

Public Sector
Online SIG Meeting
Tuesday 23rd March 2021



AGENDA

08:30	Coffee & Networking	All
09:00	Introduction & Welcome	Cheryl Millyard & Neil Worthy SIG Co-Chairs
09:05	UKISUG Update	Gemma Craddy UKISUG
09:15	Introduction from the new head of public sector at SAP	Satpal Biant SAP
09:45	Intelligent Chatbots for the Public Sector Citizens and employees are getting value from chatbots more and more in their daily lives, from renewing phone contracts and buying cars, to learning languages and booking flights. In this session SAP will explore how SAP Conversational AI could improve public sector services for citizens, and make life easier for employees.	Ivan Nicholls SAP
10:15	Comfort Break	All
10:30	Can Automation improve public service? Avon and Somerset Police have set an ambitious goal to grow their digital workforce to 70 FTE over 3-years; effectively increasing the capacity of the force by more than 1%. With IBM and Blue Prism as their delivery partners, they have so far deployed 23 automations in 15 months, automated 24,000 hours, adding 32.5 FTE of capacity to the workforce.	Jon Pike Avon and Somerset Police
11:00	Preparing your SAP Information for future investments Your SAP data is a valuable asset, which needs to be kept relative and useful to your business, if it isn't fulfilling this then why keep it within your SAP production system?	Nick Parkin & Robert Reuben Proceed Group & Nick Lewis Gloucestershire County Council
11:40	AOB & Close	All
12:00	Close	All

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