



SALZBURG  
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BROCHURE

568

FUTURE OF PUBLIC SERVICE

**Public Service**

**Innovation:**

Program Strategy

Meeting

October 3 to 5, 2016

Schloss Leopoldskron, Salzburg, Austria

# Public Service Innovation: Program Strategy Meeting

SALZBURG, AUSTRIA – OCTOBER 3 TO 5, 2016

## Why this topic and why now?

Familiar public services and institutions are in the early stage of radical renewal that may render them unrecognizable by 2050. New technologies and societal transformation are reconfiguring the interdependent world at unprecedented speed. New concepts and demands for more flexible and dynamic public service are emerging at all levels, from ‘megapolitan’ cities to supranational organizations.

Catalyzed by social media, vibrant transnational networks and shrinking public budgets, citizens and communities are increasingly questioning the organizing structures of societies. There is a widespread loss of trust in the ability of public officials, institutions and ‘elites’ to act collectively, rapidly and effectively, and growing concern within many public structures struggling to adapt to 21st century realities. Meanwhile, citizens have vastly expanded the ways they can influence change, blurring the lines between individuals and organizations. Accessibility of information has flipped expectations from top-down centralized delivery to bottom-up customized engagement. What does this mean for traditional approaches to a defined “public sector” – i.e., government as distinct from business, civil society, social and religious communities? Are public services of the future trapped in a straitjacket?

Cities are already pointing the way to the public service revolution as they forge new networks and alliances with each other and with non-state actors. By mid-century, over two-thirds of the world’s population will live in mega-cities with nearly 90 percent of that increase taking place across Asia and Africa. The sheer speed of formal and informal urbanization escalates demand for new infrastructure – housing, education, jobs, social protection policies, public health and safe food and water – which outstrips available public finance. The way cities and local governments innovate to meet these complex demands will determine the competitiveness, cohesion, and security not only of those jurisdictions but also of countries and transnational regions. Will this overturn the public service education and research’s traditional concentration on national-level policy and administration? Can cities demonstrate practical strategies on fundamental problems that have eluded the nation state and multilateral organizations?

There is a compelling business case to target cities as a laboratory for innovation in government performance, paving the way for greater youth engagement and upscaling to strengthen national, regional, and global relationships. The Salzburg Global Forum on the Future of Public Service will connect partner institutions seeking to lead transformation at scale with innovators across a network of visionary city hubs.

## MULTI-YEAR SERIES

### Salzburg Global Forum on the Future Of Public Service

*Rather than adapting public service to the incremental changes emerging daily, this multi-year Forum will unite leading institutional change-makers from six continents – from the public, private and civil society sectors and at local, national, and multilateral levels – to leap ahead and imagine backwards to create the public service of the future today.*

*Through modeling scenarios and role playing, combined with focused and coordinated implementation of pilot projects in 10-12 visionary hub cities across the globe, the Forum will prioritize systems challenges for innovative connection across sectors, scales, and geographies.*

*Partnerships with public service and other training institutions will support new curricula and practical collaborations, shaping professional education to meet future needs and motivating a new generation committed to public service innovation.*

## RELATED SESSIONS

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### Restoring the Public’s Trust: Delivering on Public Policy Goals

[www.SalzburgGlobal.org/go/523](http://www.SalzburgGlobal.org/go/523)

## Goals of the Forum

The *Salzburg Global Forum on the Future of Public Service* aims to create a leadership and action platform to:

- Identify future challenges and opportunities for public service, and ways to anticipate them;
- Empower leading partner institutions and dynamic innovators from visionary city hubs to test future scenarios and implement creative solutions;
- Redefine the locus of effective public service, looking holistically across sectors (including health, environment, finance, education), institutions (including public, business, civil society, religion), and geographies (megapolitan regions and their relationship with nation states, regional and global multilateral organizations, and each other);
- Build understanding of how social engagement and new technologies can fit into open government strategies and become an important tool to extend and re-energize democracy;
- Provide unique peer-to-peer exchange across disciplines, regions, cultures, and generations for rapid interchange and shared coordinated experiences;
- Increase impact through sharing ground-breaking ideas, data, lessons learned, and case studies with a broader virtual community of partners.

## Format and Goal of the Planning Meeting

In October 2016, Salzburg Global will convene up to 30 experts who share this vision to shape the Forum's design, operations, and priorities. Participants may include governmental and multilateral bodies, development organizations, technology and communications specialists, public administration training institutes, private sector partners and entrepreneurs. High-ranking officials from the Forum's initial hub cities will play a pivotal role to ensure relevance and compatibility.

Through plenary and group work sessions, the 2016 meeting seeks to:

1. Establish the international network of partner institutions and resource experts;
2. Highlight opportunities and emerging dynamics affecting governance and inter-connectivity and local, national, regional, and global levels;
3. Prioritize long-term program focal areas and themes;
4. Frame immediate key questions for 2017-2019;
5. Facilitate rapid development of the city hub network, ensuring local ownership, and explore options for year-round cooperation and exchanges among and between hubs;
6. Set criteria for selecting participants in annual Salzburg meetings of the Forum.

## PROGRAM PARTNER



ARIZONA STATE UNIVERSITY

Arizona State University

FOR MORE *info*. PLEASE VISIT

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## Salzburg Global Seminar

The mission of Salzburg Global Seminar is to challenge current and future leaders to solve issues of global concern. To do this we design, facilitate and host international strategic convening and multi-year programs to tackle systems challenges critical for the next generation.

Originally founded in 1947 to encourage the revival of intellectual dialogue in post-war Europe, we are now a game-changing catalyst for global engagement on critical issues in education, health, environment, economics, governance, peace-building and more. From the start, Salzburg Global Seminar has broken down barriers separating people and ideas. We challenge countries at all stages of development and institutions across all sectors to rethink their relationships and identify shared interests and goals.

Today, our program framework has three cross-cutting themes and drives progress based on **Imagination, Sustainability and Justice**.

Our exclusive setting at Schloss Leopoldskron enables our participants to detach from their working lives, immerse themselves in the issues at hand and form new networks and connections. Participants come together on equal terms, regardless of age, affiliation, region or sector.

We maintain this energy and engagement through the Salzburg Global Fellowship, which connects our Fellows across the world. It provides a vibrant hub to crowd-source new ideas, exchange best practice, and nurture emerging leaders through mentoring and support.

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FOR MORE *session info*.

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