



Government Digital Transformation: MDA level Digitalization Plan

By the Department of ICT (DICT)

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Connected to the World***

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Concepts



Digitization

- process of converting analog information into digital format
- (form of data)



Digitalization

- use of digital technologies to change business processes, enhance efficiency, and improve overall operations.
- Integration of digital technologies into various aspects of an organization to optimize and streamline operations.
- (improve processes)



Digital Transformation

- a strategic, holistic change in an organization to leverage digital technologies for fundamental improvements and innovation.
- It involves a cultural shift, organizational change, and the adoption of new technologies to drive innovation and create new value.
- (reimagining the business)

Digital Transformation



DIGITAL TRANSFORMATION IS A JOURNEY

- * It is also a journey that continues as long as there is technological change & innovation
- * We have to start somewhere!
- * MDAs, will be at different stages in this journey & will evolve at different speeds
- * Observation: There is still a lot of scope for optimizing business processes in MDAs (i.e. there is still digitalization to be done)
- * MDAs determine the success of their digital transformation

Strategic Direction



NDS (National Development Strategy)

- Digitalize Government services to increase access and public engagement:
 - Embed digitalization to improve efficiency of the public service.
 - Embed the principles of OGP within the government processes

World Bank Digital Government & Digital Economy Diagnostic Surveys (2018/2019)

Digital Economy Agenda

- Digital Platforms dimension Strategic Action Plan
- Digital Government: Delivery of Government services through digital channels

Strategic Direction



- * **A digital delivery channel for every public service provided (i.e. get to where Planning Authority is)**
- * **Every such service should allow its concerned client to view the status of its case (i.e. where it is in the process & which party is dealing with it)**

Governance Framework



DESC (Digital Economy Steering Committee)

- Ensures alignment with overall Digital Economy Agenda
- Prioritizes resource allocation for projects & initiatives
- Supports coordination at inter-Governmental level



National Planning Department

- Analysis of plans
- Tracks projects & keeps DESC updated on projects / initiatives
- Leverages specialist partners (e.g. PSB, DICT etc.)



DICT

- Advice, Guidance & Support
- Technical standards & architecture



MDAs

- As part of their strategic planning process; address digitalization & formulate a plan for this
- Identify projects related to digitalization required
- Implementation of funded projects
- Monitoring & Evaluation

Digitalization Plan



- (i) MDA strategic planning process exercise: Also need to have a digitalization plan. Template to be used is similar to that of a strategic plan;**



Microsoft Word
Document

- (ii) Specific context of application for the plan:**

- (i) Situational analysis: Identification of main lines of business / services of the MDA**
- (ii) Associated SOPs of the services & document workflows**
- (iii) Identify specific challenges / problems / weaknesses related to the delivery of the services & legal / policy implications**
- (iv) Re-engineer the business process of the service to optimize efficiency of delivery & bring additional or new value to the delivery of the service**
- (v) Identification of digital solutions / projects addressing back-office/line of business support & digital delivery channel/s for the services**
- (vi) The 'plan' consists of the collection of projects / interventions to be undertaken**

Project Proposals



- (iii) Approval of systems / solutions: MDAs (budget dependent entities) submit to DESC (through National Planning Department) for clearance & resource allocation:**

Project Proposal Document:

(Project Title, Objectives, Background & Rationale, Description, Budget, Outcomes, KPIs & Plan of Work)

+ Appendices:

- SOP & Workflow of existing service / process being targeted**
- Re-Engineered Workflow**

Things to take into consideration



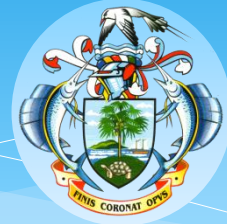
- * Existing National Digital ID solution with Digital Signing capability;
- * Existing Government EDMS (Electronic Document Management System);
- * Single data capture: capture once & multiple reuse;
- * Integration & interoperability of systems;
- * Common standards & architecture;
- * Security & Personal Data Protection by design;
- * Automation;
- * Government data security: Government data warehouse;
- * Consolidated Infrastructure as much as possible;
- * Good connectivity nationally.

Implementation Roll Out



- * **Schedule and timeframe for MDAs to produce their digitalization plan to be communicated in due course;**
- * **MDAs can start collecting base information that will be required in the formulation of the plan (i.e. identification of main services, SOPs, document workflows & identification of challenges/weaknesses in the delivery of these services);**
- * **Mechanism for providing support to MDAs requesting assistance to be communicated.**

Questions





Department of Information & Communications Technology (DICT)

P.O Box 737, 3rd Floor, Caravelle House,
Manglier Street, Victoria

TEL No: + (248) 286600, Telefax No: +(248) 322720

Email: psoffice@ict.gov.sc

Website : <http://www.ict.gov.sc>