



# DIGITAL GOVERNMENT TRANSFORMATION

Ireland Survey Data Analysis  
Public Sector Research Group

October 2015

# OVERVIEW - IRELAND

## Top driver

Customer/citizen demands

## Top 3 barriers

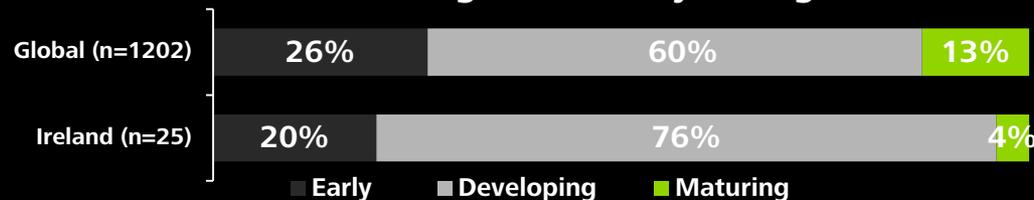
1. Too many competing priorities
2. Lack of an overall strategy
3. Insufficient funding

## Insights

- All organizations in Ireland find workforce/skills to be a challenging area to manage in their organization's transition to digital
  - User experience design is a critical skill lacking in the workforce
- Nearly half the organizations do not engage executives other than HR staff in recruitment of digital talent

## Maturity

### Digital Maturity Rating



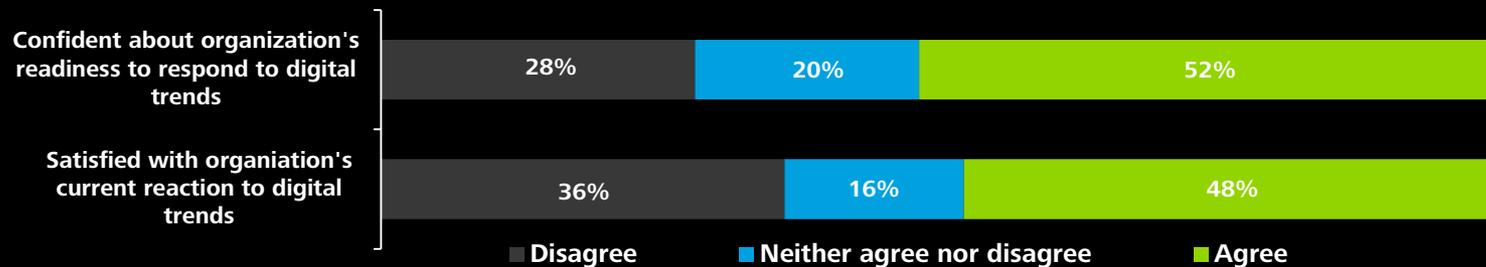
"Government needs to embrace the potential improvements offered by emerging technologies, like smartphones and tablet devices, that are transforming the ways in which we access information and services. We live in an increasingly connected age, and Government needs to look at how new technologies can improve how we conduct our business and serve the public."

— *Brendan Howlin TD, Minister for Public Expenditure and Reform*

# READINESS AND RESPONSE

Have a clear and coherent digital strategy?	
Global	46%
Ireland	36%

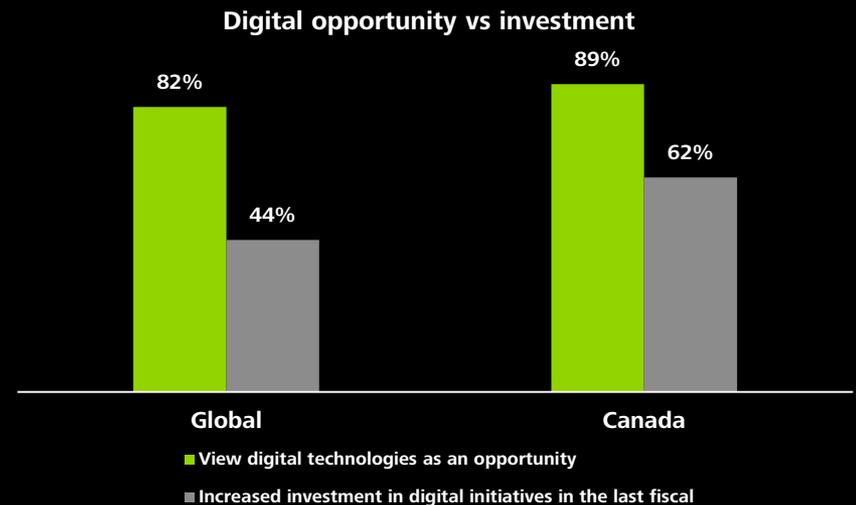
Objectives of digital strategy	% agree
1. Improve customer/citizen experience and engagement, and transparency	91%
2. Increase efficiency	87%
3. Create or access valuable information or insights to improve decision making	78%
4. Fundamentally transform our organization processes and/or organization model	61%
5. Create or access valuable information or insights for innovation	55%



**36%**  
confident globally  
**37%**  
satisfied globally

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

**56 percent** say their digital capabilities are behind the private sector



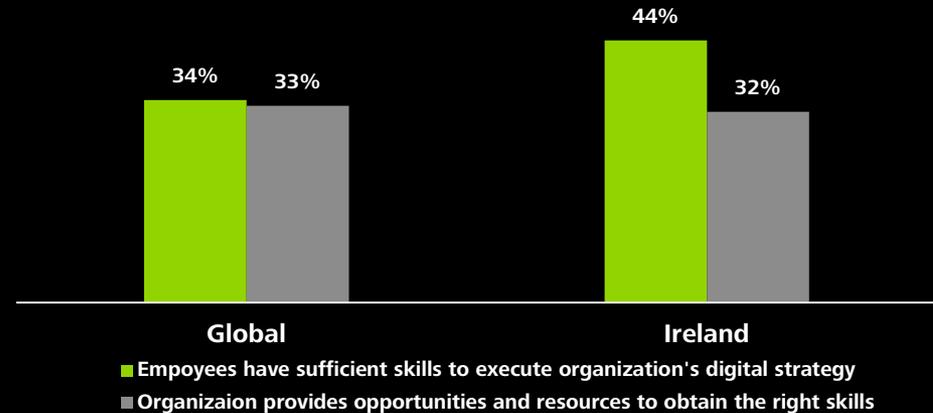
# LEADERSHIP, WORKFORCE AND SKILLS

**100%** find workforce and skills to be a challenging area to manage in their organization's transition to digital

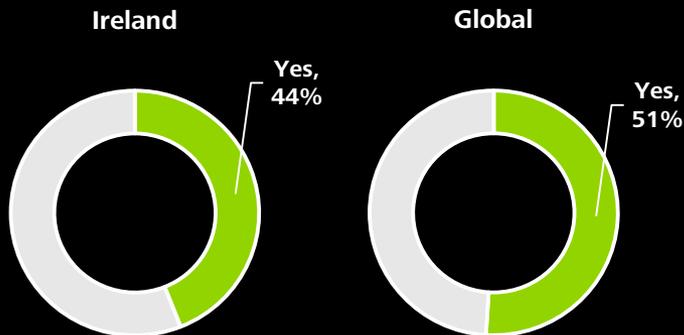
**65%** say that leadership understands digital trends and technologies

**48%** say that their leaders have sufficient skills to lead the organization's digital strategy

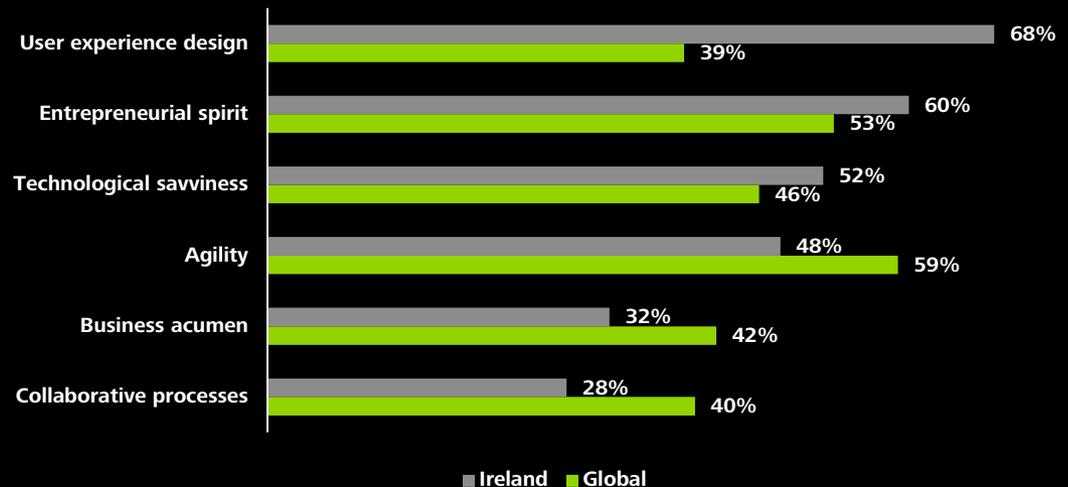
Digital skills vs investment in workforce



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



Workforce-skills lacking

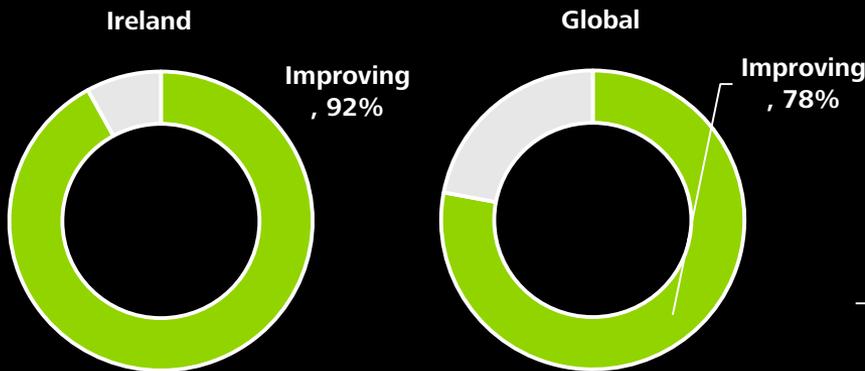


# CUSTOMER/CITIZEN-FOCUS

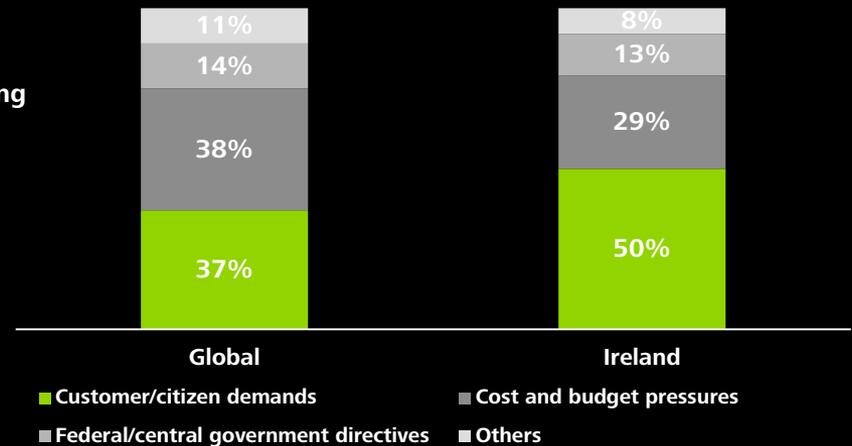
**84%** say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

**91%** 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?



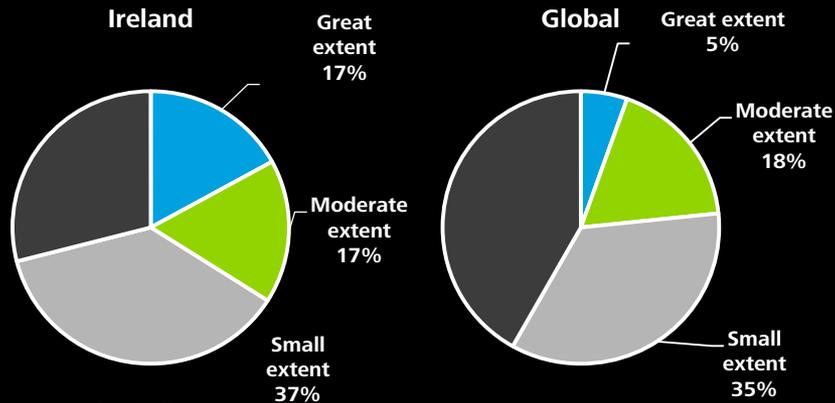
What is the level of customer/citizen involvement in co-creating digital services for your organization?



# CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

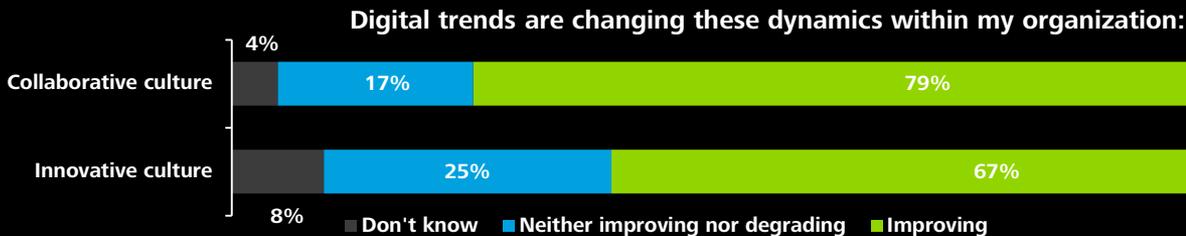
**75%** find culture to be a challenging area to manage in their organization's transition to digital

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



**80%** say that digital technologies and capabilities enable employees at their organization to work better with other employees

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



**67%** globally say digital trends improve collaborative culture

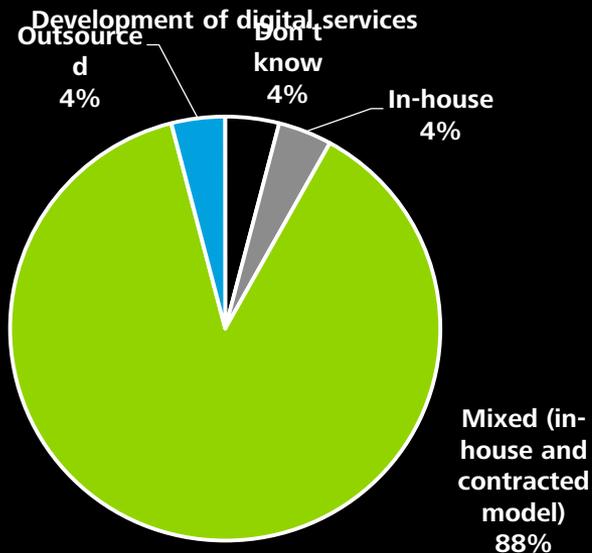
**65%** globally say digital trends improve innovative culture

# PROCUREMENT

**87%** find procurement to be a challenging area to manage in their organization's transition to digital

**70%** say that government procurement needs to change significantly or very significantly to accommodate digital transformation

**43%** 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

Ireland	Global
1. Lack of flexibility	1. Rules/regulations
2. Rules/regulations	2. Lack of flexibility
3. Procurement skill sets	3. Procurement skill sets

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

