

Westminster eForum Keynote Seminar

Developing digital government: service delivery, procurement and priorities for policymakers

Timing: Morning, Thursday, 16th March 2017

Venue: The Caledonian Club, 9 Halkin Street, London SW1X 7DR



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Agenda subject to change

8.30 - 9.00 Registration and coffee

9.00 - 9.05 **Chair's opening remarks**

Calum Kerr MP, Shadow SNP Westminster Group Leader, Digital

9.05 - 10.00 **Transforming services for citizens: delivery, inclusion and trust**

In light of Government's recently announced Transformation Strategy, how has the focus of digital transformation across Government shifted, and what might be the impacts for key services and the way the state interacts with citizens? Assessing the recent record of improving digital government service - and in light of new targets for passports, tax returns and the census - which particular developments illustrate best practice? With the announced intention to rollout Gov.uk Verify how will this help ensure that digital services are offered to the widest range of citizens in a time efficient and convenient way? What role will the Data Advisory Board and Chief Data Office play in addressing privacy concerns amongst citizens and improving the way Government is utilising data? What more can be done to communicate what is being offered to citizens through new government IT initiatives, and to build citizen trust in the projects themselves - effectively demonstrating their aims, and potential value and efficiency savings? As the UK prepares to leave the European Union, what might be the key implications for digital services, including data regulation, funding and skills, and particularly for departments which work with European agencies?

Daniel Thornton, Programme Director, Institute for Government

Christine Hemphill, Managing Director, Open Inclusion

Shadi Razak, Director of Cyber Security & Compliance, CyNation

Questions and comments from the floor

10.00 - 10.45 **Delivering local services: best practice, key challenges and funding**

What should be the future role of central government in supporting the development and uptake of local digital services in terms of funding and policy? In light of the devolution agenda, how can local authorities more effectively and collaboratively work together to offer services across local areas joining up multiple conurbations?

Louise Fellows, Managing Partner of Local Communities, Telefónica UK

Owen Spottiswoode, Head of Public Services, techUK

Dennis Vergne, Managing Partner, Basis

Questions and comments from the floor

10.45 - 10.50 **Chair's closing remarks**

Calum Kerr MP, Shadow SNP Westminster Group Leader, Digital

10.50 - 11.20 Coffee

11.20 - 11.25 **Chair's opening remarks**

Chair to be announced

11.25 - 11.35 **The role of the private sector in facilitating innovative digital government services**

Michael Wignall, National Technology Officer, Microsoft UK

11.35 - 12.10 **The Government's Transformation Strategy: priorities for implementation and policymakers**

Max Tse, Director, National Audit Office

Questions and comments from the floor with **Michael Wignall**, National Technology Officer, Microsoft UK

12.10 - 12.55 **Supplying to Government: utilising platforms, supporting SMEs and competition**

As the Transformation Strategy commits to ending large single supplier and multi-year IT contracts what opportunities might there be for new companies, large and small, to supply Government and to drive innovation? What challenges does Government face in terms of reducing a reliance of legacy infrastructure, both in terms of cost, interoperability and ability to modernise? Following updates and improvements to online portals such as G-Cloud, what are the next steps for improving tendering and procurement processes throughout Government to ensure an open and competitive market? How can shared procurement processes and strategies best accommodate differing priorities - for instance data protection as opposed to cost-cutting or security - for individual departments facing different challenges?

Timothy Barnes, Founder, The Rain Gods

Sam De Silva, Partner, Nabarro

Ian Adkins, Principal, Analysys Mason

Questions and comments from the floor

12.55 - 13.00 **Chair's and Westminster eForum closing remarks**

Chair to be announced

Daniel Patefield, Forum Lead, Westminster eForum