Collaboration

Audit

Technology

THE ROBOTS ARE COMING!!
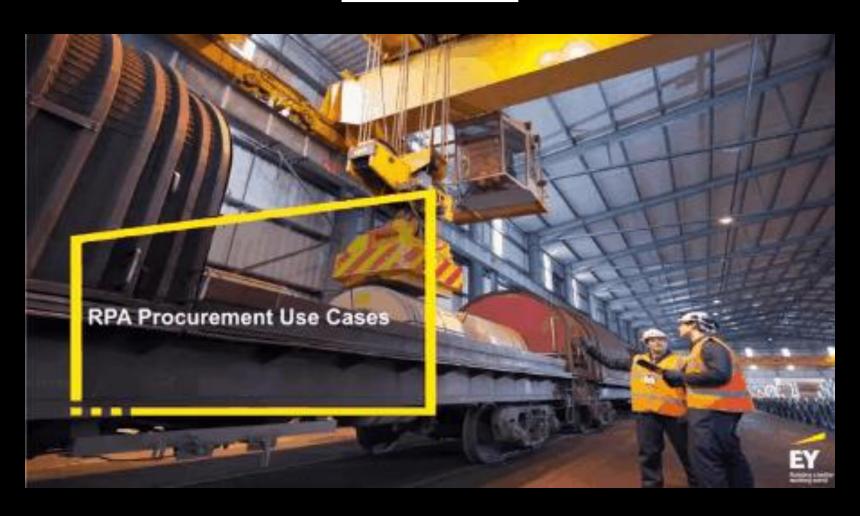
THE ROBOTS ARE COMING!!

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Technology at Work

- **Robotics**
- **Data Analytics**
- **Cloud**
- **Government as a Platform**

Robotics

RPA Procurement Use Cases

THEY CAN

DO YOUR

ADMIN WORK!!

Robotics – Risks

- Robots will repeat errors or inefficiencies in processes

- If the robot isn't updated with changes to processes, they could break down or be inaccurate

- Unauthorised access to robot could result in unauthorised actions being undertaken and not identified

Robotics – Benefits

- Increase productivity

- Expand risk coverage

- Address the compliance burden

- Free up human capacity for higher value audits

Data Analytics

All public services are becoming data driven, with exponential growth in data sources and information linkages, new power from predictive data analytics tools that can link together multiple sources of data and intelligence, creating new insight and possibilities

Data Analytics

- Needs to be built as a capability within teams
- Requires investment in technical training
- Requires buy-in from senior management to empower its use

Can we afford to not do it?

Data Analytics – Risks

- Data ownership and privacy

- Put too much trust in data provided to us by others

- Focus too much on the data, ignore other available information sources

<u>Data Analytics – Benefits</u>

- Increased audit coverage – whole population testing, continuous auditing

- Deeper insight, better recommendations and assurance

- Enables human auditors to focus on higher risk, higher value adding areas

<u>Cloud</u>

- Cloud adoption policy for how and when cloud services can be used
- Know where data resides and how it is held
- Disaster Recovery
- Exit Planning – getting your data back
- Data handling guidance for service users
- Security of data, systems and networks
- Inventory of cloud services to avoid fragmentation and system conflict
- Implications of device use (BYOD)
- Integration implications
- Audit arrangements

Government as a Platform

A unified IT architecture in a council, where common things are shared, never replicated

SIMPLIFY. STANDARDISE. SHARE

So what's holding us back?

- Budget and the perceived cost of new technology

- Lack of senior management understanding

- Certain individuals actively holding back tech adoption to preserve the status quo

THE MILLENNIALS ARE COMING!!

WTF?   LOL

😂

Etc, etc

🤦‍♀️   🤷‍♂️

Deloitte Millennial Survey

Barriers to innovation

- Management attitude (63%)

- Operational Structures and Procedures (61%)

"Stop. Collaborate and Listen."

- Vanilla Ice, 1989

Collaboration is the process of shared creation: two or more individuals with complementary skills interacting to create a shared understanding that none had previously possessed or could have come to on their own.

Collaboration creates a shared meaning about a process, a product, or an event. In this sense, there is nothing routine about it. Something is there that wasn't there before.

- Michael Schrage, Shared Minds

Collaboration

1. Define the challenge

2. Define the collaborators

3. Create the space

4. Allow the time

5. Harness the result

Writers are readers

Kill your darlings

Collaboration

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Conclusion

- New technologies will lead to new risks
- We need to be more aware of tech adoption across the organisation so risks can be identified and assessed.
- Continuous risk assessment, but also an involvement in wider service and process design.

- But don't ignore the opportunities
- Don't be the person holding yourself or your team back

*Everything has a force.
Embrace it or deflect it.
Why oppose it?*

Transform
by Gerry McGovern

https://www.socitm.net/publications/transform-a-rebel-s-guide-to-digital-transformation

Are you on email? You simply have to be these days.

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Questions?