GROUP 8
ICT SYNDICATE PRESENTATION

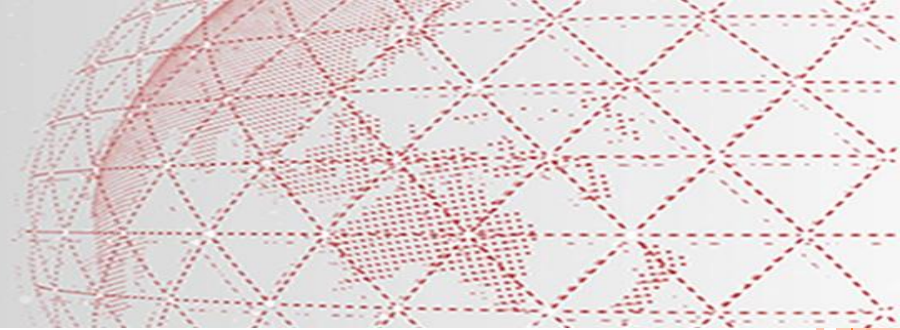## DIGITAL TRANSFORMATION IN GOVERNMENT SERVICES

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DIGITAL TRANSFORMATION

- Digital transformation, in general terms, is explained as **incorporating digital technology into all operational areas**. The result is a fundamental change in how organisations function and interact with customers. It is a radical rethinking of how an organization uses technology in conjunction with processes and people to enhance their performance.

- Usually, sweeping **changes in user expectations** regarding services is the inspiration for an organisation to undertake a digital transformation

TYPES OF DIGITAL TRANSFORMATION

1. Process Transformation

- From data, analytics, APIs, and machine learning to other technologies, much focus within the departments has been on **new ways to reinvent their processes to lower costs, improve quality, or reduce cycle times**. Examples of successful process transformation include companies like Domino's Pizza, where today customers can order from any device. They've entirely reimagined the food ordering process.

2. Business Model Transformation

- Process transformation focuses on finite areas of the business. Business model transformations **aim at the foundational building blocks of how value is delivered in a specific industry**. In essence, companies are using digital transformation to change traditional business models. Examples of this type of reinvention of the business model include Netflix's redesign of video distribution and Apple's reinvention of music delivery: iTunes.

TYPES OF DIGITAL TRANSFORMATION

3. Domain Transformation

- A prominent example of how domain transformation works is the online mega-retailer, **Amazon**. It marched into a new market domain with the launch of Amazon Web Services (AWS) and is currently the largest cloud computing/infrastructure service in a formerly owned field by giants such as IBM and Microsoft.

4. Cultural/Organizational Transformation

- A **redefining of organization mindsets, processes, talent, and capabilities for the digital world is always needed to achieve long-term digital transformation** for any industry. The most successful corporations recognize digital transformation requires a flexible workflow, a decentralized decision-making process, a bias toward testing and learning, and a greater reliance on different business ecosystems.

APPROACHES TO DIGITAL TRANSFORMATION

1. Wait for proof of digital success

- This first approach will help organizations **focused on empirical results**. The difficulty with this approach is the <u>tremendous risk of remaining idle until your digital transformation catches on.</u>

2. Develop an all-inclusive digital strategy

- This approach **focuses on getting the strategy as complete as possible from the start.** It requires a robust long-term plan. The all-inclusive digital transformation strategy focuses on changing the culture and rapidly implementing innovation. It is usually quite an expensive approach with many dangers.

3. Incremental delivery of digital skill

- This approach **focuses on delivering benefits as a company moves toward a potential changing digital destination after identifying an initial target and route**. But <u>as the organization progresses, lessons learned and new inputs are considered</u>, thereby changing the digital goal and sometimes the path to the destination. Therefore, this approach concentrates on delivering a solid yet malleable strategy that can evolve with industry changes throughout its lifetime.
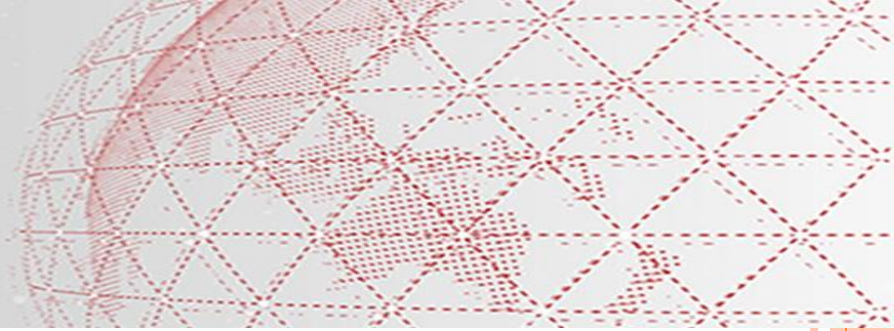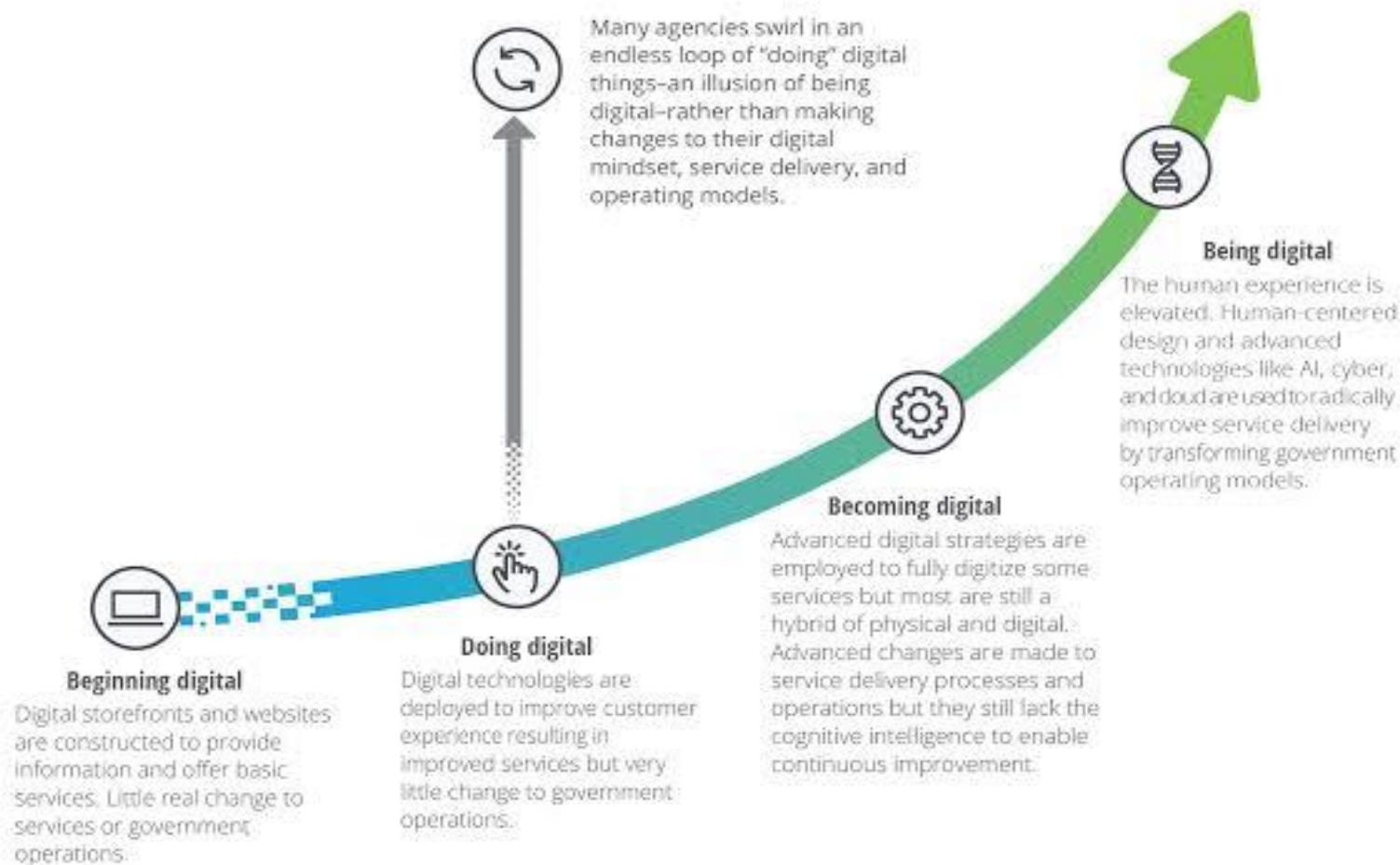
SUITABLE TYPE AND APPROACH FOR MES

- TYPE - **Cultural/Organizational Transformation**

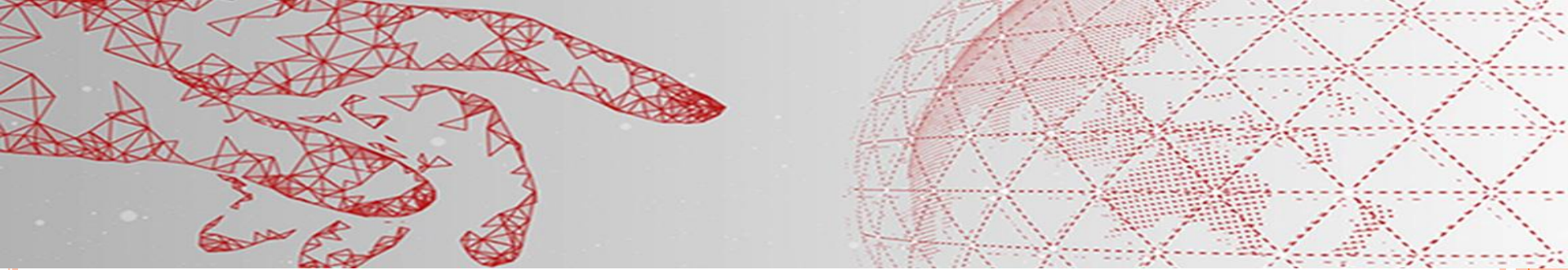- APPROACH- **Incremental delivery of digital skill**

FIGURE 1

Governments must move from "doing" digital to "being" digital

Too many government agencies feel that developing digital services is adequate for becoming a digital organization; however, digital transformation focuses on fundamentally shifting an organization's operations and mindsets from "doing" digital to "being" digital.

Many agencies swirl in an endless loop of "doing" digital things–an illusion of being digital–rather than making changes to their digital mindset, service delivery, and operating models.

Being digital

The human experience is elevated. Human-centered design and advanced technologies like AI, cyber, and cloud are used to radically improve service delivery by transforming government operating models.

Becoming digital

Advanced digital strategies are employed to fully digitize some services but most are still a hybrid of physical and digital. Advanced changes are made to service delivery processes and operations but they still lack the cognitive intelligence to enable continuous improvement.

Doing digital

Digital technologies are deployed to improve customer experience resulting in improved services but very little change to government operations.

Beginning digital

Digital storefronts and websites are constructed to provide information and offer basic services. Little real change to services or government operations.

Source: Deloitte analysis.

ACHIEVING DIGITAL TRANSFORMATION IN GOVERNMENT

- **Use cloud securely**
- **Adapt procurement and budgeting**
- **Cultivate collaboration with IT**
- **Build Advocacy to Manage Change**

WORKFLOW IN MES

○ **Pre Adm planning**

- Demand of Work

- AMWP

- Drawings (Sketch P and Q)

- SOC & BPs

- AE Part -1 and 2

- Adm Approval

WORKFLOW IN MES

○ **Post Adm Planning**

- DCS

- Structural drawings

- Technical Sanction

- Contract Action

- Execution

WORKS IN MES

- Project work
- Maintenance Work

WORKS IN MES

Use of ICT in Project Work

- Centralised server
- Design and Modeling
  - 3D Visualization & Animation technique
- Surveying - Finding suitable locations that have relevant attributes
  - GIS
  - Remote Sensing
- Project Management
  - MS Project & PRIMAVERA(Personalized retrieval and indexing of Media Assets in Virtual Environments for Real-time Access)

Maintenance Work

- **IVRS**

Interactive voice response (IVR) is a technology that allows humans to interact with a computer-operated phone system through the use of voice and DTMF tones input via a keypad.

- **Ticketing System**
- **SCADA**
- **Benefits of above :-**
  - **Accountability**
  - **Transparency**
  - **Responsiveness**
  - **Easy for the user**
  - **Equitable and Inclusive**

ICT IN HR MANAGEMENT

- E1 and E7 section deals with personnel management.
- The methodology is outmoded
- Duplication of efforts
- Transfer of documents like LPC takes time
- Knowledge Management System in DnV cases are non-existant.
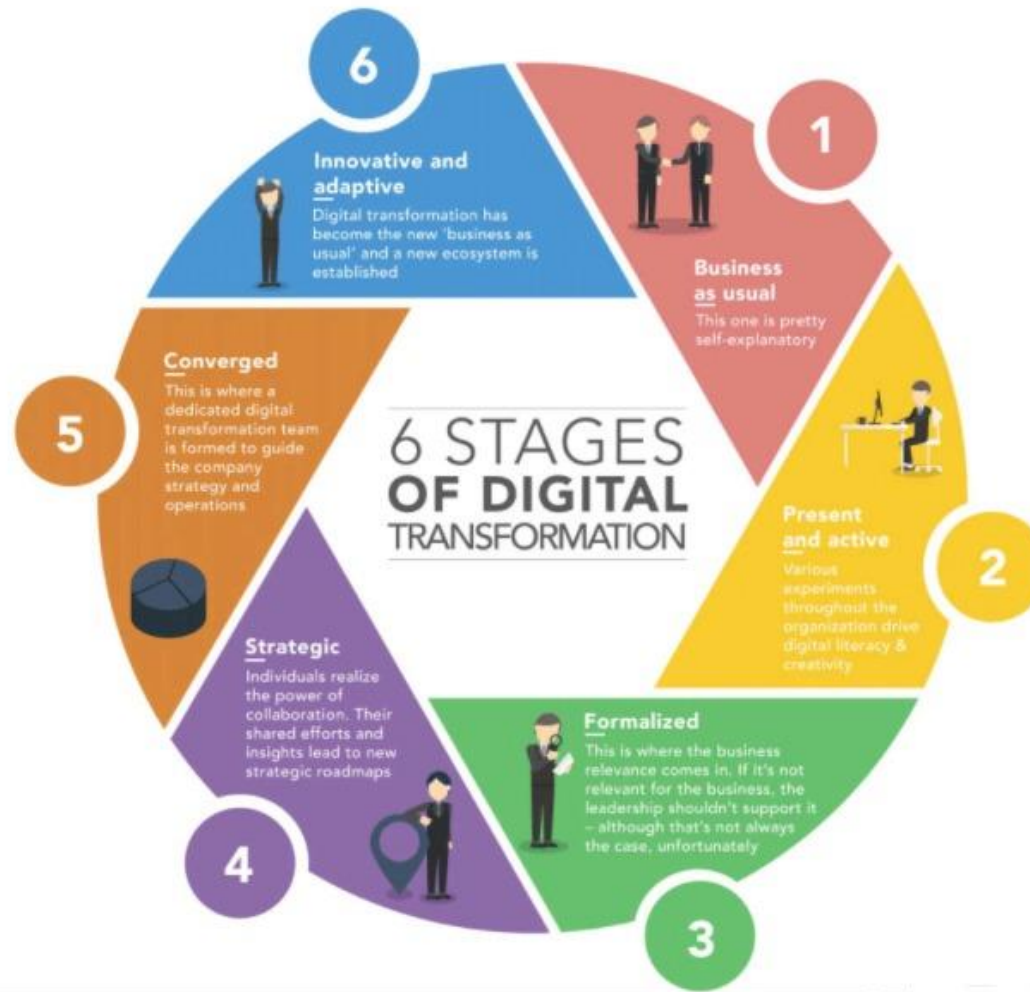
DIGITAL TRANSFORMATION IN HR

- **Why?**
  - Not just for the sake of it
  - To have some tangible benefits
- **The stages of HR transformation**
  - Business as usual
  - Present and active – enhance digital literacy and experiments
  - Formalized
  - Strategic
  - Converged
  - Innovative and adaptive

DIGITAL TRANSFORMATION IN HR

6 STAGES OF DIGITAL TRANSFORMATION

6 — Innovative and adaptive
Digital transformation has become the new 'business as usual' and a new ecosystem is established

1 — Business as usual
This one is pretty self-explanatory

2 — Present and active
Various experiments throughout the organization drive digital literacy & creativity

3 — Formalized
This is where the business relevance comes in. If it's not relevant for the business, the leadership shouldn't support it – although that's not always the case, unfortunately

4 — Strategic
Individuals realize the power of collaboration. Their shared efforts and insights lead to new strategic roadmaps

5 — Converged
This is where a dedicated digital transformation team is formed to guide the company strategy and operations

How to get started?

1.Establish a clear goal

1.Get everyone on board

1.Don't overcomplicate things

1.Prioritize ideas

1.Assess performance

CHALLENGES

Our Present Capabilities

Data Security

Cyberthreats

Anonymity

Social Disconnect

Work Life Balance

CHALLENGES

Data Security

- Breach and Hacking
- National Security is at stake
- Hence all models should always be kept in line with latest technologies

Our Present Capabilities

- Human Resources
- Servers
- Complexity leads to outsourcing
- The journey of digital evolution, start with local level

Thank you!