

## WEBINAR SERIES ON DIGITAL DEVELOPMENT AND E-GOVERNANCE

### Webinar 1:

## Effective Public Service Delivery and E-Governance The Case of Azerbaijan

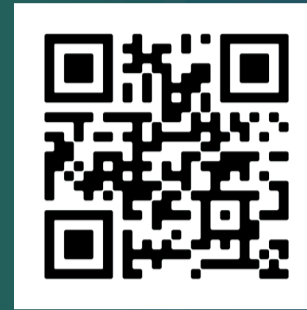
10<sup>th</sup> November 2021

08:00 AM - 10:45 AM (KSA Time)

Webinar



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## Background



Digital technology is the fundamental driver of change in today's world facing unprecedented challenges posed by the COVID-19.

During the pandemic, economic and social resilience of economies depended a lot on the level of their digitalization. It became evident that countries investing in digital technologies are doing much better in providing essential services to citizens such as government services, online education, healthcare services and supporting businesses. Looking ahead, digital technologies will play an even bigger role in building a more resilient, prosperous and inclusive economies.

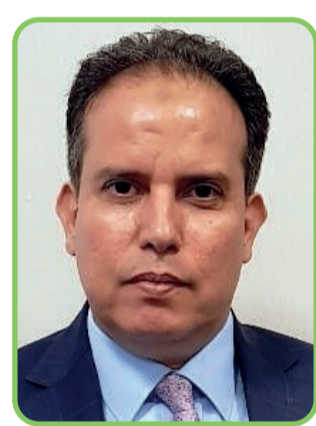
To support its digital development agenda, the Islamic Development Bank (IsDB) has launched a series of knowledge-sharing events for its member countries (MCs) on Digital Development and E-Governance.

IsDB is currently collaborating with the State Agency for Public Services and Social Innovations (SAPSSI) of the Republic of Azerbaijan, which runs the ASAN Xidmet E-Government Services - an award-winning Center of Excellence, to share their operational model and good practices for electronic public services delivery, digitalization, innovations, support of social projects and SME development.

IsDB and SAPSSI in partnership with the Asian Development Bank (ADB) and the CAREC Institute are organizing two webinars themed "Effective Public Service Delivery and E-Governance: The Case of Azerbaijan."

These webinars will provide an opportunity for the government officials of targeted Member Countries, staff members and partners, to learn and share best practices in digital development and e-governance.

### 08:00 - 08:20 | Welcoming Remarks



**Mr. Anasse Aissami**  
Acting Chief Operations Officer, IsDB



**Mr. Jeyhun Salmanov**  
Deputy Chairman, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan (SAPSSI)



**Mr. Tamerlan Taghiyev**  
Executive Director, IsDB



**Mr. Syed Shakeel Shah**  
Director, CAREC Institute

### 08:20 - 09:05 | Enhancing Public Service Delivery from a Regional Perspective: Current Challenges and Development Perspectives



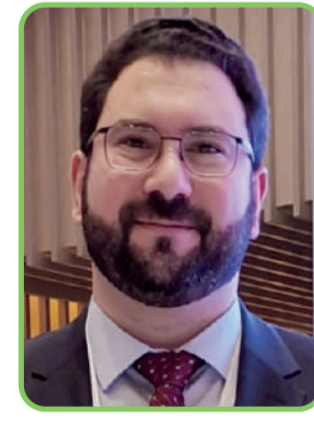
**Mr. Abdul Aliyev**  
Head of International Relations Department, SAPSSI



**Mr. Seok Yong Yoon**  
Principal Public Management Specialist (E-Governance) Asian Development Bank



**Dr. Qaisar Abbas**  
Chief of Research Division, CAREC Institute

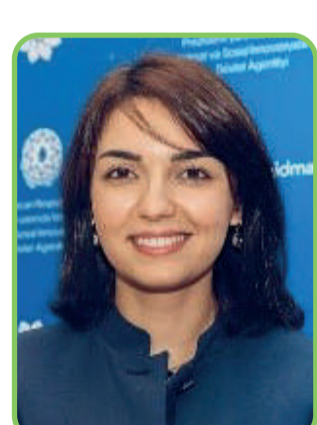


**Mr. Ahmed Faruk Diken**  
Senior Technical Cooperation Coordinator, IsDB  
*Moderator*

### 09:05 - 09:50 | Integrated Service Management and Application of Innovations in the Public Service Delivery: Case of ASAN Service Model



**Mr. Mohammadali Khudaverdiyev**  
Head of Division, International Relations Department, SAPSSI



**Ms. Ulkar Gahramanova**  
Chief Advisor, Human Resources Department, SAPSSI

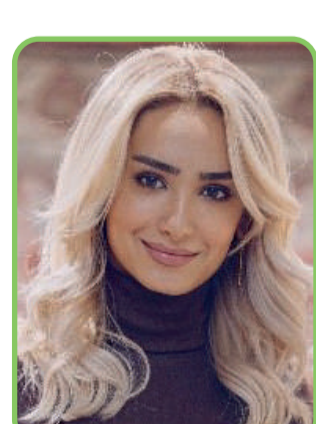


**Mr. Ruslan Akbarov**  
Head of Division, Monitoring and Assessment Department, SAPSSI



**Mr. Kokhorjon Aminov**  
Operations Team Leader, RH Turkey, IsDB  
*Moderator*

### 09:50 - 10:30 | The Best Practice of State Support to Small Businesses through Digital Platforms



**Ms. Laman Ahmadova**  
Head of Marketing, International and Public Relations Department, "ABAD" public legal entity



**Dr. Ghulam Samad**  
Senior Research Specialist, CAREC Institute

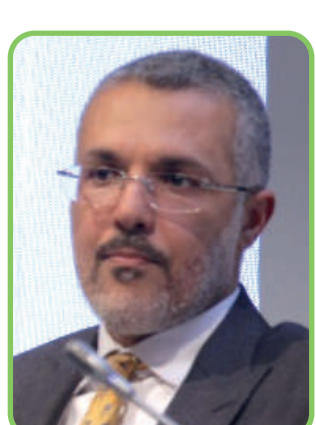


**Mr. Samir Taghiyev**  
Head for CIS and Europe, RM & Partnership Development, ICD



**Mr. Ali Khan**  
Country Operations Manager, RH Almaty, IsDB  
*Moderator*

### 10:30 - 10:45 | Closing Remarks



**Mr. Riad Ragheb**  
Acting Director, Regional Cooperation & Integration, IsDB



**Mr. Ibrahim Shoukry**  
Head, RH Almaty, IsDB



**Dr. Farid Khan**  
Country Operations Manager, RH Turkey, IsDB

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