

# Digital Tools, Information Technologies and Citizen Engagement Workshop

Zagreb, Croatia, May 23, 2018

## CONCEPT NOTE and AGENDA

### Background

Governments have been adopting information technologies in their public finance management systems with tremendous impacts on the amount, quality, timeliness, and comprehensiveness of accounting, reporting, and record management. At the same time, governments have been structuring their cash and banking arrangements through the establishment of treasury single account structures, which has greatly simplified the recording of all government revenues and expenditures. Financial management information systems have facilitated the capture of thousands of actual transactions daily.

Given the current pace and breadth of technological changes, the future impact of digitization will be more profound, disruptive, and faster than we could have imagined only a few years ago. It is already having a lasting impact on public finance management systems and frameworks.

Some governments (including some of GIFT members), are actually taking significant steps to start disclosing the information produced by their information systems, which previously have largely been kept closed, underexplored, and underexploited by governments<sup>1</sup>. For example, United States, the United Kingdom, Canada, Mexico, Colombia, Brazil, and others are working with civil society on disclosing budget information in open formats. The capacity to monitor the revenues and expenditures of government in real time will allow for better informed fiscal policy. Simultaneously, we have witness similar process that has gone from the unilateral publishing of information to the creation of two-way communication channels that feedback government processes.

This workshop will explore examples of effort towards increasing fiscal transparency and participation with the use and optimization of IT. Through sharing different experiences from around the globe of how technologies and new communication channels have enriched citizen-government relations, we will seek to facilitate the introduction to these innovations in participating governments.

### Context and objectives

The Global Initiative for Fiscal Transparency provides technical assistance via peer-to-peer learning on methods and practices for the disclosure of meaningful information and a dissemination that responds to users' needs. GIFT has developed tools such as the Public Participation Guide, the Open Fiscal Data Package and a methodology on developing fiscal transparency portals for publishing fiscal information, to help non-experts use financial data and respond to users' needs.

The **specific objectives** of this workshop are:

- To frame the importance of using information and communication technologies to improve fiscal transparency and promote citizen engagement
- To present examples and lessons learned of the benefits of the use of social media channels and disclosure of budget information in open data

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<sup>1</sup> See [McKinsey](#) Global Institute on the matter.

- To identify areas of collaboration, where the GIFT network could offer further support and technical assistance

The workshop will be divided into three parts: fiscal transparency portals, targeting the audience, and use of social media. The goal of the fiscal transparency portals is to publish revenue and budget information that can be used and reused by different groups of citizens from an independent analytical perspective, including those non-specialized in fiscal issues. The objective of targeting the audience is to map the final user needs of the portals, and to take into consideration their needs, in order to prioritize information to be published, as well as the appropriated formats and visualizations. The objective of the use of social media is create two-way communication channels between government and citizens through the use of tools they already engage with.

At the end of the workshop, participants will have clarity on the possibilities, advantages and risks of using IT for transparency and participation.

## Draft Program

May 23, 2018		
Time	Session	Presenter
1:00pm	Light Lunch, registration and coffee	
1:50pm	Welcome and introductions around the table Presentation of every participant around the table (name and institution)	<b>Juan P. Guerrero, GIFT</b> Coordination Team
<b>THE BIG PICTURE</b>		
2:00pm	What can be done? From government data, to fiscal transparency portals & communications, and to practical solutions for the citizens.	<b>Juan P. Guerrero, GIFT</b> Coordination Team
<b>FISCAL TRANSPARENCY PORTALS (FTP)</b>		
2:10pm	Country example of a FTP and the creation process (Mexico) Exemplify with a real case the implementation of a fiscal transparency portal, the use of open data and social media channels as a means to enhance public participation.	<b>Lorena Rivero del Paso,</b> Ministry of Finance and Public Credit of Mexico
2:35pm	Examples of proactive disclosure of budget information from the region	<b>Georgia, Slovenia, Ukraine (to be confirmed)</b>
2:50pm	Q & A	Moderator: <b>Center for Excellence in Finance,</b> Slovenia
<b>OPEN DATA</b>		
3:10pm	Big data, small data, open data - What's what?	<b>Lorena Rivero del Paso,</b> Ministry of Finance and Public Credit of Mexico
3:25pm	GIFT's Open Fiscal Data Package	<b>Croatia MoF / GIFT</b> Coordination Team
3:40pm	Q & A	Moderator: <b>Jorg Petrovic,</b> <b>Court of Audit, Slovenia</b>
4:00pm	Coffee Break	
<b>BUILDING AND TARGETING THE AUDIENCE</b>		
4:10pm	Online public consultations that helped to identify users Examples of country's strategies in the use of IT to map users' needs and interest.	<b>Lorena Rivero del Paso,</b> Ministry of Finance and Public Credit of Mexico

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Time	Session	Presenter
		<b>Other MoF experiences from the region (Bulgaria, Russia Federation, Armenia, Belarus, Kyrgyz Rep.)</b>
<b>4:40pm</b>	Break-out group session – What could work in your country?  Organizing breakout groups: Participants will break-out in thematic groups to discuss about possible audiences and to propose ideas on how to engage them.  Each group will nominate a rapporteur to report back in plenary about conclusions and how the GIFT network may assist in advancing peer learning on this topic.	Facilitator: <b>Ronnie Downes, OECD</b>
<b>5:00pm</b>	Report back of the break-out group session	Facilitator: Ronnie Downes, OECD
<b>5:15pm</b>	Plain language as communication policy – How to communicate budget?	<b>Tarick Gracida, GIFT</b> Coordination Team
<b>5:35pm</b>	Social Media Tips – do and don'ts	<b>Tarick Gracida, GIFT</b> Coordination Team
<b>5:45pm</b>	Best practices of citizen engagement strategies	<b>Lorena Rivero del Paso,</b> Ministry of Finance and Public Credit of Mexico
<b>6:00pm</b>	Conclusions and closing of the Conference	<b>Juan Pablo Guerrero, GIFT</b> Network Director
<b>6:15pm</b>	<b>End of day</b>	

## Venue

### Esplanade Zagreb Hotel

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