Digital Transformation of Local Governments in Region 3

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Digital transformation

the use of technology to radically improve performance or reach of enterprises.

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the use of technology to radically improve performance or reach of enterprises.

- **about improving performance rather than implementing technology.**

Digital transformation & local governments

- **deliver more effective and efficient public services;**

- **enable faster and better quality decisions; and,**

- **empower citizens to meaningfully participate in public policy development.**

Digital transformation & local governments

- **can also spur innovation and productivity growth across (local) economic activities and improve wellbeing of citizens.**

What happened to eGovernment?

first wave of eGov – akin to paving the cow path

Digital transformation trends

- **AI/Machine Learning;**
- **Big Data and Analytics;**
- **Digital Govt Platforms;**
- **Mobility;**
- **IoT Connected Cities;**
- **Security and Protection**

in the US private sector

... research tells us that 70% of (digital transformation) initiatives will not reach their stated goals.

Most local governments in the Philippines have not engaged in digital transformation.

- **At best we have seen digitalization projects in some LGUs.**

  - **Digitalization is the automation of existing manual and paper-based processes, enabled by the digitization of information**

BAYAN NG BALER
AURORA

eBPLS

ELECTRONIC BUSINESS PERMIT
AND LICENSING SYSTEM

TOP BARRIERS
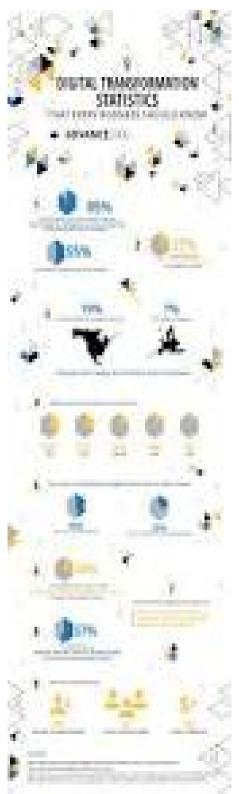
1) Lack of understanding;

2) Too many competing priorities;

3) Lack of an overall strategy;

4) Lack of organizational agility;

5) Insufficient technical skills;

6) Insufficient funding;

TOP BARRIERS

7) Security concerns;

8) Lack of entrepreneurial spirit, willingness to take risks

9) Lack of collaborative, sharing culture; and,

10) Lack of national policy and legal constraints

action research seeks to:

1) understand the specific challenges faced by local governments Region 3 in "the use of technology to radically improve performance and reach"; and,

2) assist them in developing a masterplan for digital transformation.

Orientation.

Establishing a new perspective to drive meaningful change.

To focus on citizen needs, wants and priorities.

Define the purpose of digital transformation and aligning stakeholders around the new vision and roadmap.

masterplan focus

People.

Developing the right competencies for digital transformation.

digital literacy, increased agility and responsiveness, ability to better integrate and connect information management excellence, people and business processes, reacting fast to often unexpected changes in stakeholder expectations/behavior.

masterplan focus

Technology.

Assessing operational infrastructure & update or introduce new technologies, processes and policies to support change.

How to use technology to promote trustworthiness and meet ever-increasing citizen expectations. .

masterplan focus

Enabling environment. **Successful digital transformation must also consider 'external' situation**

National ICT policy, reliable and affordable access to digital networks and services (including skills to use the technology) and citizen support/clamor.