

Digital Transformation

Risks and Opportunities

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Setting the Stage

- Digital Transformation in the public services is about the use of technology to improve the delivery of program and services to citizens.
- A transformation is about **invoking dramatic change.**

NL Initiatives

- Continuing our Digital by Design journey by increasing more services via our MyGovNL platform
- \$50 million investment to modernize digital assets with particular attention to addressing our legacy systems (e.g., 30+ year old mainframe programs)
- Continue to explore launching a digital credential pilot project



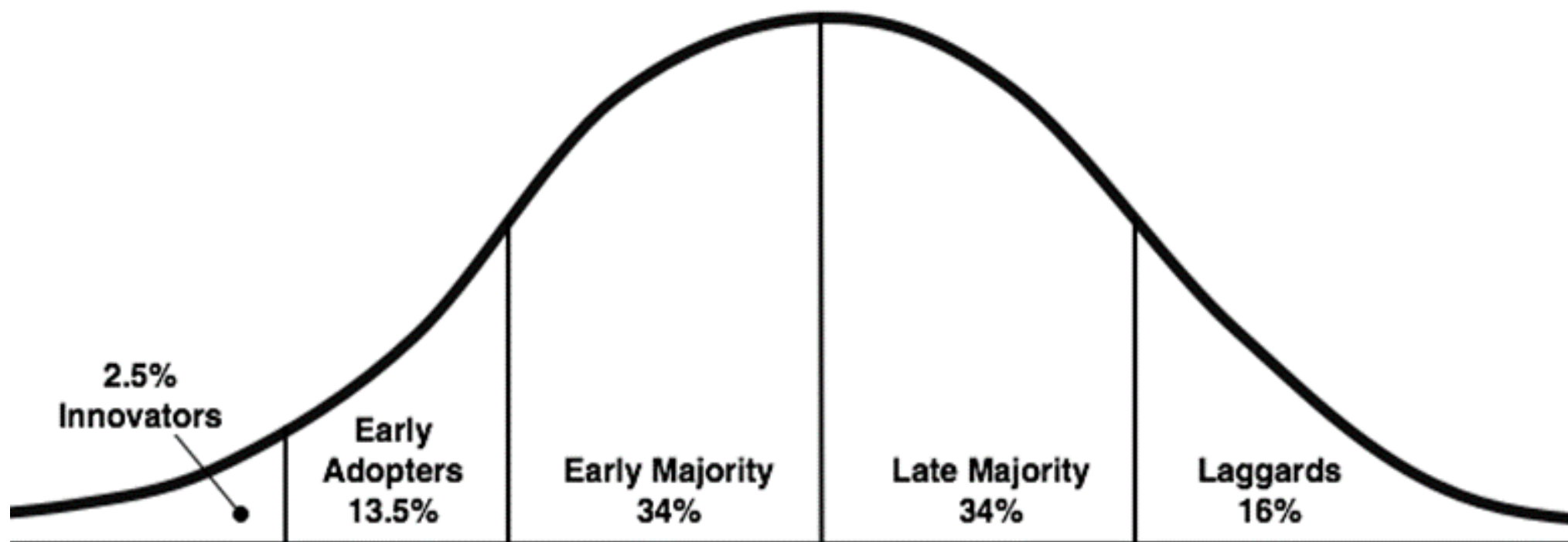
Risks



Opportunities

Habits for Digital Transformation

1. Understand the diffusion of innovation



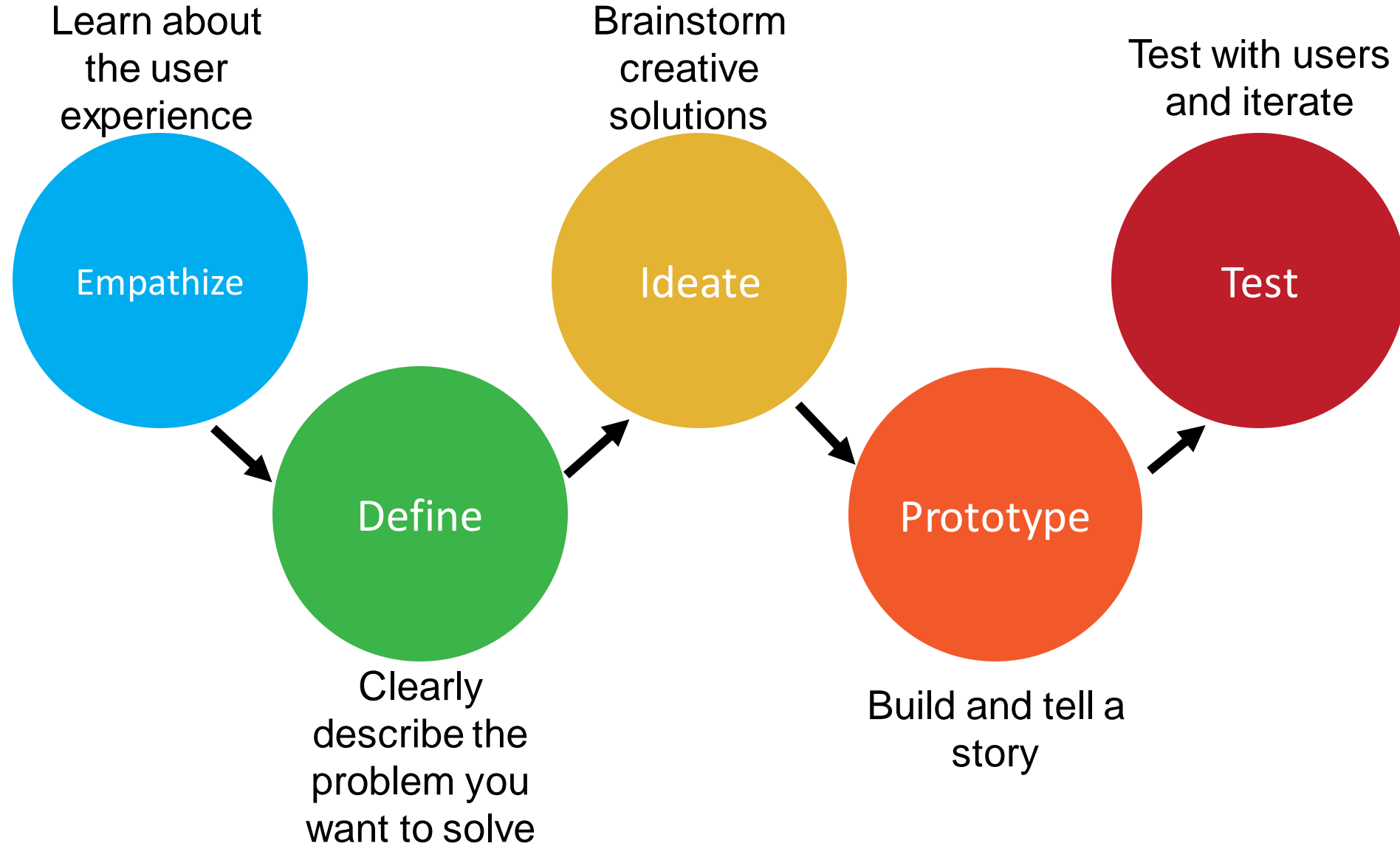
2. Value Design...Design Value







Design Thinking



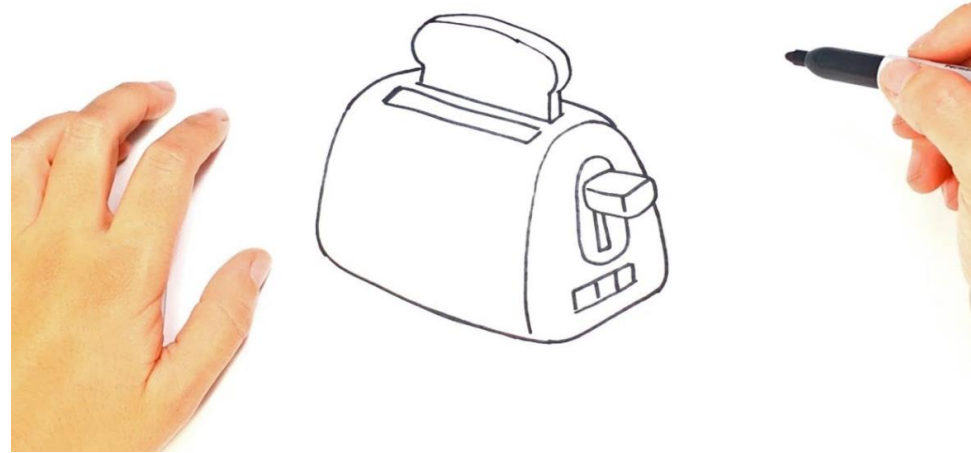
3. Make it Visual



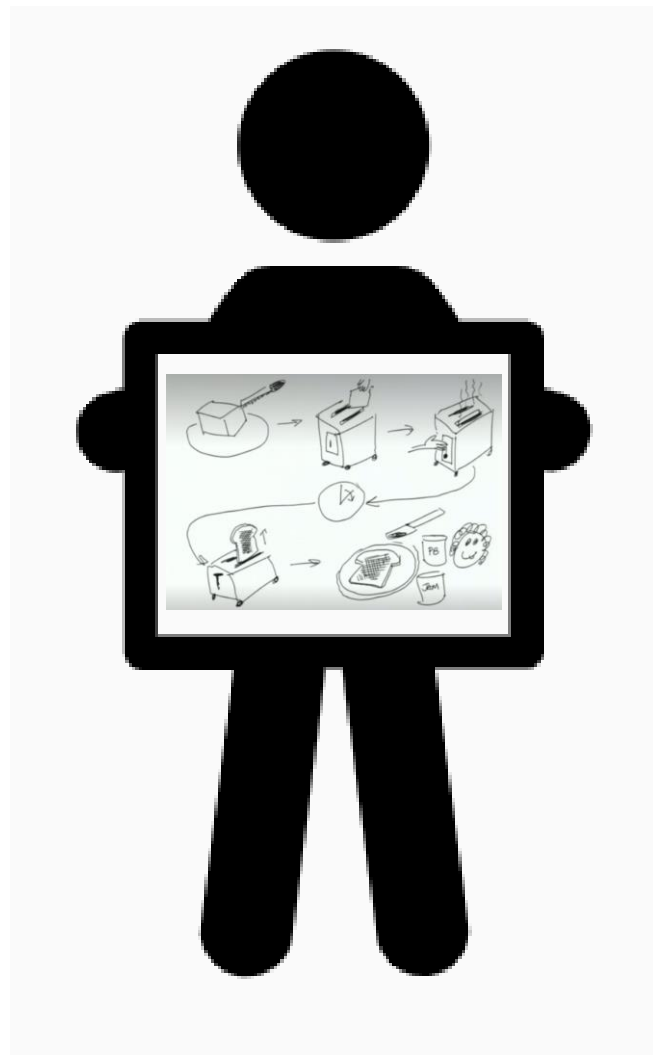
Draw “How to Make Toast”

Instructions:

1. Draw a picture of how to make toast. Make sure you lay out all the steps
2. Use **no words**
3. Remember to include important actions to someone who has never made toast before.
4. You have 2 minutes



Show and Share time



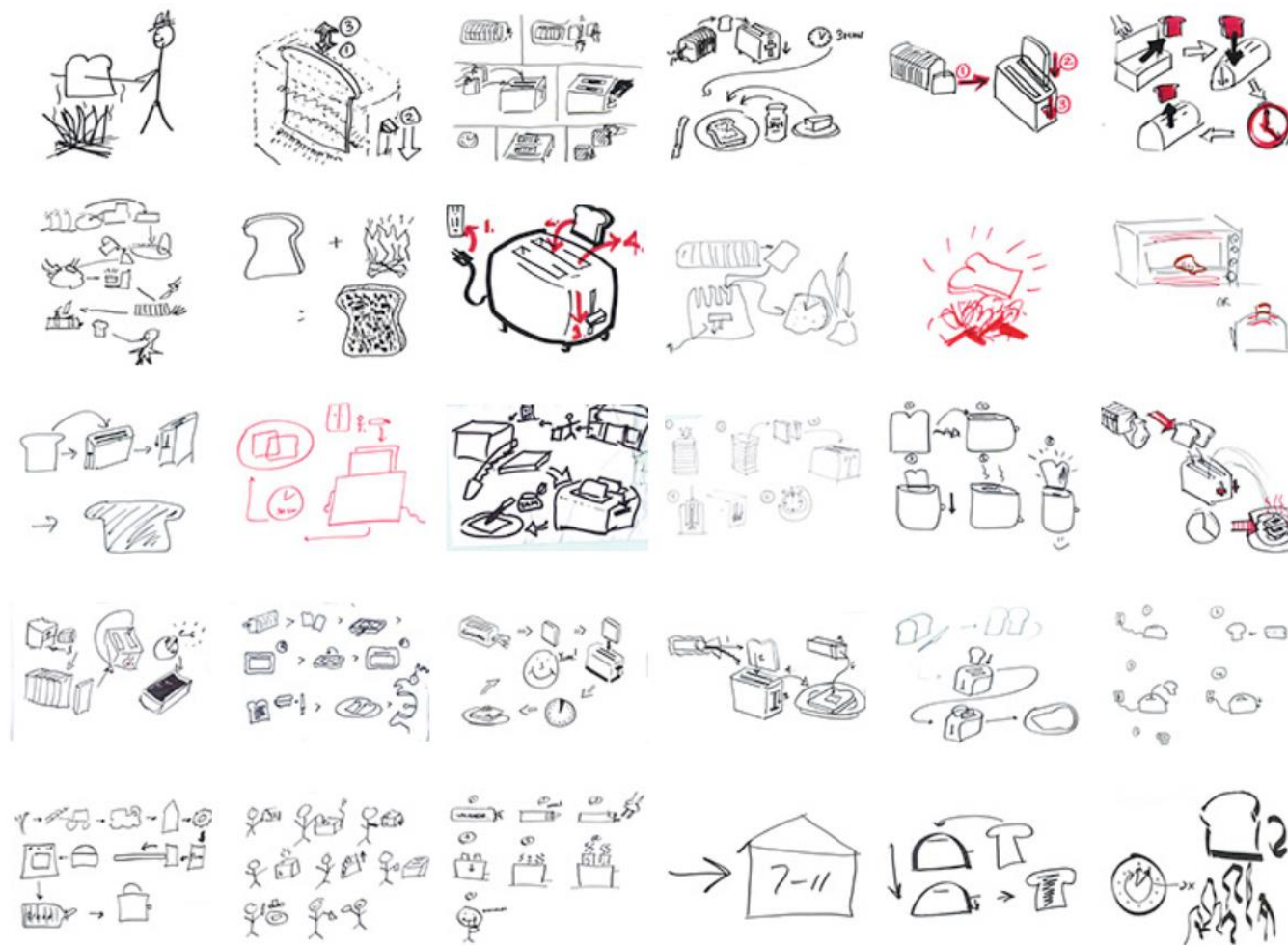
Visualization helps breaks down barriers

1. Helps build a common ground.

- What's essential?
- What can we discard

2. Facilitates rapid prototyping

3. Fosters collaboration



Recap

1. Diffusion of Innovation
2. Value Design...Design Value
3. Make it Visual

Thank you for listening