



THE 4th ANNUAL CPSI PUBLIC SECTOR INNOVATION CONFERENCE

CPSI's 4th Public Sector Innovation Conference, 2010.

Date: 31 August to 1st September 2010.

Venue: Emperors Palace, Kempton Park, Gauteng Province.

Theme: Restoring Citizens' Dignity: Innovative Responses to Public Service Delivery Challenges.

Rationale

South Africa's public sector, like many others in the developing world, serves a diverse citizenry with ever-changing needs. The country's social, economic and political environment mirrors that of a developing world characterised by an accelerated pace of technological developments, increasing economic development and political stability. Over the last decade the country has gained a reputation as a key African, if not global, socio-political player. The public sector has to keep pace with the changes in order to serve its citizens efficiently by being responsive to changing and more complex expectations and demands. Innovation is acknowledged as a tool that facilitates public sector responsiveness to change.

Furthermore, the South African government is a signatory to many international treaties, bilateral and multi-lateral agreements related to service delivery, including a commitment to the Millennium Development Goals (MDGs). *Innovation* is essential to ensuring adherence and compliance to agreements related to service delivery (*Pocket Guide*, 2008. CPSI).

The Centre for Public Service Innovation, in line with its mandate of unlocking innovation in the public sector, hosts an annual conference as a platform that exposes the public servants and their strategic partners to innovation opportunities and strategies through sharing of related knowledge and experiences. The conference targets innovation practitioners, service delivery champions and decision makers throughout all spheres of government as well as partners from the private sector, the academia, both local and international.

Aim

The aim of the conference is to enable the public servants and their partners from a range of sectors to collaboratively interrogate service delivery approaches, strategies and solutions and to empower them to embrace innovation as a vehicle for achieving government's service delivery priorities.

Objectives

1. Demonstrate the role and centrality of innovation as a tool for responding to current government priorities and for anticipating citizens' changing needs;

2. Explore key elements for successfully implementing and sustaining innovative programmes within the public sector that restore citizens' dignity.
3. Sharing of innovative perspectives and practices that respond to service delivery priorities.

Sub-themes

(a) Critical factors that foster public sector innovation.

This sub-theme will explore conceptual foundations for an innovative public sector. It will look at how leadership, diversity, organisational culture and stakeholder engagement can encourage the inculcation of innovation in the public sector.

(b) Information and Communication Technologies as enablers of innovation: Case Studies.

The case studies that will be shared under this sub-theme will recognize ICT as a great enabler of innovation and demonstrate its role in enhancing service delivery.

(c) Local innovations for local challenges.

Local government and service delivery institutions that provide services to citizens are the focus of this sub-theme which will showcase successful local innovations that contribute to local development.

Registration is free, to register visit www.accomoptions.co.za

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