

i-Governance

Senior leadership studies and issues
in applied governance

Proud Sponsor



Intelligent Automation - The next stage of transformation to address government's challenges

Panel Discussion

In an era of digital disruption, citizen expectations dictate new approaches to the business of government. Faced with changing demographics and declining government workforce, legacy siloed systems and the need to demonstrate value in a cost-effective manner, governments need to take advantage of intelligent automation technologies to be more efficient, transparent and agile – while enhancing employee satisfaction and increasing citizen engagement.

The two speakers from KPMG, **Kirke Everson**, Managing Director of IA for Government in the US and **François Gaudreau**, National Lead for IA in Canada covered the spectrum of IA – from technologies that act like a human through to technologies that think like a human and gave us examples of IA in action. Kirke and François emphasized the positive impact IA can have on employees – enhancing their jobs by eliminating repetitive tasks and freeing up their time to do more valuable work – whether adding insight or providing improved customer service.

They also provided the audience with an overview of **where to use IA in government, how to get started**, and shared **considerations and lessons learned**.

For further reading and additional information, please find below links to some of the thought leadership and articles referenced by the speakers during the presentation. We are also pleased to provide you with a PDF copy of the presentation.

Should you have any questions or require further information on IA, please do not hesitate to contact François Gaudreau at 514-840-2626 or fgaudreau@kpmg.ca

Conference Resources

- PDF PowerPoint Presentation
- Whitepaper: Demystifying Intelligent Automation
- Rise of the Humans – Part 1
- Rise of the Humans – Part 2
- Accelerating Automation: Plan Your Faster, Smoother Journey
- KPMG US Intelligent Automation in Government Website