

VIRTUAL

PUBLIC SECTOR INNOVATION SERIES 2020

Creating a modern, agile and adaptive public service



Agenda Overview

We're excited to bring the Virtual Public Sector Innovation Series (PSIS) to you in 2020. We'll delve into key transformation topics in each State, where you can dial in to what's most relevant for you and your organization. Hear how forward-thinking government departments and agencies explore how they look at old problems in new ways and streamline service delivery for citizens. Rethink the way policies, processes, people, data and technology can deliver public good more effectively.

Strategy & Innovation

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.

People & Processes

A citizen-focused service should be at the heart of everything - and it is this centrality 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.

Technology & Data

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
Engagement
Innovation

ICT Capabilities
Service Design
Communications/Marketing

Change/Culture
Digital
Transformation

Digital Services
Customer Experience
Business Analysis

Data/Analytics/Insights
Information Management
Information & Enterprise Architects

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Schedule Overview

PACIFIC

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

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

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

MID & NORTH ATLANTIC

Wednesday, September 9, 2020
9:00am - 11:45am ET
New Jersey, New York,
Pennsylvania, Connecticut, Maine,
Massachusetts, New Hampshire,
Rhode Island, Vermont

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

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Sample Agenda

*Note: All 20-minute presentation timeslots include a 15-minute presentation and five minutes allotted for Q & A and session turnaround

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| 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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: Readyng your Applications and Services for New Ways of Service Delivery |

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| 10.40am | Virtual Refreshment Break |
| 10.45am | Government Case Study: Accelerating the Use of Data, Analytics, RPA & AI <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 |

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PANEL INVOLVEMENT

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Influence the conversation by participating on a panel discussion



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Receive all opt-in leads

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Inclusion on 1x email and socials promo (LinkedIn & Twitter)



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