CONT_ACT RIGA 2015: The Impact of ICT on the Design and Delivery of Public Services

Venue: Hall „Ziedoņa", National Library of Latvia, 3 Mūkusalas iela, Riga

6 May, 2015

Working languages of the conference will be English
Please note that Latvian time is one hour ahead of Brussels time

Networking event

All participants are cordially invited to join the social event on **5 May** at 18:00 at Xcelsior Design Center, which is located near the National Library of Latvia, which will be the joint event with SEMIC 2015 conference participants, as well as informal CIO meeting participants. Address: Ranķa dambis 1, Riga, Latvia http://ej.uz/Xcelsior

PROGRAM

8:30-9:30	Registration/ Morning coffee
9:30-9:40	**Welcome and opening of the Conference**
	Signe Bāliņa, President of Latvian Information and Communication Technology Association (LIKTA), Latvia
9:40-10:00	**Public sector modernisation from the perspective of Digital Single Market strategy and other initiatives of the European Commission**
	Robert Madelin, Director-General, Directorate General for Communications Networks, Content and Technology of the European Commission
10:00-10:20	**Public sector modernisation & Interoperability**
	Stephen Quest, Director-General, Directorate General for Informatics of the European Commission
10:20-10:40	**Cooperation between industry and public administrations towards provision of better public policy and services**
	Elmārs Gengers, Chairman of the Board, "Latvian Information Technology Cluster", Latvia
10:40-11:00	**Public sector modernisation through the use of digital Technologies**
	Arnis Daugulis, State CIO, Deputy State Secretary, Ministry of the Environmental Protection and Regional Development, Latvia

11:00-11:30	**Coffee break and & brief introduction of Riga IT Demo Centre**
11:30-12:30	**First Set – "Digital by Default"**

Short presentations

> **Mechthild Rohen,** Head of Unit, Public Services, Directorate General for Communications Networks, Content and Technology of the European Commission

> **Margarida Abecasis**, Head of Unit, Interoperability solutions for European public administrations, Directorate General for Informatics of the European Commission

> **Guna Paidere**, Chief State Notary at Register of Enterprises, Latvia

> **John Kootstra**, International Coordinator, Ministry of the Interior and Kingdom Relations, The Netherlands

> **Marianne Sørensen**, Head of Division, The Agency for Digitisation, Denmark

12:30-13:30	**Panel Discussion**

Speakers of first set and:

> **Robert Madelin,** Director-General, Directorate General for Communications Networks, Content and Technology of the European Commission

> **Stephen Quest**, Director-General, Directorate General for Informatics of the European Commission

> **Arnis Daugulis**, State CIO, Deputy State Secretary, Ministry of the Environmental Protection and Regional Development, Latvia

> **Normunds Bergs**, CEO, Joint-Stock Company "SAF Tehnika", Latvia

13:30-14:30	**Light lunch**
14:30-15:00	**Second Set – "Private & Public Cooperation for Efficient Public Service Delivery"**

Short presentations

> **Uldis Pabērzis**, Chairman of the Board, Complete Payment Systems, Latvia

> **Hans C. Arents**, The Flemish eGovernment Coordination Unit, Belgium

> **Olli-Pekka Rissanen**, Public Sector ICT, Ministry of Finance, Finland

15:00- 15:30	**Panel Discussion**

Speakers of second set and:

> **Jānis Bokta**, Chief Executive Officer, State Joint-Stock Company "Latvia State Radio and Television Centre", Latvia

Aldis Vilums, Solutions Architect, WW Public Sector Services, Microsoft Europe

Ingmārs Pūķis, Vice-president, Member of the Board, Limited Liability Company "Latvijas Mobilais telefons", Latvia

15:30-16:00	**Coffee break**
16:00- 16:30	**What are the downsides, if e-services are too easy to use**

Taavi Kotka, Government CIO, Deputy Secretary General, Ministry of Economic Affairs and Communications, Estonia

16:30-17:00   **Third Set– "User Experience & Design in public services"**
Short presentations
Carrie Bishop, co-Director, FUTUREGOV, United Kingdom
Līga Lētiņa, UX expert, Latvia

17:00-17:30   **Panel Discussion**
Speakers of third set and:
Taavi Kotka, Government CIO, Deputy Secretary General, Ministry of Economic Affairs and Communications, Estonia
Signe Znotiņa – Znota, Press Secretary of the Cabinet of Ministers, Latvia

17:30-18:00   **Conclusions**

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