

10th European CAF Users' Event

under the Polish Presidency of the Council of the EU

“Smart Governance: People-Centred, Efficiency-Driven”



Agenda

9 April 2025	Official welcome at the Chancellery of the Prime Minister Al. Ujazdowskie 1/3, 00-583 Warsaw
18:00 – 20:00	Opening of the 10th European CAF Users' Event Welcome and cocktail party
10 April 2025	10th European CAF Users' Event Conference Centre at the national stadium “PGE Narodowy”, Al. Ks. J. Poniatowskiego 1, Warsaw Room: KRAKÓW
08:30 – 09:30	Registration/Coffee
09:30 – 09:50	Welcome words <i>Anita Noskowska-Piątkowska, Head of the Civil Service in Poland</i> <i>Marco Ongaro, EIPA Director General</i>

09:50 – 10:20 **In days of uncertainty: the need of shaping a resilient and future-proof civil sector in Europe – keynote speech**

Cecilia Wikström, Chair of EIPA's Board of Governors

10:20 – 10:35 **The CAF Network and its European Resource Centre:
Navigating challenges and driving change successfully**

*Gracia Vara Arribas, Head of the European CAF Resource Centre,
EIPA*

*Tihana Puzic, Deputy Head of the European CAF Resource
Centre, EIPA*

10:35 – 10:45 **How to best explore the 18 Golden CAF best practices?
Introduction to the break-out sessions**

Katarzyna Dudzik, Polish CAF National Correspondent

10:45 – 11:15 **Family photo and coffee break**

11:15 – 12:35 **Breakout session no 1: Empowering people (co-creation,
co-decision making)**

Session 1: Leadership and constancy of purpose, values. Room: WARSZAWA

*Facilitators: Katarzyna Dudzik, Polish CAF National Correspondent & Loredana Leon,
Slovenian CAF National Correspondent*

1. Application of the CAF in a Directorate General of a Federal Ministry. Federal Ministry Arts, Culture, Civil Service and Sport.

*Presenter: Michael Kallinger, Deputy Director and Head of Unit III/9/a – Public
Management und Governance, Austria / CAF National Correspondent*

2. Strategic approach of employers to increase public services relevancy and employment rate in the Brussels Region. ACTIRIS.

*Presenter: Sébastien Rochedy, Marketing Expert, ACTIRIS (Public Employment Service)
Brussels, Belgium*

3. Systemic implementation of the Common Assessment Framework: fostering digital innovation in project management to improve team collaboration, efficiency, and decision-making. Region of Crete.

Presenters: Dr. Nikos Raptakis, Executive Secretary, Region of Crete, Greece & Giulia Bartolozzi, Head Of Department, Road Construction, Region of Crete, Greece

Session 2: People involvement: cooperation and co-creation. Room: WROCŁAW

Facilitators: Mimi Yotova, Bulgarian CAF National Correspondent & Kenan Avdagić, Correspondent from Bosnia and Herzegovina

1. CAF's implementation in Municipality of Volos.

Presenters: Triantafyllia Triantafyllidou, Director, Directorate of Planning, Sustainable Development and New Technologies; Angeliki Stathelo & Eleftheria Givropoulou, Municipality of Volos, Greece

2. Apulia region as CAF competency center for local municipalities.

Presenters: Roberto Venneri, Apulia Regional Government – Secretary General, Italy & Angela Guerra, Apulia Regional Government – Secretary General, Italy

3. Development and implementation of a stakeholder engagement management project.

Presenter: Marta Czarkowska, Social Insurance Institution Bydgoszcz Branch, Poland

Session 3: Organizational culture: wellbeing & Work-Life Balance. Room: POZNAŃ

Facilitators: Isabelle Verschueren, Belgian CAF National Correspondent & Hrachik Yarmaloyan, Member of Management Team of GIZ Country Office in Armenia

1. Conciliar + Project - Implementation of Portuguese Standard 4552:2022 – Reconciliation of Professional, Personal and Family Life. Unidade Local de Saúde da Região de Aveiro, EPE.

Presenter: Margarida França, Unidade Local de Saúde da Região de Aveiro, EPE, Portugal

2. CAF as a Change Engine: Driving Towards Continuous Improvements. Ministry of Higher Education, Science and Innovation (MHESI).

Presenter: mag. Ksenja Hauptman, Secretary, Representative for Quality Management, Head of CAF project, Ministry of Higher Education, Science and Innovation (MHESI), Slovenia

3. Staff development and involvement. National Institute for Agrarian and Veterinary Research.

Presenters: Patricia Inácio, National Institute for Agrarian and Veterinary Research, Portugal & Carla Almeida e Brito, National Institute for Agrarian and Veterinary Research, Portugal

12:35 – 12:45 Finding the way to plenary session & small refreshment

12:45 – 13:30 Panel discussion: Shaping the Future: Quality as the Cornerstone of Public Sector Success

- *Gregor Virant, Head of the SIGMA Programme*
- *Maja Handjiska Trendafilova, ReSPA Director*
- *Małgorzata Bywanis-Jodlińska, Director of the National School of Public Administration, Poland*

Moderator: Gracia Vara Arribas, Head of the European CAF Resource Centre, EIPA

13:30 – 14:20 Lunch

14:20 – 15:40 Breakout session no 2: Transformative processes

Session 4: Public Sector Excellence - A Vision for digital transformation and innovation

Room: WARSZAWA

Facilitators: Greta Hrehova, Slovak CAF National Correspondent & Witold Stelmanski, chief expert, Civil Service Department, Chancellery of the Prime Minister, Poland

1. Leertrac. GITO Overijse.

Presenters: Dr. Marc Rabaey, GITO Overijse, Belgium & Ingeborg Maes, Insightful, Belgium

2. chIPA: Digital Communication Revolution, powered by IPA. Institute of Public Administration.

Presenter: Pavel Ivanov, Executive Director, Institute of Public Administration, Bulgaria

3. Implementation of robotic process automation technology in the Polish Financial Supervision Authority. Polish Financial Supervision Authority.

Presenter: Mikołaj Burkacki, Polish Financial Supervision Authority, Poland

Session 5: Result orientation: continuous innovation and improvement. Room: WROCŁAW

Facilitators: Slaven Bukarica, Programme Assistant at Regional School of Public Administration (ReSPA) & Michael Kallinger, Austrian CAF National Correspondent

1. Standardization of the improvement of local self-government units and assessment of digital readiness. Civil Service Agency BiH (BiH CSA)/ Civil Service Agency of Federation of BiH (FBiH CSA)/ Civil Service Agency Republic of Srpsa (RS CSA)/Public Administration Reform Coordinator's Office (PARCO) /UNDP.

Presenters: Kenan Avdagić, Public Administration Reform Coordinator's Office, Bosnia and Herzegovina & Goran Stefatić, United Nations Development Programme

2. Using the power of digitalisation for shared process and quality knowledge management: Croatian digital tool eSUK (<https://kvaliteta.gov.hr>). Ministry of Justice, Public Administration and Digital Transformation.

Presenter: Dubravka Vukalović, Ministry of Justice, Public Administration and Digital Transformation, Croatia

3. CAF Efficiency platform – CAFiciency. Human Resource Management Service.

Presenters: Jovana Stojadinović, Human Resource Management Service, Serbia & Danilo Rončević, Phd, Human Resource Management Service, Serbia

Session 6: Social responsibility: attractiveness of the public sector. Room: POZNAŃ

Facilitators: Barbara Zupanc, Head of Quality Unit, Ministry of Public Administration, Slovenia & Begoña Lázaro Álvarez, Spanish CAF National Correspondent

1. Creating a culture of a quality development in the regional administration Lovech, Republic of Bulgaria. Regional Administration – Lovech.

Presenter: Vanya Ivanova, Chief Legal Advisor and a Member of the Improvement Plan Implementation Group, Bulgaria

2. Facilitating the Exchange of Best Practices Among Employees Across Various Branches. LEPL Public Service Hall (Under the Ministry of Justice of Georgia).

Presenter: Mariam Tsaguria, Head of Analytical Service in Administration Department, Public Service Hall, Georgia

3. Línea Madrid: Preferential Attention for People Over 65. Ayuntamiento de Madrid (Madrid City Council).

Presenter: Mar Núñez Suárez, Citizen Services of Madrid City Council, Spain

15:40 – 15:50

Getting back to plenary & small refreshment

15:50 – 16:25

Reflections and reporting back for the future

- *Nick Thijs, Senior Advisor, Team leader Service Delivery and Digital Government, OECD/SIGMA*
- *Tihana Puzić, Deputy Head of the European CAF Resource Centre, EIPA*
- *Gracia Vara, Head of the European CAF Resource Centre, EIPA*

16.25 – 17:00

Granting diplomas for “Golden 18”

- *Marta Kuzawińska, Director of the Civil Service Department*
- *Marco Ongaro, EIPA Director General*

17.00

End of the 10th European CAF Users’ Event