

DIGITAL GOVERNMENT TRANSFORMATION

Australia Survey Data Analysis
Public Sector Research Group

October 2015



OVERVIEW - AUSTRALIA

Top driver

Citizen demands

Top 3 barriers

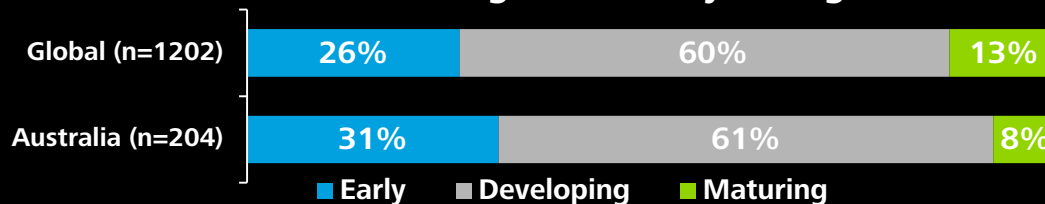
1. Insufficient funding
2. Too many competing priorities
3. Lack of an overall strategy

Insights

- Only 27 percent Australian agencies feel confident about their organization's readiness to respond to digital trends
- Most Australian agencies use experiments/pilots for digital implementation, a deviation from the more pervasive 'top down from central senior leadership team' approach

Maturity

Digital Maturity Rating



“Interacting with the government should be as easy as Internet banking or ordering a taxi through an app.”

— Prime Minister Malcolm Turnbull on launching the Digital Transformation Office

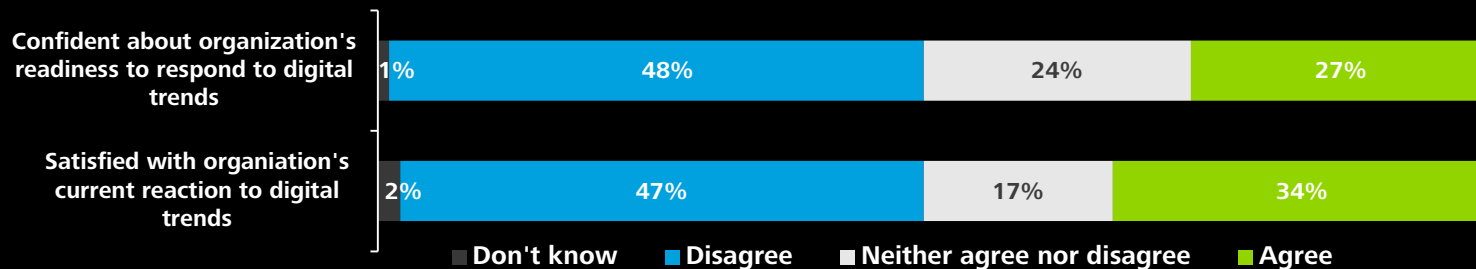
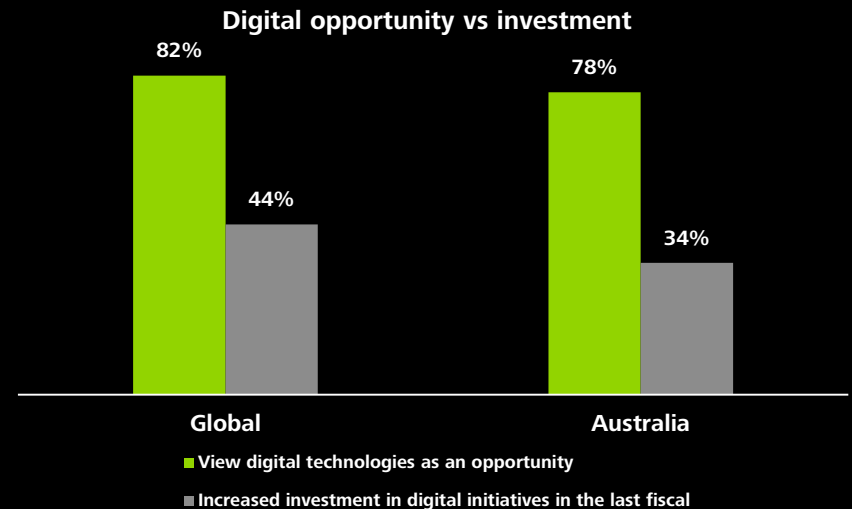
READINESS AND RESPONSE

Have a clear and coherent digital strategy?	
Global	46%
Australia	35%

Objectives of digital strategy	% agree
1. Improve customer/citizen experience and engagement, and transparency	74%
2. Increase efficiency	73%
3. Create or access valuable information or insights to improve decision making	60%
4. Create or access valuable information or insights for innovation	56%
5. Fundamentally transform our organization processes and/or organization model	52%

54 percent say that digital trends are improving their organization's ability to respond to threats and opportunities

80 percent say their digital capabilities are behind the private sector



36% confident globally
37% satisfied globally

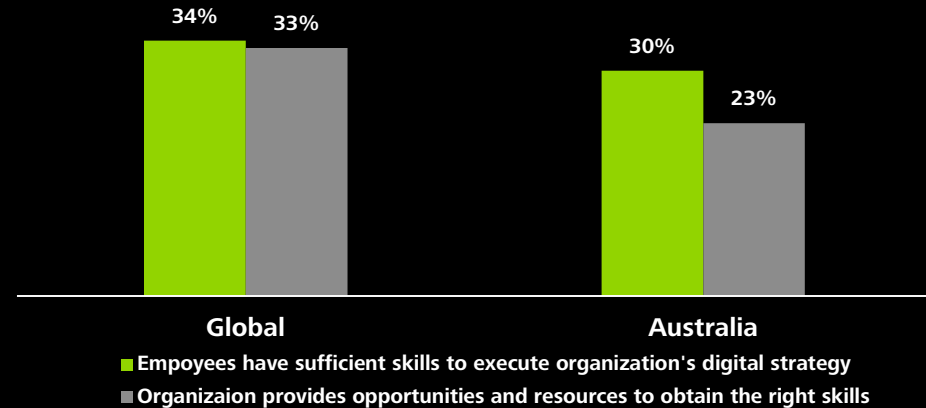
LEADERSHIP, WORKFORCE AND SKILLS

84% find workforce and skills to be a challenging area to manage in their organization's transition to digital

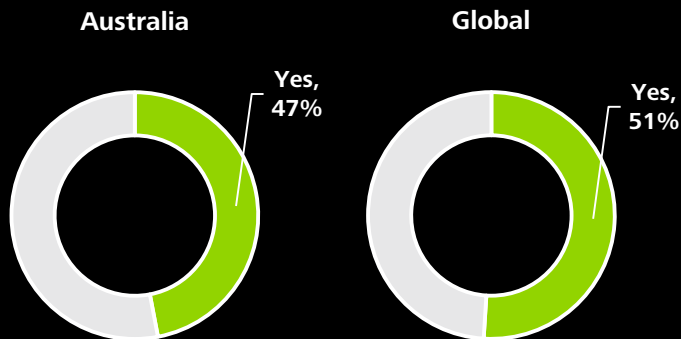
43% say that leadership understands digital trends and technologies

34% say that their leaders have sufficient skills to lead the organization's digital strategy

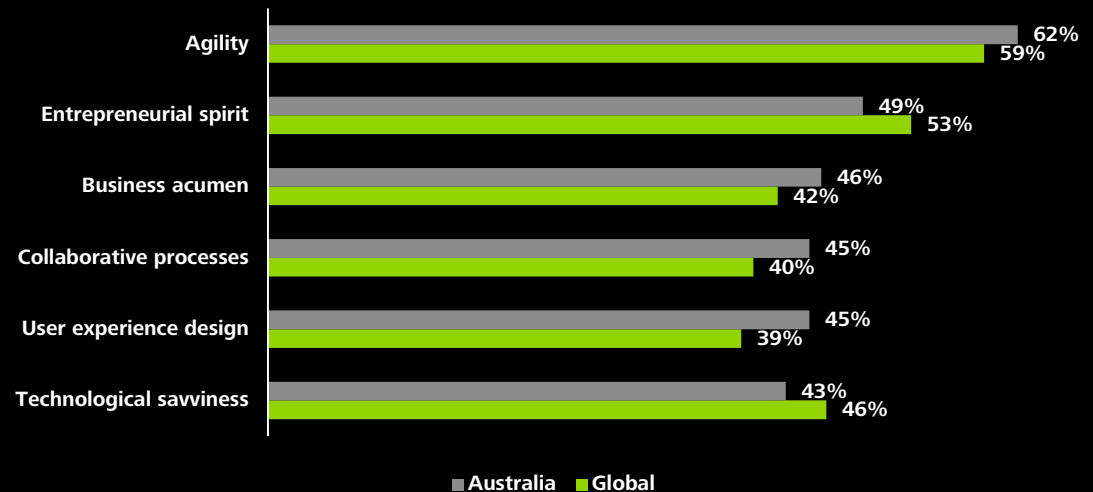
Digital skills vs investment in workforce



Does a single person or group have the responsibility to oversee/manage your organization's digital strategy?



Workforce-skills lacking

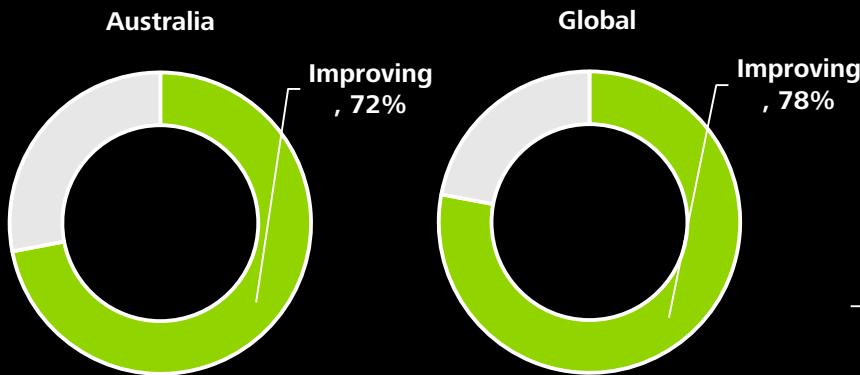


CUSTOMER/CITIZEN-FOCUS

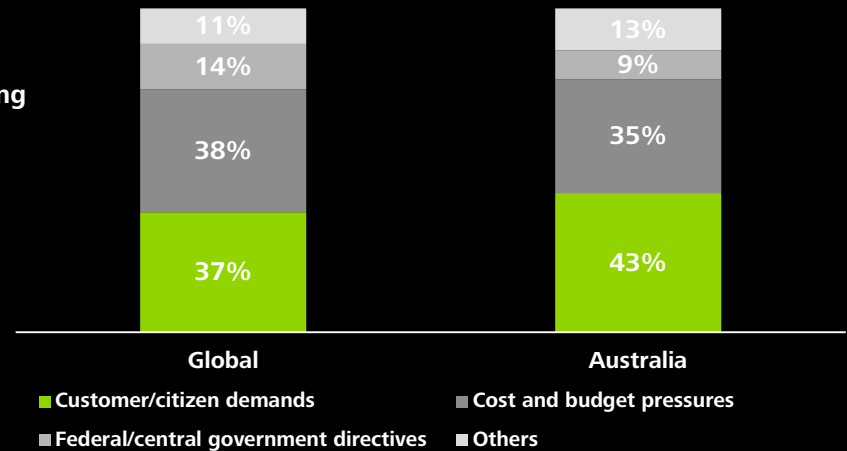
80% say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

74% say improving customer/citizen experience and transparency is an objective of their organization's digital strategy

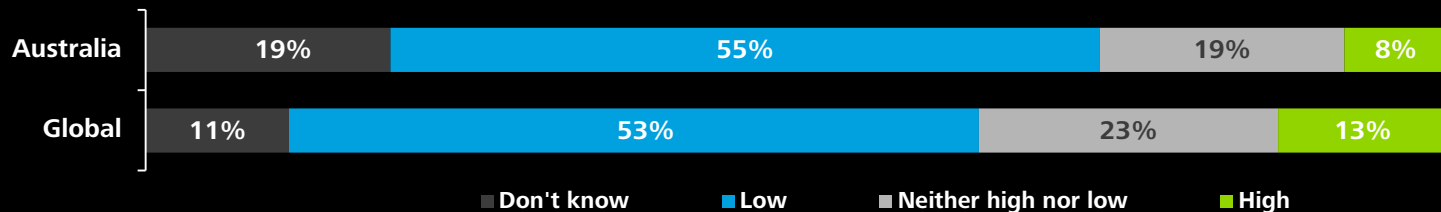
How are digital trends impacting your organization's customer/citizen service quality?



What is the biggest driver of digital transformation?



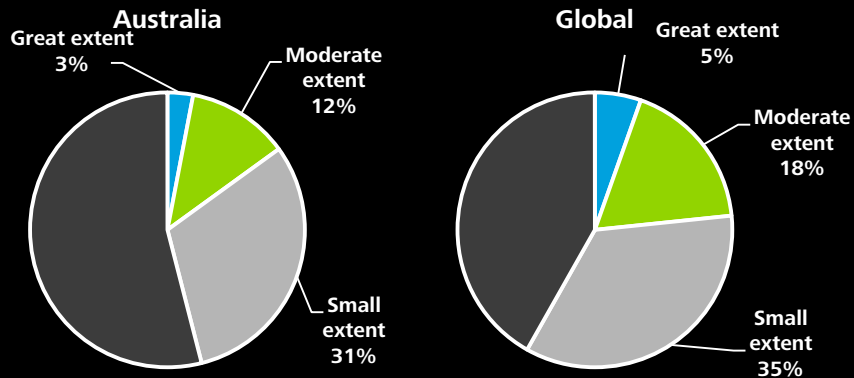
What is the level of customer/citizen involvement in co-creating digital services for your organization?



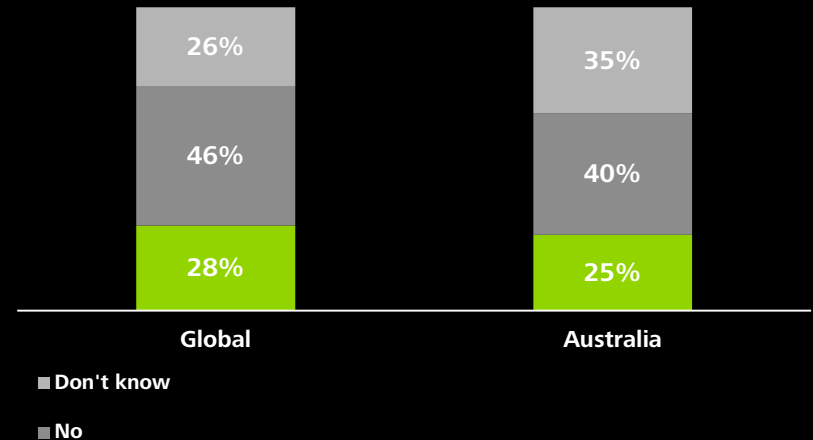
CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

86% find culture to be a challenging area to manage in their organization's transition to digital

To what extent does your organization use open source technology to deliver digitally transformed services?

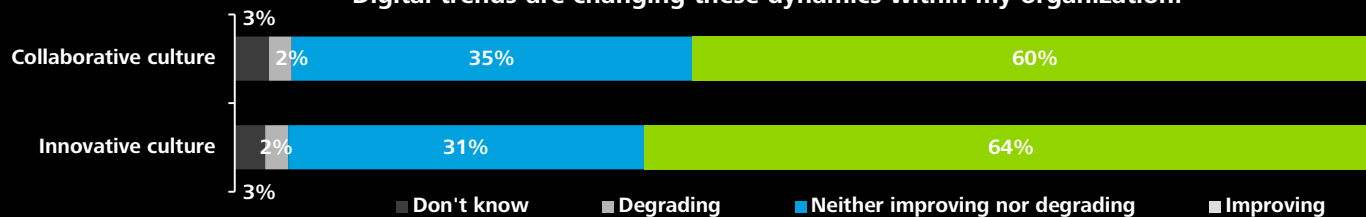


Is the transition to digital altering your organization's attitude towards risk?



78% say that digital technologies and capabilities enable employees at their organization to work better with other employees

Digital trends are changing these dynamics within my organization:



67% globally say digital trends improve collaborative culture

65% globally say digital trends improve innovative culture

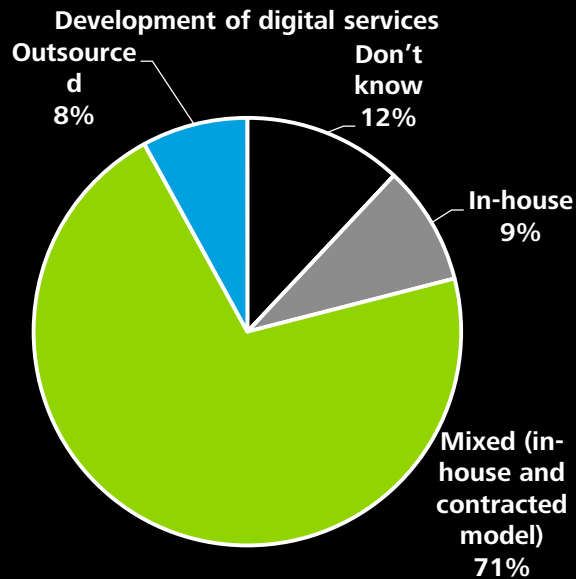
PROCUREMENT

73% find procurement to be a challenging area to manage in their organization's transition to digital

68% say that government procurement needs to change significantly or very significantly to accommodate digital transformation

28% say that they are satisfied with the community of vendors that currently serves the digital government marketplace

Top 3 obstacles to better procurement practices in the digital age	
Australia	Global
1. Rules/regulations	1. Rules/regulations
2. Lack of flexibility	2. Lack of flexibility
3. Procurement skill sets	3. Procurement skill sets



In what ways does procurement need to change to enable digital transformation?

