



How can innovation help governments shape the future with confidence?

Navigating the future of the public sector.

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magazine](#)



The better the question. The better the answer.
The better the world works.



Shape the future
with confidence

Welcome to the future of public services

Innovation is more than just a concept. It's the pathway to excellence. The route to enhancing government experiences and citizen outcomes.

By embracing digital technologies, governments and the public sector can deliver more effective and efficient services, attuned to the needs of the government workforce and the people they serve.

In this magazine, we share insights from EY leaders and pioneering public sector organizations, and invite you to join us in unfolding the roadmap that will help navigate the possibilities and practicalities of innovation.

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How can innovation be the catalyst for public confidence?

Innovation can enhance the standard of public services and build new levels of public trust.



Innovation: revolution with resolution

Innovation is transforming public services. Machine learning technologies are creating the opportunity to deliver faster, smarter and higher-quality services.

It's a revolution that should be handled with resolution: a determination to collaborate effectively, integrate efficiently and navigate successfully.

In a transformative landscape where technology meets governance, discover how innovation is redefining the future of public services.

EY voices:

EY leaders share thoughts on how innovation can transform public services and solve the challenges being faced.



Catherine Friday, EY Global Government & Infrastructure Leader, tells us why trust, transparency and accountability will build public confidence in government innovation.

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Public and private sector collaboration is key to harnessing the potential of innovation. **Rohan Malik, EY EMEA & UKI Managing Partner, Government & Public Sector**, knows why.

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Kirsten Tisdale, EY Canada Managing Partner, Government and Public Sector, explains the four critical elements that empower public sector workers to feel safe when taking risks.

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Collaborate to innovate

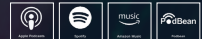
Innovation requires an entire ecosystem to come together. The more skills, opportunities and ideas shared, the better the outcomes for citizens. Find out why the future is collaborative.

[Read](#)

Innovation Unfolded podcast

If the answer is equality-centered design, artificial intelligence (AI) technologies and a test-and-learn approach, what is the question? Find out more from Karl Hoods CBE, Group Chief Digital & Information Officer for the UK government, and Sheena Thompson, UK&I Digital and Emerging Technology Leader, Ernst & Young LLP.

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One of the most important actions that governments can take is to be open when some of their innovations don't work as planned, or don't work the first time. In many other sectors, if something new or innovative is tried and doesn't work the first time, that is seen as a point of learning. That's not always the case with government.

Catherine Friday, EY Global Government & Infrastructure Leader

AI: Do you see risk or reward?

AI is developing rapidly. Evolving by the day. Some will see it as a risk to adopt AI while it continues to advance. For others, it's the ideal time to unlock the potential and start reaping the rewards.

AI is transformative and can breathe new life into the public sector. By taking a strategic, measured approach to implementation, the reshaping and streamlining of processes will have a positive influence on public services and a significant impact on the lives of citizens using them.

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AI has the potential to transform society but governments must put the right parameters in place to manage potential risks to economies and citizens.

Doree Keating, EY Americas Government & Infrastructure Leader



AI in Government podcast series

Government and public sector innovators dive into the transformative potential of AI in the public sector, and the possibilities it offers for a better, more connected society. Hosted on the Leading into Tomorrow podcast.

Listen on your preferred platform:



Harnessing the power of AI for public good

The AI journey is just beginning for most government organizations. How easily they navigate it could be down to how smartly they implement it. Discover how AI can be both responsible and impactful.

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How AI in public services has enhanced experiences and improved outcomes

The impact of AI is increasingly positive for those accessing public services.

See what's being done to build confidence in services that are smarter, faster and higher quality.

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The power of AI and automation to deliver better public services

See how AI and automation can improve efficiencies and reduce delays, helping citizens and public employees alike.

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How can AI improve public services safely and at speed?

At the GGF Innovation 2024 summit, a panel of leaders spoke about risk, capabilities and asking yourself the AI questions that really matter.

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Government of Malta case study

Through the introduction of a pioneering AI strategy, the Government of Malta aspired to become the ultimate AI launchpad for the rest of the world. Discover the outcome.

[Learn](#)

How should innovation be employed by a future workforce?

For government services to innovate, the core skills of the workforce must develop at the same pace.



Technology thrives with a human heart

When the human workforce and technology come together, opportunities to improve accelerate. Innovation is there to enhance and elevate unique human skills.

Innovation takes on the laborious, everyday elements of a job. It's the efficient, task-focused partner that frees up time for others to focus on meaningful work and add the insight that delivers the most impact.

People drive transformation; technology enables it. Taking a human-centered approach to transformation means the chance of success is 12 times more likely.* The experience this creates for employees and citizens is immeasurable.

*EY and Saïd Business School study, 2024

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A future-ready public sector workforce – which harnesses technology effectively – is key to better outcomes for citizens and better experiences for government workers.

Stig Thorgersen, EY EMEA Government & Infrastructure and Global Consulting Leader



EY voices:

EY leaders on innovation and its positive impact on the current and future public services workforce.



Josie Cluer, Partner, EY UK&I People Consulting, Ernst & Young LLP, is passionate about elevating public sector skills and believes civil servants want the opportunity to do their job brilliantly.

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For **Tricia Nelson**, EY UK&I Regional Managing Partner, People Consulting, Ernst & Young LLP, technology empowers those in public service to do different things in different ways to create better outcomes for citizens.

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How to build a future-ready public sector workforce

It starts with governments rethinking their recruitment and retention strategies. What can be done so that it ends with a future-fit workforce? Our article on the Humans@Center approach to innovation has a few ideas.

[Read](#)

Innovation Unfolded podcast

Sharing their ideas on the impact of putting people at the center of public sector innovation are Shalindar Bakshi, Partner, People Consulting, Ernst & Young LLP and Pooja Warier Hamilton, Chief Partnerships Officer, Apolitical.



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EY sessions at the GGF Innovation 2024 summit

What if every public servant had amazing digital and data skills?

How will people develop digital skills if technology is doing so much? This is just one of the questions and challenges raised by EY leaders.

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Can sustainability drive progress to a future-ready government workforce?

How much will putting people at the center of transformation increase the success rate? EY leaders share their views.

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UK Civil Service case study

To accelerate the development of UK civil servants, the EY teams led the way on two key elements of the Government Learning Frameworks. Find out what we delivered and how it was received.

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Government of Canada case study

The government needed a cyber-skilled workforce. Canadian Armed Forces veterans needed career opportunities. Read about how two different problems led to a mutually beneficial solution.

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How does innovation and public finance management add up perfectly?

Digital solutions have the transformative power to deliver strategies that simplify the complexities of managing public money.

Why the public eye is focused on public finances

In a challenging economic climate, focus on the management of public money is sharper than ever. People want to know how money is being raised and spent, and what the outcomes will be for them and society.

The transformative power of digital solutions in public finances and grants management brings with it the potential for greater transparency.

Innovation enables governments to create strategies that maximize efficiency and improve effectiveness, all the while safeguarding against fraud and misappropriation. This in turn builds the trust that means the journey toward an equitable future can continue with confidence.

EY voices:



There are two types of innovation that **Mark MacDonald, EY Global Public Finance Management Leader**, thinks will drive the future for public money and deliver the outcomes people want.

[Watch](#)

Why we need innovation to transform the future of public money

The pressure on governments to work financial miracles is unrelenting. Multidirectional issues need multifaceted responses. Learn more about areas where the focus should lie.

[Read](#)

The future of public money – EY and OMFI

This thought-provoking collection of reports and podcasts examines how to improve public finance management across technology, green finance and more.

[Read](#)

Puerto Rico case study

From bankruptcy to investment to economic growth – read how EY teams engineered a financial transformation to deliver a responsible solution for Puerto Rico's government insolvency issues.

[Learn](#)

How can innovation strengthen public finances while improving policy outcomes?

People believe current government spending should achieve more. EY leaders discuss how we can learn from history.

[Watch](#)

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Public finance and management lies at the heart of absolutely everything that government does. It is the mechanism through which public budget and priorities are set. Nothing government does can happen in the absence of public finance management.

Mark Macdonald, EY Global Public Finance Management Leader

How data helps grant-makers become change-makers

An effectively delivered, measured and focused grants program is a powerful thing, able to make a life-changing impact. AI and data are key to making this happen. Grants can be mired in complexity, slowed by manual procedures and plagued by inaccuracy. Innovative technology and data management has the capacity to ease the burden and streamline the processes.

Innovation can support grant-makers to create programs that lead to better outcomes and a greater reach. And it's the enabler for those submitting proposals with fewer layers and more measurable performance.

When grant-makers have the means to make a difference, those receiving them are more likely to feel the difference.

EY voices:



For **Amy Fenstermacher**, **EY Americas Grants and Relief Funds Management Leader**, innovation plays an important role in considering the reach and equity of grant programs.

[Watch](#)

How can innovation help grants funding make a bigger impact?

As the demand for grants rises, governments need innovative ways to ensure funds get to the right people at the right time and deliver the right outcomes.

Read about innovation and the four principles of successful grants programs.

[Read](#)

How government agencies can use data to expand the reach of grants funding

A measurement-driven platform can cut through bureaucracy, streamline applications and empower people on both sides of the process. Learn why data is the foundation for progress.

[Read](#)

Granting the Future podcast series

Innovation is the catalyst for grants managers to make a difference in the lives of citizens. The opportunity for transformation it provides is explored in this compelling podcast series. Hosted on the Leading into Tomorrow podcast.

Listen on your preferred platform:



How can grants funding reach the right recipients and maximize impact while providing transparency?

For innovation to succeed within the grants management system, what kind of challenges must be overcome to achieve better outcomes? Industry leaders share their views.

[Watch](#)

How do people and data come together for better human services?

Innovation and data can make life better for those using it and those benefiting from the outcomes.



Keeping Human Services human

Data analytics and technology are revolutionizing the way human services provide the support people need. But the key word must always be “human.” Innovation is the facilitator of better systems, more efficient processes and highly effective outcomes. The people on both sides – civil servants and citizens – should feel empowered by it, and be given the confidence to connect with each other and create an inclusive future.

“

Transparency, transparency, transparency. Fundamentally, an open conversation with residents about what you're doing, and why, with their data is needed to gain trust.

Helen Sunderland, UK&I Partner, Local Public Services, Ernst & Young LLP



EY voices:



Neil Sartorio, Lead Partner, EY UK&I Local Public Services, Ernst & Young LLP, says data can help us get to the human story faster.

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How high-level data analytics is making a street-level difference

While the adoption of data-driven tech in human services is good for the betterment of society, it will only be effective if people are always at the center.

Learn how Maidstone Borough Council in the UK used better data analytics to tackle an avoidable issue before it became an unavoidable problem.

Homelessness and crisis prevention

Read how better data analytics can help stop the problem before it starts.

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Innovation Unfolded podcast

Leaders from EY, alongside UK Citizens Advice and Maidstone Borough Council, discuss the adoption of data-driven tech in public services and express belief in how it can be good for the betterment of society.

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How can innovation turn crisis into prevention?

A group of EY and sector leaders discuss this at the GGF Innovation 2024 summit.

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Innovation in social services: how AI provides human comfort

Discover how the City of Paris is embracing AI and multilingual chatbots to simplify processes, increase accessibility and give people the support they need – all without losing the human touch many rely on.

Watch a demo of the system in operation and listen to Jessica Chamba, EY Global Human Services Leader, and Victoria Louvet, Senior Product Manager at EY Fabernovel, tell the story of its evolution.

How can AI enhance public services while building public confidence?

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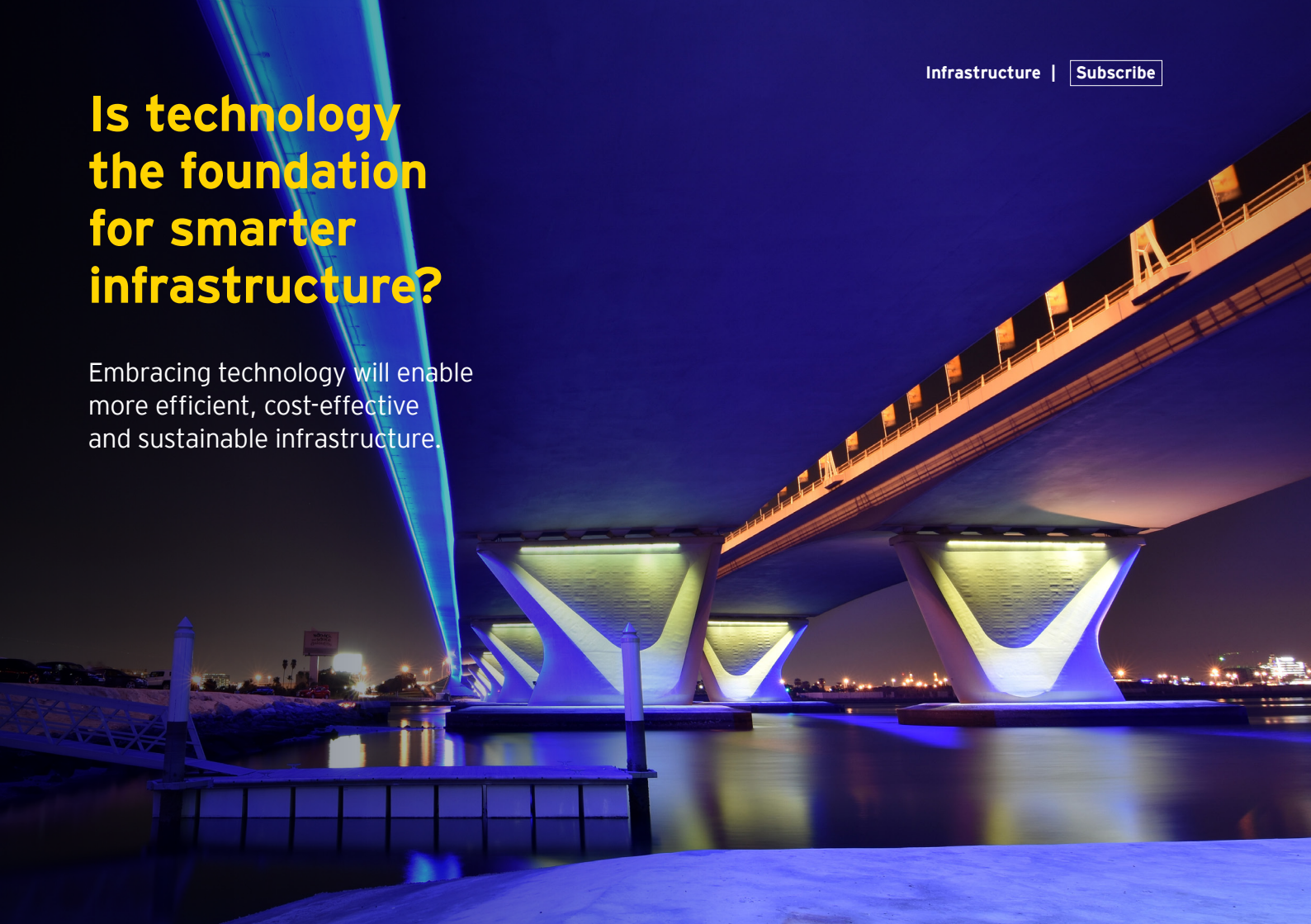
AI in Government podcast

Listen on your preferred platform:



Is technology the foundation for smarter infrastructure?

Embracing technology will enable more efficient, cost-effective and sustainable infrastructure.



Innovation is the platform to a stronger future

Well-functioning infrastructure is the lifeblood of society, underpinning how we work and live. Delivering large-scale infrastructure is complicated and expensive, yet frequently challenged to be built cost-effectively and sustainably.

Technology – AI in particular – has the potential to transform how the infrastructure sector operates, and increase the collaboration needed to find greater efficiencies and meet net-zero targets.

“

The infrastructure sector is on the cusp of a new era – a digital era. Technology has the potential to transform how infrastructure is delivered. We need to grasp it with both hands.

Shane MacSweeney, EY Global & EMEA Infrastructure Leader



EY voices:



When it comes to effective implementation of innovation, **Jonas Groes, Partner, Government & Public Sector Leader, EY Nordics**, explains how and why the area of infrastructure is catching up with more modern, automated industries.

[Watch](#)

How AI can unlock a new future for infrastructure

AI has the potential to transform how infrastructure is delivered, but it requires a whole-of-industry approach and a change in mindset, skill set and tool set.

[Read](#)

Innovation Unfolded podcast

Government-led infrastructure projects often struggle to make cost and efficiency come together. Leaders from EY and a state-owned Danish company share ideas on how innovation is helping bridge that gap.

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Government of the Republic of Indonesia case study

Poor infrastructure, pollution, and overpopulation. Just some of the reasons why Indonesia is building a new capital city to replace Jakarta. Read how technology helped support a complex and cohesive collaboration program.

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