



# Should innovation be a function? Or a mind-set?

Government Innovation 2020  
25-26 March 2020



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The better the world works.



**EY**

Building a better  
working world

# Welcome to Government Innovation 2020

A new year often brings with it excitement and transformation in equal measure. As we embrace the start of a new decade, I can't think of a more exciting time to be working with governments across the globe as they embark on their transformation journeys. To this end, I'm delighted that EY will, once again, be the headline knowledge partner at Government Innovation 2020. I do hope you'll be able to join us for what promises to be a thrilling and productive couple of days in London.



**George Atalla**  
Global Government &  
Real Estate Leader

## The government imperative

Faced with new and complex challenges, governments around the world must innovate to serve an ever evolving and expectant public. To transform effectively, they must break down silos, win the war on talent and reshape tools, systems and incentives.

Adopting a format as innovative as its subject matter, Government Innovation 2020 brings together civil servants from across the globe to explore this crucial field of government transformation.

Building on the success of last year's event, Government Innovation 2020 will help civil servants from around the world to promote and develop new approaches to policymaking and service delivery. We are honored to be driving the debate with the Global Government Forum and the UK Government.

As headline sponsor and knowledge partner at this must-attend event for senior government leaders, we will also host three special sessions tackling global trade, sustainable cities and risk management.

## Shaping the innovation agenda

Drawing on the expertise and views of everyone who attends, delegates will discuss and debate the issues in functional and cross-disciplinary workshops, chaired by leading innovators from around the world.

## Day one

Adopting a workshop format, all delegates will join several pre-selected workshops that bring together civil servants from related disciplines to debate six focus areas:

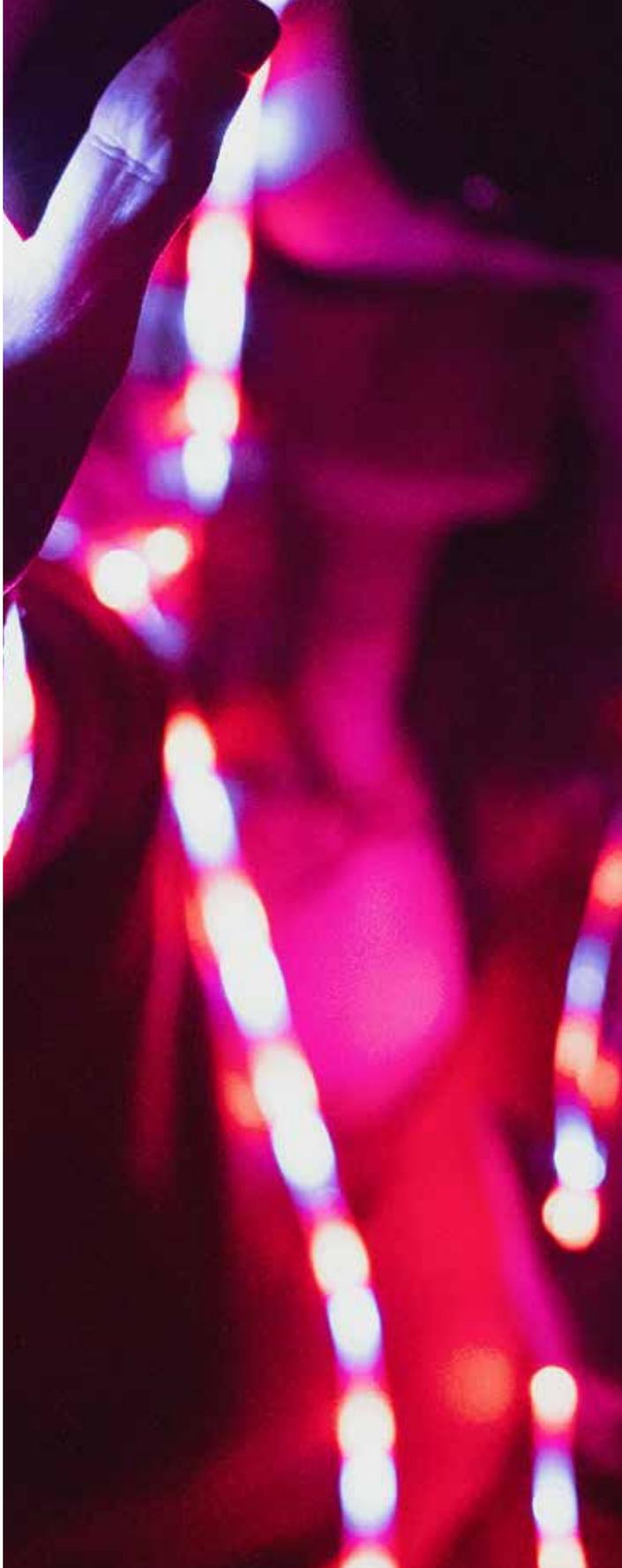
### Leading innovation in policy, operational delivery, and research

These three professions lie at the heart of government operations, providing the information, the design, and the tools required to address public policy problems. And, while the growth of mobile devices and social media provide huge opportunities for innovation, the nature of digital technologies require big changes. Here, workshops will consider how the policy, operational delivery and research professions can contribute to the wider innovation agenda.

### Digital, data and technology, knowledge and information management, and statistics

Data management, statistical analysis and digital technologies are central to innovation, supporting new business processes and interfaces to improve the impact and efficiency of public services. But the nature of digital technologies and the issues around the use of data, in turn, demand that civil servants reform their working methods and behavior. Bringing together three key professions, these workshops will consider how their agendas can be promoted throughout government.





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## Finance, tax, fraud, error and debt

Civil service financial management, revenue and enforcement professionals are both key partners in promoting innovation, and important beneficiaries of the agenda. For example, new forms of inter-departmental cooperation and service delivery often demand changes to budgeting and spend approval processes, while the application of innovative techniques and technologies can boost revenue generation, streamline collection, improve data quality and reduce errors. Here, workshops will consider how relevant professionals can support the agenda and identify the barriers to their work across government.

## Program and project management

At the time of digital disruption, many governments and public agencies are launching performance improvement programs as well as digital transformation programs. In many ways, PPM is where all the functions and professions come together with projects that are managed as a group to achieve efficiencies of scale. PPM professionals must therefore be on the front line of innovation, adapting their working methods to leverage on digital technologies. In these workshops, PPM specialists will consider how they, together with other professions, can change to promote innovation.

## Commercial and procurement

Civil service procurement and contract management professionals stand at the heart of the innovation agenda. On digital, for example, many are charged with purchasing capability rather than hardware, boosting procurement from small businesses, and making use of emerging technologies. And as services are developed in new ways, they must devise the buying frameworks to support innovation. These workshops will consider commercial and procurement specialists' roles in two key fields of innovation and map out the changes required of their peers across government.

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## Workforce, workplace and property

One core truth about innovation is that it emerges from the ground up: the most innovative organizations are those that encourage, connect and equip their staff to develop new ways of doing things, drawing on their expertise in systems operation and citizens' needs. These workshops will bring together the professionals who manage how staff are recruited, developed, promoted, equipped and housed, debating their roles in creating a supportive environment and identifying the key barriers across government.

In addition to the functional focus areas, participants can also attend several cross-disciplinary workshops looking at:

### Recruitment, retention and training for an innovative workforce

To support innovation, every profession and function will have to reshape its approach to hiring, developing and promoting staff. Participants will discuss how human resources (HR) and functional leaders can best create a workforce with the talent, ideas and ambition to drive transformation.

### Building public confidence and consent for data sharing

Data sharing is often central to creating more accessible, efficient and effective services but in many countries, public suspicion puts the brake on civil servants' ambitions. This workshop will consider how various countries manage data transparency, control and permissions, and explore how governments can promote public confidence.

### The next generation of digital technologies

As civil servants develop their use of technologies such as cloud, "government as a platform" and robotic process automation, the next wave of digital is on its way. This workshop will review the current wave of new tech, considering both their potential and the demands they place on civil servants.

## Governance for cross-departmental programs

In a world of vertical accountabilities, programs that demand horizontal collaboration are often in tension with systems of project approval, management and governance. Participants will consider the reforms necessary to support better partnership working and shared service delivery across government.

### Staff engagement, communications and change management

No matter how brilliant an idea, it will only be delivered successfully if staff are effectively engaged in its development and implementation. This workshop will explore approaches to change management and consider how the process of securing workforce buy-in could itself be improved.

## Day two

Comprising of a series of plenaries, day two includes short presentations on innovation delivered by leading civil servants from the UK and abroad as well as a series of panel debates on key topics in innovation.

These panel debates will bring together the chairs of day one's workshops alongside other relevant and senior figures. In addition, EY will host the following special sessions.

### Global trade

Hosted by **Shaun Crawford**, EY Global Vice Chair, Industry and **George Atalla**, EY Global Government & Real Estate Leader

#### Can data provide the trust to rewrite the terms of trade?

Global trade is in crisis; with rising protectionism, escalating trade disputes, growing security concerns and intensifying cost pressures. This uncertainty makes it difficult for governments to manage risk, maintain compliance and remove friction across global trade networks. Governments need to leverage emerging technologies to connect all stakeholders in the ecosystem and facilitate the exchange of trade-related data. But establishing and maintaining trust is critical. If you can't trust the underlying data, then you can't trust the intelligence that it generates.

In this interactive session, delegates will explore the shift from traditional trade networks to collaborative ecosystems with the sharing of trusted data and intelligence.

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## Sustainable cities

Hosted by **Meghan Mills**, EY Strategy & Operations Leader & Co-Leader, Future Cities and **Gianluca Di Pasquale**, EY Global Smart Infrastructure and Future Cities Advisory Leader

### How do you make a city sustainable?

Efficient transport networks, a job-creating economy, affordable housing, resilience to climate change, strong digital infrastructure and healthy civic engagement are all characteristics of a city that is set for long-term success. But in places that are often complex, overcrowded and have limited resources, how can all this be achieved?

In this interactive session, delegates will dig into key sustainability issues, including strategies for a strong circular economy and new financing options that can unlock the demand for better digital and physical infrastructure.

## Risk management and supply chain

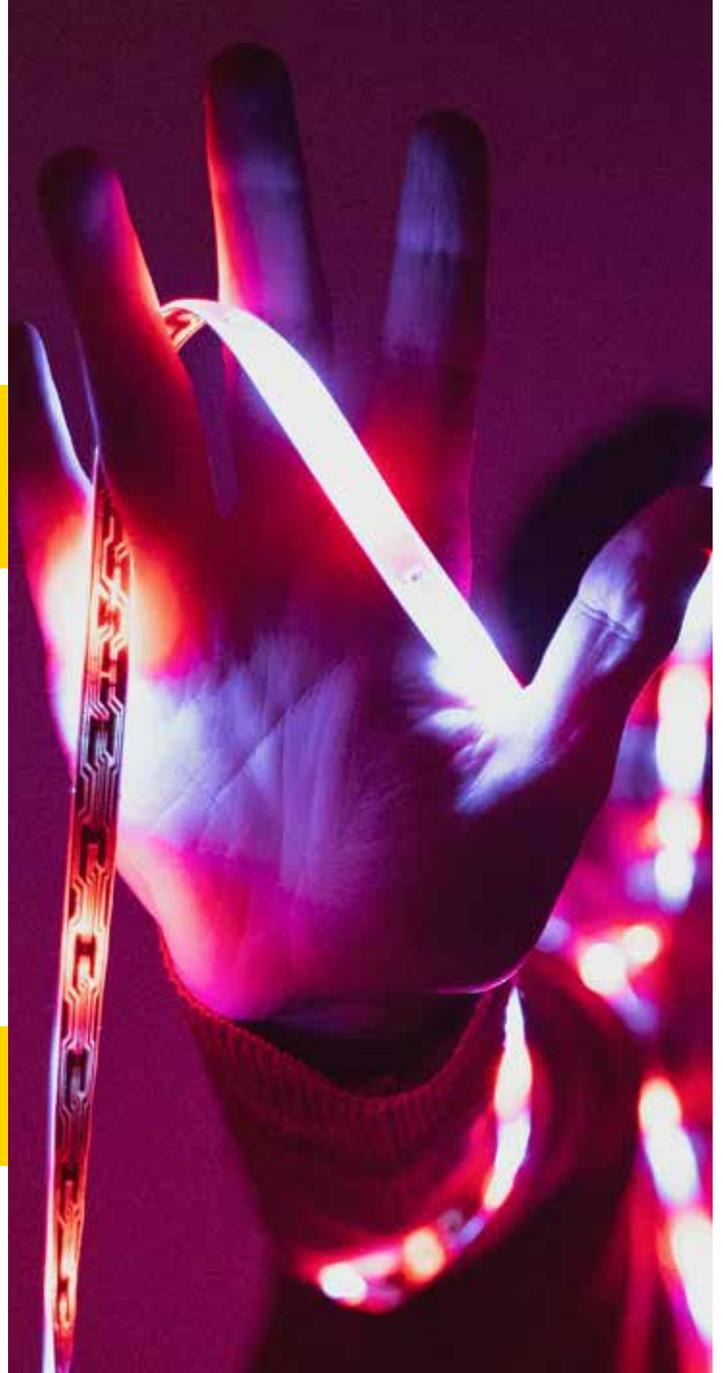
Hosted by **John Burns**, Global TAS Decision Modeling Leader & US GPS TAS Market Segment Leader

### Could your biggest threat be hiding in plain sight?

For all organizations, including governments, supply chain risks are getting larger and moving quicker. Whether you are building new infrastructure, commissioning defense contracts, or using partners to provide vital public services, quality and value for taxpayers can be threatened by weaknesses in your supply chain.

In this interactive session, delegates will consider how new technology can help spot risks, enabling them to take decisive action to protect vital public services and projects. They will also see a preview of EY's new Business relationship and economic threat analysis (BRETA) tool.

The summit closes with a further plenary session led by a senior civil service leader, followed by networking and drinks.



## Register today

For further information and registration for the summit, please visit:

[innovation.globalgovernmentforum.com](https://innovation.globalgovernmentforum.com)

# Summit at a glance

## Wednesday, 25 March 2020

<b>09.00</b>	<b>Welcome Address</b> EY Headline Knowledge Partner and UK Government Chair
<b>09.30</b>	<b>Functional Workshops</b> Delegates will attend a selection of workstream sessions that bring together officials from related professions or functions.
<b>15.30</b>	<b>Cross-disciplinary Workshops</b> Irrespective of profession or function, delegates attend several workshops that consider some of the cross-cutting issues around innovation relevant to all kinds of professionals.
<b>16.50</b>	<b>Networking Reception</b>

## Thursday, 26 March 2020

<b>09.00</b>	<b>Welcome Address</b> EY Headline Knowledge Partner and UK Government Chair
<b>09.30</b>	<b>The Connected Citizen</b> Panel discussion hosted by George Atalla, EY Global Government & Real Estate Industry Leader with Arnauld Bertrand, EY Global Government & Public Sector Advisory Leader, Julie McQueen, EY Government & Public Sector Lead Analyst and IPSOS Mori.
<b>10.50</b>	<b>Skills and Tools</b> This session will consider the recruitment, training, promotion and performance management policies that best promote innovation in government, and the equipment and systems required to pursue innovative ideas.
<b>11.40</b>	<b>Data Management and Sharing</b> As well as considering the systems, protocols and regulatory structures required to support secure, effective use of data across government, this panel discussion will examine different approaches to winning public trust.
<b>13.30</b>	<b>Commissioning and Deploying New Technologies</b> This session will discuss how civil services can adapt their approach to suit the strengths, demands and risks of digital technologies, and consider how technologies are likely to evolve in the years to come.
<b>14.20</b>	<b>Program Governance and Finance</b> This session will consider how program approval, management and governance processes can best be adapted to support innovation across government.
<b>15.40</b>	<b>Leading Innovation</b> This session will consider how civil services can support and promote innovation in leadership, both amongst today's senior managers and in developing the next generation.
<b>16.30</b>	<b>Keynote and Closing Remarks</b>
<b>16.45</b>	<b>Networking Reception</b>

## About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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## How EY's Global Government & Public Sector can help your organization

Around the world, governments and not-for-profit organizations are continually seeking innovative answers to complex challenges. They are striving to provide better services at lower costs and to create sustainable economic development, a safe environment, more transparency and increased accountability. EY combines private sector leading practices with an understanding of the public sector's diverse needs, focusing on building organizations' capabilities to deliver improved public services. Drawing on many years of experience, we can work with you to help strengthen your organization and achieve lasting improvements. Our Global Government & Public Sector brings together teams of highly skilled professionals from our assurance, tax, transaction and advisory services. We are inspired by a deep commitment to help you meet your goals and enhance public value, for today and tomorrow.

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