

A dark, grayscale photograph of a historic European city street, likely in Belgium, featuring a canal in the foreground and several Gothic-style buildings with tall spires and ornate facades. The scene is dimly lit, creating a moody atmosphere.

DIGITAL GOVERNMENT TRANSFORMATION

Belgium Survey Data Analysis
Public Sector Research Group

October 2015

OVERVIEW - BELGIUM

Top driver

Citizen demands

Top 3 barriers

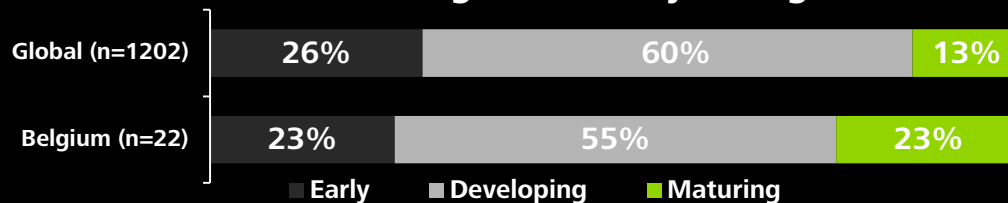
1. Insufficient funding
2. Too many competing priorities
3. Lack of an overall strategy

Insights

- Only about 27 percent of organizations have increased investments in their digital initiatives over the last fiscal year, much less than the global average of 44 percent
- Satisfaction with the community of vendors is extremely low

Maturity

Digital Maturity Rating



“...it’s all about working together and sharing know-how. Because tomorrow’s network economy cannot be entrapped in yesterday’s structures.”

— Alexander De Croo, Minister for the Digital Agenda on ‘Digital Belgium’ action plan

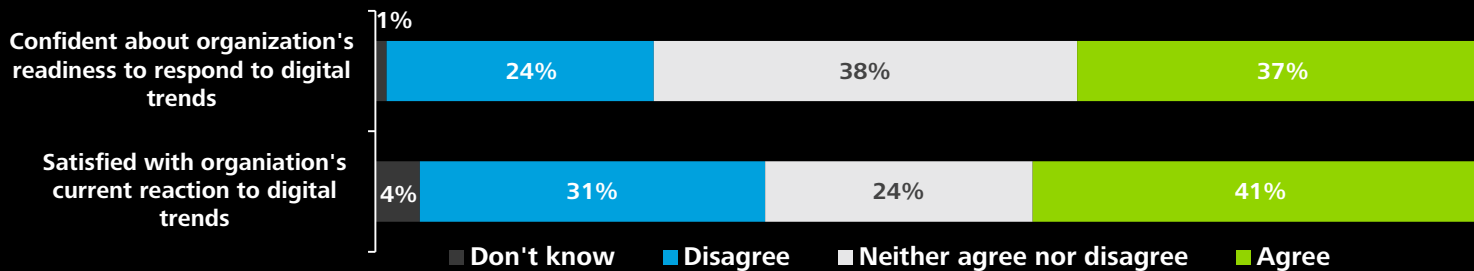
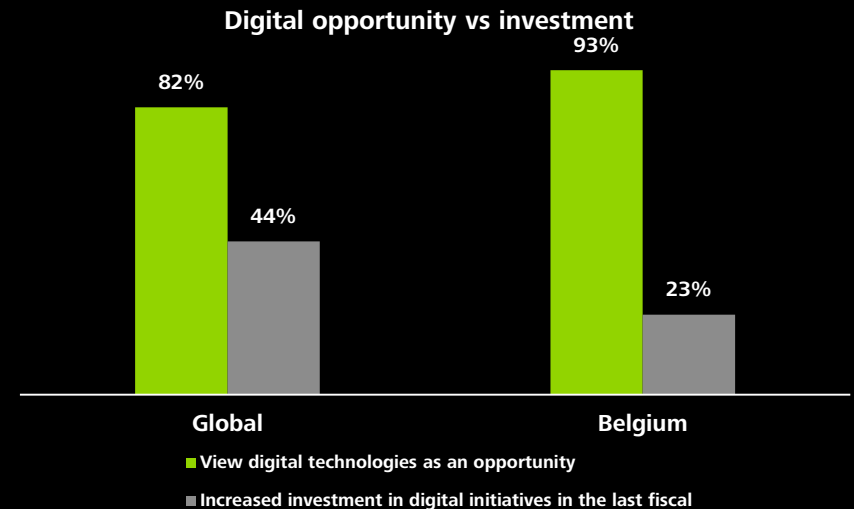
READINESS AND RESPONSE

Have a clear and coherent digital strategy?	
Global	46%
Belgium	55%

Objectives of digital strategy	% agree
1. Increase efficiency	90%
2. Improve customer/citizen experience and engagement, and transparency	90%
3. Create or access valuable information or insights to improve decision making	70%
4. Fundamentally transform our organization processes and/or organization model	55%
5. Create or access valuable information or insights for innovation	50%

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

52 percent say their digital capabilities are behind the private sector



36% confident globally
37% satisfied globally

LEADERSHIP, WORKFORCE AND SKILLS

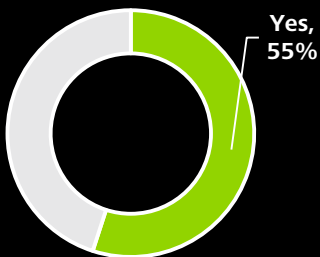
90% find workforce and skills to be a challenging area to manage in their organization's transition to digital

55% say that leadership understands digital trends and technologies

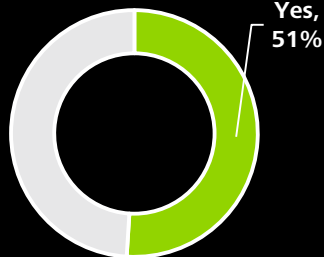
34% say that their leaders have sufficient skills to lead the organization's digital strategy

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

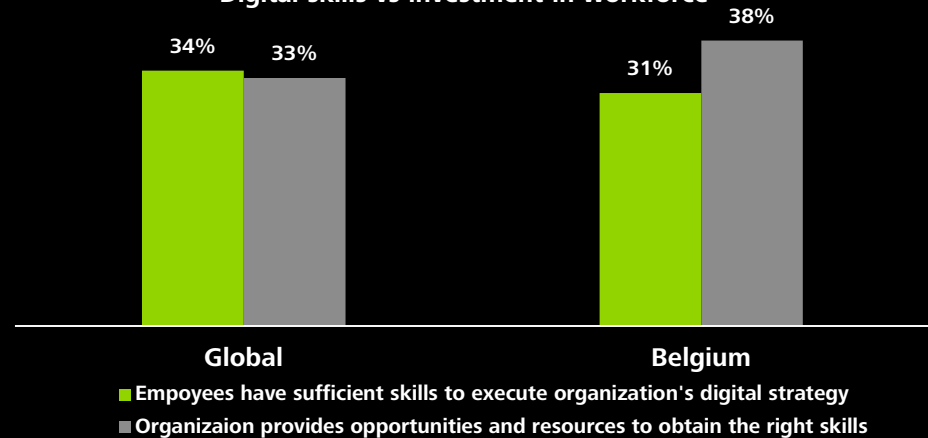
Belgium



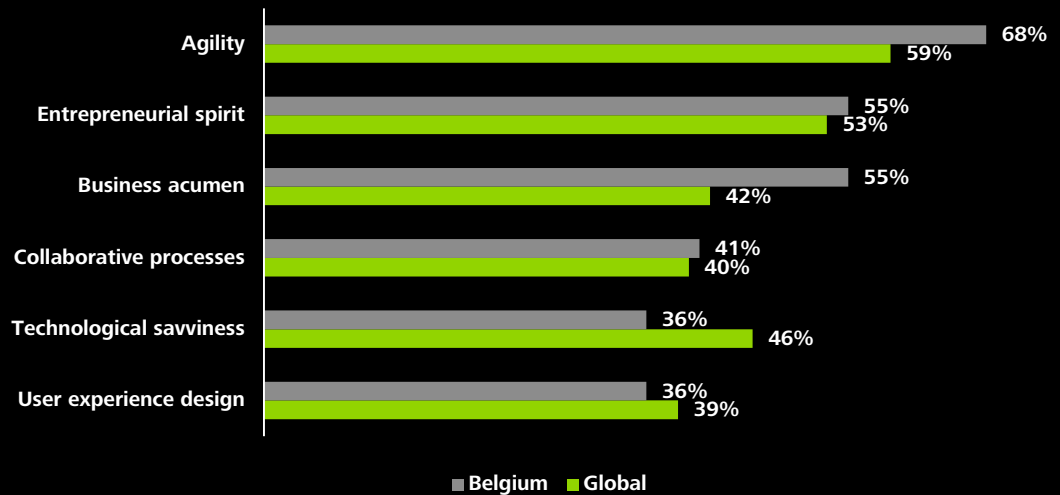
Global



Digital skills vs investment in workforce



Workforce-skills lacking

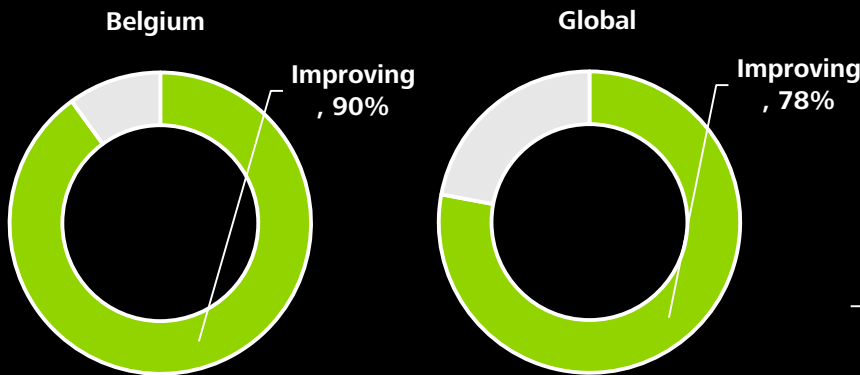


CUSTOMER/CITIZEN-FOCUS

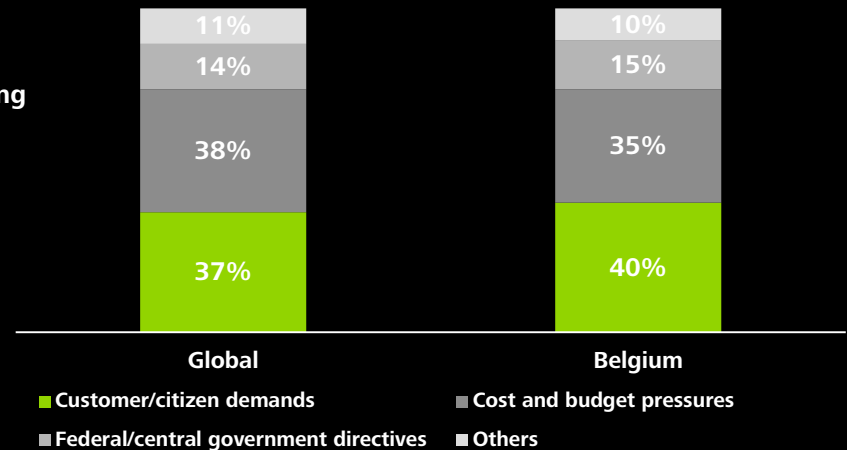
86% say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

90% say improving customer/citizen experience and transparency is an objective of their organization's digital strategy

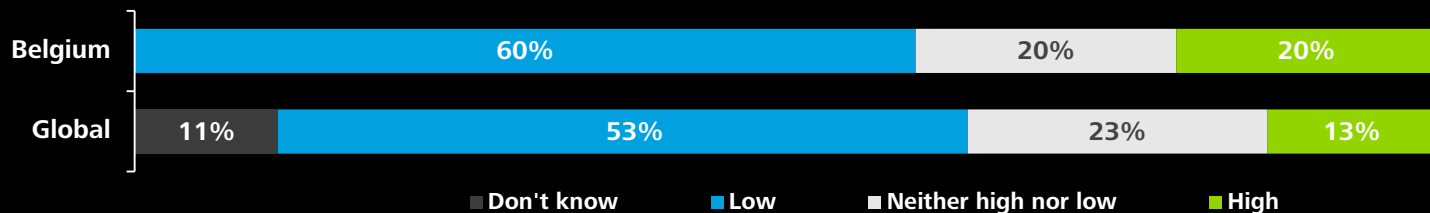
How are digital trends impacting your organization's customer/citizen service quality?



What is the biggest driver of digital transformation?



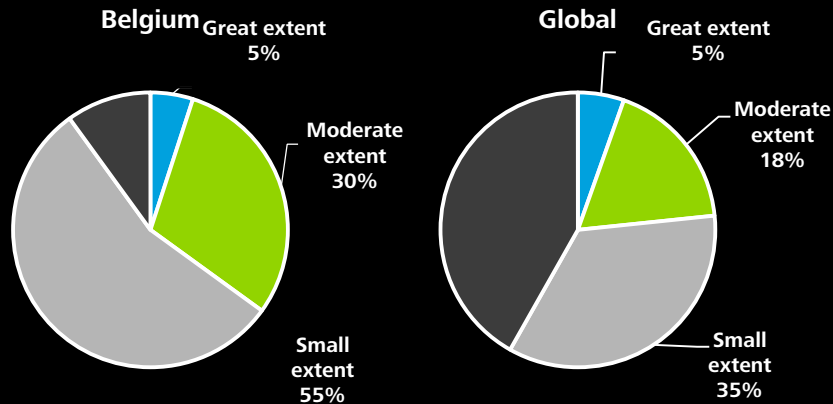
What is the level of customer/citizen involvement in co-creating digital services for your organization?



CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

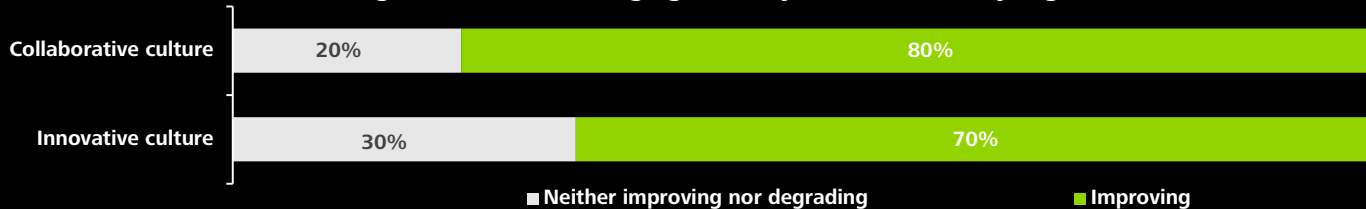
65% find culture to be a challenging area to manage in their organization's transition to digital

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

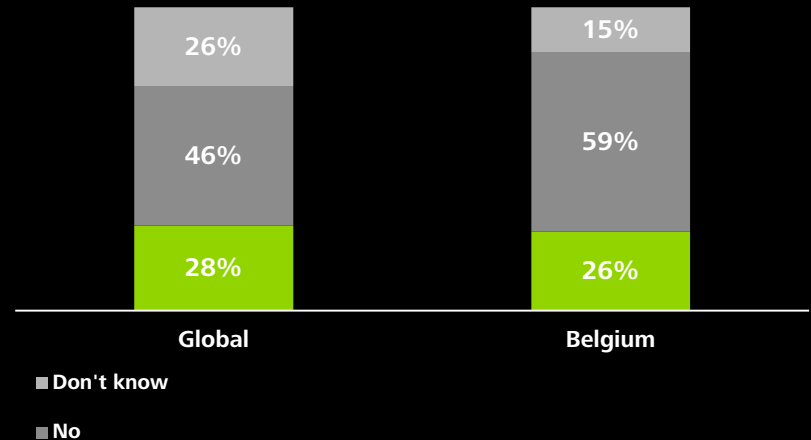


73% say that digital technologies and capabilities enable employees at their organization to work better with other employees

Digital trends are changing these dynamics within my organization:



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



67% globally say digital trends improve collaborative culture

65% globally say digital trends improve innovative culture

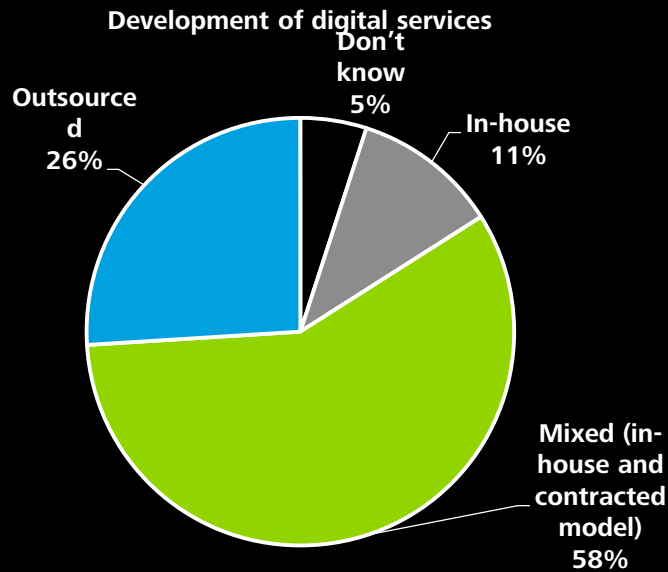
PROCUREMENT

80% 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

12% 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	
Belgium	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?

