

The Technology Enabled Future

The Lasting Impacts of COVID-19
on the Public Sector

By: Lise Batherson & Stephen Greene



THANK YOU



Public
Servants



COVID-19 has changed everything

More than anything else, it has accelerated digital transformation in the public sector

Digital Transformation

Public Health leadership through unprecedented pressure and uncertainty

- Policy – state of emergency
- Digital Communication – social media
- Disease Surveillance & Vaccine Management - Panorama
- Telehealth



Canada Emergency Response Benefit (CERB)



27.57M

Total applications received

8.90M

Total unique applicants

During the first week of CERB, the contact centre platform processed over

1 Million calls/day

Just during the month of **April 2020** the contact centre platform processed **30.9 Million calls**.

- Almost double what the contact centre platform was designed for
- Spiking at **300 calls / minute**
- Sustaining over **100,000 calls / hour**



Call volumes increase by over

400%

Virtual Agent

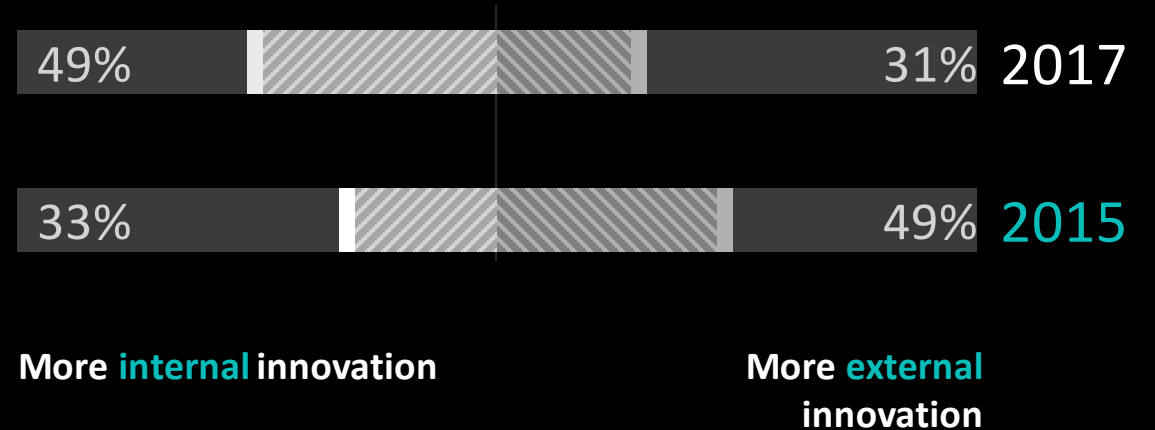
Canada Post is using IBM Watson Assistant the contact centre was able to dynamically increase capacity through the IBM AI platform

Impact for society, economy & environment



Government executives see more innovation developing internally

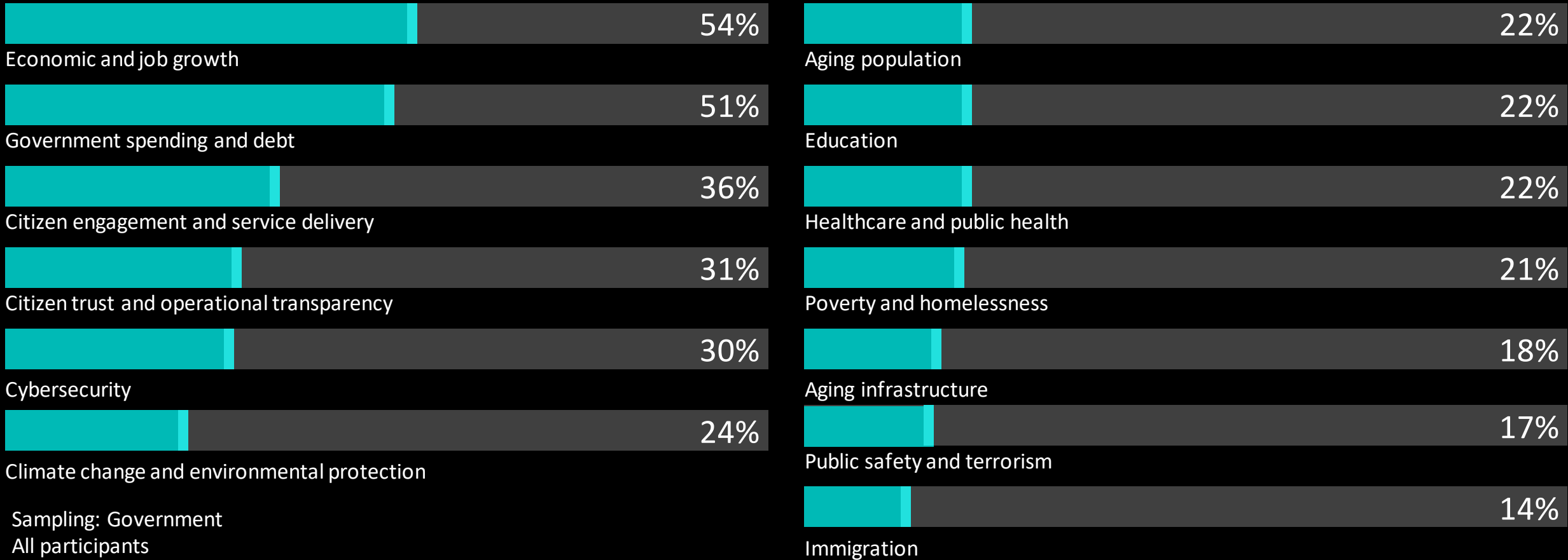
Direction of business landscape change in the next 2 to 3 years



Sampling: Government
All participants

Government leaders recognize they face major challenges

Issues of greatest importance to your country or region in the next 2-3 years



Sampling: Government
All participants

Source: Gov.1 Which of the following issues will be of greatest importance to your country or region over the next 2-3 years? [Select up to five]

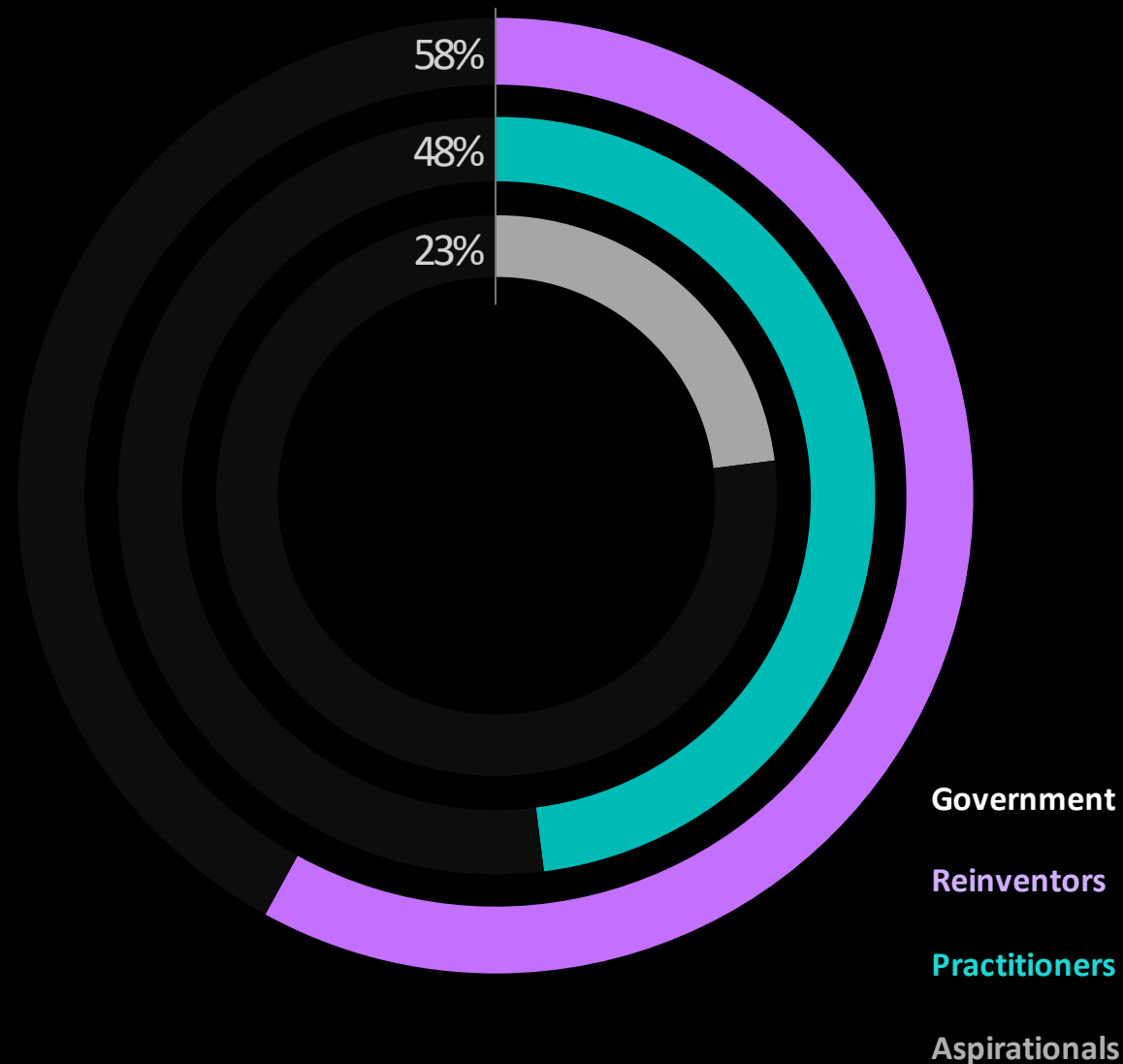
The path to personalization

Government Reinventors leverage partnerships to understand customers/citizens better

Very effective collaborating with partners to enhance customer/citizen experiences

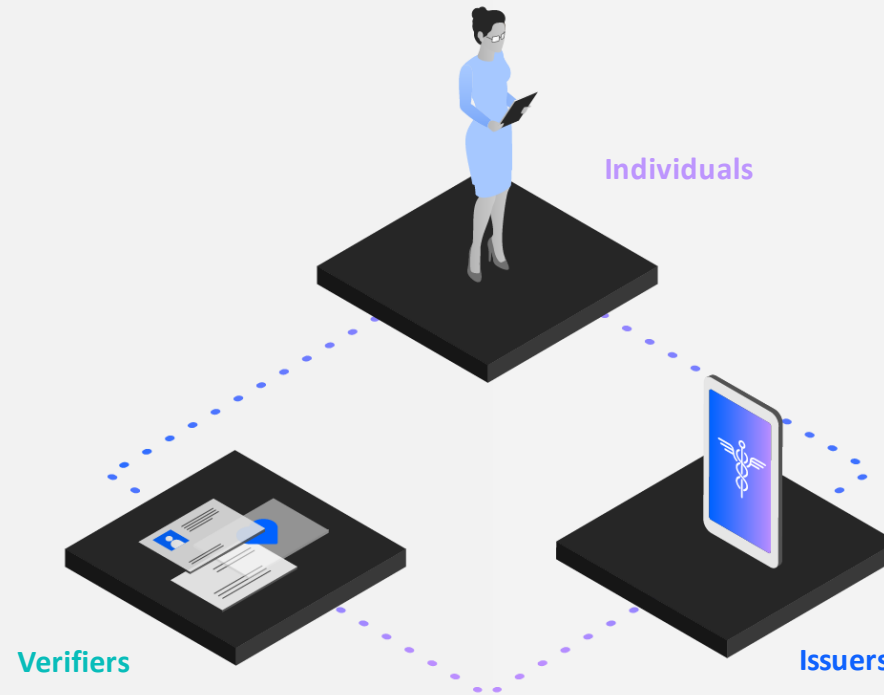
Government has accelerated transformation to online digital services across the Public Sector

- Government of Alberta
- Government of New Brunswick
- Immigration, Refugee and Citizenship Canada (IRCC)



Percentages represent the number of respondents who selected 4 or 5 on a 5-point scale. Source: Q1.2.f How effective is your enterprise at creating compelling customer experiences through the following actions? – Leveraging partnerships to understand and enhance customer experiences [Highly effective]

A health pass is a verifiable credential that can enable organizations to determine that employees, visitors, and customers have the status to enter a location based on their requirements, without needing to expose underlying information such as personal health data.



Trusted, verifiable platform for secured data exchange

Individuals (holders) manage their credentials and share them with organizations as needed to gain entry to a physical location such as a workplace, school, stadium or airline flight.

Issuers contribute credentials for an individual that could include test results, temperature checks, health surveys, contact tracing or vaccination records (if available).

Verifiers identify the requirements needed to enter a specific location and check the individual's credentials to allow access.



Back to work



Back to school



Back to travel



Back to care



Back to events



Back to retail



Back to fun



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






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| | | |
|---|--|--|
|  Pollution ▲ |  Temperature ▲ |  Acidity ▲ |
|  Productivity ▼ |  Storminess ▲ |  Sea level ▲ |
|  Abundance ▼ |  Predictability ▼ | |

According to the United Nations Intergovernmental Panel on Climate Change's Special Report on the Ocean, conditions are declining more than ever before. That's why the U.N. has declared 2021-2030 to be the Decade of Ocean Science for Sustainable Development—a global effort to reverse the cycle of decline in ocean health.

The goal of these efforts is to foster a global program of ocean science to ensure a better understanding of the ocean and how to not only protect it, but also how to use it and manage it more sustainably. If we are to achieve that, we need more data. That's where the Mayflower Autonomous Ship comes in.

Mayflower Visit 2021

September :Join us in September as the Mayflower autonomous ship crosses the ocean and docks at Halifax harbour. The ship will gather data for several environmental research projects.

Find out more at: <https://mas400.com/>



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