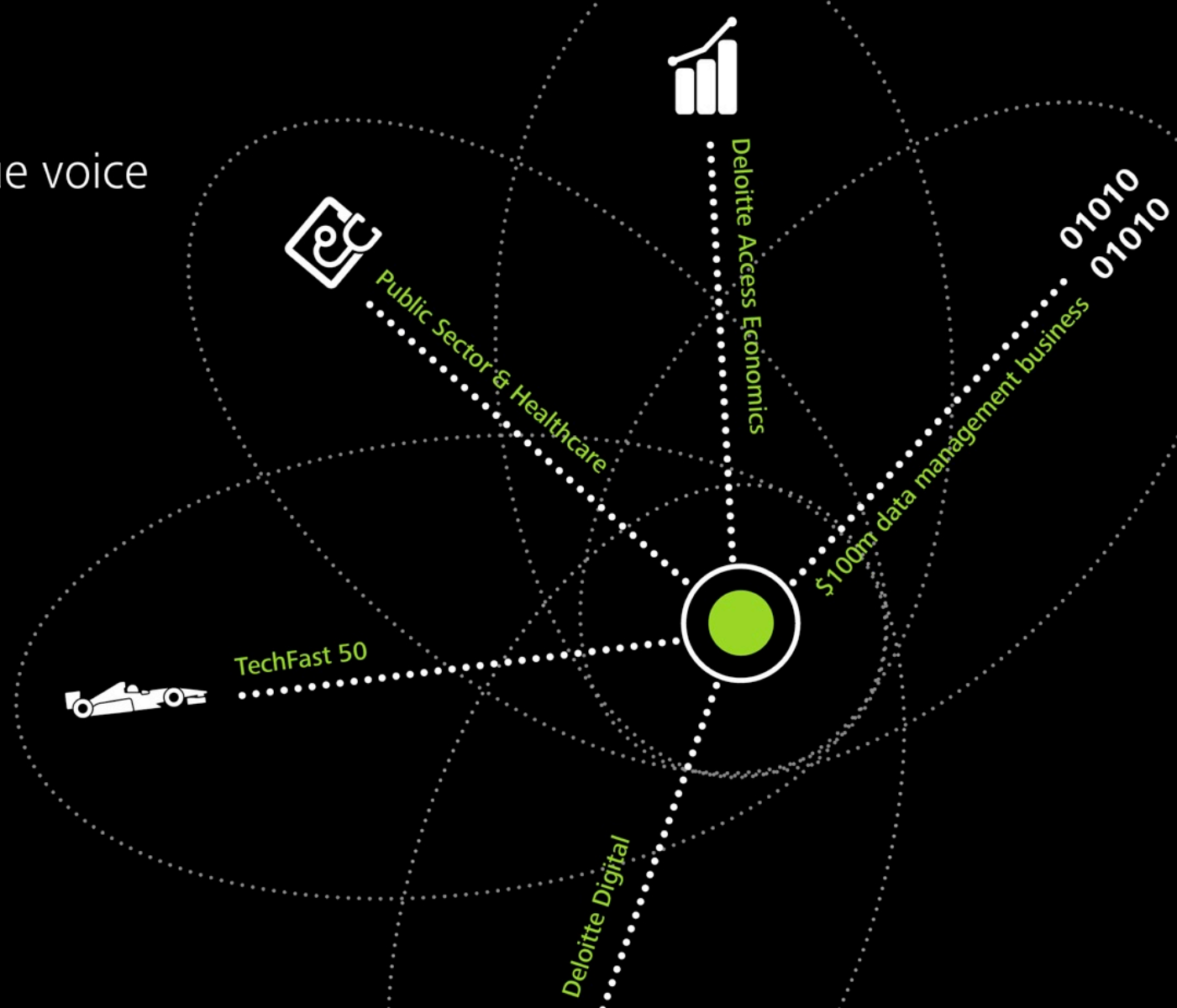


Andrew Johnstone–Burt
National Public Sector Leader

“Boosting Public Sector
Productivity through Digital
Disruption”



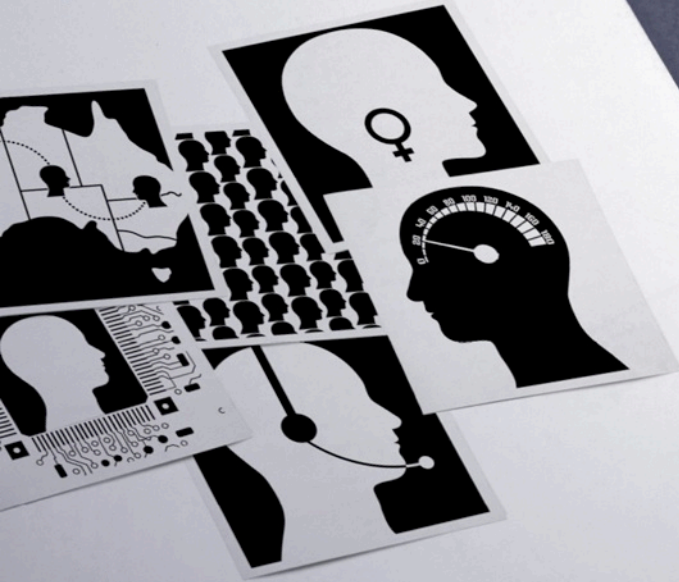
Digital economy
We have a unique voice



Building the Lucky Country
Business imperatives for a prosperous Australia

#1

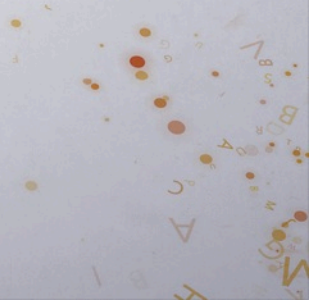
Where is
your next
worker?



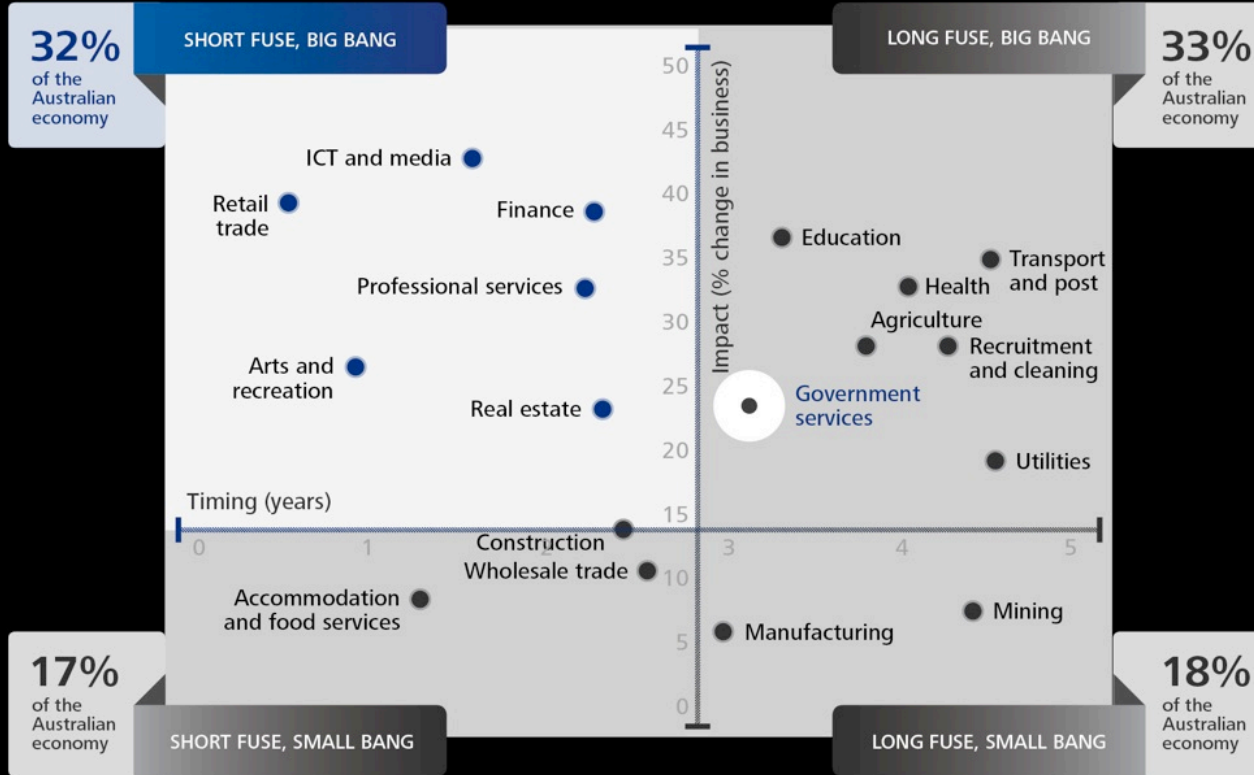
Deloitte.

Building the Lucky Country
Business imperatives for a prosperous Australia

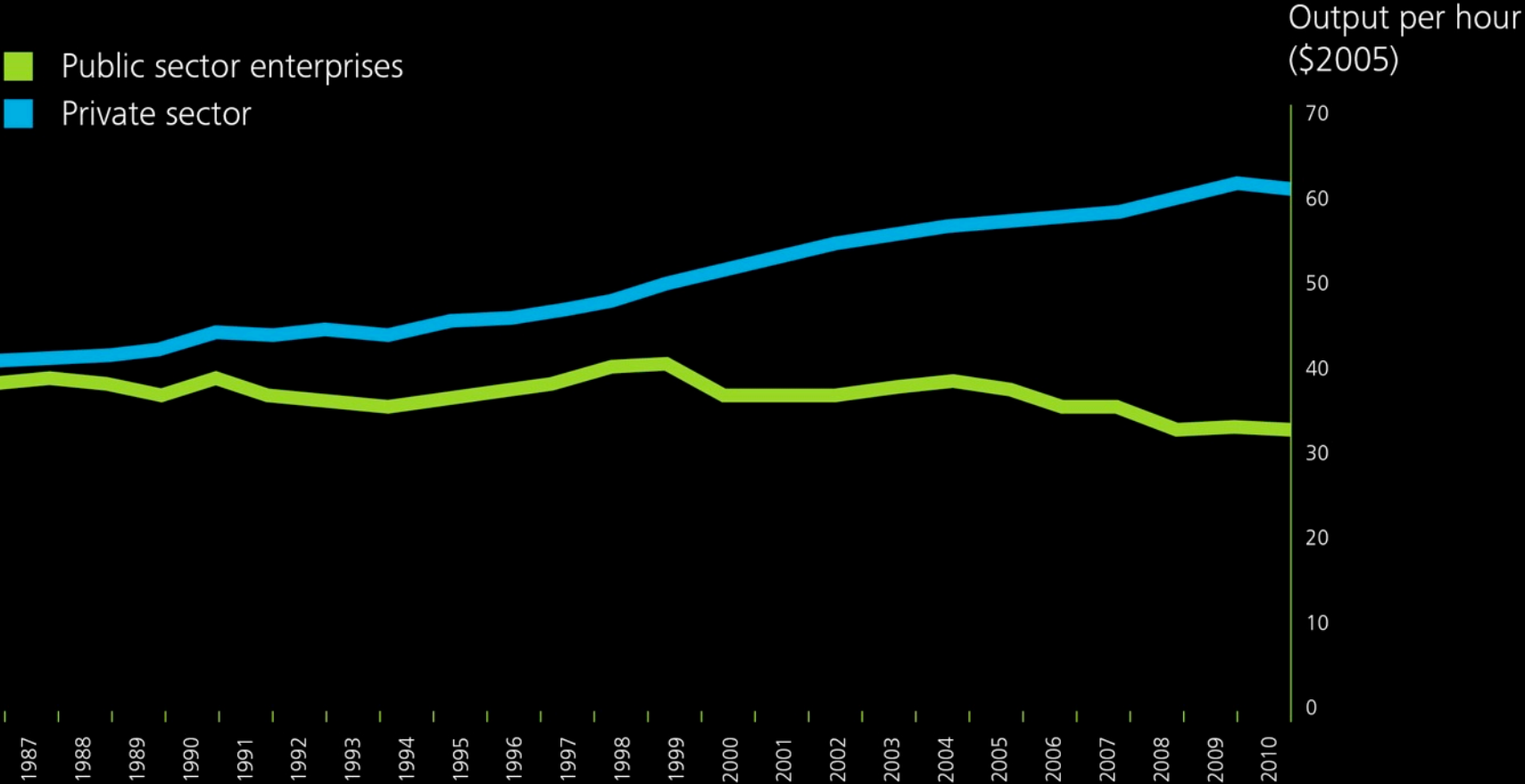
Digital
disruption
Short fuse
big bang



Digital disruption is very real for Government



A growing productivity gap between private and public sectors





Regulatory reform
cutting the red tape



Contestability
reshaping the size of
government



**Digital transformation of
Service Delivery**

Global digital trends



155 billion

social connections exist through Facebook and Twitter alone



100 billion

Over 100 billion mobile apps downloaded since 2008



1 billion

smartphones in use by 2016



300 million

photos per day uploaded to Facebook



300%

more media is consumed today than in 1960

Consumer tech adoption

23 Million

Australians



32 Million

Mobile devices



63%

Use smart phones
primary access
to the internet



80%

Use the internet
regularly



70%

Of which use
social media



2 Days

Average Australian spends on
social media a month



Intensifying Adoption – Days to reach 1 million sold units



360 days
2002



300 days
2002



180 days
2007



75 days
2007

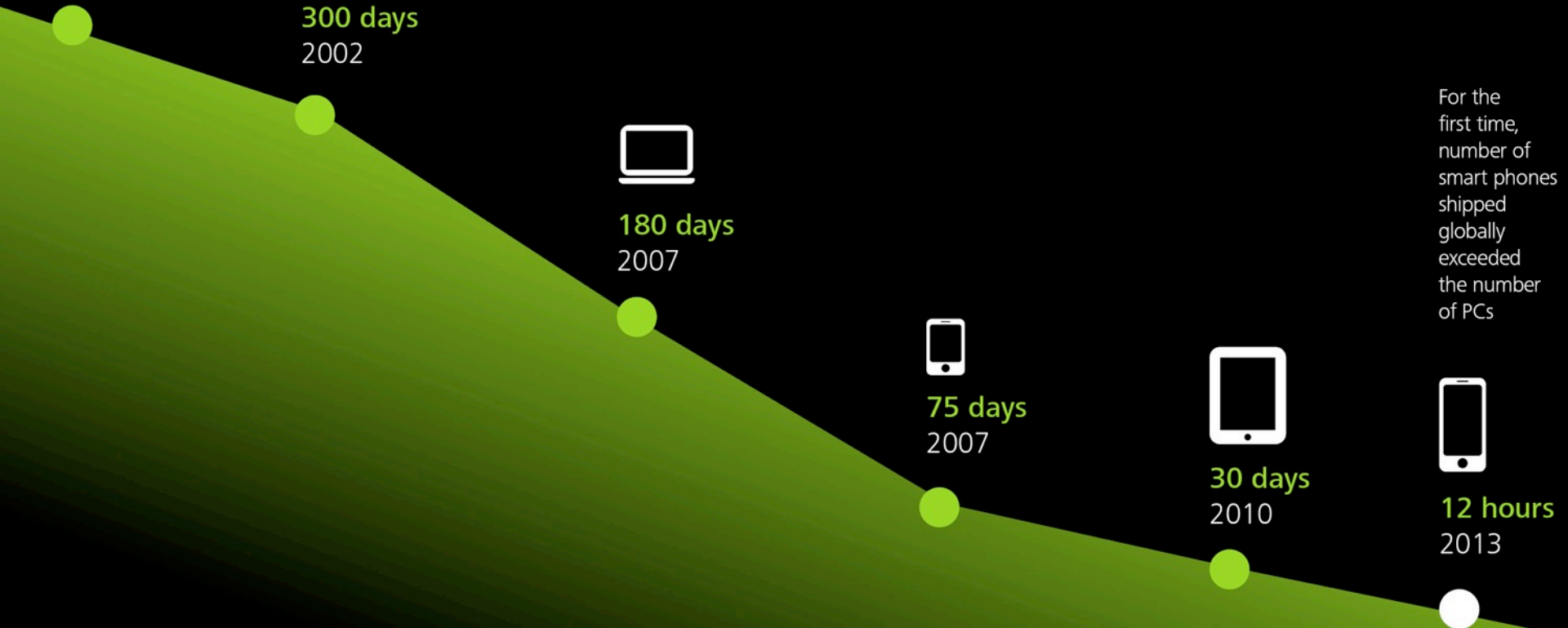


30 days
2010

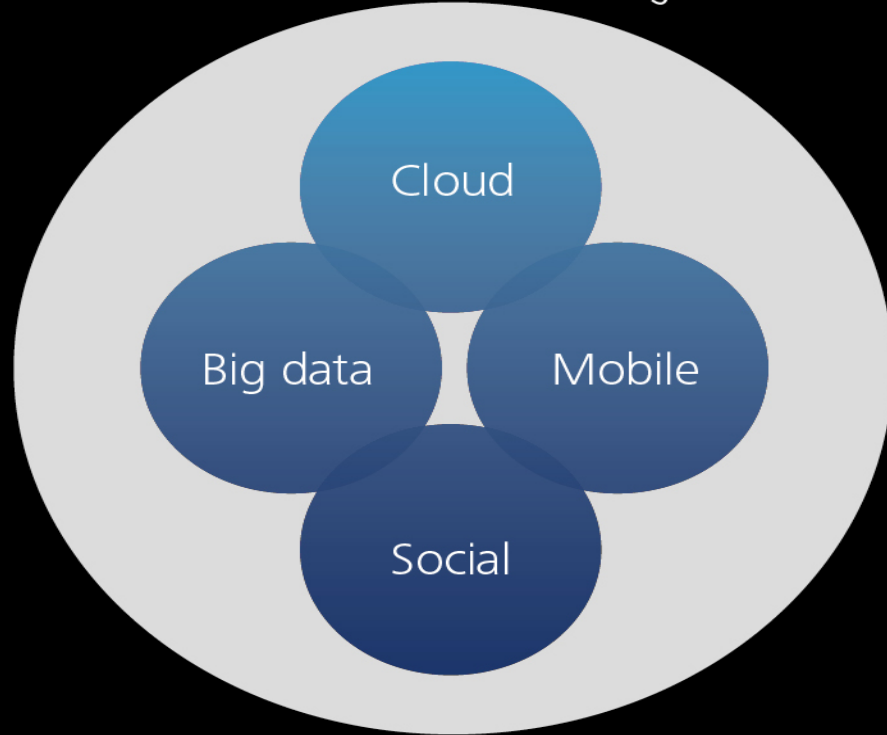


12 hours
2013

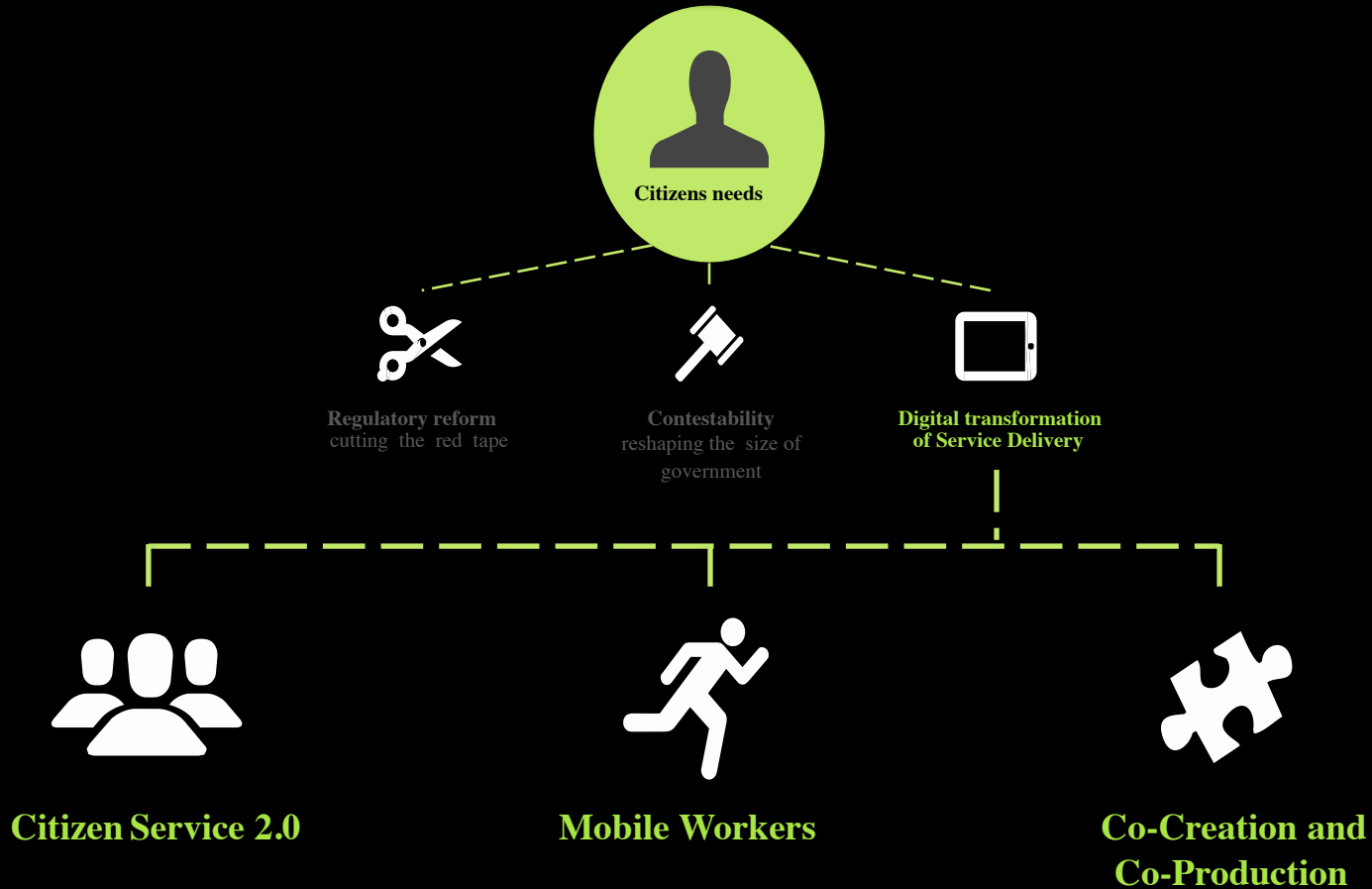
For the first time, number of smart phones shipped globally exceeded the number of PCs



New business models



Three sources of productivity for governments



Citizen Service 2.0:

Increase citizen satisfaction through e-services



Reduce
productivity
losses



Improve
results



Make
information
accessible



CrowdSource



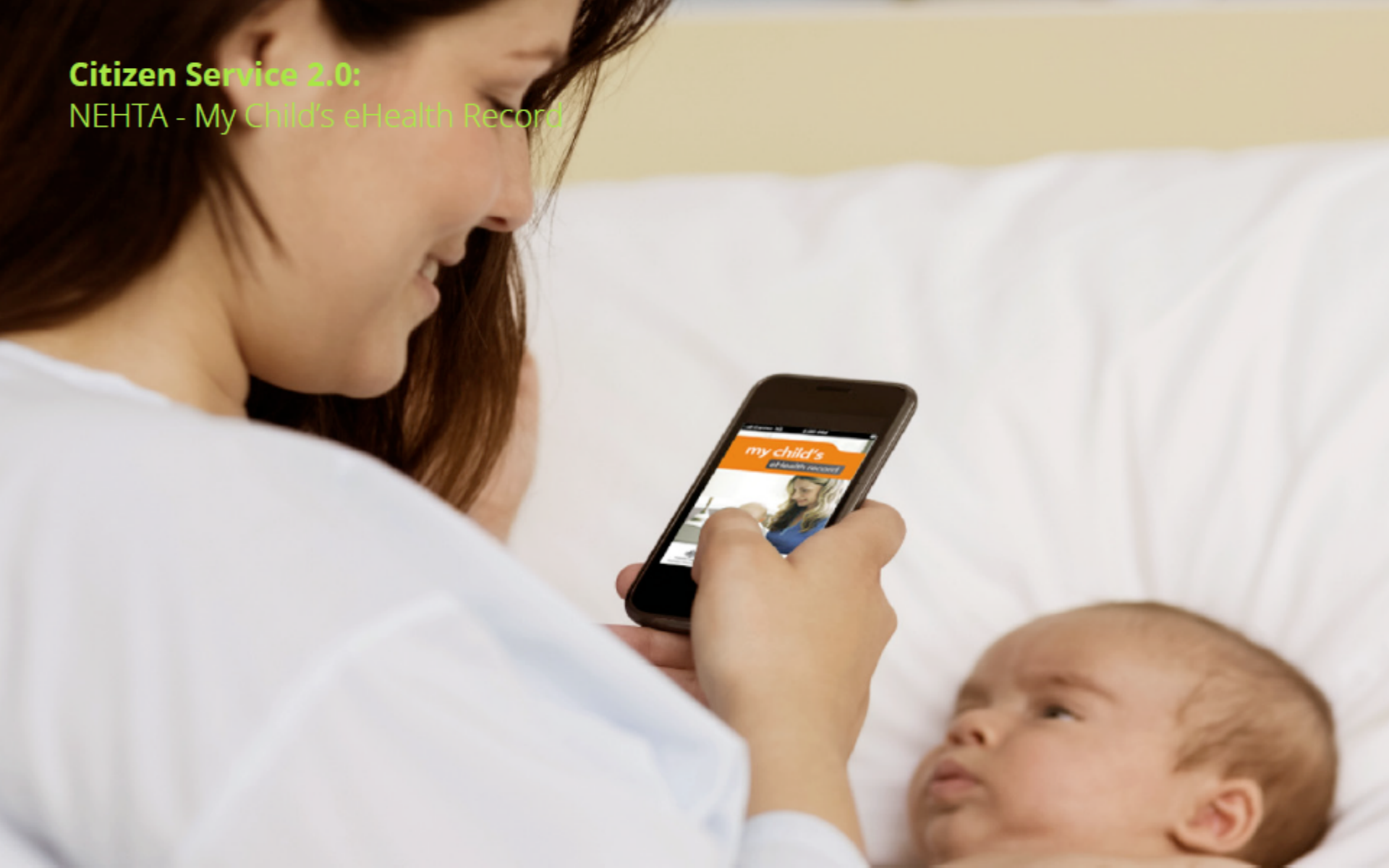
Improve
engagement
and customer
experience

Citizen Service 2.0: BetterHealth Channel



Citizen Service 2.0:

NEHTA - My Child's eHealth Record



Mobile Workers:

How mobile can improve productivity and job satisfaction among case workers



A mobile employee can save 0.9 tons of greenhouse gas annually



Mobile adoption can increase case workers' productive time by 45%



Reduced workforce turnover due to productivity and satisfaction increase

Co-Production:

Delivering services *with* rather than *for* citizens



Snap, Send, Solve

Report incidents to councils and authorities



Waze

Social GPS, maps and traffic



Manchester Police

Geo-fencing emergency responses

Co-Creation:

Creating new solutions *with* people, rather than *for* them



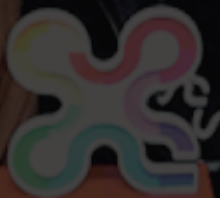
Know your
citizen



Co-Develop
and Co-Design



Continuously
test and learn



Unleashed

PLATINUM LOCAL SPONSORS



Government of
South Australia

Deloitte.

Dimension
data



LOCAL SPONSORS

DE
CIL

Connecting Up
Connecting the people to your services

Spark
INSURANCE

Guidelines to help you get started



Know your
citizen



Have a digital
strategy that
includes mobile



Enable digital
culture



Make your IT
environment
mobile ready

Deloitte. Digital

Andrew Johnstone-Burt
National Public Sector Lead
Tel: +61 4 78 305 251
ajohnstoneburt@deloitte.com.au