

# THE ACSH BULLETIN

Issue 3. March 2017

Insights on civil service and news of the Astana Civil Service Hub

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## The ACSH Presented Case-Studies on Public Services Delivery

The Regional Hub of Civil Service in Astana developed three case-studies reflecting the practices of Azerbaijan, Georgia and Kazakhstan in the field of public services delivery.

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## Civil Service Reforms in the Region Discussed in OECD

Issues on reforming civil service of Central Asia and the Caucasus were discussed in the framework of the visit of Astana Civil Service Hub participating countries to the headquarters of the Organization for Economic Cooperation and Development (OECD).

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Kazakhstan Mission to UN hosted special event 'Political and Economic Reforms: Steps in Implementing SDG 16' Cihan Sultanoğlu, Assistant Secretary - General, Director of the UNDP Regional Bureau for Europe and the Commonwealth of Independent States, commended the speed and scale of positive changes in Kazakhstan. She said that the enhancement of accountability, transparency and efficiency of public institutions is an essential element of good governance. In this regard, Assistant Secretary - General mentioned that a joint project of the Republic of Kazakhstan and UNDP - the ACSH, not only contributes to the further development of the civil service system in the country, but also helps other countries that are members of the Center.

*More information is available at : [www.inform.kz/en/](http://www.inform.kz/en/)*

## Representatives of the ACSH Participating Countries Discussed the Use of New Technologies in Public Service

**When: 3-4 November 2016**

**Where: Sarajevo, Federation of Bosnia and Herzegovina**

The Workshop titled "Improving the Recruitment and Selection in the Civil Service: Human Resources Management Informatisation System" was organized by the Civil Service Agency of the Federation of Bosnia and Herzegovina and the ACSH as a response to growing importance of HR in the civil service and the necessity for the increasing use of ICT in this field.



The representatives of the authorized bodies from the Hub participating countries, including Kazakhstan, Azerbaijan, Armenia, Estonia, Federation of Bosnia and Herzegovina, FYR Macedonia, Georgia and Moldova participated at the workshop. In addition to civil servants, the event was also attended by international experts and representatives of the international organizations and institutions in the field of ICT.

According to the participants, the event contributed to the exchange of experiences, strengthening of professional ties and development of partnerships.

*More information is available at <http://www.regionalhub.org/events/4136>*

## The ACSH Promotes the Alliance of Practitioners in the Field of Public Services on the “Peer Learning” Principle

**When: 9 November 2016**

**Where: Astana, Kazakhstan**

The best practices for improving quality of public services among the participating countries of the ACSH, in particular Georgia, Azerbaijan and Kazakhstan, were presented at the joint seminar of the Regional Hub, Agency for Civil Service and Anti-Corruption of Kazakhstan and Nazarbayev University Graduate School of Public Policy.



More information is available at <http://www.regionalhub.org/news/4445>

## Kazakhstan’s National and International Stakeholders Discussed Support for Implementing SDGs

**When: 21 November 2016**

**Where: Astana, Kazakhstan**

The round-table provided opportunities to mobilize the potential of academia, expert community and civil society to prepare intellectual leadership for achieving the SDGs nationally and regionally.

More information is available at <http://www.regionalhub.org/events/2851>



## Civil Service Reforms in the Region Discussed in OECD

**When:** 30 January – 1 February 2017

**Where:** Paris, France

The representatives of the ACSH participating countries visited the headquarters of the Organization for Economic Cooperation and Development (OECD) to outline further ways of cooperation between the OECD and the ACSH to improve the system of civil service in the participating countries.



More information is available at <http://www.regionalhub.org/events/latest-events/5297>

## The ACSH Expands Cooperation with the USA in Building Capacity of Civil Servants

Chairman of the Steering Committee of the ACSH Alikhan Baimenov and Director of the Federal Executive Institute (FEI) USA Suzzane Logan signed a memorandum of cooperation with the purpose of exchanging information and practice in the field of human resources management.

The memorandum includes cooperation in training, exchange of analytical materials, research results and other publications on human resources management and leadership development in the civil service.

More information is available at <http://www.regionalhub.org/news/4687>

## The Representatives of the ACSH Participating Countries Studied the Georgian Experience in Anti-Corruption Initiatives

**When:** 20-21 February 2017

**Where:** Tbilisi, Georgia

The ACSH organized a study-tour to Georgia for the civil servants and representatives of the law-enforcement bodies from Central Asia to study the Georgian initiatives to prevent corruption and enhance quality of public service delivery.



The agenda of the study-tour included the meetings with the representatives of the Ministry of Justice of Georgia, Georgian Institute for Public Affairs, Academy of the Ministry of Interior Affairs of Georgia, and Civil Service Bureau. During the study-tour the participants also visited Public Service Hall in Tbilisi and Community Center in Martkofi village.

More information is available at <http://www.regionalhub.org/events/5436>

## New Directions of Cooperation of the ACSH and Republic of Korea

Chairman of the Steering Committee of the ACSH Alikhan Baimenov met with Minister of Personnel Management of the Republic of Korea Mr. Kim Dong-Keuk.

During the meeting the parties discussed the possible directions of cooperation within the ACSH such as joint case studies and activities to enhance the capacity of the Hub's participating countries civil servants on the basis of the Korean experience and expansion of expert networks of the parties.

More information is available at <http://www.regionalhub.org/news/5463>

## The ACSH Supports Cross-Regional Anti-Corruption Initiatives

Anti-corruption initiatives for Europe, the CIS and Arab States were highlighted at the special session of the UN Office on South-South Cooperation in Dubai.



The initiatives were said to be based on the exchange of information and know-how, joint activities, allowing the governments of these countries responding effectively to the factors and trends of corruption.

In addition, the representatives of the Hub took part in the First Regional Cooperation Forum and round table on innovation in the field of public services delivery.

More information is available at <http://www.regionalhub.org/news/4462>

## Kazakhstan's Contribution to Cross-Regional Cooperation Acknowledged by Envoy of the UN Secretary General

Chairman of the Steering Committee of the Regional Hub of Civil Service in Astana Alikhan Baimenov met with UN Secretary-General's Envoy on South-South Cooperation Jorge Chediek to discuss further collaborative initiatives in the field of civil service.

Mr. Jorge Chediek accentuated "outstanding work by the Hub in promoting the regional and cross-regional cooperation". He emphasized that UN considers the Astana Hub as an important entity contributing to the development of international partnership in the global strive to achieve the SDGs.

In the course of the meeting, the parties also held a discussion on implementation of the future joint initiatives in the field of civil service reform.

More information is available at <http://www.regionalhub.org/news/4255>

## Eurasia Boosts South-South Cooperation – Analysis

The study by the UN Office for South-South Cooperation the UNDP is the first of its kind. It explores how mutual support has intensified over the last twenty years, following the region’s fundamental changes in economic, political, and social structures.

Introducing the report, Olivier Adam, Deputy Director of UNDP Regional Bureau for Europe and the CIS, highlighted that the remarkable amount of mutual learning and support among developing and transition countries in ECIS often goes unnoticed. “Several countries in the region have shown leadership in sharing knowledge and expertise, acquired during their own recent transformation process”, he said.



“The ACSH, for instance, is a flagship initiative of the Government of Kazakhstan, supported by UNDP, and is helping share knowledge and expertise on public administration issues with some 35 countries around the world”, he added.

*More information is available at <http://www.eurasiareview.com/25112016-eurasia-boosts-south-south-cooperation-analysis/>*

## Asian Public Administration Association and the Astana Civil Service Hub Mull Cooperation

Chairman of the Steering Committee of the ACSH Alikhan Baimenov met with President of Asian Association of Public Administration (AAPA) Pan Suk Kim in Astana to discuss bilateral relations between the Hub and AAPA, including organising conferences and joint projects.

*More information is available at <http://astanatimes.com/2017/01/>*

## Roster of Experts on Civil Service Issues

The ACSH has established a roster of experts to provide expert advice to civil servants in the countries of the region. These experts may be involved in conducting research, facilitating capacity development assignments and discussions, writing papers and participating at events. From this issue of the bulletin we start introducing our Roster Experts:



### **Drago Kos, the Chair of the OECD Working Group on Bribery and Member of the Advisory Board of the ACSH**

He was an international commissioner in the Monitoring and Evaluation Committee in Afghanistan, the Chairman of GRECO for ten years, and the first Chairman of the Commission for the Prevention of Corruption in Slovenia. He was also a Co-President of EPAC/EACN, a member of COGEL's Global Affairs Committee, Deputy Director of the Slovenian Criminal Investigation Directorate, and Vice Chairman of the European Healthcare Fraud and Corruption Network. Drago Kos holds a degree in law from the University of Ljubljana.

### **Maia Dvalishvili, the Deputy Head of the Civil Service Bureau of Georgia (CSB)**

In her work, she provides considerable inputs to the key CSB work areas focusing on planning, coordination and oversight over the implementation of the Civil Service Reform in Georgia. She was a member of the working group to develop the new Law on Civil Service of Georgia, recently adopted by the Parliament of Georgia (2015). Having been educated as a lawyer (Bachelor's degree in Law, Tbilisi State University, a Master's Degree in International Law, Georgian Institute of Public Affairs (GIPA), the areas of her expertise cover administrative law, civil service and anti-corruption legislation. She has been actively involved in developing the concept and the relevant legislative base for establishment of the Public Official Assets Declarations Monitoring System. Prior to joining the CSB she worked on different positions at the Ministry of Culture and Monument Protection of Georgia and the Bank of Georgia.



More information on the roster is available at <http://www.regionalhub.org/staff/acsh-roster-centre>

## The ACSH Presented a Number of New Publications

The ACSH has developed three analytical materials reflecting the practices of Azerbaijan, Georgia and Kazakhstan in the field of public services delivery. The cases provide an analysis of the political and socio-economic context in the countries, which implemented the public service reforms, and give an insight into the measures taken by governments to create public service centers.

The case studies do not only describe the development paths of the service centers in these countries, but also delineate barriers, common problems associated with the implementation of the “one-stop-shop” principle, preventing from a comprehensive integration of public services as well as the recommendations on how to deal with them.

More information is available at <http://www.regionalhub.org/news/5229>



Additionally the ACSH released a special edition of the International Journal of Civil Service Reform and Practice on Public Administration Reform in China.

Considering the scale and outreach of reform that takes place in China, a deeper understanding of the transformations in this country is important to any practitioner or scholar. With this in view, and the cooperation agreement between the ACSH Steering Committee and the Chinese Academy of Governance, a founding participant of the ACSH, this special issue of the Journal was produced.

To read the Journal online please follow the link: [www.astanahubjournal.org](http://www.astanahubjournal.org)

## Recent Developments in Civil Service in Armenia



In autumn 2016, following the formation of the new Government in Armenia, new priority goals were set, and the vision for civil service reforms changed accordingly. During the meeting convened by the President on December 6, 2016, new dimensions for civil service reforms were determined, targeted at significant enlargement of the civil service scope by involving new services and institutions, as well as modifying the role and functions of civil service organization and management bodies. Under such circumstances, new priorities were set up.

On December 20, 2016, a Working Group on Ensuring Public Service Reform Implementation was established by the Directive of the RA President, which guided by the objective of bringing the CS system of Armenia into line with international standards and principles, is engaged in developing a common reform package targeted at addressing the recent amendments to the Republic of Armenia Constitution and the shift in the public administration personnel policy of the new Government. The Civil Service Council of Armenia is proactively participating in the activities of this group.

More information is available at <http://www.csc.am/en/>

## New Technological Approach in IT in Public Service in Belarus



By the end of 2018, all state agencies in Belarus will use the Belarussian cloud platform beCloud. The platform will accommodate more than 60 Belarussian government agencies and organizations.

S. Poblagueyev, beCloud CEO, has mentioned that beCloud is working with the Ministry of Taxes and Duties. "When we speak about the transfer of state bodies systems to our platform, we understand we mean mostly technical things. Yet, it also makes us think of more complex issues such as how to organize the process of transfer, how to develop new services. By doing this, we equip our state bodies with the necessary tools", – said Sergey Poblagueyev.

According to the company representatives, the biggest data center in Belarus – the beCloud data center - is one of the most modern in Eastern Europe. The cloud platform, which is located at the data center, is unique. It is already available for the state and commercial organizations in a testing regime. It is expected that creating a national cloud platform will allow the state and business to significantly reducing IT costs.

More information is available at <https://ej.by/news/it/2017/03/02/cherez-dva-goda-vse-gosorgany-budut-v-oblakah.html>

## Calendar of Forthcoming Events

Dates	Organizer	Meeting	Venue
April 12, 2017	ACSH	The ACSH Annual Conference	Astana, Kazakhstan
April 13-14, 2017	Asian Association for Public Administration (AAPA), ACSH, Academy of Public Administration under the President of Kazakhstan	The 2017 AAPA Annual Conference	Astana, Kazakhstan
May 3-5, 2017	Global Centre for Public Service Excellence, UNDP, ACSH, World Bank Group	International Workshop: Re-inventing One-Stop-Shops	Singapore, Johor, Malaysia
May 18-20, 2017	NISPAcee	NISPAcee Annual Conference "Innovation Governance in the Public Sector"	Kazan, Republic of Tatarstan, Russian Federation
June 16, 2017	The Agency of Kazakhstan for Civil Service and Anti-Corruption, the Academy of Public Administration under the President of Kazakhstan, ACSH, UNDP	Astana Economic Forum, The Global Conference: "Managing Opportunities: Global Challenges to Leadership"	Astana, Kazakhstan

## Our Story

**The Regional Hub of Civil Service in Astana (ACSH)**, an initiative of the Government of Kazakhstan and the United Nations Development Programme, was established in March 2013 by 25 countries and 5 international organisations. It receives financial and institutional support from the Government of Kazakhstan and it relishes the backing of UNDP as the key implementing partner. The ACSH is a multilateral institutional platform for the continuous exchange of knowledge and experience in the field of civil service development, aiming at supporting governments in the region through fostering partnerships, capacity building and peer-to-peer learning development activities; and evidence-based solutions, informed by a comprehensive research agenda. The geographical range of participants – currently encompassing 36 countries – stretches from the Americas and Europe, through the CIS, the Caucasus and Central Asia to ASEAN countries, demonstrating that partnership for civil service excellence is a constant and universal need for all nations.

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*«Kazakhstan is interested in active study of the best international practices and is ready to share its own experience in development of a model of the civil service which was highly appraised by experts»*

*- Nursultan Nazarbayev  
Welcome Letter for the Founding Conference participants*

*«We are delighted to be working closely with Kazakhstan on civil service excellence. Kazakhstan's strong commitment in this area makes it a logical host of the Regional Hub of Civil Service in Astana, in which UNDP is proud to be a partner»*

*- Helen Clark,  
Speech on Modernizing Civil Services for the New Sustainable  
Development Agenda at the Astana Economic Forum*

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