

FIFTH GLOBAL FORUM ON REINVENTING GOVERNMENT

3 – 6 November 2003
Mexico City

Innovation and Quality in the Government of the 21st Century

Monday, 3 November 2003
Venue: National Auditorium

07:00 – 08:00 **Congregation at the National Auditorium**

9:00 – 10:00 **Opening Ceremony**

- **Vicente Fox Quesada**, President of Mexico ([Text](#))
- **José Antonio Ocampo**, Under Secretary General, United Nations ([Text](#))
- **Goh Kun, Prime Minister**, Republic of Korea ([Text](#))
- **Apolo Nsibambi**, Prime Minister of Uganda ([Text](#))
- **Donald J. Johnston**, Secretary General, Organization for Cooperation and Economic Development ([Text](#))

10:00 - 10:30 **INNOVA Recognition and INTRAGOB Awards**

10:30 - 11:00 **Break**

11:00 – 11:10 **Opening of plenary sessions** ([Transcript of the Opening Session](#))

- **Ramón Muñoz**, Chief, Office of the Presidency for Innovation in Government, Mexico

11:10 – 11:30 **Mind Mapping** ([Text](#))

- **Tony Buzan**, Senior International Advisor, United Kingdom

11:30 – 11:40 **Introduction: World Trends in Government Innovation and Quality**

- **Luigi Mazzella**, Minister of Public Administration, Italy

11:40 – 12:40 **World Trends in Government Innovation and Quality**

- **Guido Bertucci**, Director, Division for Public Administration and Development Management of the Department of Economic and Social Affairs, United Nations (Spanish [Text](#)) (English [Text](#))
- **Thomas Mosgaller**, Chairman, American Society for Quality, United States (Spanish [Text](#)) (English [Text](#))
- **Gowher Rizvi**, Director, Government Innovation Institute, Harvard University, United States (Spanish [Text](#)) (English [Text](#))

Moderator: **Leo Zuckerman**

12:40 – 12:55 Introduction: Good Government Strategies for the 21st Century 1

- **Eduardo Romero Ramos**, Secretary of Public Function, Mexico

12:55 – 13:55 Good Government Strategies for the 21st Century – 1

- **Lim Siong Guan**, Head of the Civil Service Office and Permanent Secretary of the Ministry of Finance, Singapore (Spanish [Text](#)) (English [Text](#))
- **Hafiz Pasha**, Assistant Secretary General and Assistant Administrator and Director for Asia and the Pacific, UNDP (Spanish [Text](#)) (English [Text](#))
- **Kay Coles James**, Director, Office of Personnel Management, United States (Spanish [Text](#)) (English [Text](#))

Moderator: **Elaine Kamarck**, Professor of Political Science, John F. Kennedy School of Government, Harvard University (Spanish [Text](#))

13:55 – 15:30 Lunch

15:30 – 16:30 Good Government Strategies for the 21st Century – 2

- **Michelle D'Auray**, TBS Chief Information Officer, Canada (Spanish [Text](#)) (English [Text](#))
- **Pravin Gordhan**, South African Revenue Service Commissioner, South Africa (Spanish [Text](#)) (English [Text](#))
- **Peter Eigen**, Chairman, Transparency International ([Text](#))

Moderator: **Elaine Kamarck**, Professor of Political Science, John F. Kennedy School of Government, Harvard University

16:30 – 16:45 Good Government Strategies: An Integrated Perspective

- **Franco Bassanini**, Senator, Italy ([Text](#))

16:45 – 17:15 Break

17:15 – 17:25 Introduction: Quality Government

- Video. Mexican Case, Quality Government (CONAMED)
- **Julián Adame Miranda**, Deputy Technical Director of the Federal Commission for Electricity

17:40 – 18:40 Quality Government

- **Alain de Dommartin**, Director, European Foundation for the Administration of Quality ([Text](#))
- **Apolo Nsibambi**, Prime Minister of Uganda
- **Trevor Smith**, Chair, Quality Management & Quality Assurance International Organization for Standardization (Spanish [Text](#)) (English [Text](#))

Moderator: **Benito Necif**, History Department, Centre for Investigation and Economic Learning, Mexico

Tuesday, 4 November 2003
Venue: National Auditorium

08:00 – 09:00 Congregation at the National Auditorium

09:30 – 09:40 Introduction: Government that Costs Less

- Video: Institutional and Client Orientation Strategy, Office of National Finance (NAFIN)
- **Juan Carlos Murillo Flores**, Adviser, Office of the President for Innovation in Government, Mexico

09:40 – 10:40 Government that Costs Less

- **Jocelyne Bourgon**, President Emeritus, Canadian Centre for Management Development, Canada ([Text](#))
- **Paulo Paiva**, Vice President of Planning and Management, IDB (Spanish [Text](#)) (English [Text](#))
- **Graham Scott**, Consultant, New Zealand (Spanish [Text](#)) (English [Text](#))

Moderator: **Lius Pazos**, Director General, BANOBRAS, México

10:40 – 10:50 Introduction: Professional Government

Video: Professional Electoral Service, Federal Electoral Institute

- **José Luis Mendez Martínez**, Head of the Union of Professional Services and Human Resources of the Federal Public Administration, Secretariat of Public Function, Mexico

10:50 – 11:50 Professional Government

- **Marie-Francoise Bechtel**, State Counselor, France (Spanish [Text](#)) (English [Text](#))
- **Chang-hyun Cho**, Chairman, Civil Service Commission, Republic of Korea (Spanish [Text](#)) (English [Text](#))
- **Tim Kemp**, Director of the Human Resources Strategy of the Cabinet Office, United Kingdom (Spanish [Text](#)) (English [Text](#))

Moderator: **Maria del Carmen Pardo**, Centre for International Studies, College of Mexico

11:50 – 12:20 Break

12:20 – 12:30 Introduction. Digital Government

- Video: Digital Government, Mexican Institute for Social Security (IMSS)
- **Abraham Sotelo Nava**, Head of the Union of Electronic Government Services, Secretariat of Public Function, Mexico ([Text](#))

12:30 – 13:30 Digital Government

- **Odile Sallard**, Director of Territorial Government and Development, Organization for Cooperation and Economic Development ([Text](#))
- **John Eger**, Professor of Communications and Politics, State University of San Diego, USA ([Text](#))
- **Wu Choy Peng**, Assistant Chief Executive, Info-Comm, Singapore (Spanish [Text](#)) (English [Text](#))

Moderator: **Eugenio Andrés Rivera Urrutia**, President of the Federal Electoral Comisión, Mexico

13:30 – 15:00 Lunch

15:00 – 15:10 Introduction: Government with regulatory reform

- Video: Best Practices in instituting regulatory reform, Secretariat of Public Function
- **Carlos Valdovinos Chàvez**, Director General for Regulatory Simplification, Secretariat of Public Function, Mexico

15:10 – 16:10 Government with regulatory reform

- **Giandomenico Majone**, Professor of Public Policy, Emeritus, European University Institute, Italy (Spanish [Text](#)) (English [Text](#))
- **Zofia Wysokinska**, Adviser to the Minister, Ministry of Economy, Poland (Spanish [Text](#)) (English [Text](#))
- **Li Zhilun**, Minister of Supervision, People's Republic of China ([Text](#))

Moderator: Leonardo Curcio, News Director, NRM Communications

16:10 – 16:40 Break

16:40 – 16:50 Introduction: Honest and Transparent Government

- Video: Revisions to solicitations, Mexican Petroleum
- **Jorge de los Cobos Silva**, Executive Secretary for the Inter.-Secretarial Commission for Transparency and Anti-Corruption, Secretariat of Public Function, Mexico

16:50 – 17:50 Honest and Transparent Government

- **Abdoulie Janneh**, Assistant Secretary General and Director for Africa, UNDP ([Text](#))
- **Anna Karin Lundin**, Parliamentary Ombudsman, Sweden ([Text](#))
- **Ronald MacLean Abaroa**, President, Poder Vecinal, Bolivia ([Text](#))

Moderator: **Luis Carlos Ugalde**, President of the Federal Electoral Institute, Mexico

17:50 – 18:20 Presentation of the Venue for the 6th Global Forum on Reinventing Government

- **Ramón Muñoz Gutiérrez**, Chef de Cabinet of the Office of the President for Innovation in Government, Government of Mexico
- **Goh Kun**, Prime Minister, Republic of Korea
- Representatives of the Governments of:
United States
Brazil

Italy represented by Carlo Flamment, President FORMEZ ([Text](#))
Morocco

18:20 – 19:00 **Break**

19:00 – 20:30 **Ballet Folklórico of México of Amalia Hernández**

Wednesday, 5 November 2003

Venue: Sheraton Centro Histórico Hotel

08:30 – 09:15 **Inauguration of the Interactive Capacity Building Workshops**

- **Carlo Flamment**, President, Formez, Italy ([Text](#))
- **Juan Carlos Murillo Flores**, Adviser to the Office of the President for Innovation in Government, Mexico
- **Abderrazak El Mossadeq**, Minister of Economy, Morocco
- **Shabbir Cheema**, Principal Adviser, UNDESA ([Text](#))

Moderator: **Guido Bertucci**, Director, Division for Public Administration and Development Management, UNDESA

09:15–10:30 **Interactive Capacity Building Workshops**

Seven workshops will take place simultaneously:

- [Building the Human Capital in the Public Sector \(UNDESA\)](#)
- [Innovation and Quality in Government \(Harvard University, American Society for Quality, Government of Mexico\)](#)
- [Public Service Delivery and Urban Governance \(UN-HABITAT\)](#)
- [E-Government \(UNDESA\)](#)
- [Innovations Linking Decentralized Governance and Human Development \(UNDP, UNCDF, WBI\)](#)
- [Accountable and Transparent Government \(WB/TI\)](#)
- [Fiscal Transparency ROSCs and other Tools for Promoting Continuing Fiscal Management Reform \(IMF\)](#)

10:30 – 10:45 **Break**

10:45 – 13:30 **Interactive Capacity Building Workshops (continued)**

13:45 – 15:10 **Lunch Break**

15:10– 17:45 **Interactive Capacity Building Workshops (continued)**

Thursday, 6 November 2003

Venue: Sheraton Centro Histórico Hotel

09:00– 10:45 **Interactive Capacity Building Workshops**

- 10:45 – 11:00** **Coffee Break**
- 11:00 – 13:45** **Interactive Capacity Building Workshops (continued)**
- 13:45 – 15:15** **Lunch Break**
- 15:15 – 16:45** **Plenary Session: Results of the Interactive capacity development workshops**
- 16:45 – 17:00** **Declaration: Fifth Global Forum on Reinventing Government ([Text](#))**
- 17:00 – 17:30** **Presentation of Ministers from Different Regions**
- Latin America
 - Asia and the Pacific
 - Africa
 - Europe
 - North America
- 17:30 – 17:45** **Closing Ceremony**
- **Ramón Muñoz**, Chef de Cabinet, Office of the President for Innovation in Government, Government of Mexico
 - **Guido Bertucci**, Director, Division for Public Administration and Development Management, UNDESA

Friday, 7 November 2003
Venue: Sheraton Centro Histórico Hotel

09:00 – 19:30 **[UN Side Events and Related Papers](#)**