The 2022 UserCentriCities Summit

User Centri Cities

WHO?

Keynote by Deputy Mayor of Kyiv Petro Olenych
Europe's Most Digital Cities and Regions

WHAT?

How Cities Use Technology to Help Citizens
Spotlight on Kyiv

WHERE?

Government of Catalonia Administrative District

Auditorium Room | Carrer del Foc 57, 08038 Barcelona

WHEN?

Tuesday, 15 November 2022
12h00-13h30

Plenary / Networking Lunch

The **city of Kyiv** is inspiring all of us as an example of courage and resilience in the face of aggression. Perhaps less known is the fact that thanks to their advanced digital platforms – the nationwide **Diia** and the municipal **Kyiv Digital** – they have been able to keep government services running and effectively deliver essential information and help, saving lives and assisting citizens in need.

Petro Olenych, deputy mayor and chief digital transformation officer of the city of Kyiv, delivers the keynote in person and explains how the city has transformed the purpose of its digital services from improving lives to saving them.

What Citizens Need, What Cities Can Deliver

Convening in Barcelona in the margins of the **Smart City Expo World Congress**, the world's leading gathering for cities, **The 2022 UserCentriCities Summit** will bring together city chief information officers, digital government experts and policymakers to share experiences, analyse evidence and brainstorm together at the cutting edge of digital government and the crucial role of cities and regions.

The discussion will be informed by **Help Where It's Most Needed: How Leading Administrations are Using 'Proactive Public Service Delivery' to Aid Citizens**, a forward-looking new policy brief that explores the concept of proactive government services and calls for making proactive service delivery the new flagship goal of digital-government transformation.

The next day, UserCentriCities participates in the European Smart Cities and Communities booth of European Commission at the Smart City Expo World Congress, where it will convene a **High-Level Roundtable on The State of UserCentriCities**.

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PROGRAMME

Tuesday, 15 November 2022

Government of Catalonia
Administrative District Auditorium Room
Carrer del Foc 57 08038 Barcelona

Generalitat de Catalunya

11h30-12h00
Welcome Reception
by the Government of Catalonia

12h00-13h30
High-level participants convene to discuss new evidence and emerging insights on the cutting edge of European municipal reform – and the way those reforms can be mobilised to deliver better citizen services.

The session includes a high-level briefing on Human-Centric Digital Government, a new policy brief to be launched in the margins.

KEYNOTE
Petro Olenych
Deputy Mayor and Chief Digital Transformation Officer (CDTO), Kyiv

SPECIAL BRIEFING
David Osimo
Director of Research, The Lisbon Council

HIGH-LEVEL SPEAKERS
Núria Espuny i Salvadó
Director-General, Digital Administration and Organisation, Catalonia Region

Tomas Lehtinen
Head of Data, Helsinki

Oleg Polovynko
Chief Information Officer, Kyiv

13h30-14h30
Networking Lunch

Wednesday, 16 November 2022

Smart City Expo World Congress
Fira Barcelona Gran Via, Av.Joan Carles I, 64, Hall 2
08908 L'Hospitalet de Llobregat / Barcelona

SMARTCITY EXPO WORLD CONGRESS   **European Commission | European Smart Cities and Communities**

High-Level Roundtable: The State of UserCentriCities: A Benchmark for Citizen-Centric Digital Public Services

17h00-17h45
European Smart Cities Communities Booth
This highly interactive session will bring together European cities and regions that lead the way in user-centric digital government. The session includes the presentation of The State of UserCentriCities, a new policy brief. Participants will share their experience and the lessons learned, the challenges faced and the benefits achieved, and have direct input into future European initiatives in this field.

OPENING PRESENTATION
Chrysoula Mitta
Associate Director, The Lisbon Council

EXPERIENCE FROM CITIES
Jochem Cooiman
Digital Innovation Officer, Rotterdam

Victoria Itskovych
Deputy Chief Information Officer, Kyiv

Kim Lantto
Development Manager, Digital Services, Gothenburg

CONCLUDING REMARKS AND NEXT STEPS
David Osimo
Director of Research, The Lisbon Council

Jochem Cooiman
Digital Innovation Officer | Rotterdam

Núria Espuny i Salvadó
Director-General, Digital Administration
and Organisation | Catalonia Region

Tomas Lehtinen
Head of Data | Helsinki

Kim Lantto
Development Manager, Digital
Services | Gothenburg

Chrysoula Mitta
Associate Director
the Lisbon Council

Victoria Itskovych
Deputy Chief Information
Officer | Kyiv

Petro Olenych
Deputy Mayor and Chief Digital
Transformation Officer | Kyiv

David Osimo
Director of Research
the Lisbon Council

Oleg Polovynko
Chief Information Officer | Kyiv

UserCentriCities is a 27-partner consortium co-financed by the European Union. The project will provide metrics, support toolkit and policy debates for driving digital government at the local level. The consortium includes the Lisbon Council, VTT Technical Research Centre (Finland), Eurocities and 23 leading cities and regions (the original partners Espoo, Milan, Murcia, Rotterdam, Tallinn and Emilia Romagna, and the new associate partners Arezzo, Barcelona, Catalonia, Brussels Capital Region, Ghent, Glasgow, Gothenburg, Helsinki, Kronoberg Region, Kyiv, Lisbon, Ljubljana, Madrid, Mataró, Paris, Porto, Riga and the IE Centre for C-Centricity). Visit https://www.usercentricities.eu/.

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