



amazon web services institute

Open Source and Government Digital Transformation *Perfect Storm of Opportunity*

18 March, 2:00pm to 3:30pm (GMT+8/ Manila Local Time)

Background

Governments around the world want to accelerate their digital transformation and offer their citizens universal access to better public services. Governments at every level—municipal, provincial, and federal—provide common services for citizens. Using existing open source components means that governments do not have to reinvent the wheel when it comes to solving common problems. The session will explore how to leverage the power of open source to improve government services while also improving public transparency, responsiveness, and accountability.

Objectives of the Session and Benefits

Participants will learn how open-source software offers a number of advantages to governments seeking efficient and sustainable solutions to modern challenges – they can adopt common components developed by open source communities, thereby reducing costs and leveraging existing innovation to power a public digital ecosystem that benefits everyone.

Government agencies are undertaking digital transformation and usually with constrained resources, but by using design systems governments can increase speed of service delivery to benefit citizens. These principles help make sure digital services are built to serve users' needs, are accessible, are continuously evaluated, and provide a consistent experience across departments, platforms, and services.

Agenda

(GMT+8/ Manila Local Time)

Time	Activity
Moderator: Monique Viengkhou, APJ Lead, Amazon Web Services Institute	
2:00pm – 2:05pm	Welcome & Introduction to Caroline Mulligan, Senior Manager Government Services, Amazon Web Services
2:05pm – 2:15pm	Caroline Mulligan, Senior Manager Government Services, Amazon Web Services
2:15pm – 2:55pm	Recorded Interview: Warren Smith, Global Digital Marketplace Programme Director, Government Digital Services
2:55pm – 3:05 pm	Caroline Mulligan, Senior Manager Government Services, Amazon Web Services
3:05pm – 3:30pm	Open Discussion and Q&As from the audience

Speakers

Monique Viengkhou, APJ Lead, Amazon Web Services Institute

Monique Viengkhou is the APJ Lead for AWS Institute. She has over 20 years of international experience in formulating, structuring, and executing marketing and business development strategies with an emphasis on emerging economies, particularly China and ASEAN countries. Prior to joining AWS, Monique worked at Hewlett-Packard on a range of programs from working with governments and industry to foster the development and adoption of international, consensus driven, and interoperable standards to creating new business segments and new country go-to-market models to designing political risk assessment and mitigation strategies. Her passion plays out in the confluence of education, technology, business, and how the combination can contribute to making the world better. Aside from HP, she has worked for Massachusetts Institute of Technology, US Department of State, and the Hong Kong Government. Monique was a Fulbright Fellow and holds a Masters of Business Administration from the Johnson Graduate School of Business at Cornell University. She also holds a Bachelor of Arts in Politics and Society as well as in Comparative Culture with a minor in Peace and Conflict Studies, magna cum laude, from University of California, Irvine.

Caroline Mulligan, Senior Manager, Government Transformation (AWS)

Caroline joined AWS in 2019 to form a new digital team helping governments with their digital transformation through open source technology and shared best practices. She went on to launch [Open Government Solutions](#), which showcases open source and public resources published by government agencies and other public sector organizations around the world. Reusing what others have found to work enables governments to realize the benefits of open source solutions, such as increased agility and innovation, reduced costs, and improved efficiency.

She also established the [Executive Education Course in Digital Transformation](#) as an international virtual course with renowned speakers, attended by hundreds of public sector leaders around the world in 2020.

Caroline previously worked in the UK Government's Cabinet Office as Head of Digital ([Race Disparity Unit](#)) and Digital Marketplace Service Manager (Government Digital Service). In the private sector, she held a variety of roles which included Head of Music Product for Vodafone Global, Director of Technology at Sony Pictures and Director of Product in a UK crowdfunding start up.



Warren Smith, Global Digital Marketplace Programme Director
UK Government Digital Service (GDS)

Warren has been responsible for ensuring that the UK government's Digital Marketplace directly supports digital, data and technology reforms. He has led the introduction of user-centred, design-led, data-driven and open approaches to public contracting - the foundation of the step-change in procurement envisioned in the UK [Government Transformation Strategy](#).

This has dramatically diversified the government's digital supply chains: there are over 7,000 suppliers available through the Digital Marketplace; over 90% are small and medium-sized enterprises (SMEs); and SMEs received over £1.09 billion of UK public spend in 2020.

Since January 2018, Warren has led the GDS [Global Digital Marketplace Programme](#) to help governments in emerging economies make their procurement more transparent, and to boost their domestic digital sectors.

He also leads a number of multilateral organisations' Thematic Groups, focusing on mainstreaming internet-era approaches to digital public procurement: for the Organisation for Economic Cooperation and Development Working Party of Senior Digital Government Officials; and the United Nations' International Telecommunication Union '[United for Smart Sustainable Cities](#)'.

Warren has over 25 years experience in procurement and supply chain management, across the private and public sectors, leading transformative projects to introduce new ways of thinking and working in public procurement and contracting.

