



DIGITAL GOVERNMENT TRANSFORMATION

New Zealand Survey Data Analysis
Public Sector Research Group

October 2015

Deloitte
Digital

OVERVIEW – NEW ZEALAND

Top driver

Citizen demands

Top 3 barriers

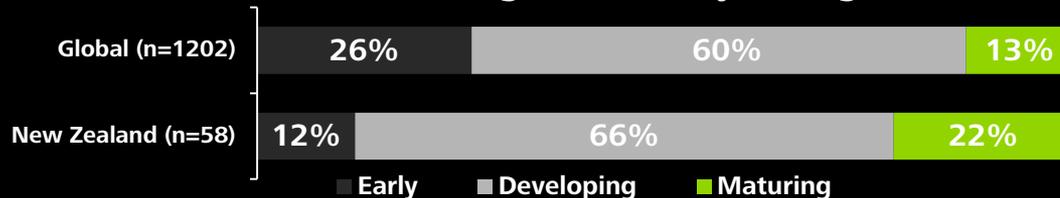
1. Too many competing priorities
2. Lack of organizational agility
3. Security concerns

Insights

- 64 percent organizations report an increase in investment in digital initiatives over the last fiscal year
- A little over half the organizations find the transition to digital is positively impacting their attitude toward risk.
- Nearly half of the respondents say that their organization provides them with resources or opportunities to acquire the right digital skills

Maturity

Digital Maturity Rating



“Customers expect service delivery from the government that is increasingly digital, responsive, and personalized.”

— Colin MacDonald, CIO New Zealand

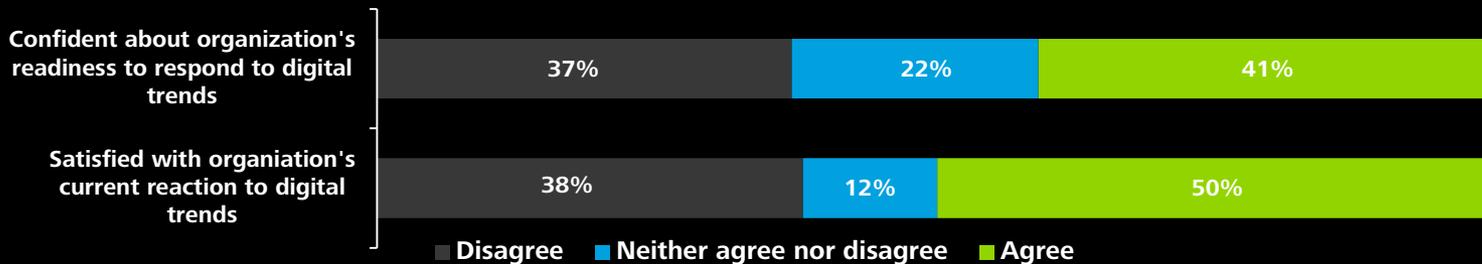
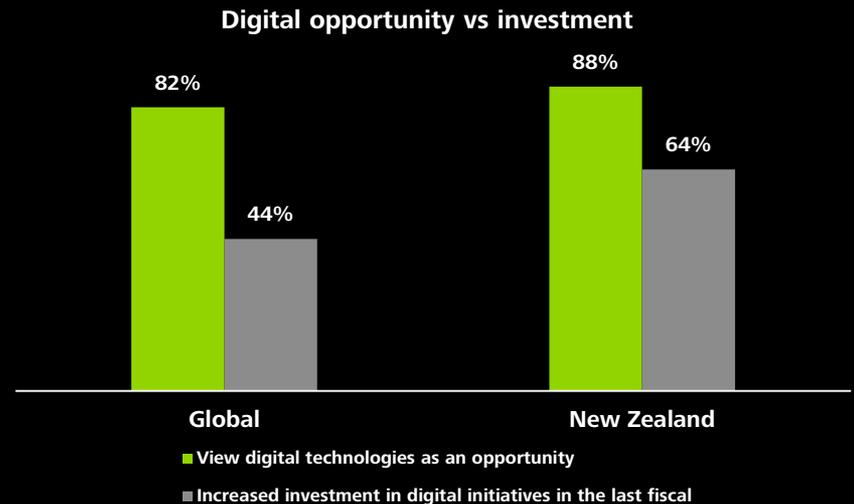
READINESS AND RESPONSE

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

Objectives of digital strategy	% agree
1. Increase efficiency	91%
2. Improve customer/citizen experience and engagement, and transparency	84%
3. Create or access valuable information or insights to improve decision making	79%
4. Fundamentally transform our organization and/or organization model	71%
5. Create or access valuable information or insights for innovation	69%

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

67 percent say their digital capabilities are behind the private sector



36% confident globally
37% satisfied globally

LEADERSHIP, WORKFORCE AND SKILLS

93% find workforce and skills to be a challenging area to manage in their organization's transition to digital

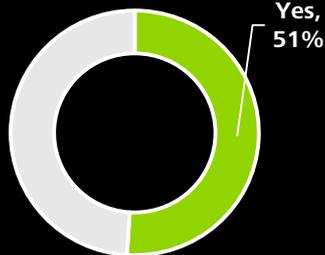
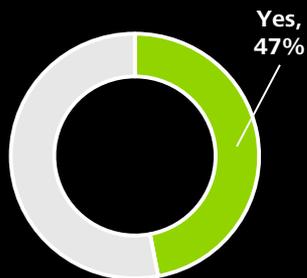
57% say that leadership understands digital trends and technologies

42% say that their leaders have sufficient skills to lead the organization's digital strategy

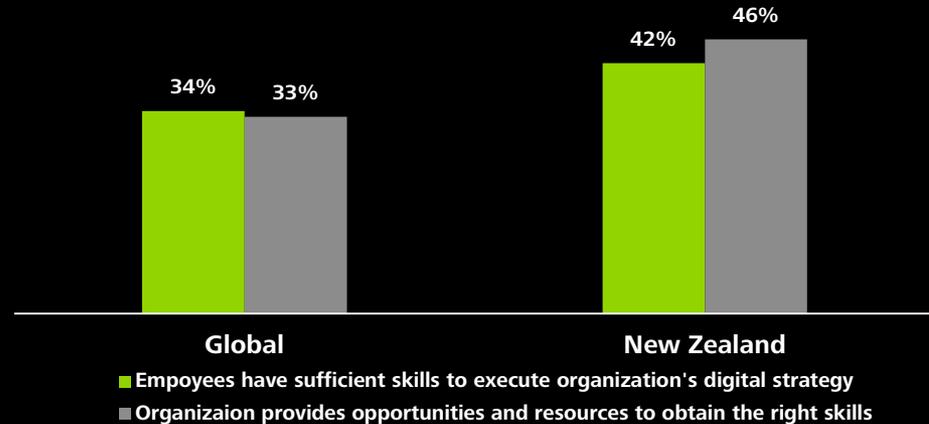
Does a single person or group have the responsibility to oversee/manage your organization's digital strategy?

New Zealand

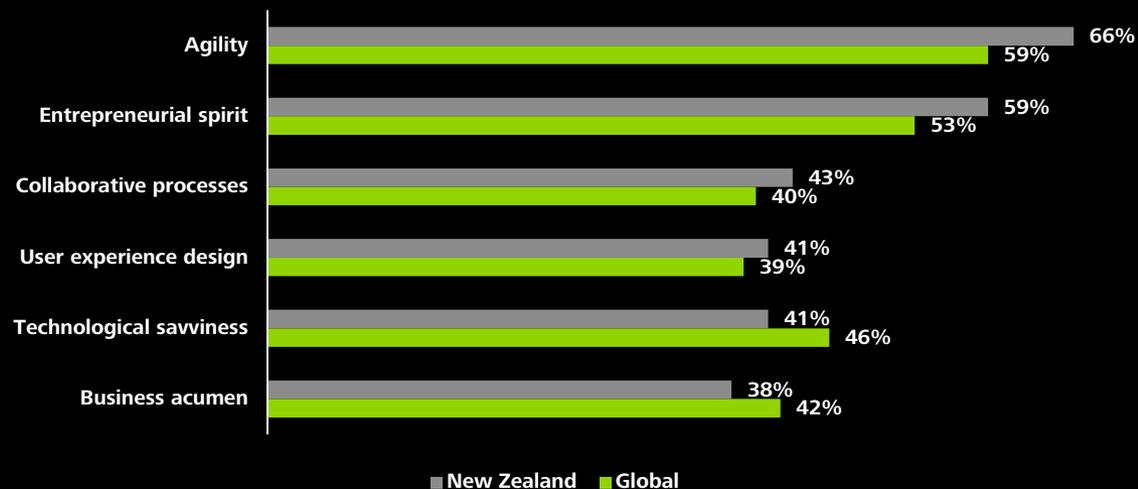
Global



Digital skills vs investment in workforce



Workforce-skills lacking

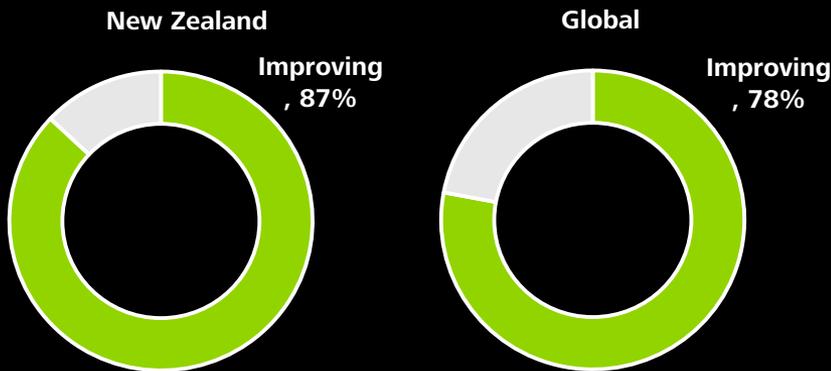


CUSTOMER/CITIZEN-FOCUS

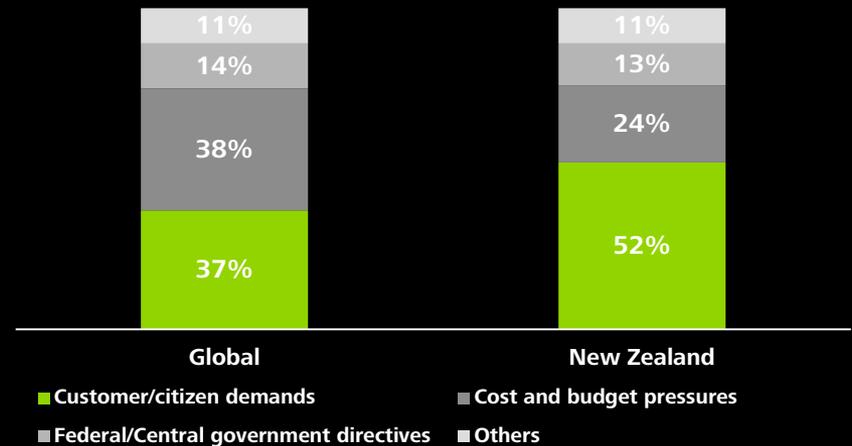
91% say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

84% say improving customer/citizen experience and transparency is an objective of their organization's digital strategy

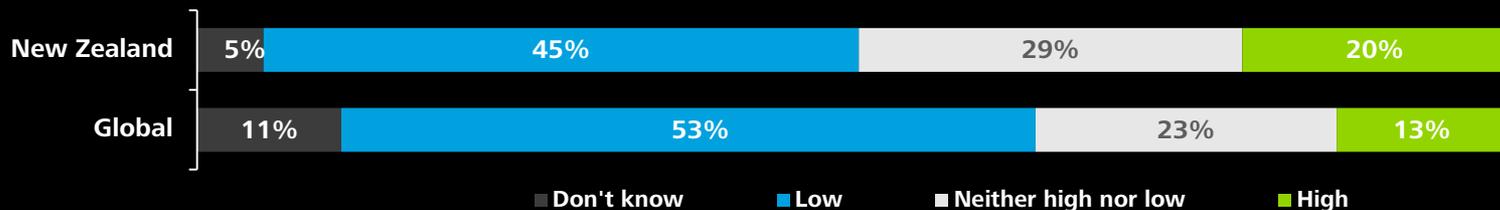
How are digital trends impacting your organization's customer/citizen service quality?



What is the biggest driver of digital transformation?



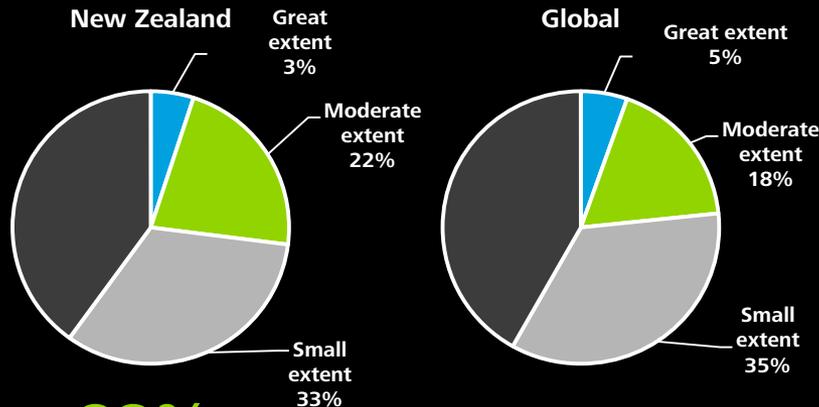
What is the level of customer/citizen involvement in co-creating digital services for your organization?



CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

90% 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?

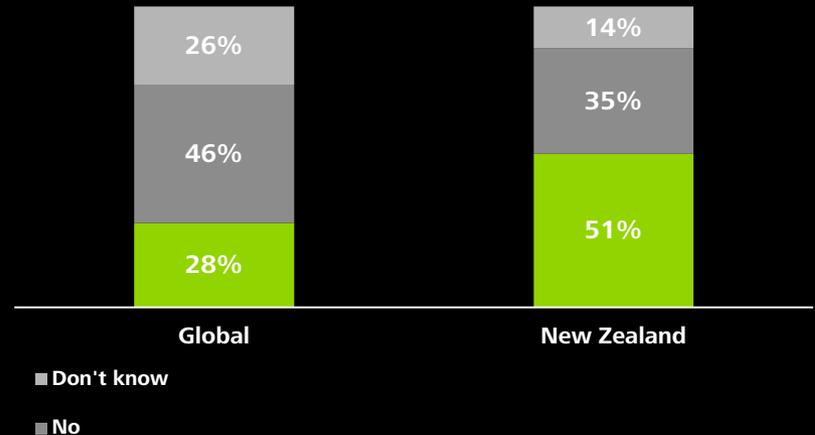


88% say that digital technologies and capabilities enable employees at their organization to work better with other employees

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

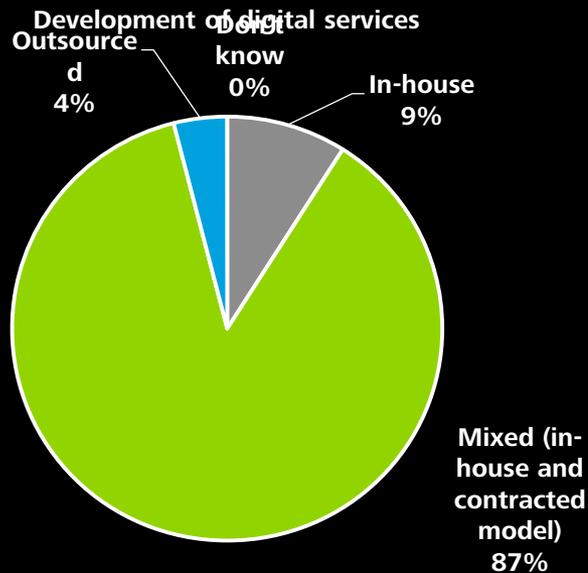
65% globally say digital trends improve innovative culture

PROCUREMENT

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

63% say that government procurement needs to change significantly or very significantly to accommodate digital transformation

39% 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

New Zealand	Global
1. Rules/regulations	1. Rules/regulations
2. Lack of flexibility	2. Lack of flexibility
3. Vendor behavior	3. Procurement skill sets

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

