As governments work to become more agile, one of the things that they should think about is their human capital, their talent. I grew up in Accenture, focused on organization change management and helping public service organizations think about their people, how their people adapt to change, how to get them to change their behaviors and their actions. So, one of the first things that I would say is that we really want organizations to think about the human capital of their people and the investment in their people.

A critical factor to consider for public service organizations is whether or not they have a plan in place.

What is your training strategy? What is your org model? And is it flexible to introduce change, and are you able to adapt to the change that will be introduced?