DIGITAL GOVERNMENT TRANSFORMATION (DGX)

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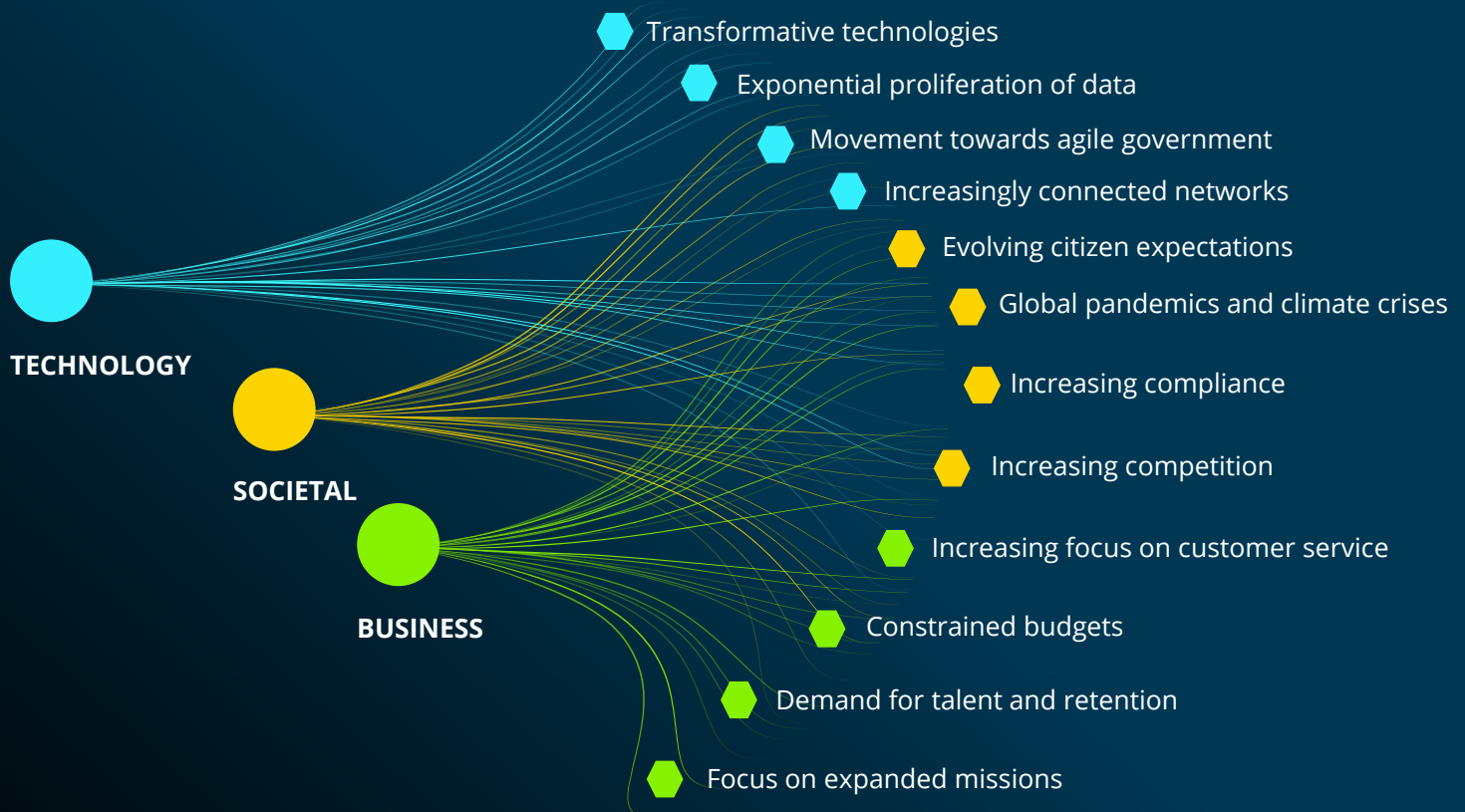1919 N. Lynn Street, Arlington, VA 22209
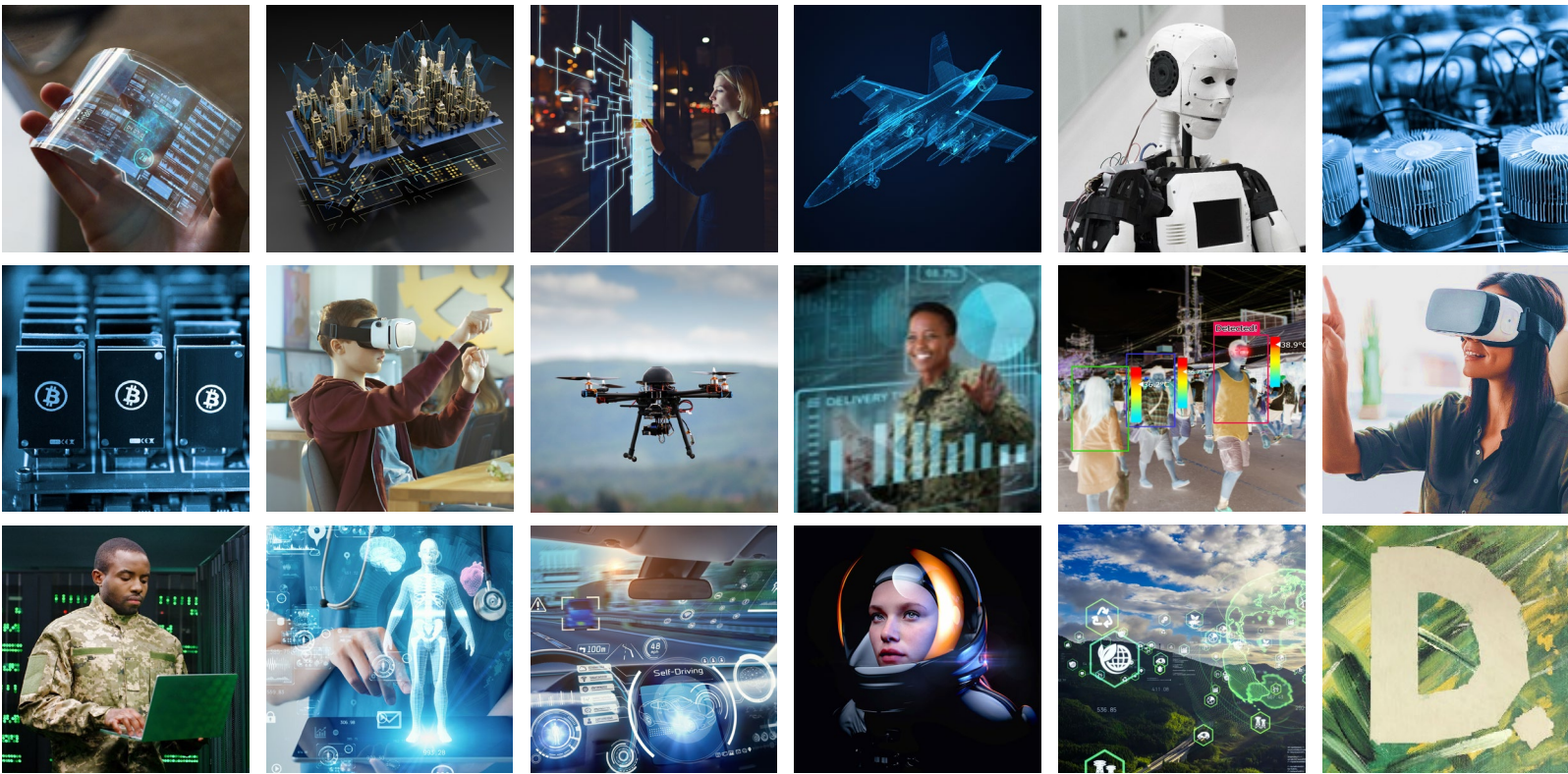
Deloitte.

THE WORLD IS CHANGING...

As government leaders look to execute their complex missions in the digital world of the 21st Century, they are increasingly realizing that just using technology is not enough.

Rather, they ~~must~~ fundamentally shift their operations and culture to transform their organizations into digital enterprises. This is Digital Government Transformation.

DRIVERS OF CHANGE

Transformative technologies

Exponential proliferation of data

Movement towards agile government

Increasingly connected networks

Evolving citizen expectations

Global pandemics and climate crises

Increasing compliance

Increasing competition

Increasing focus on customer service

Constrained budgets

Demand for talent and retention

Focus on expanded missions

TECHNOLOGY
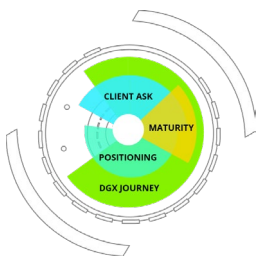
SOCIETAL

BUSINESS

WE'RE HERE TO HELP

We recognize that every organization's digital transformation journey is different. Our approach focuses on identifying what type of journey an organization is on, and then aligning the right set of services sequenced in the right way to best meet their needs.
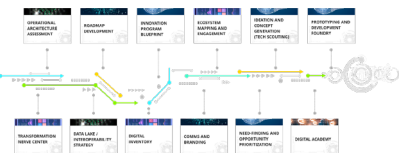
OUR APPROACH

DIAGNOSE

Determine the digital transformation journey an organization is on

SELECT

Select the right subset of our 30 digital transformation services to best meet the organization's needs

TAILOR

Customize and sequence the services to meet the client where they are and account for their context

DIAGNOSING THE JOURNEY

An organization's DGx **journey is informed by 4 inter-related elements,** which determine the course of the organization's transformation journey. Understanding these dimensions enable our team to identify the specific combination of services to support their ambitions and goals.

FACTORS SHAPING THE JOURNEY

 + **+** **+**

| **Ask & On-Ramp**	**Archetype**	**Context**	**Maturity**
Priorities and opportunities that Deloitte can support	Unique client personalities and aptitude for change	Organization's mission, operating model, culture, complexity & size	Organization's digital capability maturity across six areas

REPRESENTATIVE JOURNEYS

The diagnostic process helps to identify which DGx journey a given organization is on, which in turn shapes the services it needs.
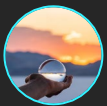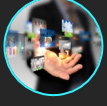
Visionary Beginner, just starting their transformation.

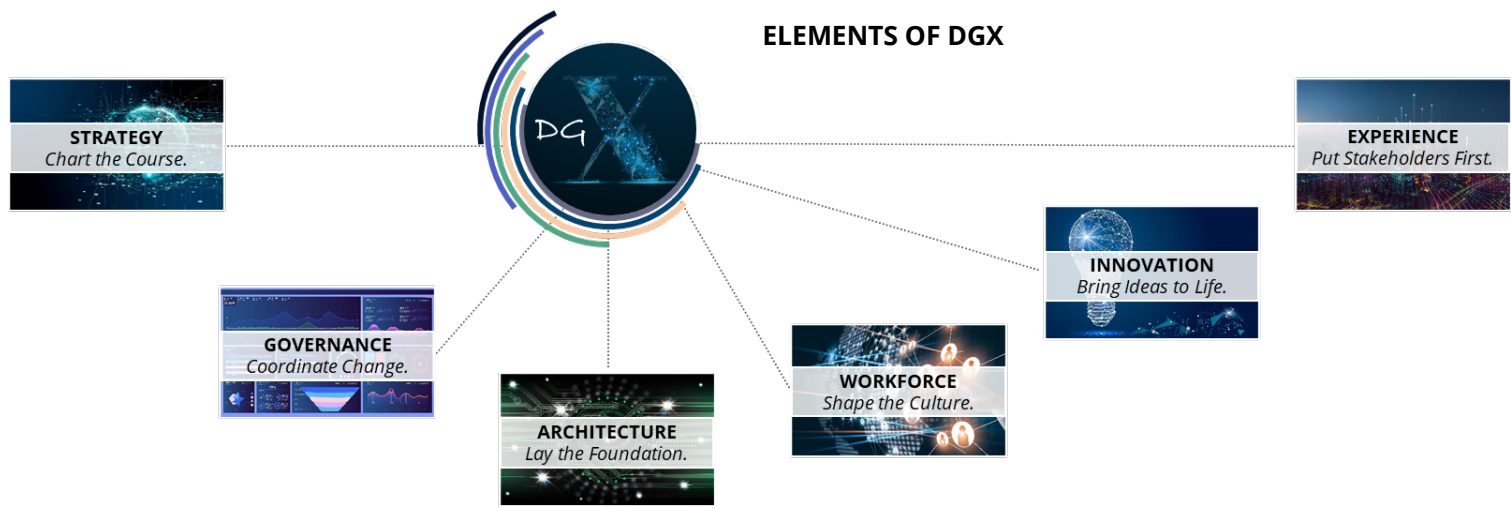**Digital Architect,** focused on infrastructure and platforms.

Enterprise Orchestrator, focused on coordinating across the enterprise.

Experience Engineer, focused on transforming a user/citizen interaction.
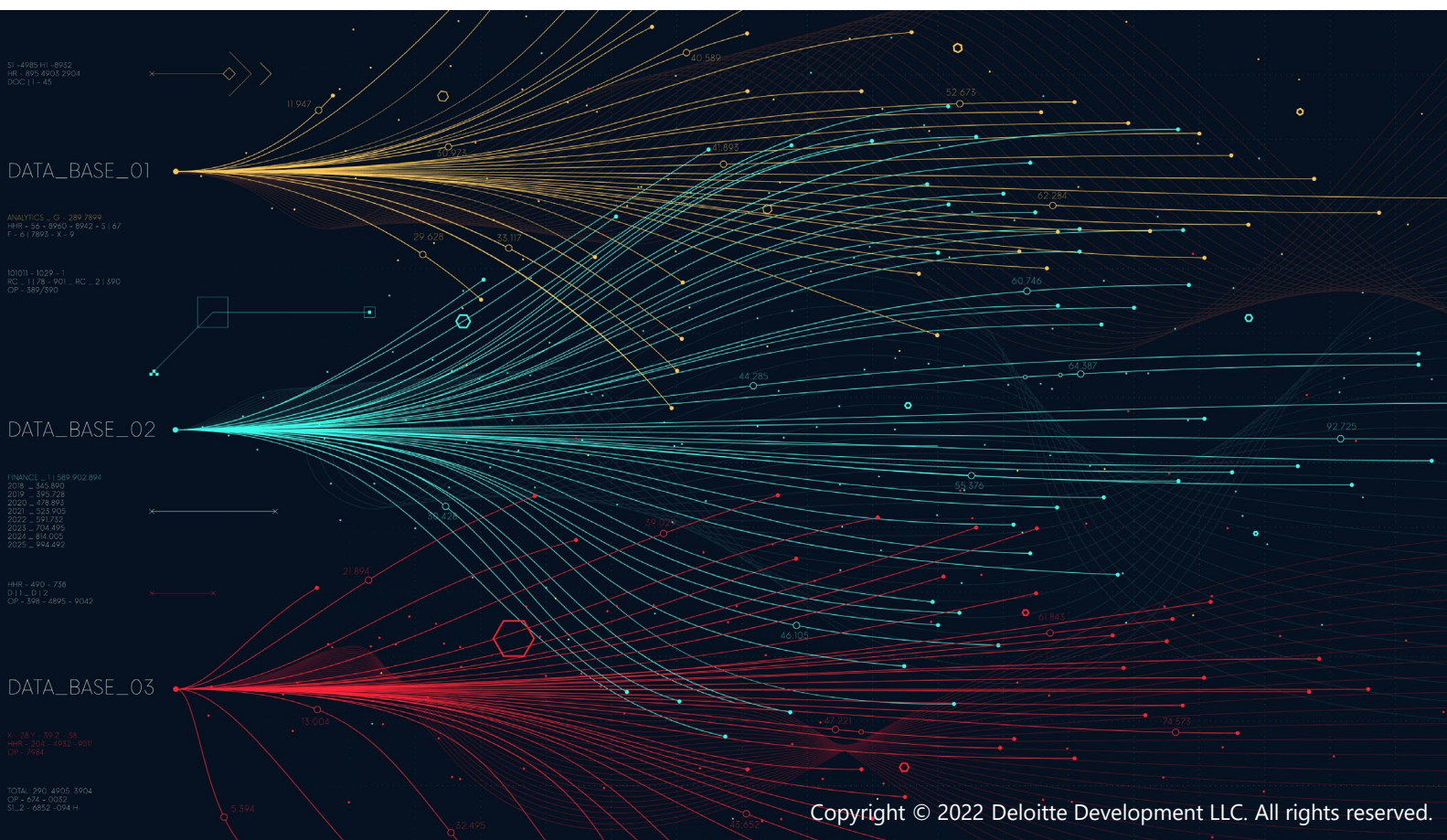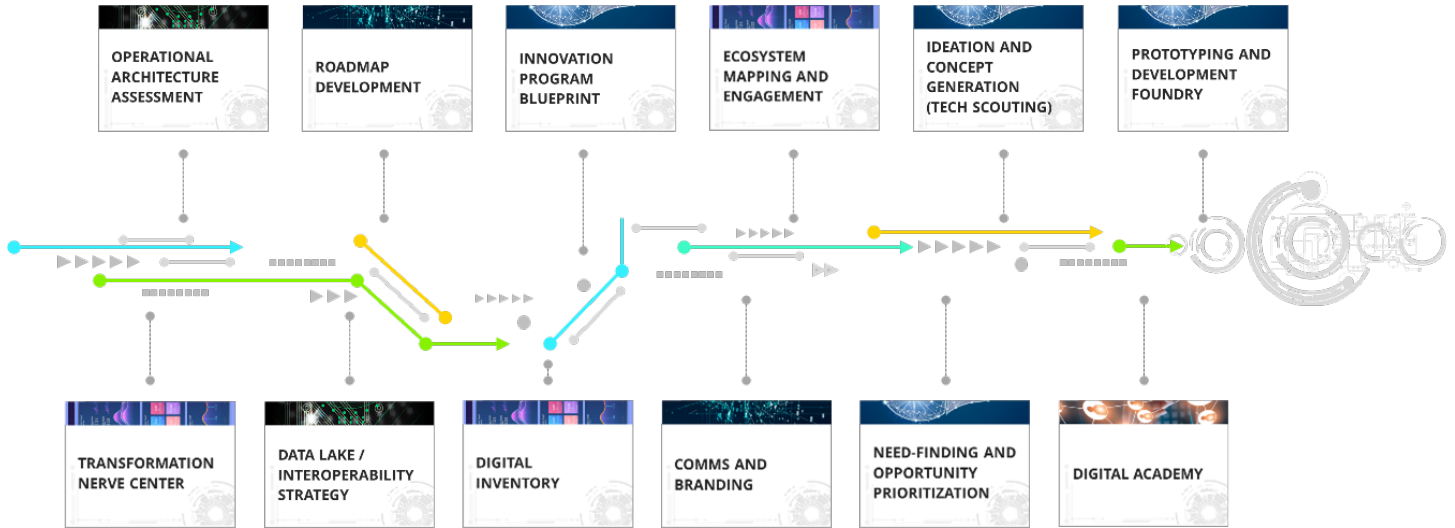
SELECTING SERVICES

Using the journey archetype as a starting point, we select the right subset of our 30 digital transformation services, from across six discreet domains, to best meet the organization's needs.

ELEMENTS OF DGX

STRATEGY
Chart the Course.

EXPERIENCE
Put Stakeholders First.

GOVERNANCE
Coordinate Change.

INNOVATION
Bring Ideas to Life.

ARCHITECTURE
Lay the Foundation.

WORKFORCE
Shape the Culture.

TAILORING FOR CONTEXT

Recognizing that even organizations on the same journey may have unique needs based on their mission, operating environment, funding, authorities, and other factors, we customize and sequence the services we provide to account for this context.

OPERATIONAL ARCHITECTURE ASSESSMENT

ROADMAP DEVELOPMENT

INNOVATION PROGRAM BLUEPRINT

ECOSYSTEM MAPPING AND ENGAGEMENT

IDEATION AND CONCEPT GENERATION (TECH SCOUTING)

PROTOTYPING AND DEVELOPMENT FOUNDRY

TRANSFORMATION NERVE CENTER

DATA LAKE / INTEROPERABILITY STRATEGY

DIGITAL INVENTORY

COMMS AND BRANDING

NEED-FINDING AND OPPORTUNITY PRIORITIZATION

DIGITAL ACADEMY

THANK YOU

If delivered in a coordinated manner, Digital Government Transformation efforts can not only help organizations respond to the emerging challenges of the 21st century, but also improve operational outcomes and elevate the human experience for citizens and other stakeholders.

We look forward to helping you on your Digital Government Transformation journey.

Deloitte.