

Light conversations, where the session moderator, **Mr. Goran Paštrović**, ReSPA Programme Manager, took care of the speakers that used storytelling to present their inspiration cases and share models and solutions for challenges identified. During this session we had in panel **Mr. Vladimir Vulić**, ReSPA Senior e-Government expert, **Ms. Nadica Dujović**, ReSPA Senior Expert in Communications, **Mrs. Mirlinda Karçanaj**, General Director of National Agency on Information Society, Albania, **Mr. Denis Turkanovic**, Assistant Minister, Ministry of Scientific and Technological Development, Republika Srpska, Bosnia and Herzegovina, **Mr. Slobodan Marković**, Digital Transformation Expert, UNDP Accelerator Lab, Serbia, **Mr. Kemal Bajramovic**, Head of Experimentation at UNDP Accelerator Lab in Bosnia and Herzegovina and **Mr. Darko Mrvaljevic**, Regional EU expert NALAS.

During these months of Covid-19 pandemic crisis the world has seen a full decade of digital transformation. Today, IT experts shouldn't be just providers, they also should be the driving floors for digital transformation. Crisis is creating a trust triangle within public administration institutions, it means that employees and technical staff, PR managers and decision makers are training each other in order to be stronger for the public. Public Administration has told sensitivity in terms of recognizing target audiences like vulnerable society.

The challenges of the Covid-19 crises were to provide new services and to continue offering current services through new methods which we didn't use before.

Digital transformation has the ability to change citizen quality of life and the methodology in business.

We have to change the environment of digital transformation to decrease the negative effect and reallocate the financial resources.

Big cities are most affected by the crisis, the lack of income has been one of the most challenges during this crisis. All level governments need to work together to achieve digitalization and deal with crisis similar to this one. The governments must produce quality and reliable data and need to start taking data more strategically in everything they do.