My name is Steve Hurst. I'm with Accenture Digital. I'm here at the Governing Learning Forum and I've got a presentation coming up this afternoon. It's called, *A Digital Public Demands Digital Government Services*. The public is ready, willing, and they're waiting. So their expectations are very clear that government should provide services available through digital channels, including mobile phones. And their expectation for those services is incredibly high. Interestingly, our research shows that people expect their governments to provide a quality of service that is equal to or better than the digital service that they're getting from commercial organizations. And that expectation is only going to get higher and higher as commercial organizations seek to delight and engage their customers.