

# 行政院及所屬各機關出國報告

(出國類別：會議)

## 出席國際政府資訊科技理事會 2019 年第 2 次計畫委員會議

出國人：服務機關：國家發展委員會

職稱/姓名：高級分析師 / 王誠明

出國地點：羅馬尼亞布加勒斯特

出國期間：108 年 5 月 28 日至 6 月 1 日

報告日期：108 年 8 月 26 日

## 行政院及所屬各機關出國報告提要

出國報告名稱：出席國際政府資訊科技理事會 2019 年第 2 次計畫委員會議

頁數：25 含附件：是

出國計畫主辦機關/聯絡人：

國家發展委員會/王誠明

出國人員姓名/服務機關/單位/職稱：

王誠明/國家發展委員會/高級分析師

出國類別：其他（出席會議）

出國期間：108 年 5 月 28 日至 6 月 1 日

出國地區：羅馬尼亞 布加勒斯特市

報告日期：108 年 8 月 26 日

分類號/目：

關鍵詞：數位政府服務、資通訊技術、國際組織

## 內容摘要：

國家發展委員會代表我國加入國際政府資訊科技理事會(ICA)，並於2008年第42屆年會獲邀加入計畫委員會、2010年第44屆年會獲邀以臺灣名義成為正式會員。

ICA 每年度為討論及安排年度會議主題與議程，均召開3次計畫委員會，本次會議係2019年第2次會議。為履行計畫委員會成員義務，本會爰派員出席本次會議。

本次會議主要係勘查2019年9月第53屆年會會議場地與檢視將參訪的當地數位科技觀摩項目(UiPath)籌備情形，並續確認年會各項議程、各場次主持人與講者等，以利持續完備會議各項工作，吸引各國參與。其中，確認由我國公共治理研究中心蕭副教授乃沂主持大會最後一日「Collaboration Coffees-Demonstration (分組議題討論)」。

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## 壹、背景及目的

「國際政府資訊科技理事會(International Council for Information Technology in Government Administration, ICA)」係由各國中央政府機關所成立，為推動電子化政府等資訊科技應用有關之國際專業組織，並提供會員國一個電子化政府推動經驗交流的平台，對我國規劃及推動電子化政府計畫幫助甚鉅。ICA 目前成員國包括澳洲、比利時、加拿大、哥倫比亞、塞浦路斯、丹麥、愛沙尼亞、芬蘭、以色列、日本、墨西哥、莫三比克、摩爾多瓦、葡萄牙、韓國、新加坡、西班牙、瑞典、臺灣、荷蘭、英國、美國等 22 個國家，世界銀行(World Bank)與經濟合作發展組織(OECD)亦參與其中。

國家發展委員會(前為行政院研考會)代表我國加入該組織，為加強與各會員國之交流溝通，每年均派員出席該組織年度會議。經過多年努力，我國於 2008 年韓國首爾召開之第 42 屆年會上獲通過加入計畫委員會、後於 2010 年成功爭取由 ICA 仲會員(associate member)提升為 ICA 正式會員(full member)，並爭取到 2011 年(民國 100 年)第 45 屆 ICA 年會主辦權，2011 年適逢我國 100 年國慶，因此格外具有意義。

2014 年 1 月 22 日國家發展委員會成立後，為持續推動電子化政府國際合作精神，本會持續參加 ICA 各項活動。目前我國代表為本會資管處王高級分析師誠明，同時也是 ICA 計畫委員會委員，負責協同討論 ICA 各項運作以及年度大會議題設定。

為利年度會議順利進行，ICA 計畫委員會每年召開 3 次會議，分別為 1 月冬季會議討論當年度年會主題及議程、5 月夏季會議進行議程初稿及會場履勘，以及大約 9 至 11 月併同年會召開進行最後確認。本次計畫委員會議係 2019 年第 2 次會議，2019 年第 1 次會議(本會因公忙未參加)以及本次會議前所召開過的兩次視訊會議，已初步

討論議程細節，惟視訊會議對於多項議程均無法定案，因此本次會議仍再次檢視討論年度大會內容與籌備進度、確認各場次進行方式以及主持人與講者、勘查 2019 年第 53 屆年會會議場地、檢視 9 月將參訪的當地數位科技觀摩項目(UiPath)籌備情形等，以利持續完備會議各項工作，並吸引各國參與。為履行會員國及計畫委員會成員之義務，本次由我國國家代表本會資管處王高級分析師誠明出席。

## 貳、過程

### 一、 與會人員：

本次 ICA 計畫委員會 2019 年第 2 次會議，期程自本年 5 月 30 日起至 5 月 31 日止，於羅馬尼亞布加勒斯特召開。本次係由我國國家代表，即本會資訊管理處王高級分析師誠明出席，出席人員包括 ICA 主席芬蘭籍 Juhani Korhonen 先生、前主席日本籍 Toshi Zamma 先生、計畫委員會主席瑞典籍 Vasilis Koulolias 先生、財務長荷蘭籍 Jan Timmermans 先生以及英國籍 Larry Caffrey 先生、計畫委員會委員羅馬尼亞籍 Cristian Cucu 先生、臺灣籍 Ken Wang(王誠明) 先生、策略工作小組比利時籍 Frank Leyman 先生、主辦國人員羅馬尼亞籍 Mihail Cazacu 先生、秘書處 Dora Spyropoulou 女士等共 10 人。

### 二、 會議紀要：

#### (一) 第 53 屆年會籌備情形報告

本屆年會會議主題及初步議程，在本年度第 1 次委員會中已討論定案為「無縫隙的政府，預察民眾需求「Seamless Government | anticipating citizens' needs」，這個主題有望引起高度關注，因為議程將加入解決民眾/企業生活事件的主題。

本次大會將深究政府服務的主動性與個人化，包括了解公民、保護公民、不讓任何一個人被遺漏。在服務提供方面，大會將討論技術趨勢和相關應用；政府即平台(GaaP)的概念以及私部門如何參與運用；確保在實踐此生態體系的同時，使用最新的網路安全架構；是否只有政府才能實現無縫服務。資訊長們和專家將深入研究多面向生態體系統的運作，使政府能夠更積極主動而不是被動反應。

經過兩次計畫委員會議以及各成員視訊會議討論定案，本年度會議各項議程設計如下：

### 1. 議程架構

本次年會議程架構與去(2018)年稍有不同，2018 年透過資訊日、互動日、結論與行動日這 3 天的議程安排，讓政府、學界及私部門三方面分享關鍵資通訊知識與經驗；2019 年將透過開放思考日、資訊互動日與演示深究日這 3 天的議程安排，第一天讓各國開放分享民眾有感服務經驗、看看別人並想想自己作法的優缺點，第二天以結構化的方法論，透過一連串服務機制探討，讓各國親民服務的設計更符合需求；第三天各國以區域(歐、美、亞、非、..)分組，以各區域政經環境較類似之特點，結合前兩天的實務與理論，共同討論親民服務的規劃方向與注意事項，作為各國後續服務設計之參考。

### 2. 科技觀摩

在這 3 天正式會議之前，與去年一樣加入一天治理日，本日除了例行性各國代表會議外，也將參訪 UiPath。UiPath 引領“自動化優先(automation first)”的時代，提供免費和開放的培訓與協作，並使機器人能夠通過 AI 和機器學習(machine learning)來學會新技能。憑藉致力於為數百萬人提供數位時代技能的承諾，該公司的企業機器人程序自動化 (Robotic Process Automation, RPA) 平台已經為全世界的企業和政府組織，自動化了數百萬個重複、呆板的任務，提高了生產力、客戶體驗和員工工作滿意度。 UiPath 是全球發展最快、價值最高的 AI 企業軟體公司之一。在參訪時，我們將有機會熟悉 RPA 和公司“自動化優先”的思維方式。

### 3. 專題演講

本次專題演講與以前年度只找一位主講人的方式不同，而是同時由 3 個國家的資訊長層級人士演講。本場次規劃由計畫委員會主席瑞典籍 Mr. Vasilis Koulolias 主持，新加坡資訊長 Mr. Cheow Hoe Chan 從平台角度演講「要達到「政府即平台」真的只有科技性的挑戰需要解決嗎?(Is Gaap Really a Technological Challenge to be Solved?)」、芬蘭財政部處長 Ms. Anna Maija Karjalainen 從科技角度演講「個人化與預知型服務(Personalised & Predictive Services)」、英國前部長 LORD

FRANCIS MAUDE 從民眾角度演講「不要遺漏任何人(Leaving Noone Behind)」。

#### 4. 開放思考日分享

##### (1) 各國資訊服務推動進程更新-以洲際區域分組討論：

今年，傳統的國家現況報告將採用不同的展現形式，以幫助各會員國不僅嘗試了解每個國家如何預測其公民的需求，也一併分析各洲是否存在較大的差異。各會員國將依所在洲的不同來分組，包括美洲、歐洲、亞洲、非洲等，各小組主持人將召集該組成員分析和討論他們的國家報告，以便按地區識別其方法論與期待的服務。在報告和問答過程中，將有機會分享和討論每個洲的研討結果。

##### (2) 各國資訊服務推動進程更新-以生活事件面向討論：

透過前階段分區討論結果，我們將在這個場次進一步分享並識別各成員國的具體生活事件服務以及事件驅動服務( Life events and event driven services)。各國將會介紹了他們在“生活事件”服務的主要成果、經驗教訓和考量，也將分享如何實現個人化和安全(最重要)的使用者體驗。

#### 5. 資訊互動日分享：

##### (1) 何謂人生事件：

本日會先由 3 位專家，用不同角度說明人生事件，包括以色列總理辦公室政府資訊長 Mr. Shahar Braha 簡報「了解你的公民(Knowing your Citizen)」、葡萄牙行政現代化機構 Mr. Jorge Sousa 簡報「保護您的公民 - 資訊治理 (Protect your citizen - Governance of Information)」、瑞典聯合實驗室 Mrs. Pia McAleenan 簡報「不遺漏任何人(Leave No-one Behind!)」。

##### (2) 深度研析人生事件：

成員國分為 4 組，以結構化方法分別就「服務遞送 - 科技趨勢和相關應用(Delivery - Tech Trends and Relevant Applications)」、「不遺漏任何人| 了解你的公民(Leave No-one Behind | Knowing your Citizen )」、「保護您的公民| 資訊安全 | 資訊治理( Protect your Citizen | Cyber Security | Governance of Information)」、「私營部門和非政府組織的角色(The Role of the Private



Sector and NGOs) 」探討如何設計便利、貼心、與無縫隙的服務。

## 6. 演示深究日分享：

### (1) 協作與示範：

經過 2 天的分享與討論，今日第 1 個場次議程是由我國電子治理研究中心蕭乃沂博士主持，分 4 到 5 組討論。本場次是一個結果整合與結果導向的討論，在前兩天的生活事件分享（9 月 24 日）和深度服務改進（9 月 25 日）之後，本場次會議將結合各種服務期待與新興科技，以提出更方便、感動、安全和無縫的公共服務。所有參與者將依不同洲分組，以便其所建議的服務可以更具區域性，也更接近人民的需求。

### (2) 跨組織合作：

本場次將由相關合作組織分享資訊，包括歐盟執委會 DG DIGIT 副總幹事 Mr. Mario Campolargo、經濟合作發展組織(OECD) Ms. Barbara-Chiara Ubaldi、美洲開發銀行（IDB）Mr. Alejandro Pareja、以及世界銀行(World Bank)(講者待定)。最後，在由地主國羅馬尼亞簡報分享並探討「羅馬尼亞社會新技術之旅(The Journey of New Technologies in Romanian Society)」

## (二)會議場地及交通規劃情形

本次會議場地設在大會指定飯店( JW Marriot Bucharest Grand Hotel)以及議會皇宮 (Palace of the Parliament)，交通較不便利，然而針對多項 ICA 計畫委員會提出之需求，羅馬尼亞承辦單位均能承諾完成，值得讚許。

## 參、心得、建議及後續工作事項

### 一、心得

本次會議初步討論將 ICA 轉型為正式國際組織，並考慮在比利時註冊。但由於相關程序繁雜，因此預計將於 2021 年才能正式轉型。我國將持續觀察了解後續發展以及對我國之優劣處。

目前 ICA 仍持續處於資深成員陸續退場狀態，本次會議亦討論可適度加入企業或以前會員，稱為校友計畫。這種方式不失為將更多優良經驗與知識帶入的好方法，惟須考量是否會將公部門正在進行的方案資料外流，造成各會員國政府的困擾。

最後，從今年的議題可看出，各國仍持續思考如何有效的應用新技術與正確的數位轉型，以滿足民眾需求。我國應持續維持與各國間溝通管道，並與各會員國多方交流，以互補知識經驗。

## 二、建議

(一)與各國持續交流數位服務經驗，適時線上溝通或互相參訪，以吸取國際經驗，發展我國資訊服務。

(二)鼓勵各機關參與國際會議，並分享資訊服務經驗，以增加我國國際能見度，並媒合及行銷我國資通訊產業軟實力。

## 三、後續工作事項

(一) 出席 9 月份 2019 年年度大會，並與電子治理中心合作發揮議程中各項角色，善盡會員職責。

(二) 於 ICA 第 53 屆會議，學習其他國家與學者提出之便利、貼心、安全、無縫數位服務設計，以優化我國數位服務。

## 肆、附錄

### 一、ICA 2019 年會暫定議程

<b>Mon</b> Sep 23	<b>Tue</b> Sep 24	<b>Wed</b> Sep 25	<b>Thu</b> Sep 26
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8:00am

#### Registration Opens

8:00am - 12:00pm, Sep 23

📍 JW Marriot Bucharest Grand Hotel | Ground Floor

<https://www.marriott.com/hotels/maps/travel/buhro-jw-marriott-bucharest-grand-hotel/>

Read more

8:45am

#### Board Meeting

8:45am - 9:15am, Sep 23

📍 Palace of the Parliament | Human Rights Hall

Board & Programme Committee Members Only

**Important Note:** Depart from the Hotel at 08:15

You are kindly requested to respect times for allocated group departures as security clearance will be required for entry. Buses will not wait.

Read more

9:15am

### ICA General Assembly & Elections



9:15am - 11:45am, Sep 23

📍 Palace of the Parliament | Human Rights Hall

Governing Board, Programme Committee, National Representatives and Deputy National Representatives only (no substitutes)

**Important Note:** Buses to depart from the Hotel at 08:30.

You are kindly requested to respect times for allocated group departures as security clearance will be required for entry. Buses will not wait.

Read more

11:20am

### Depart for the Palace of the Parliament - Non GA Participants



11:20am - 11:20am, Sep 23

📍 JW Marriot Bucharest Grand Hotel , Ground Floor

This departure is for non General Assembly attendees.

**Important Note:** Attendance only for those officially registered to participate to the tour. You are kindly requested to respect times for allocated group departures as security clearance will be required for entry. Buses will not wait.

Read more

12:00pm

### Tour of the Palace of the Parliament



12:00pm - 1:00pm, Sep 23

📍 Palace of the Parliament

1:00pm

### Depart for Site Visit Location



1:00pm - 1:00pm, Sep 23

📍 Parliament Palace

1:30pm

### Lunch at UiPath | Registered Participants Only



1:30pm - 2:30pm, Sep 23

📍 UiPath

<https://www.uipath.com/>

Read more

2:30pm

## Site Visit- UiPath | Registered Participants Only



2:30pm - 5:00pm, Sep 23

<https://www.uipath.com/>

UiPath is leading the "automation first" era – championing one robot for every person, delivering free and open training and collaboration and enabling robots to learn new skills through AI and machine learning. Led by a commitment to bring digital era skills to more than a million people, the company's enterprise Robotic Process Automation (RPA) platform has already automated millions of repetitive, mind-numbing tasks for business and government organizations all over the world, improving productivity, customer experience and employee job satisfaction. UiPath is one of the fastest growing and highest-valued AI enterprise software companies worldwide. During the visit, we will have the opportunity to get familiar with RPA and the company's "automation first" mindset:

- Demo use cases exploring RPA implementation in the public sector
- Utilizing RPA to automate legal processes: Legal Automation

[Read more](#)

### Facilitator



Mr. Vargha Moayed  
Chief Strategy Officer |  
UiPath



Mr. Boris Krumrey  
Chief Robotics Officer |  
UiPath



Mr. Vasile Tiple  
Deputy General Counsel | UiPath

### 5 Subsessions

- **Opening Remarks**  
2:30pm - 3:00pm, Sep 23
- **Showcasing demos and case studies (Activity 1, Group A)**  
3:00pm - 4:00pm, Sep 23
- **Showcasing demos and case studies (Activity 2, Group B)**  
3:00pm - 4:00pm, Sep 23
- **Showcasing demos and case studies (Activity 2, Group A)**  
4:00pm - 5:00pm, Sep 23
- **Showcasing demos and case studies (Activity 1, Group B)**  
4:00pm - 5:00pm, Sep 23

- Mon  
Sep 23
- Tue  
Sep 24**
- Wed  
Sep 25
- Thu  
Sep 26

Q

**8:00am**

**Registration Opens**

8:00am - 12:00pm, Sep 24  
 📍 JW Marriot Bucharest Grand Hotel | Ground Floor

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<https://www.marriott.com/hotels/maps/travel/buhro-jw-marriott-bucharest-grand-hotel/>

[Read more](#)

**9:00am**

**Opening Session**

9:00am - 10:00am, Sep 24  
 📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

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**Chair**

Mr. Juhani Korhonen  
 Ministerial Advisor, Public Sector ICT Ministry of Finance |  
 Government of Finland

**Speakers**

Marian Murgulet  
 Chief Information  
 Officer, Government of  
 Romania

Government Official  
 TBC

10:00am

### Group Photo & Coffee Break



10:00am - 11:00am, Sep 24

JW Marriot Bucharest Grand Hotel | Foyer Constanta

11:00am

### Proactive Personalisation of Government Services



11:00am - 12:30pm, Sep 24

JW Marriot Bucharest Grand Hotel | Constanta Ballroom

As the public sector is transitioning towards digitisation of services, our citizens/customers are ever-more demanding and desire an interaction with government that is personalised, quick, transparent, seamless, inclusive and high-quality. This has mainly been driven by the private sector that has access to enormous amounts of information about their customers and their behaviour as they are able to recognise and predict services/products even before the customer has made a request. Combining various technologies allows companies to build a complete picture of individual consumers and proactively suggest a service/product.

The panel will address the proactive personalisation of Government services when it comes to knowing the citizen, protecting the citizen and leaving no one behind. In respect to service delivery we will be discussing tech trends and relevant applications.

#### Chair



Mr. Vasilis Koulolias  
Programme Committee Chair, Director of eGovlab |  
Government of Sweden

#### Speakers



Mr. Cheow Hoe Chan  
Government CIO |  
Government of  
Singapore



Ms. Anna Maija  
Karjalainen  
Director General,  
Ministry of Finance |  
Government of Finland



Lord Francis Maude  
Former Minister | Government of the United Kingdom

12:30pm

### Lunch



12:30pm - 1:30pm, Sep 24

JW Marriot Bucharest Grand Hotel | Champions Restaurant & Bar

1:30pm

### Members' Update - by Region



1:30pm - 3:00pm, Sep 24

JW Marriot Bucharest Grand Hotel | Various Rooms

This year, the traditional country reports will have a different delivery format to help us try to understand not only how each country anticipates their citizens' needs, but also try to distillate if there are recognisable differences by Continent. Members will be invited to form groups by Continent and will be called to analyse and discuss their country reports in order to identify approaches, aspects and services by region. During the report back and Q&A we will have the opportunity to share and discuss the findings from each Continent.

[Read more](#)



**Mr. Frank Leyman**

Manager International Relations, BOSA - Digital Transformation Office | Government of Belgium

#### Facilitator



**Ms. Karen Kee**

Lead for International and Community Development - GovTech, Government Technology Agency | Government of Singapore



**Mr. Peter Bruce**

Senior Associate | Institute on Governance



**Mr. John Kootstra**

International Coordinator Citizenship and Information Policy Department, Ministry of the Interior and Kingdom Relations | Government of The Netherlands



**Mr. Lourino Chemane**

ICT adviser, Ministry of Science and Technology, Higher and Technic-Professional Education | Government of Mozambique



3:00pm

### Coffee Break



3:00pm - 3:30pm, Sep 24

📍 JW Marriot Bucharest Grand Hotel | Foyer Constanta

3:30pm

### Members' Update- Life events: Anticipatory & Personalised



3:30pm - 4:30pm, Sep 24

📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

Taking the lead from the Member Update by region session, here we will identify specific life events and event driven services by our members. Member States present their major achievements, lessons learnt and concerns regarding "Life Event" service delivery but also share how they have made possible a personalised and above all secure user experience.

[Read more](#)

#### 👤 Chair



Mr. Oren Ariav

CIO, Population & Immigration Authority | Government of Israel

4:30pm

### Roundup of the Day



4:30pm - 5:00pm, Sep 24

📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

Mon Sep 23	Tue Sep 24	<b>Wed Sep 25</b>	Thu Sep 26
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8:00am

### Registration Opens

8:00am - 12:00pm, Sep 25  
 📍 JW Marriot Bucharest Grand Hotel | Ground Floor

<https://www.marriott.com/hotels/maps/travel/buhro-jw-marriott-bucharest-grand-hotel/>

Read more

9:00am

### Scene Setting & Introduction of Day Ahead

9:00am - 9:15am, Sep 25  
 📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

🗣️ Chair



**Mr. Vasilis Koulolias**  
 Programme Committee Chair, Director of eGovlab |  
 Government of Sweden

9:15am

### Expert -Life events...what is this?

9:15am - 10:30am, Sep 25  
 📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

🗣️ Chair



**Dr. Magnus Enzell**  
 Senior Adviser - Ministry of Finance | Government of  
 Sweden

🗣️ Speakers



**Mr. Shahar Braha**  
 Acting Head of the  
 Government ICT  
 Authority, Government  
 CIO at Israeli ICT  
 authority, Prime  
 Minister Office |  
 Government of Israel



**Mr. Jorge Sousa**  
 Business Services  
 Platform, Team Leader,  
 Administrative  
 Modernization Agency  
 (AMA), IP | Government  
 of Portugal



**Mrs. Pia McAleenan**  
 Manager, Svid | Co-lab Sweden

10:30am

**Coffee Break**



10:30am - 11:00am, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Foyer Constanta

11:00am

**Expert - Are We Ready to Serve?**



11:00am - 12:15pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

🗣️ Chair



Mr. Marc Brouillard  
Chief Technology Officer | Government of Canada

**5 Subsessions**

- **Session Intro**  
11:00am - 11:15am, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom
- **Delivery - Tech trends and Relevant Applications**  
11:15am - 11:30am, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom
- **GaaP - Driven by the Private Sector?**  
11:30am - 11:45am, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

- **CyberSecurity**  
11:45am - 12:00pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom
- **Panel Interaction/ Q&A**  
12:00pm - 12:15pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

12:15pm

**Lunch**



12:15pm - 1:15pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Champions Restaurant & Bar

1:15pm

**"Deep Dive" Team Introductions - Ice Breaker**



1:15pm - 1:30pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Constanta Ballroom

🗣️ Chair



Mr. Toshi Zamma  
Special Advisor Ministry of Internal Affairs and  
Communications | Government of Japan

1:30pm

**"Deep Dives" on Life Events**



1:30pm - 4:00pm, Sep 25  
📍 JW Marriot Bucharest Grand Hotel | Various Rooms

Facilitator



Lord Francis Maude  
Former Minister |  
Government of the  
United Kingdom



Dr. Carmen Elena Cirnu  
Vice President of  
Scientific Board,  
National Institute for  
Research and  
Development in  
Informatics ICI  
Bucharest



Mr. Rainhard Fuchs  
Lead, International  
Relations at  
Digitalisierungsagentur ,  
Austrian Digitalisation  
Agency | Government  
of Austria



Facilitator TBC

4:00pm

Coffee Break



4:00pm - 4:15pm, Sep 25

JW Marriot Bucharest Grand Hotel | Foyer Constanta

4:15pm

Report Back from "Deep Dives"



4:15pm - 5:15pm, Sep 25

JW Marriot Bucharest Grand Hotel | Constanta Ballroom

All together we summarize and discuss the outcomes of each topic deep dive group, the insights, surprises and lessons learnt to take forward.

[Read more](#)

5:15pm

The Work Ahead of Us



5:15pm - 5:30pm, Sep 25

JW Marriot Bucharest Grand Hotel | Constanta Ballroom

Rapporteur



Prof. Harald Kjellin  
eGovlab at Stockholm University | Sweden

- Mon  
Sep 23
- Tue  
Sep 24
- Wed  
Sep 25
- Thu  
Sep 26

Q

6:20am

digiFunRun and Walk

6:20am - 7:00am, Sep 26  
📍 TBD

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Join the ICA Conference digiFunRun and Walk!

Running or even Walking is the most accessible form of physical activity with many physical and mental health benefits... and believe us... you will need it! It's also a great way of getting to know our neighboring surroundings while making new ICA friends.

**Lets meet at 6:20 at the hotel lobby!**

Read more

8:15am

Buses Depart for the Palace of the Parliament

8:15am - 8:30am, Sep 26  
📍 JW Marriot Bucharest Grand Hotel | Ground Floor

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9:00am

### Collaboration Coffees-Demonstration



9:00am - 11:00am, Sep 26  
📍 Palace of the Parliament | Nicolae Iorga Hall

This is a results-integrated and oriented session. After the previous two days of life events sharing (Sep 24) and deep dive services refinement (Sep 25), the session will integrate various service aspects and emerging technologies to propose more convenient, touched, secured and seamless public services.

All participants will be grouped in different continents, so that the proposed services will be more region specific, friendly and closer to the needs of the people.

[Read more](#)

#### 🗣️ Chair



**Dr. Naiyi Hsiao**  
Deputy Director, Taiwan E-Governance Research Center (TEG) & Associate Professor, Department of Public Administration | Government of Taiwan, Taiwan E-governance Research Center (TEG)

11:00am

### Coffee Break



11:00am - 11:30am, Sep 26  
📍 Palace of the Parliament

11:30am

### International Cooperation Corner



11:30am - 1:00pm, Sep 26  
📍 Palace of the Parliament | Nicolae Iorga Hall

#### 🗣️ Chair



**Mr. Mario Campolargo**  
Deputy Director-General DG DIGIT | European Commission

#### 🗣️ Speakers



**Ms. Barbara-Chiara Ubaldi**  
Senior project manager, Digital Government and Open Data within the Division for Public Sector Reform of the Public Governance and Territorial Development Directorate, | OECD



**World Bank**  
Speaker TBC



**Mr. Alejandro Pareja**  
Senior Specialist on government modernization | Inter-American Development Bank (IDB)

1:00pm

### Lunch

1:00pm - 2:00pm, Sep 26  
📍 Palace of the Parliament



2:00pm

### The Journey of New Technologies in Romanian Society

2:00pm - 3:30pm, Sep 26  
📍 Palace of the Parliament



When it comes to new technology, often there is a lot of talk and even more promises; but in this session we will take a sneak peek at some very promising cases and pilots displaying solutions enabled through new technology for both the Romanian government as well as the Romanian society.

[Read more](#)

3:30pm

### Rapporteur Session

3:30pm - 4:00pm, Sep 26  
📍 Palace of the Parliament | Nicolae Iorga Hall



🗣️ Speaker



Prof. Harald Kjellin  
eGovlab at Stockholm University | Sweden

4:30pm

### Closing Session



## 二、活動照片



ICA 2019 年年會場地勘察





ICA 2019 年第 2 次委員會會議討論。



赴 UiPath 討論 9 月參訪項目