

Government Digital Insights: Winter Edition

Recentring Service Delivery on the Citizen

Online → Wednesday, March 30, 2022 | 12pm - 2:40pm ET

Your Inspiring Speakers



BRIAN WHITTAKER
Chief Experience Officer
Federal Deposit Insurance Corporation (FDIC)



MICHAEL DEUTSCH
Chief Information Officer /
Chief Information Security
Officer / Associate
Commissioner
NYC Department of
Youth & Community
Development



JESSICA MACLEOD
Director, Innovation and
Technology
City of San Rafael (CA)



MIKE GRIGSBY
Director, Innovation and
Technology
City of Sioux Falls (SD)



JAY ANDERSON
Civic Engagement & Public
Participation Lead
City of Colorado Springs
(CO)



COBY WILLIAMS
Principal
New Reach Community
Consulting



So logical and inspiring, thank you!

City of Saint Paul

Benefits of Attending



Examine examples of public sector leading digital transformation initiatives reframing service delivery around the country



Explore how citizen engagement & public participation can lead to improved citizen experience



Garner perspective through government case studies that will help you to transform your understanding of digital government



Discuss the role of UI & Citizen-centric design in digital service delivery

[CLICK HERE TO REGISTER](#)

Recentering Service Delivery on the Citizen

As State & Local departments and agencies around the country respond to this shifting demand in communication and delivery – leaders are left to explore and examine meaningful ways to ensure that the key components of service delivery and citizen engagement are optimized.

As the primary means by which citizens engage with the public sector; service delivery is essential to the trust and level of engagement between governments and citizens. As such, citizen-centric design, development, and delivery is critical in facilitating that trust and increasing access to essential services. As service delivery moves further into the digital realm, a strong digital transformation strategy is paramount for all citizen-facing agencies. Identifying the needs of citizens, gaining trust through reliable and secure services, and finding the right balance between innovation and practicality are essential to successful digital service delivery.

In the same context, the nature of the citizen experience has dramatically shifted in recent years, as our collective expectations have continued to change. Omni-channel engagement points with innovative UI is a staple across the private sector – but is only beginning to truly gain traction in the public sector. How those touch points are leveraged, and how they can further transform the nature of service delivery to meet the needs of citizens, will decide what 21st century government will resemble.

Public Sector Network's **Government Digital Insights** virtual event will bring together public sector thought leaders and industry leaders as they explore and explain how digital service delivery is redefining citizen-engagement, the citizen-experience, and the future of government around the US.



Who You'll Meet

Chiefs/Directors/Commissioners/Managers of :

- Administration
- Citizen Experience & Services
- Experience
- Civic Engagement
- Digital Applications
- Digital Technology
- Digital Service Delivery
- Service Delivery
- Enterprise Infrastructure
- Privacy
- Digital Transformation

12:00pm ET **Welcome from Public Sector Network**

12:05pm ET **Welcome from Chair**

12:20pm ET **Government Keynote:**
Redefining Service Delivery for 2022 and Beyond: DOJ's Civil Rights Portal
Brian Whittaker, Chief Experience Officer, **Federal Deposit Insurance Corporation (FDIC)**

12:40pm ET **Government Case Study:**
Improving Digital Access via Open Government
As digital service delivery continues to expand, and our avenues for communication and engagement with government become increasingly digital in nature – the importance of ensuring both access to services and accessibility in receiving those services, has begun to change the nature of the conversation. How are we leveraging digital transformation and technologies to ensure equitable access to services? How can Open Government initiatives assist in the transparency necessary to make digital accessibility a reality? Join Jessica MacLeod as she provides insight into San Rafael's approach to this challenge.
Jessica MacLeod, Director of Digital Services & Open Government, **City of San Rafael (CA)**

12:55pm ET **Platinum Keynote:**
Seamless Citizen Experience: Developing a Unified Interface

1:10pm ET **Government Case Study:**
discoverDYCD: Leveraging Data Insights to Improve Service Delivery
Continuous improvement in service delivery is a must. As such, the NYC Department of Youth & Community Development – which offers high-quality and essential services to many across New York City – has developed the discoverDYCD program; allowing New Yorkers to identify and access services they need and may not have been familiar with. Join Michael Deutsch as he provides insight into how the NYCDYCD has leveraged data, and engaged with citizens, to advance the mission.
Michael Deutsch, Chief Information Officer/ Chief Information Security Officer/ Associate Commissioner, **NYC Department of Youth & Community Development**

1:25pm ET **Panel Discussion:**
Embedding Privacy & Security into Citizen

1:55pm ET **Break**

2:00pm ET

**Gold Spotlight:
Undergirding Digital Service Delivery**

2:15pm ET

**Thought-Leadership Fireside Chat:
Transformation is about Intentionality**

What sort of impact are we having within our organizations? What kind of legacy are we leaving behind therein? Every one of us will one day or another depart from our place of employment; but by being intentional in our efforts to positively impact those institutions, and the lives of those they serve, we can transform our processes to suit the people instead of the technology. Join Mike Grigsby, in conversation, and explore how to ensure intentionality in our approaches to our missions.

Mike Grigsby, Director, Innovation and Technology, **City of Sioux Falls (SD)**

Coby Williams, Principal, **New Reach Community Consulting**

2:35pm ET

**Panel Discussion:
Creating a Culture of Citizen-Centric Digital Service Delivery**
Jay Anderson, Civic Engagement & Public Participation, **City of Colorado Springs (CO)**

3:05pm ET

Closing Remarks from the Chair

3:10pm ET

Virtual Event Adjourns

Thank you to our **Event Partners**

Gold Partner



Thought-Leadership Partner



What's On **Next**



**Government Digital
Insights: Spring Edition
Online**

June 15, 2022

For partnership opportunities, contact [Andrew Jensen](#) for more information.