

DIGITAL HOT TRENDS SERIES 5/2018



"DATA DRIVEN SERVICE DELIVERY"

Anjuran: Institut Tadbiran Awam Negara (INTAN) Bukit Kiara & SAP Malaysia Sdn Bhd



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Penceramah



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6 September 2018 | Khamis | 8.00 pagi – 1.00 petang | Dewan Seri Baiduri | INTAN Bukit Kiara

Urus Setia:



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Time	Agenda
8.00 am	Registration and Breakfast
8.45 am	Prayer Recitation
8.50 am	Welcoming Speech
9.00 am	Phase 1 Session 1: Context – Objective and Expectation Session 2: Sharing Service Delivery and Data Insights Trends with Great Success Stories in Governments Session 3: Defining what data driven means to your agency Session 4: Citizen Life long journey with the government Session 5: Empathy and Personas Session 6: Formulate Design Challenge
10.45 am	Short Recess
11.00 am	Phase 2 Session 7: Understand the Challenge Session 8: Explore and prioritize ideas Session 9: Group Sharing
12.45 am	Reflect and Next Steps
1.00 pm	Closing and Lunch