

A black and white photograph of the Tower Bridge in London at night. The bridge's two massive towers are illuminated, and the suspension cables are visible against the dark sky. The bridge spans across the water, with the city lights visible in the background.

# DIGITAL GOVERNMENT TRANSFORMATION

UK Survey Data Analysis  
Public Sector Research Group

October 2015

Deloitte.  
Digital

# OVERVIEW – UNITED KINGDOM

## Top driver

Cost + Budget pressures

## Top 3 barriers

1. Insufficient funding
2. Too many competing priorities
3. Security concerns

## Insights

- Most agencies feel that employees and leaders lack the necessary skills for digital transformation
- Less than 1/5th of agencies are satisfied with their digital vendor community

## Maturity

### Digital Maturity Rating



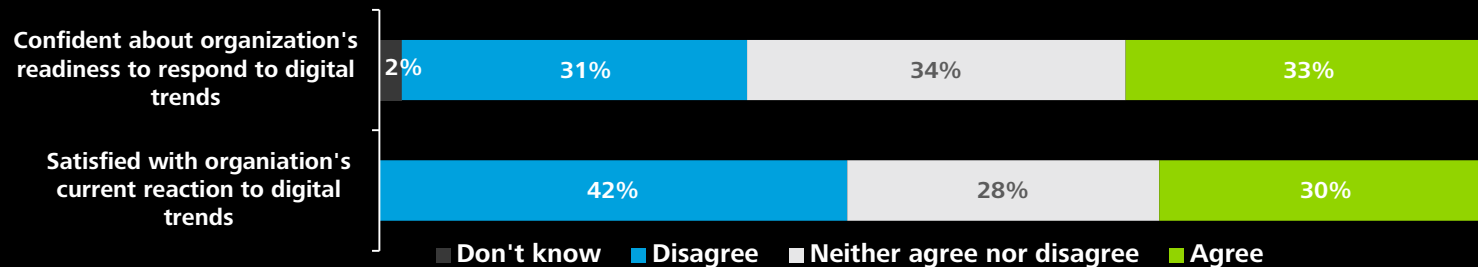
**"Government is not immune to the seismic changes that digital technology has brought to bear."**

**— Mike Bracken, GDS on the impact of digital**

# READINESS AND RESPONSE

Have a clear and coherent digital strategy?	
Global	46%
UK	47%

Objectives of digital strategy	% agree
1. Increase efficiency	89%
2. Improve customer/citizen experience and engagement, and transparency	88%
3. Fundamentally transform our organization processes and/or organization model	69%
4. Create or access valuable information or insights to improve decision making	65%
5. Create or access valuable information or insights for innovation	60%

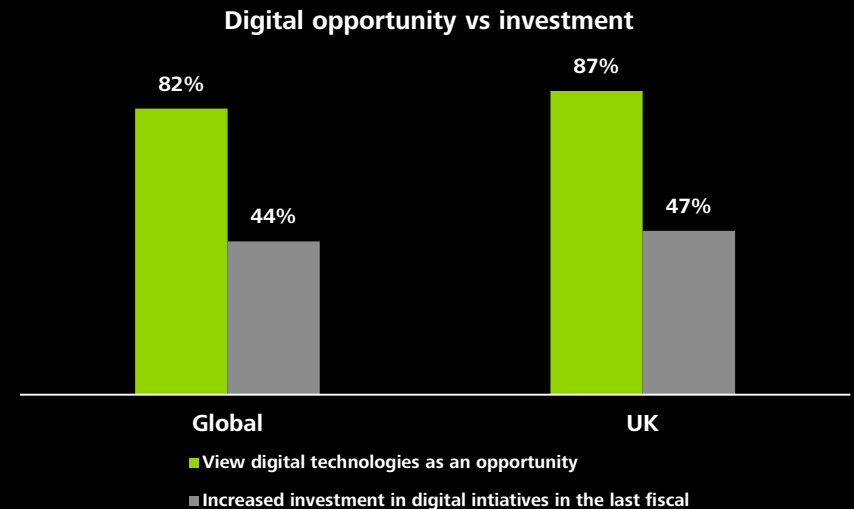


**36%**  
confident globally

**37%**  
satisfied globally

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

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



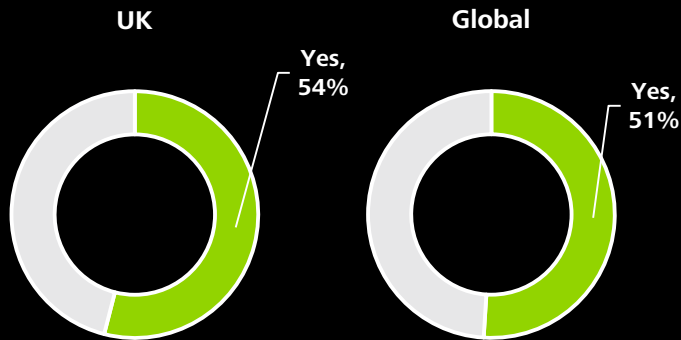
# LEADERSHIP, WORKFORCE AND SKILLS

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

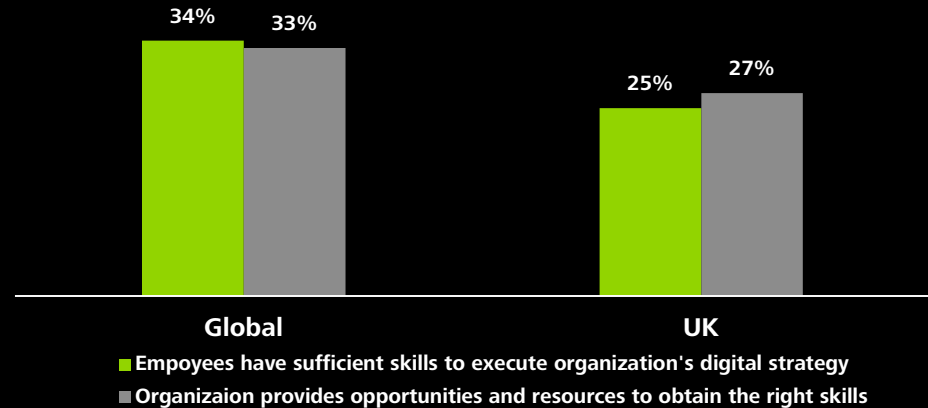
**45%** say that leadership understands digital trends and technologies

**31%** say that their leaders have sufficient skills to lead the organization's digital strategy

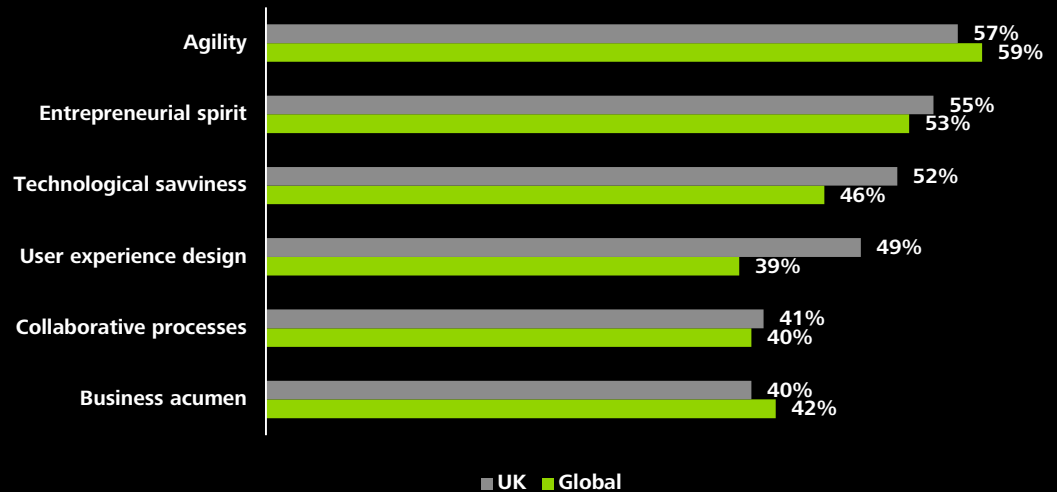
Does a single person or group have the responsibility to oversee/manage your organization's digital strategy?



Digital skills vs investment in workforce



Workforce-skills lacking

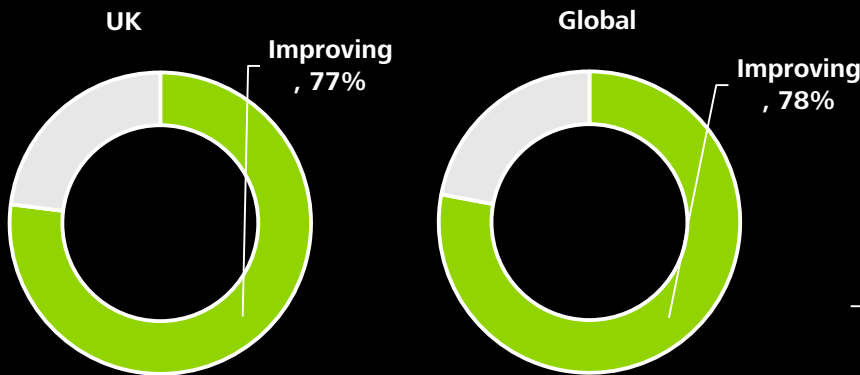


# CUSTOMER/CITIZEN-FOCUS

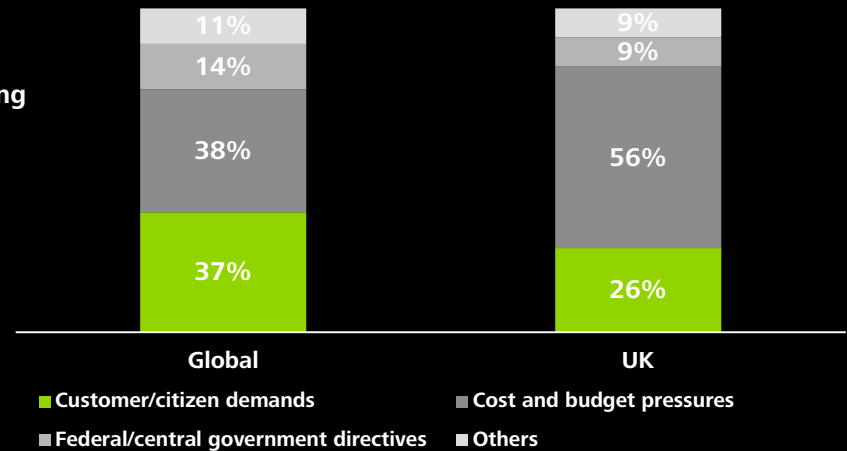
**84%** say that digital technologies and capabilities enable employees at their organization to work better with customers/citizens

**88%** say improving customer/citizen experience and transparency is an objective of their organization's digital strategy

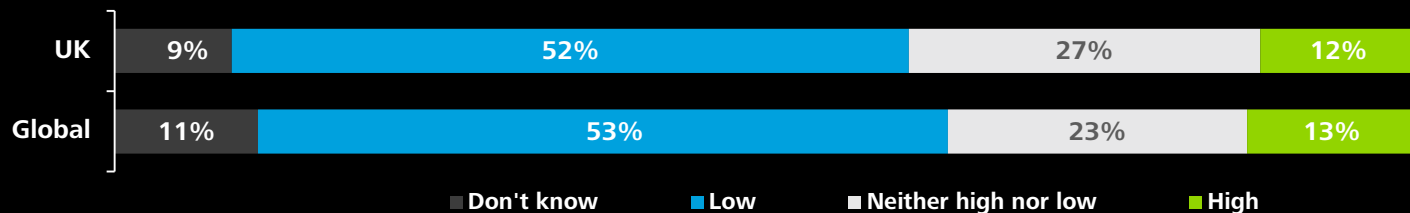
How are digital trends impacting your organization's customer/citizen service quality?



What is the biggest driver of digital transformation?



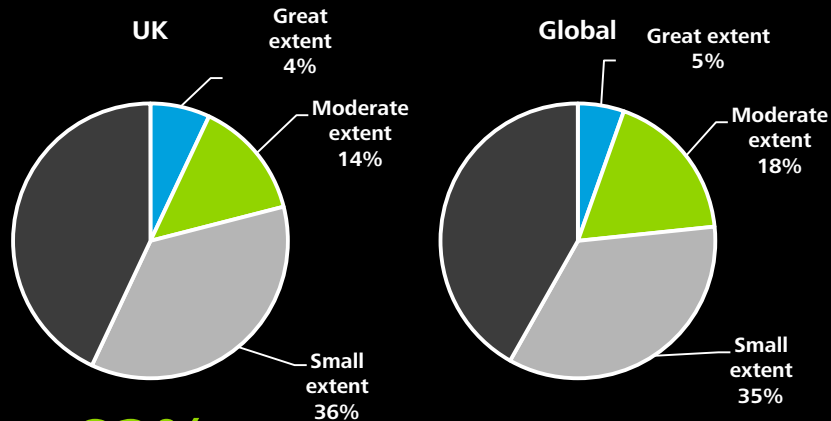
What is the level of customer/citizen involvement in co-creating digital services for your organization?



# CULTURE - INNOVATION, COLLABORATION, OPEN SOURCE, AGILE

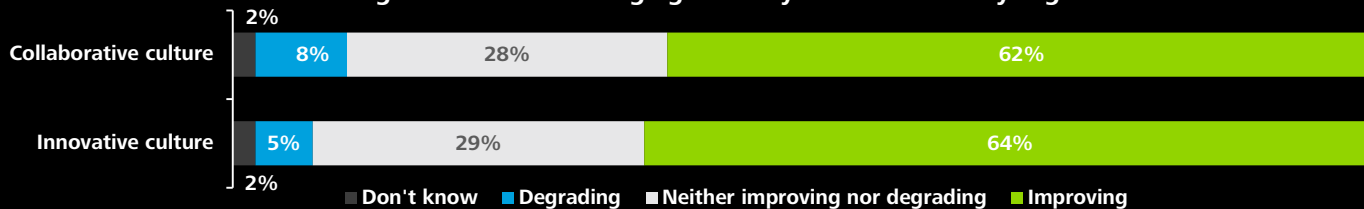
**96%** find culture to be a challenging area to manage in their organization's transition to digital

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

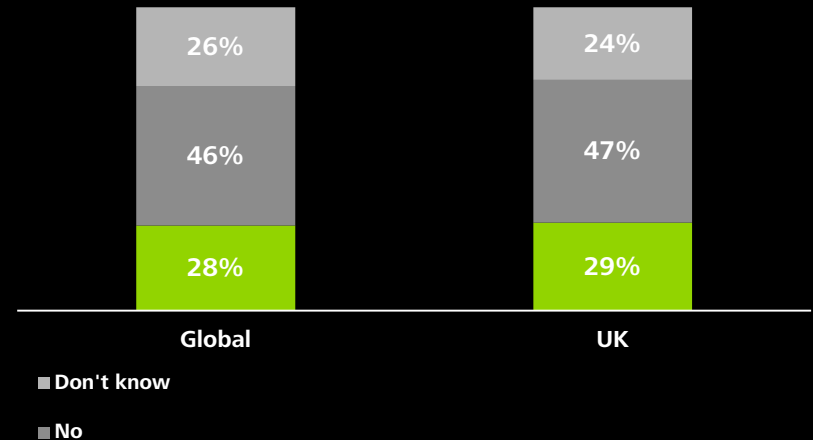


**82%** say that digital technologies and capabilities enable employees at their organization to work better with other employees

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

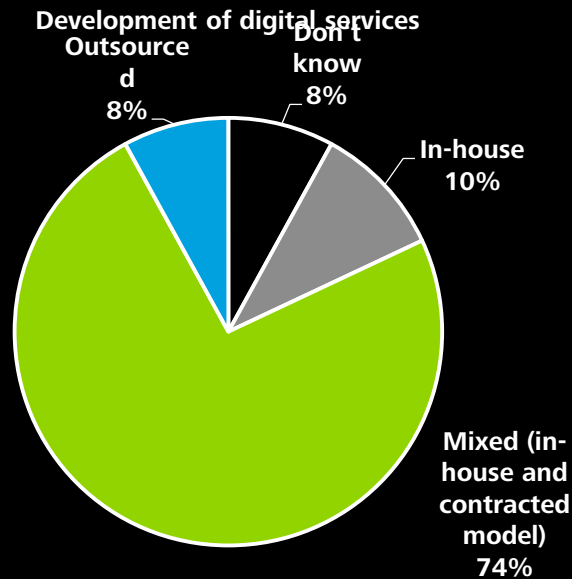
# PROCUREMENT

**79%** find procurement to be a challenging area to manage in their organization's transition to digital

**83%** say that government procurement needs to change significantly or very significantly to accommodate digital transformation

**17%** 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	
UK	Global
1. Rules/regulations	1. Rules/regulations
2. Lack of flexibility	2. Lack of flexibility
3. Legacy contracts	3. Procurement skill sets



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

