "NIT", Kazakhstan • Regional GovTech solutions on the global stage: Opportunities unlocked by ITU. **Mr. Adilet Aisautov** – Acting Director, Smart Data Ukimet Department, JSC "NIT", Kazakhstan and **Mr.Vusal Azizov** – Head of Digital Product Design Division, Innovation and Digital Development Agency, Azerbaijan
14:00–15:00	**Lunch**
15:00–16:00	**Session 2: METHODOLOGIES FOR ASSESSING THE EFFECTIVENESS OF E-GOVERNMENT DIGITAL TRANSFORMATION** *Moderator and introductory presentation: Ms. Irina Divakova – Project Officer, ITU Regional Office for the CIS Region* **Regional experience exchange on assessing the effectiveness of digital transformation** Speakers: Azerbaijan, Belarus, Kazakhstan, Tajikistan, Uzbekistan
16:00–17:00	**Session 3: UN E-GOVERNMENT DEVELOPMENT INDEX (EGDI): OVERVIEW AND RECOMMENDATIONS** *Moderator: Ms. Irina Divakova – Project Officer, ITU Regional Office for the CIS Region* **Mr. Deniz Susar**, Senior Governance and Public Administration Officer, UNDESA (online)
	Wrap-up of Day 1

DAY 2. Tuesday 1 December 2026

10:00–11:30	**Session 4: ACCELERATING INNOVATION IN DIGITAL PUBLIC SERVICES** *Moderator: Ms. Irina Divakova – Project Officer, ITU Regional Office for the CIS Region* • ITU GENIE.AI: Open-source generative AI for digital government. **Dr. David Manset** – Senior Advisor on Open Source and Digital Public Infrastructure, ITU Telecommunication Development Bureau • Regional experience exchange on implementing innovative approaches, technologies, and AI in public administration. Speakers: Belarus, Kazakhstan, Azerbaijan, Uzbekistan, Tajikistan

11:30–13:00	**PRACTICAL TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION** *Trainers: David Manset – Senior Advisor on Open Source and Digital Public Infrastructure, ITU Telecommunication Development Bureau, and Roman Chestnov – Consultant, ITU Telecommunication Development Bureau* • Practical exercises: Interactive training session on implementing AI for effective delivery of digital government services.
13:00–13:30	Coffee break
13:30–14:50	**PRACTICAL TRAINING SESSION: AI IN ACTION FOR PUBLIC ADMINISTRATION (continued)**
14:50–15:00	**Wrap-up** **CLOSING**