



EUROPEAN COMMISSION
Secretariat-General
Reform and Investment Task Force

11th HIGH-LEVEL MEETING OF THE EXPERT GROUP ON PUBLIC ADMINISTRATION AND GOVERNANCE

Meeting details: Hybrid meeting with simultaneous interpretation in 4 languages EN-FR-DE-ES

Venue: Gedimino avenue. 11 LT-01103 Vilnius Government of the Republic of Lithuania

DATE: 25 - 26 September 2025

CHAIR: Kjartan BJÖRNSSON, Head of Unit, Governance and Public Administration, SG REFORM.A.4

MEETING AGENDA

Objectives of the meeting:

- a) Continue the discussion on data-driven Public Administration through simplification and resilience.
- b) Explore opportunities to collaborate and present practical examples from Member States
- c) Update on the ComPAct Implementation plan

25 September 2025

	Welcome Coffee and registration		08:30 – 09:00
1)	Introductory remarks and framing day I	Kjartan BJÖRNSSON , Head of Unit, SG REFORM Vilmantas VITKAUSKAS , Deputy Chancellor of the Government (Head of the National Crisis Management Centre)	09:00 – 09:20
2)	Data driven Simplification		09:20 – 17:15
	A) State data governance strategy, data management and data stewardship	Vadimas IVANOVAS , Head of State Data Governance Group; State Data Agency	09:20 – 9:45
	B) Service simplification and early lessons learned from our Eurobarometer surveys and the study on life events		9:45 – 11:50

	Single Digital Gateway and Once Only Technical System, Lithuania	Žydrūnas NEVARDAUSKAS , Director of the Information Systems Department, State Digital Solutions Agency	9:45 - 10:15
	Insights study on life events: Findings and comparative data from the life events study across Member States and case examples. The presentation will focus on potential takeaways.	Thomas GIACOLETTO , SG REFORM	10:15 - 10:40
	Upcoming studies from JRC Latest JRC research insights on digital public services, focusing on pro-activity and omni-channel delivery. This ongoing work will be presented with preliminary results and seeks feedback.	Sven SCHADE , JRC	10:40 - 10:55
	Coffee break		10:55 - 11:25
	Early results Eurobarometer surveys: Early presentation of results from the business and citizen surveys. We will focus on potential use for the results.	Thomas GIACOLETTO , SG REFORM	11:25 - 11:50
	C) Insights from TSI project on user satisfaction <ul style="list-style-type: none"> • Scene setter by the OECD about the TSI project • MS presentations with Croatia, Spain, and Greece, with questions at the end. 	Emilie BALBIRNIE , OECD, And Member States – Spain: Maria Teresa DE MARTIN MARTINEZ , Croatia: Tomislav MIČETIĆ Greece: Kostas KAPAROS	11:50 - 12:45
	Lunch break		12:45 - 13:45
	Government Palace Visit		13:45 - 14:15
	D) Peer to Peer inspiration – presentations from MS 2 min MS presentations and panel – Netherlands and Ireland	Jaap NORBRUIS Dutch Chamber of Commerce Trevor VAUGH , Department of Public expenditure, Infrastructure, Public Service Reform and Digitalisation	14:15 – 15:00

	<p>E) Breakout groups:</p> <p>- Framing of the discussions in breakout groups</p> <p><i>Discussions session "How can we make concrete use of these insights to improve our service delivery, increase trust and free resources for urgent needs?"</i></p>		15:00 – 15:40
	Coffee Break		15:40 – 16:10
	<p>E) Cont. Breakout groups and debriefing/plenum:</p> <p><i>How can we make concrete use of these insights to improve our service delivery, increase trust and free resources for urgent needs?</i></p>		16:10 – 17:10
3)	End of day one	<p>Kjartan BJÖRNSSON, <i>Head of Unit,</i> <i>SG REFORM</i></p>	17:10 – 17:20

Dinner in Vilnius at Lokys, Stiklių g. 8, Vilnius	19:30 – 21:30
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26 September 2025

	Welcome Coffee and Registration		08:30 – 09:00
1)	Introductory remarks: Framing the second day	<p>Kjartan BJÖRNSSON, <i>Head of Unit, SG REFORM</i></p>	09:00 – 09:15
2)	ComPAct Implementation: Passport of core competencies - capacity for the digital decade	<p>Mina SHOYLEKOVA, SG REFORM</p> <p>Sven SCHADE, JRC</p>	09:15 – 10:00
3)	Resilience – part I		10:00 – 12:00
	<p>A) TSI project - Risk management & resilience:</p> <p><i>An in-depth look at how resilience can be integrated into global strategies, responding to new challenges and ensuring coordinated, cross-sectoral approaches to potential systemic disruptions.</i></p>	<p>Nestor ALFONSO SANTA MARIA, <i>OECD</i></p>	10:00 – 10:45
	Coffee break		10:45 – 11:15
	B) Peer to peer inspiration – Estonia's risk management model	<p>Nestor ALFONSO SANTA MARIA, <i>OECD</i></p>	11:15 – 12:00

		Magnus KONT, <i>Government Office of Estonia</i>	
	Lunch break		12:00 - 13:00
4)	Resilience – part II		13:00 – 16:30
	<p>C) Learning from our host - Building resilience in governance and public administration through crisis management</p> <ul style="list-style-type: none"> • <i>Presentation from the National Crisis Management Centre 13:00 - 14:00</i> • <i>Visit to LT situation room and coffee break 14:00 - 15:00</i> • <i>Building resilience in governance and public administration through crisis management 15:00 - 16:30</i> 	<p>Vilmantas VITKAUSKAS, <i>Deputy Chancellor of the Government (Head of the National Crisis Management Centre)</i></p> <p>Dr. V. NAKROŠIS, <i>Institute of International Relations and Political Science, Vilnius University; PPMI</i></p>	13:00 – 16:30
5)	Conclusions and outlook	<p>Kjartan BJÖRNSSON, <i>Head of Unit, SG REFORM</i></p>	16:30 – 16:45

Cultural programme and dinner in Trakai		17:30 – 22:30
<p>Cultural Programme: During our excursion to Trakai, we will visit the famous Trakai Island Castle, which is located on an island in Lake Galvė. It's one of the most beautiful and well-preserved castles in Lithuania. We will learn about the history of the Grand Duchy of Lithuania, will have the opportunity to explore Trakai, and enjoy the scenic views of the lakes. We will experience the rich multicultural heritage of Lithuania and taste the traditional Karaim dish called kibinai.</p> <p>Please bring appropriate shoes and clothes for the tour in Trakai.</p> <p><i>Indicative timeline:</i></p> <ul style="list-style-type: none"> • <i>Bus will depart from the Government Palace 17:30 (sharp)</i> • <i>Tour in Trakai 18:00 – 20:00</i> • <i>Dinner at Kybynlar, Karaimų g. 29, Trakai 20:00 – 22:00</i> • <i>Bus will depart from the restaurant 22:00 – 22:10</i> 		

An abstract graphic consisting of numerous curved lines in various colors (blue, green, orange, red, yellow) that sweep across the page from left to right, creating a sense of movement and flow. The lines vary in thickness and curvature, some forming larger arcs while others are more delicate.

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