Deloitte University Press

Transforming GOVERNMENT through DIGITAL

What does digitally transformed government look like?

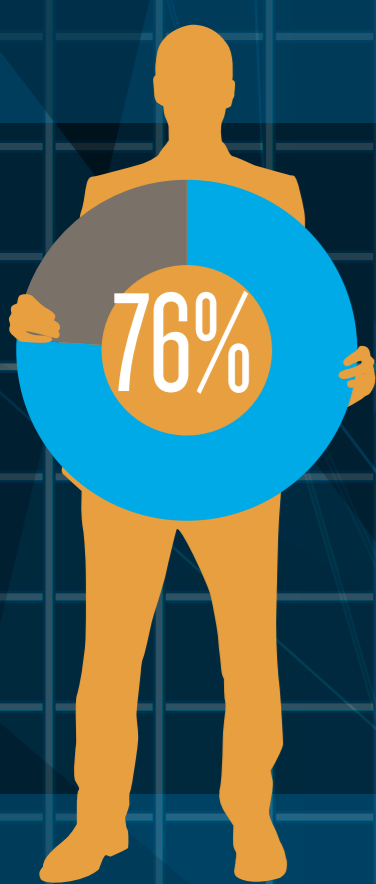It's government reimagined through digital so as to—

Improve processes

Engage talent across the organization
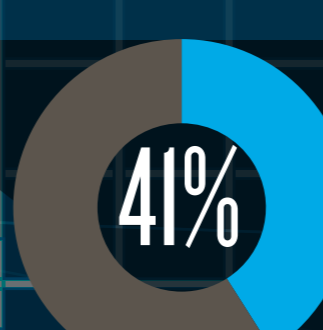
Drive new and value-generating service models for citizens

Why is digital transformation necessary?

76% of surveyed public sector leaders perceive digital technologies to be disrupting the public sector...
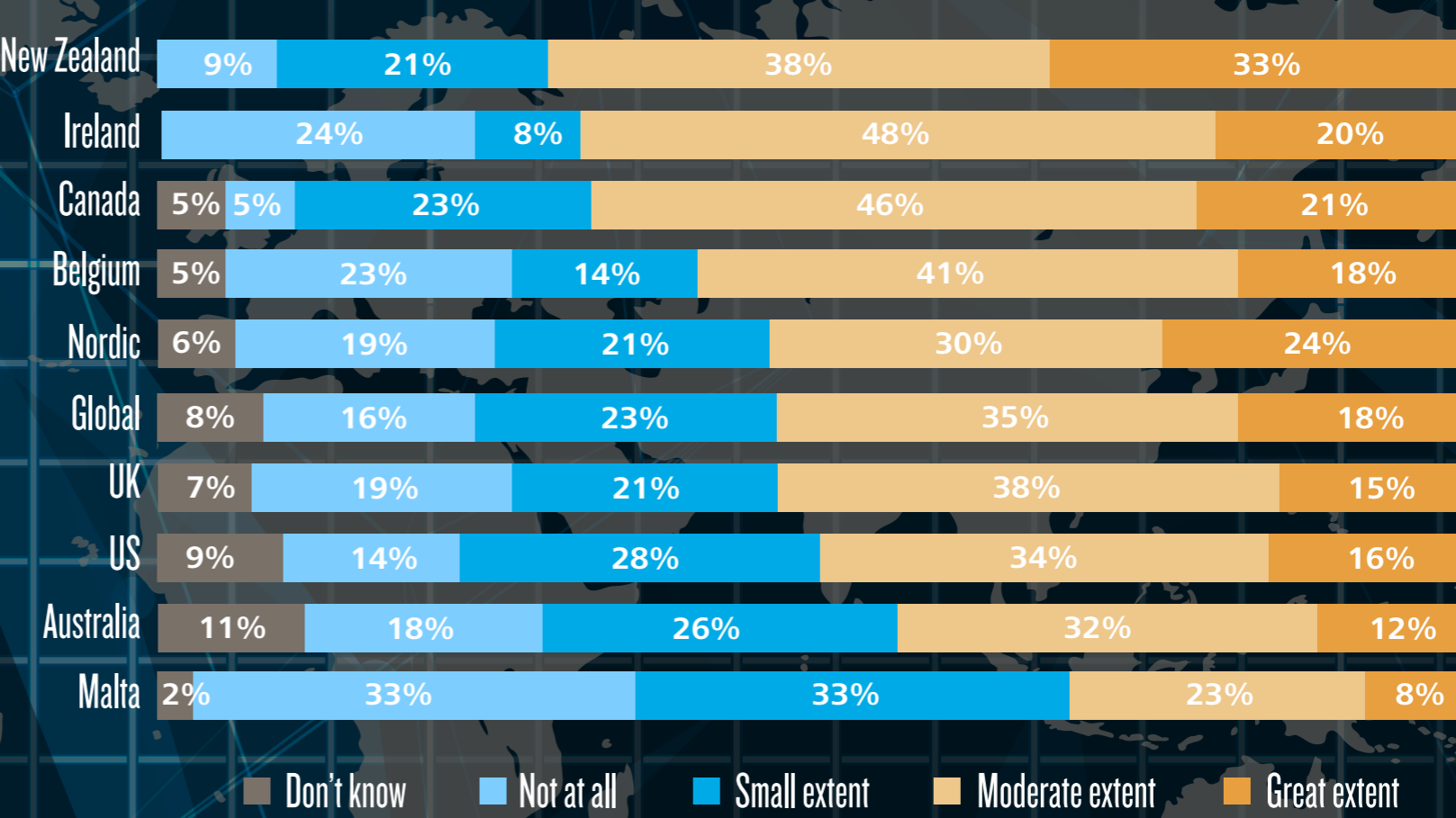
...but only **41%** are satisfied with their organization's current reaction to digital trends.
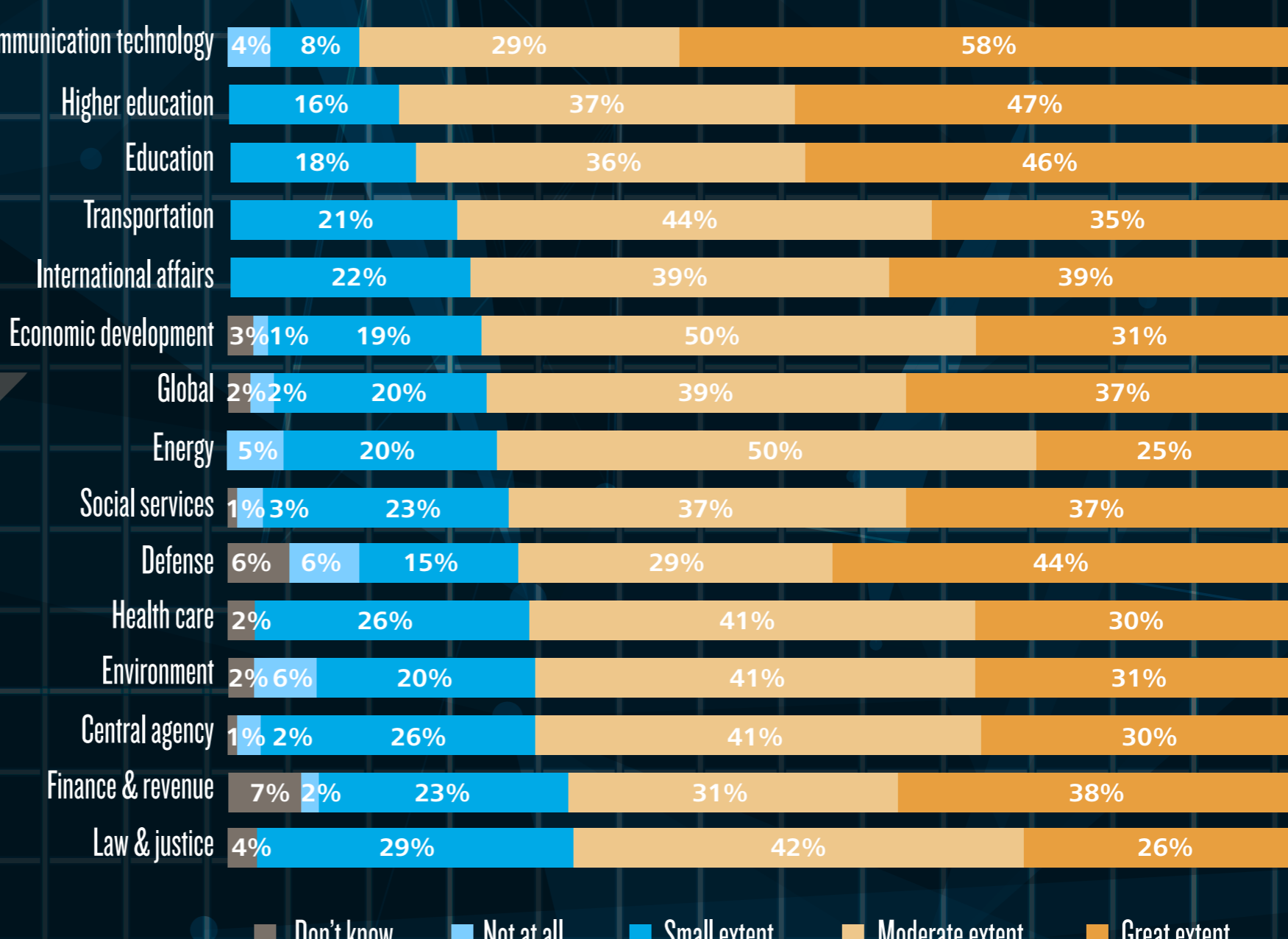
The trend is pervasive across countries...

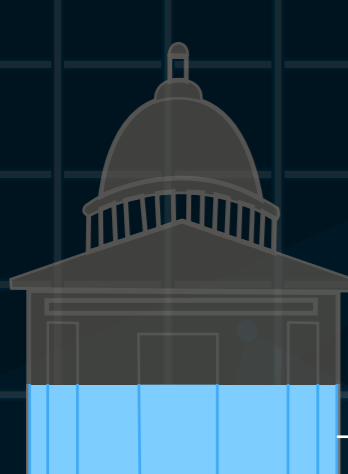To what extent do you perceive digital technologies are disrupting the public sector?

	Don't know	Not at all	Small extent	Moderate extent	Great extent
New Zealand		9%	21%	38%	33%
Ireland		24%	8%	48%	20%
Canada	5%	2%	23%	46%	21%
Belgium	5%	2%	14%	41%	18%
Nordic	6%	19%	21%	30%	24%
Global	8%	16%	23%	35%	18%
UK	7%	19%	21%	38%	15%
US	9%	14%	28%	34%	16%
Australia	11%	18%	26%	32%	12%
Malta	2%	33%	33%	23%	8%

...and domains

How much has your domain area been impacted by digital trends?

	Don't know	Not at all	Small extent	Moderate extent	Great extent
Info & communication technology	1%	8%	29%		58%
Higher education		16%	37%		47%
Education		18%	36%		46%
Transportation		21%	44%		35%
International affairs		22%	39%		39%
Economic development	3% 1%	19%	50%		31%
Global	2% 4%	20%	39%		37%
Energy	2% 3%	20%	50%		25%
Social services	1% 3%	23%	37%		37%
Defense	6%	6%	15%	29%	44%
Health care	2%	26%	41%		30%
Environment	2% 6%	20%	41%		31%
Central agency	1% 2%	26%	41%		30%
Finance & revenue	7% 2%	23%	31%		38%
Law & justice	4%	29%	42%		26%

We classified government organizations according to their digital maturity

Early **26%**

Developing **60%**

Maturing **13%**

Challenges vary depending on the stage of digital maturity

Early
1. Lack of an overall strategy
2. Lack of understanding
3. Lack of entrepreneurial spirit, willingness to take risks
4. Too many competing priorities
5. Lack of organizational agility

Developing
1. Too many competing priorities
2. Insufficient funding
3. Security concerns
4. Lack of organizational agility
5. Lack of an overall strategy

Maturing
1. Too many competing priorities
2. Insufficient funding
3. Security concerns
4. Insufficient technical skills
5. Lack of organizational agility

So does the ability to respond to digital trends

82% of early-stage respondents say they lack confidence in their organization's ability to respond to digital trends.
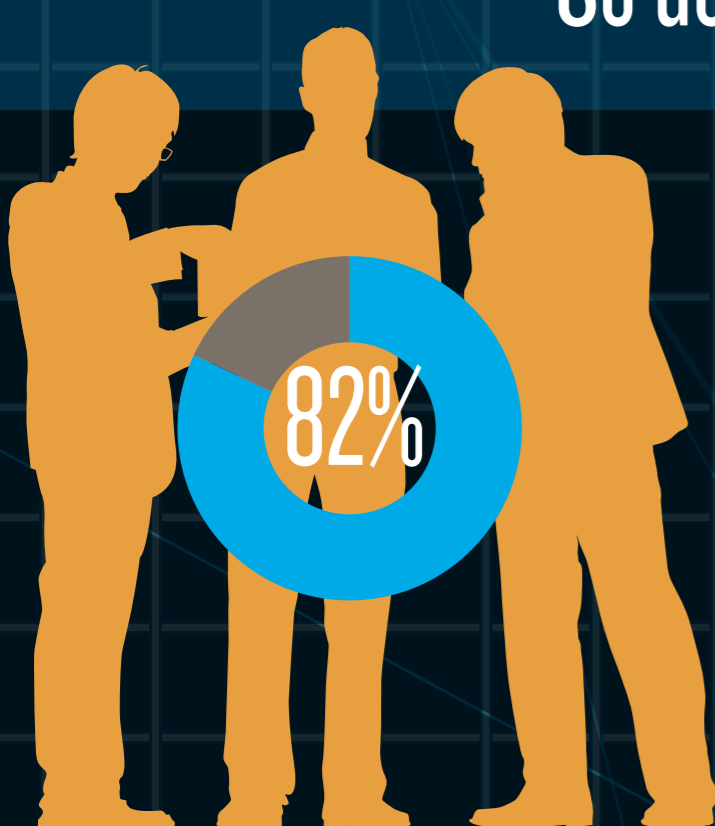
I am confident in my organization's readiness to respond to digital trends

	Early	Developing	Maturing
Agree/strongly agree (have confidence)	2%	60%	13%
Disagree/strongly disagree (lack confidence)	82%	28%	5%
Don't know/neither agree nor disagree	16%	32%	14%

Strategy, people, user focus, and culture can make digital transformation happen

Strategy
Have a roadmap to address all the key elements of digital transformation, then develop a clear strategy that moves beyond efficiency to focus on fundamental transformation of citizen services.

User focus
A key tenet of digital delivery is to start with the user. Develop engagement plans for users that "attract," "engage," and "extend," and employ inherently user-centric agile development methodologies.

Culture
Build a culture that allows room for risk-taking, collaboration, and innovation. Also learn to employ digital trends and technologies to reinforce such a culture.

Leadership
A digitally sophisticated leadership team that understands new-age trends, technologies, and their benefits is a game-changer in an organization's digital transformation.

Workforce development
Digital skills go beyond mere technical ones. Look at new sources of talent and build a workplace that offers an experience in line with the aspirations of the Millennials.

Read the full report on the journey to digital government at
http://dupress.com/articles/digital-transformation-in-government