

GovExec is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org.

After completing this course, you will be able to: Understand broader trends, challenges and opportunities around public sector the guiding principles of customer experience (CX), where are CX practitioners focusing their efforts in improving digital services, and the importance of diversity, equity and inclusion at the forefront of any engagement strategy, and more.

To register for this session, [enter your information here](#) If you have any questions about how to register, please contact Tracy at tkerley@govexec.com. **If you would like to indicate interest in receiving CPE credit, please contact Tracy after the event at tkerley@govexec.com.** In order to receive full credit as an in-person attendee you must attend for at least 50 minutes. In order to receive full credit as a digital attendee, you must tune in for at least 50 minutes and respond to three engagement checkpoints per 50 minutes of programming.

Participants will earn up to 4 CPE credits in Information Technology. Participants will earn 1 CPE credit for each 50 minutes of participation. Digital attendees will need to engage with three engagement checkpoints per 50 minutes.

Field of Study: Information Technology

Additional Information Prerequisites: None

Who Should Attend: Government employees and private sector employees that service the public sector, and anyone else who is interested in learning about the past, present, and future of public sector employment.

Advanced Preparation: None

Program Level: Basic

Delivery Method: Group Internet-Based & Group Live

Refunds, Complaints and Cancellations: This program is free for government employees to attend. For private sector employees, contractors and retirees the price to attend is \$195. For more information regarding administrative policies such as complaint, program cancellation or refund policies, please contact Tracy at tkerley@govexec.com.