



WORKSHOP 4

Skilling, and Upskilling the Public Sector Workforce - What's Next After GenAI?

Agenda

Organiser: United Nations Project Office on Governance (UNPOG) / Division for Public Institutions and Digital Government (DPIDG) / United Nations Department of Economic and Social Affairs (UN DESA)

Day 1: 23 June 2025

Time	Session
14:15 – 14:30	<p>Welcome and Introduction</p> <p><u>Master of Ceremony:</u></p> <ul style="list-style-type: none"> - Ms. Hye Kyung (Shelley) Choi, Senior Programme Management Assistant, UNPOG/DPIDG/UN DESA (2 mins) <p><u>Opening and Welcome Remarks:</u></p> <ul style="list-style-type: none"> - Mr. Changseob Han, Head of United Nations Project Office on Governance (UNPOG), DPIDG/UN DESA (3 mins) <p><u>Introduction to the Workshop:</u></p> <ul style="list-style-type: none"> - Ms. Ana Thorlund, Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA (5 mins) <p><u>Photo Session</u> (5 mins)</p>
14:30 – 15:45	<p><u>Session I: Next-Generation Public Servants: Building Skills for Future Government Delivery</u></p> <p>Moderator: Mr. Luke Cavanaugh, Associate at the Tony Blair Institute for Global Change (3 mins)</p> <p>AI Resources and Tools for Public Services</p> <ul style="list-style-type: none"> - Mr. David Fulford, Chief Executive Officer, Director General, The Institute of Public Administration of Canada (IPAC), Canada (15 mins) <p>Deep Dive on AI Practical Tools to Improve Service Delivery</p> <ul style="list-style-type: none"> - Ms. Anita Palcich, Senior Manager Advisory Services, KPMG Canada, Leader Skills Development Centre - KPMG x Microsoft (30 mins) <p>Interactive Discussion (22 mins)</p> <p>Key Messages and Wrap-up: Mr. Luke Cavanaugh, Associate at the Tony Blair Institute for Global Change (3 mins)</p>
15:45 – 16:00	Coffee Break
16:00 – 17:25	<u>Session II: Digital and Data Literacy for Public Sector Excellence</u>

	<p>Moderator: Ms. Ana Thorlund, Governance and Public Administration Expert, UNPOG, DPIDG, UN DESA (3 mins)</p> <p>Role of Governments in Ensuring Transparency and Accountability of Artificial Intelligence Systems in Public Administration</p> <ul style="list-style-type: none"> - Ms. Piret Tõnurist, Innovation Lead, Directorate for Public Governance, Organisation for Economic Co-operation and Development (OECD) (15mins) <p>Global Trends and Future of AI - What to Expect Moving Forward?</p> <ul style="list-style-type: none"> - Mr. Jayarethanam Pillai, Global Practice Professor, UN Futures AI Consultant, Chief Artificial Intelligence Officer (CAIO), Blue Silicon Info Tech (15 mins) <p>Data-Driven Governance: Why Literacy and Skills Matter for the Public Sector</p> <ul style="list-style-type: none"> - Mr. Hyun Joon Kim, Professor of the Department of Public Administration, Korea University (10 mins) <p>Group Discussion</p>
17:25 – 17:30	<p><u>Wrap up and Summary by the Rapporteur and Moderator:</u></p> <ul style="list-style-type: none"> - Mr. SangGwang Kim, Senior Programme Management Expert, UNPOG/DPIDG/UN DESA (3 mins) - Ms. Ana Thorlund, Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA (3 mins)

Day 2: 24 June 2025

Time	
10:30 – 12:00	<p><u>Session III: Generative AI in Government: The Next Frontier of Public Services</u></p> <p>Moderator: Dr. David Green, Director for S&T Innovation, Transition & Integration Systems, Green Resilience Insights. (3 mins)</p> <p>Scaling Generative AI in Government: Navigating Challenges, Unlocking Benefits, and Strategizing for Sustainable Adoption</p> <ul style="list-style-type: none"> - Mr. Ng Shangru, Senior AI Engineer, Government Technology Agency, Singapore (15 mins)

	<p>South Korea: Government Generative AI Policies and Practical Application</p> <ul style="list-style-type: none"> - Mr. Woolim Jang, Principal Manger, Department of Digital Platform Government/DPG Policy Planning Team. National Information Society Agency (NIA), Republic of Korea (15 mins) <p>Interactive Discussion (37 mins)</p> <p>Key Messages and Wrap-up: Dr. David Green, Director for S&T Innovation, Transition & Integration Systems, Green Resilience Insights (3 mins)</p>
12:00 – 14:00	Lunch Break
14:00 – 15:30	<p>Session IV: Understanding Agentic AI: Streamlining Public Sector Workflows</p> <p>Moderator: Mr. Luke Cavanaugh, Associate at the Tony Blair Institute for Global Change (3 mins)</p> <p>Agentic AI – The New Frontier in GenAI</p> <ul style="list-style-type: none"> - Mr. Watson Chua, Lead Data Scientist, Government Technology Agency, Singapore (25 mins) <p>Navigating AI in Public Service</p> <ul style="list-style-type: none"> - Ms. Anita Palcich, Senior Manager Advisory Services, KPMG Canada, Leader Skills Development Centre - KPMG x Microsoft (20 mins) <p>Interactive Discussion (35 mins)</p> <p>Wrap-up: Mr. Luke Cavanaugh, Associate at the Tony Blair Institute for Global Change (3 mins)</p>
15:30 – 15:40	<p>Workshop Highlights and Key Messages: Mr. David Fulford, Chief Executive Officer, Director General, The Institute of Public Administration of Canada (IPAC), Canada (10 mins)</p>
15:40 – 15:45	<p>Closing</p> <p>Closing Remarks: Mr. Changseob Han, Head of United Nations Project Office on Governance (UNPOG), DPIDG/UN DESA (5 mins)</p>

Contact Persons

Mr. Changseob Han

Head of United Nations Project Office on Governance (UNPOG)
Division for Public Institutions and Digital Government (DPIDG)
UN Department of Economic and Social Affairs (UN DESA)

Ms. Ana Thorlund

Governance and Public Administration Expert
United Nations Project Office on Governance (UNPOG)
Division for Public Institutions and Digital Government (DPIDG)
UN Department of Economic and Social Affairs (UN DESA)
thorlund@un.org

Ms. Hye Kyung (Shelley) Choi

Senior Programme Management Assistant
United Nations Project Office on Governance (UNPOG)
Division for Public Institutions and Digital Government (DPIDG)
UN Department of Economic and Social Affairs (UN DESA)
choi9@un.org