

**5<sup>th</sup> European CAF Users' event**

# **CAF as a Driver for Innovation**

**Oslo (NO), 27-28 September 2012**

**European CAF users' events** have been organised on a regular basis since 2003, with the aim of creating an inspiring meeting point for CAF users. They offer an opportunity to take stock of the results achieved with the CAF and its ongoing developments, as well as to discuss its future.

This year, Norway by Difi is organising and hosting the 5<sup>th</sup> CAF users' event, in cooperation with the network of CAF national correspondents and the EIPA CAF Resource Centre.

The 5<sup>th</sup> event will have a special focus on the **CAF as a driver for innovation**.

During different **parallel sessions**, we will give the floor to 18 European public sector organisations. They will present remarkable methods and practices that were inspired by the conclusions of the CAF self-assessment. These practices have led to tangible results, especially in the field of citizen/customers, people and key performance.

The **plenary sessions** will deal with setting a culture of making innovation happen, through CAF characteristics such as:

- *the bottom-up approach* – create the ownership of staff and their involvement in improving the organisation
- *building knowledge* - self-assessment provides knowledge on the organisation which provokes new insights and new ideas
- *the holistic approach* - covering all aspects of the functioning of an organisation, giving an overall perspective and link between Enablers and Results, illustrating the cause-effect relations
- *bringing the outside in* - involvement of all types of stakeholders to stimulate new ideas; being part of service delivery in a chain of activities with others; bench learning to discover what others do

Last but not least, the **CAF 2013** will be presented to the audience.

## **Difi**

Agency for Public Management and eGovernment (Difi) aims to strengthen the government's work in renewing the Norwegian public sector and improve the organisation and efficiency of government administration.

Difi works to ensure that government administration in Norway is characterised by values of excellence, efficiency, user-orientation, transparency and democracy. We aim to develop the organisation and leadership of the public sector, with coordination among public authorities and services.

The agency for Public Management and eGovernment (Difi) was established 1 January 2008, following a merger of the previous public agencies Statskonsult, Norway.no and the Norwegian eProcurement Secretariat.

The agency is overseen by the Ministry of Government Administration, Reform and Church Affairs (FAD).

## **EIPA**

EIPA is the leading centre of European learning and development for the public sector. With over 30 years of experience, EIPA is the place where people who deal with European affairs can learn in a multi-cultural environment benefiting from our unique combination of practical know-how and scientific excellence. We help you to meet the challenges of Europe and the complexities of modern public management.

## **The CAF Resource Centre**

The CAF Resource Centre (RC) was established in May 2001 at the European Institute of Public Administration (EIPA) in Maastricht.

# Programme Thursday 27 September 2012

8.00	<b>Registration of participants - coffee</b>
9.00	<b>Welcome and opening</b> by <i>Hans Christian Holthe</i> , director of Agency for Public Management and eGovernment (Difi)
9.05	<b>How the government responded to the terror attack</b> by <i>Ingelin Killengreen</i> , Secretary General at Ministry of Government Administration, Reform and Church Affairs, Norway
9.20	<b>Plenary session 1: About innovation and bringing the outside in: The systems of innovation perspective and the dynamics of innovation in the public sector/organisations – opportunities and path dependency</b> by <i>Rannveig Røste</i> , Researcher at the Norwegian Institute for Studies in Innovation, Research and Education
10.00	<b>Coffee break</b>
10.30	<b>Parallel session 1: Innovations with impact on the citizens/customers</b>
	<p>Session 1.1:</p> <ul style="list-style-type: none"> <li>– <b>CAF as an inspiration to strengthen local networks</b> by <i>Wilbirg Mitterlehner</i>, District Administration Rohrbach, Austria</li> <li>– <b>Web-entrance application procedures for Higher Education in Greece</b> by <i>Panagiota Dionysopoulou</i>, Ministry of Education, Lifelong Learning and Religious Affairs, Greece</li> </ul> <p><b>Facilitator: Sabina Bellotti (Italy)</b></p>
	<p>Session 1.2:</p> <ul style="list-style-type: none"> <li>– <b>Improvement of customer service in the European Social Fund Agency</b> by <i>Tomas Polka</i>, ESFA, Lithuania</li> <li>– <b>Help centre creation in labour inspection</b> by <i>Pault Weber</i> and <i>Gustave Meisenburg</i>, Labour Inspection Luxembourg</li> </ul> <p><b>Facilitator: Patrick Staes (EIPA)</b></p>
	<p>Session 1.3:</p> <ul style="list-style-type: none"> <li>– <b>How CAF supports innovation in the healthcare sector in Estonia</b> by <i>Hannes Danilov</i>, Estonian Health Insurance Fund, Estonia</li> <li>– <b>A window to the world: increasing the visibility and transparency of prison activities</b> by <i>Marian-Gabriel Rusu</i>, Slobozia penitentiary, Romania</li> </ul> <p><b>Facilitator: Katarzyna Dudzik (Poland)</b></p>
12.30	<b>Lunch</b>

13.45	Norway seen by film – in the plenary room
14.00	Plenary session 2: Building knowledge, by <i>Guri Færder</i> , Headmaster of Rosenvilde Secondary School, Norway
14.30	Plenary session 3: The bottom-up approach Organisational development and staff involvement: about grass roots, blue sky and leadership by <i>Nick Thijs</i> , European Institute of Public Administration
15.00	Coffee break
15.30	Parallel session 2: Innovations with impact on the people working in public organisations
	<p>Session 2.1:</p> <ul style="list-style-type: none"> <li>– <b>The adaptation programme for new employees and employees returning from maternity/parental leave or long-term sick leave</b> by <i>Helena Tomášková</i>, The Statutory City of Decin, The Czech Republic</li> <li>– <b>From Quality to Excellence: how to increase people involvement</b> by <i>Gaetana Rubino</i>, Chamber of Commerce, Industry, Craft Trade and Agriculture of Crotona, Italy</li> </ul> <p><b>Facilitator: Izabela Najda-Jędrzejewska (Poland)</b></p>
	<p>Session 2.2:</p> <ul style="list-style-type: none"> <li>– <b>Towards higher prioritisation of educational matters involving teachers</b>, by <i>Marianne Heir</i>, Ski secondary school, Norway</li> <li>– <b>Our school’s journey from “must” to “want” because “we can”</b> by <i>Ľubica Bošanská &amp; Vasil Dorovský</i>, Bilingual School of Milan Hodza in Sucany, Slovakia</li> </ul> <p><b>Facilitator: Monika Jurkovičová (Slovak Republic)</b></p>
	<p>Session 2.3:</p> <ul style="list-style-type: none"> <li>– <b>COMPROMISS: Commitment to Excellence</b> by <i>Maria da Luz Claro</i>, Institute for Social Security (ISS), Portugal.</li> <li>– <b>The use of CAF in the Finnish Police Force</b> by <i>Tarmo Väliatalo</i>, The Ministry of Interior and the Police Force, Finland</li> </ul> <p><b>Facilitator: Johanna Nurmi (Finland)</b></p>
17.30	Social activity: a guided walk Departure outside the conference center
19.00	Dinner at the conference center

# Programme Friday 28 September 2012

8.30	Coffee
9.00	Plenary session 4: <b>The holistic approach</b> by <i>Jana Hroncová</i> , Slovak Ministry of Finance
9.30	<b>Parallel session 3: Innovations related to key performance and output and outcome</b>
	<p>Session 3.1:</p> <ul style="list-style-type: none"> <li>– <b>Improving coherent policy development by common dashboards</b>, by <i>Frank Kuylen</i>, The Department of Welfare, Public Health and Family and <i>Sven Geldof</i>, The Department of Public Governance of the Flemish Government, Belgium</li> <li>– <b>How CAF results influenced the making of a new strategy</b>, by <i>Berit Lima</i>, KRIPOS, The National Criminal Investigation Service, Norway</li> </ul> <p><b>Facilitator: Paul Debattista (Malta)</b></p>
	<p>Session 3.2:</p> <ul style="list-style-type: none"> <li>– <b>Quality management for libraries</b>, The development of the quality award “Excellent Library” based on the Common Assessment Framework by <i>Cornelia Vonhof</i>. Media University Stuttgart, Germany</li> <li>– <b>CAF as a guiding model for public administration management in the Dominican Republic</b> by <i>Johana Guerrero Carrero</i>, Ministry of Public Administration, Dominican Republic</li> </ul> <p><b>Facilitator: Pétur Berg Matthíasson (Iceland)</b></p>
	<p>Session 3.3:</p> <ul style="list-style-type: none"> <li>– <b>Involving stakeholders in process innovation. Home-monitoring patients discharged after liver transplantation</b> by <i>Ioannis Petridis</i>, Istituto Mediterraneo per I Trapianti e Terapie ad Alta Specializzazione, Italy</li> <li>– <b>Better results for the Prime Minister’s Office by using the CAF</b> by <i>Renata Sadzeviciute</i>, Prime Minister’s Office, Lithuania</li> </ul> <p><b>Facilitator: Leticia Fekete (Hungary)</b></p>
11.30	Coffee break
12.00	Plenary session 5: <b>CAF 2013, the quality tool for the public sector in the future</b> by <i>Patrick Staes</i> , Head of the EIPA CAF Resource Centre
12.30	Closure of the event
12.30	Lunch and departure

## Where to find your parallel session:

Session	Room	Floor
1.1.	Store Sal (the plenary room)	2
1.2.	Hoffpensjonisten	1
1.3.	Amaldus	1
2.1.	Hoffpensjonisten	1
2.2.	Stranger salen	1
2.3.	Store Sal (the plenary room)	2
3.1.	Store Sal (the plenary room)	2
3.2.	Hoffpensjonisten	1
3.3.	Amaldus	1

