### **Full Day Schedule**

Time	Activity	Location
Prior to 08:00	Breakfast	Radisson Blu (if purchased with room) or nearby
08:00	Bus Departs Hotel for Corda Campus	Radisson Blu
08:30	On-Site Registration and Refreshments	Corda Campus Plaza
09:00	Welcome Address	Corda Campus Auditorium
09:15	Transforming Governance: The Role of Artificial Intelligence in the Communities of Tomorrow – Anca D. Goron, PhD, AI Expert & Smart City Platform Coordinator, Forbes 100 Female Founders  Session Description: This session will explore the intersection of AI and governance, focusing on how AI technologies can revolutionize decision-making processes, enhance public services, and foster community engagement. It will highlight the benefits of AI in creating more efficient, transparent, and responsive governance services, while also addressing concerns around ethics, accountability, and equitable access to technology.  Speaker Bio: Anca Goron holds a Ph.D. Degree in Artificial Intelligence and is an AI advisor and founder of her own AI Consultancy & Research company (avaresearch.ai) focused on conceptualizing and implementing AI solutions and strategies. Since 2020 she is a member of the Smart City Standards Analysis Technical Committee for the Romanian Standards Association and collaborates as a mentor and expert for women in tech and AI. During her over 18 years of activity in business technology in the Internet of Things, Deep Tech, Smart City, Data Security and more recently Space & Astronautics, she founded two startups and put her mark on several innovative products and initiatives, which led her to be included in the Top 100 Females Founders list by Forbes in 2018.	Corda Campus Auditorium
10:15 - 10:30	Partner Session Presented by Visoro Global and Coffee Break	Corda Campus Plaza
10:30 - 11:30	European Support for Al and Technological Innovations in Cities and Local Governments – David Eray, Minister of the Environment of the Canton of Jura in Switzerland and Spokesperson on Digitalisation and Artificial Intelligence of the Congress of Local and Regional Authorities of the Council of Europe  Speaker Bio: Mr. David Eray is a member of the Independent Christian	Corda Campus Auditorium
	Social Party, elected to the Jura Government in 2015 and heading the Ministry of the Environment, which also includes transport, energy, infrastructure, and IT. He is a member of the political management of the	

### 9TH ICMA EUROPE SUMMIT

# Al and Technological Innovations in Local Government

MAY 31, 2024, HASSELT, BELGIUM

I**€M∆** Europe

	Swiss Digital Administration (Political Management Committee/Digital	
	Public Services Switzerland), an observer at the Regional Forum of the	
	European Free Trade Association (EFTA – EFTA), Chairman of the Swiss	
	delegation to the Congress of Local and Regional Authorities of the Council	
	of Europe, and Spokesman of the Congress on Digitalization and Artificial	
	Intelligence. Engineer in microtechnology, and holder of an executive-MBA,	
	before entering politics, David Eray had worked for 21 years in the	
	industrial sector in Switzerland as well as in the United States and India.	
11:30 -	How Western European Governments are Using	Corda Campus
12:30	A.I. – Henk Bouwman, Secretary General,	Auditorium
	EUROMETREX, The Network of European	
	Metropolitan Regions and Areas	
	Speaker Bio: Since 2016, Henk Bouwman has served	
	as the Secretary General for METREX - the Network	
	for European Metropolitan Regions and Areas, consisting of 53 member	
	organizations from all over Europe. In 1998, Mr. Bouwman established his	
	own urbanism practice, UiP urban producers, that specializes in designing	
	long-term urban change in "places of connection" city centers and	
	station districts in Europe and Asia. He has consulted with the Independent	
	Transport Commission (ITC) on the spatial impact of High-Speed Rail and	
	has published on connected cities as accessible places for growing	
	economies. He has held a number of academic posts at the Academies in	
	Amsterdam, Rotterdam and Tilburg (NL). For four years he was director of	
	the Academy of Urbanism in London.	
12:30 -	Lunch	Corda Campus
12.20		Dlaza
13:30		Plaza
13:30 -	Responsible and Ethical Al in Citizen Services - Yvonne	Corda Campus
	Kiely, Europe and Middle East Advisory Business Group	
13:30 -		Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex	Corda Campus
13:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the	Corda Campus
13:30 - 14:30	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the processes, governance and thinking needed to achieve this.	Corda Campus Auditorium
13:30 - 14:30 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the	Corda Campus  Auditorium
13:30 - 14:30 - 14:30 - 14:45	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the processes, governance and thinking needed to achieve this.  Partner Session and Coffee Break	Corda Campus Auditorium  Corda Campus Plaza
14:30 - 14:30 - 14:45 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical Al in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the processes, governance and thinking needed to achieve this.  Partner Session and Coffee Break  Al and Technological Innovation in Local Government – Best practices	Corda Campus Auditorium  Corda Campus Plaza Corda Campus
14:30 - 14:30 - 14:45 - 16:45 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical AI in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the processes, governance and thinking needed to achieve this.  Partner Session and Coffee Break  Al and Technological Innovation in Local Government – Best practices from participating local government organizations from around the world	Corda Campus Plaza Corda Campus Plaza Corda Campus Auditorium
14:30 - 14:30 - 14:45 -	Kiely, Europe and Middle East Advisory Business Group Lead, Avanade Inc.  Session Description: This session will cover responsible and ethical Al in citizen services. Attendees will learn how to visibly and transparently build trust in emergent technologies and how citizen-oriented organizations can bring their whole organizations to bear in achieving and empowering employees, users and citizens.  Speaker Bio: Yvonne has over 20 years of experience across industry and consulting in the USA, Canada, Australia, and Europe. She currently leads the Europe and Middle East Advisory Business Group for Avanade, the Accenture and Microsoft JV. Working with clients to drive preferred business outcomes, she is an inclusive growth advocate, helping organizations improve to better serve citizens, customers, and wider stakeholders. Yvonne specializes in human centered design and complex transformation. She focuses on designing empowered organization and the processes, governance and thinking needed to achieve this.  Partner Session and Coffee Break  Al and Technological Innovation in Local Government – Best practices	Corda Campus Auditorium  Corda Campus Plaza Corda Campus

#### 9TH ICMA EUROPE SUMMIT

## Al and Technological Innovations in Local Government

MAY 31, 2024, HASSELT, BELGIUM

I**€M∆** Europe

Questions? Contact Peter Agh, managing director, ICMA Europe, at pagh@icma.org and Jeanette Gass, senior program manager, global engagement at jgass@icma.org.

Register now at: icma.org/form/icma-europe-summit-registration-