



ORGANIZATION OF THE BLACK SEA ECONOMIC COOPERATION

Permanent International Secretariat

REPORT OF THE WEBINAR ON “EXPLORING THE ROLE OF INNOVATIONS IN DRIVING PUBLIC SERVICE DEVELOPMENT”

Online, 14 June 2023

1. The Webinar of the BSEC Working Group on Institutional Renewal and Good Governance, entitled “Exploring the Role of Innovations in Driving Public Service Development” was held online, on 14 June 2023.

2. The webinar was chaired by Ms. Turana Gasimova, Head of International Cooperation Division, Deputy Head of International Relations Department, State Agency for Public Service and Social Innovations, under the President of the Republic of Azerbaijan.

3. The webinar was attended by the representatives of the following BSEC Member States:

Republic of Armenia
Republic of Azerbaijan
Republic of Moldova
Republic of Serbia

4. The following BSEC Related Body also participated in the Meeting:

Parliamentary Assembly of the BSEC (PABSEC)

5. The List of Participants is attached as **Annex I**.

6. The Opening Remarks were made by:

- Mr. Jeyhun Salmanov, Deputy Chairman of the State Agency for Public Service and Social Innovations, under the President of the Republic of Azerbaijan, on behalf of the Country-Coordinator;
- Ambassador Merve Kavakcı, First Deputy Secretary General of BSEC PERMIS on behalf of the Secretariat.

SESSION 1: HARNESSING THE POWER OF INNOVATION FOR ACHIEVING SEAMLESS PUBLIC SERVICE DELIVERY

8. Ms. Konul Garajayeva, Head of Design of Public Services Division of the Department of Design and Innovation of Public Services of SAPSSI made a presentation on behalf of the organizers, sharing the Azerbaijani experience in this field.

9. The participants focused on the challenges and opportunities the public service delivery is facing in today's world. To meet the diverse and evolving needs of citizens, public sector organizations need to harness the power of innovation and adopt new ways of working. Innovation is not only about creating new products or services, but also about improving processes, systems, and culture. By fostering a culture of innovation, public sector organizations can enhance their efficiency, effectiveness and responsiveness and achieve seamless public service delivery that benefits all stakeholders.

SESSION 2: INNOVATION THROUGH COLLABORATION: CREATING PUBLIC-PRIVATE PARTNERSHIPS FOR DRIVING INNOVATIONS IN PUBLIC SECTOR.

10. Mr. Soltan Bayramov, Deputy Director of the Innovations Center LLC under the SAPSSI made a presentation on behalf of the organizers, sharing the Azerbaijani experience in this field. He was joined in their experience sharing by the representatives of the Republic of Serbia.

11. The participants focused on the many challenges in delivering efficient and effective services to citizens the public sector organizations face. One way to overcome these challenges is to collaborate with private sector partners who can provide innovative solutions, expertise, and resources. They explored how public-private partnerships (PPPs) can foster innovation in the public sector and what factors are essential for successful PPPs.

SESSION 3: ADVANCING PUBLIC SERVICE THROUGH CAPACITY-BUILDING: DEVELOPING ESSENTIAL TOOLS FOR PROMOTING INNOVATIVE SOLUTIONS

12. Mr. Seymur Aliyev, Deputy Chairman of the board of directors of Sustainable and Operative Social Provision Agency and Ms. Aysel Jabrayilova, Director of ASAN Innovative Development Center under the SAPSSI made their presentation on behalf of the organizers, sharing the Azerbaijani experience in this field. They were joined in their experience sharing by the representatives of the Republic of Serbia and the Secretariat.

13. The participants discussed ways to enhance public service delivery by building the skills and capabilities of public servants, to provide practical guidance and examples of how to foster a culture of innovation and problem-solving in the public sector. They also showcased some of the tools and methods that can be used to design and implement effective and sustainable solutions for public challenges.