

**Panel speech at the ASPA International Assembly  
by Aliya Yessimseitova, Astana Civil Service Hub**

***Global Public Administration and International Collaboration  
for Better Public Service***

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First of all, I'd like to stress the importance of today's discussions because partnerships and international collaboration are among key factors of any public service reform's success and sustainability. And the Hub is very much pleased to sponsor this event and to be invited to speak.

From the outset, let me give a brief overview of who we are and what we do. Regional Hub of Civil Service in Astana or simply Astana Hub is an institutional platform that supports the efforts of governments of countries of our region and beyond in building institutional and human capacity. By 'our region' we normally imply the countries of Central Asia, CIS, Caucasus, Afghanistan, Mongolia etc.

The Astana Hub from its very inception has been promoting partnership, open peer-to-peer learning and research among its participating countries for stronger, effective, accountable public service institutions.

Composed of 36 participating countries, ranging from OECD members to CIS and ASEAN region, the Astana Hub has become one of the centers of knowledge and expertise with flexible and demand driven agenda.

And these demands are identified by periodic needs assessment surveys that we conduct to identify common challenges and current global and regional civil service trends, and knowledge needs for stronger institutions and governments.

We have more than 30 institutional partners from different parts of the world and the Hub has nurtured its ability to grow and maintain such partnerships, launching collaborative initiatives domestically and globally to address the challenges of effective civil service development.

For instance, in close cooperation with the UNDP Global Centre for Public Service Excellence in Singapore, we have developed the Review of Global and Regional Trends in Civil Service Development, a unique summary review, combining theory and applied expertise of leading international scholars and practitioners in public

administration. This study also includes civil service country profiles of 9 countries of our region, and we have several copies with us for dissemination.

Having joined the OECD's Effective Institutions Platform, last year the Astana Hub successfully pioneered Peer Learning Alliance on public service delivery composed of Azerbaijan, Georgia and Kazakhstan. As a result of the Alliance's work the Hub commissioned the development of country case studies that reflect the best practices in public services delivery through one-stop-shop service centres.

The Hub considers experimentation of innovative reforms and solutions in the field of public service delivery as a pivotal facet of its activity. In 2015, the Astana Hub launched the Innovative Solutions Scheme aimed at supporting initiatives to modernize public administration, improve public service delivery, and encourage innovation in public institutions. We will announce the second round of the ISS this year and encourage all of you to participate. The results of the first round are also available for your perusal.

Last but not least, the Astana Hub created its own roster of international experts who conduct joint research, facilitate capacity development, and take part in joint events of the participating countries. I invite all of you to consider joining our roster.

Finally, let me conclude with Henry Ford's famous quote: "Coming together is a beginning, staying together is progress, and working together is success". Therefore, our today's assembling today is already a huge success.

The Astana Hub believes in power of collaboration and sustainable partnerships. Effectively, any change and innovation is almost impossible without collaboration.

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