



e-Government Service Delivery

Technology Innovations Driving Service Delivery

Technology Innovations

- Mobile Apps - Public and Private Dev
- Using Mobile for government services
- Internet of Things
- Artificial Intelligence / Robots
- Crowd-sourcing
- Speech Recognition
- Instant Translation

Inhibitors to Innovation

- Security and Privacy
- Risk Adverseness
- Cultural Challenges
- Joys of Procurement
- Scale of System, Users, Audience
- Period of Transition (from stationary to mobile)
- Prioritization

Technology Innovations - Questions

- What is government innovation?
- How do we become early adopters? Do we ever want to be there?
- How are we using crowd sourcing?

THANK YOU!

