



# GOVERNMENTS WERE HYPER-RESPONSIVE DURING THE PANDEMIC OUT OF NECESSITY. ANOMOLY, OR HERE TO STAY?

## VIDEO TRANSCRIPT

Digital clearly drives necessary levels of speed, agility, and scalability, especially with a Cloud based infrastructure.

And there's never been a greater case to be made for digital transformation.

But digital is only part of the story.

To work in a more streamlined way, agencies need to explore big changes in other areas like program design, governance, monitoring and oversight, and even culture.

Re skilling at all levels will be critical so that a public service workforce is empowered to work effectively alongside machines to deliver the mission.

Lastly, there's never been a better moment for government leaders who are willing to take a clean sheet approach to ingrain ways of working. If the only rationale for doing something is that it worked 20 years ago, that's a signal that it's time for change.

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