

## Executive summary (The Innovation Imperative in the Public Sector: Staging an Agenda for Action)

Governments are seeking to innovate: in how they work; in the services they provide and how they provide them; and in how they interact with citizens, businesses and civil society. These changes are being driven by different forces, including a more globalised and networked world, rising citizen expectations, new technologies, increasingly complex problems facing governments and – particularly since the 2008 economic crisis – tight budgets. Whatever the reason, the consensus seems clear: public sector organisations need new ways of working.

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