COVID-19 has meant there is an even more important call to action for the public service to operate in the digital world in a more modern and efficient way — delivering the outcomes that citizens need.

The session will focus on rethinking how services are delivered for your State and ensuring that the public are confident in the services being delivered.

Digital means much more than new technologies and improving IT services. It has come to mean doing things differently, using new mindsets, skills and data, as well as technologies that have led to the development of new ways of working with which we are now so familiar.

A citizen-focused service should be at the heart of everything - and it is this centricity that is vital to a successful public service. This topic will focus on how this can be achieved through nurturing institutional rebels to lead change, structuring an iterative system of thinking and sustaining a culture of collaboration.

Furthermore, Leadership, People and Culture, will be discussed and how to bring together a modern workforce with the skills needed in a contemporary Public Sector, examine ways to improve our digital culture and ensure alignment of processes to take advantage of future opportunities.

Delivering integrated and secure services is key to the future of any government, which can be enabled through digital foundations that can be used across the public service, making it possible to reuse data, rules and transactions, as well as government-wide standards and frameworks.

Learning how to maximize the societal benefits of digital and data-driven technologies to increase equality and inclusivity, wellbeing and community resilience, as well as looking at the emerging data issues, to ensure that government agencies have the capability and right skills to maximize the value of data is what will be covered within this session.

Who should attend
- Business Management
- ICT Capabilities
- Change/Culture
- Digital Services
- Data/Analytics/Insights
- Engagement
- Service Design
- Transformation
- Customer Experience
- Communications/Marketing
- Business Analysis
- Information Management
- Information & Enterprise Architects
VIRTUAL
PUBLIC SECTOR INNOVATION SERIES 2020
Creating a modern, agile and adaptive public service

Schedule Overview

MID & NORTH ATLANTIC
Wednesday, September 9, 2020
9:00am - 11:45am ET

SOUTH ATLANTIC
Wednesday, September 16, 2020
9:00am - 11:45am ET
Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, District of Columbia, West Virginia

EAST CENTRAL
Thursday, November 12, 2020
9:00am - 11:45am CT
Alabama, Kentucky, Mississippi, Tennessee, Illinois, Indiana, Michigan, Ohio, Wisconsin

WEST SOUTH CENTRAL
Wednesday, October 7, 2020
9am - 11:45am (CT)
Arkansas, Louisiana, Oklahoma, Texas

MOUNTAIN & NORTH CENTRAL
Wednesday, October 21, 2020
9:00am - 1:20pm CT
Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, Wyoming, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota

PACIFIC
Thursday, October 22, 2020
11:00am - 1:45pm PT
Alaska, California, Hawaii, Oregon, Washington

SOUTH ATLANTIC
Wednesday, October 21, 2020
9:00am - 11:45am ET
### Sample Agenda

**9.00am** Welcome from Public Sector Network

**9.05am** Opening Remarks from the Chair

**9.20am** Keynote: Building our Innovation Capabilities: People, Processes and Technology
- Taking a human-centred approach to digital transformation
- Fostering a whole of public sector digital-first culture
- Expanding beyond technology: understanding digital as a business exercise that requires government-wide scale and buy-in
- A guide to becoming iterative and increasing flexibility in a public sector environment

**9.40am** Partner Session: Modernizing IT Architectures for Seamless Service Delivery

**10.00am** Government Case Study: Service Transformation and Redesign for a COVID-19 World
- Shining a light on real-world examples of service transformation during the pandemic
- Transforming the crisis-driven digital response into a permanent way of doing things
- Incorporating citizen feedback and human-centred design to ensure efficiency, ease-of-use and inclusivity

**10.20am** Partner Session: Preparing your Applications and Services for New Ways of Service Delivery

**10.40am** Virtual Refreshment Break

**10.45am** Government Case Study: Accelerating the Use of Data, Analytics, RPA & AI
- Winning approaches for collecting quality data to feed your AI
- Ensuring analytics lead to action: looking at ways to effectively and objectively interpret your data
- Identifying where to apply AI: how to focus your limited resources on the most impactful projects

**11.05am** Panel: Enhancing Integration and Collaboration across Government to Deliver Shared Outcomes
- Understanding where you are on the change maturity curve
- Exploring the most effective strategies for implementing new ideas and processes: Gaining buy-in, securing consensus and driving both top down/bottom up approaches
- Enabling senior-leaders to use technology in new ways, with IT teams as supporters rather than drivers of change

**11.45am** Closing Remarks from the Chair
## Sponsorship Packages

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## Gold | $10,000 + taxes | Silver | $7,500 + taxes | Bronze | $5,000 + taxes

### Additional Packages

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