Systemic Digital Transformation Governance Framework to Provide Holistic Public Sector Digital Service Development and Provision

Dr. Samantha Papavasiliou, Australian Taxation Office & University of Adelaide, Australia

Ongoing technological advances have had a considerable impact on the provision of digital services in the public sector. Although there are considerable benefits associated with digitalisation and transformation of organisations to incorporate digital, the process has proven challenging, with over 70% of initiatives failing. These failures link back to lack of effective management of the digitalisation process.

This lecture will talk through the application of a systemic digital transformation governance framework for the development of government digital services and overarching digital transformation. The framework allows decision-makers to identify various constituent systems and examine how they interact with one another to impact the overarching service use. This systemic analysis provides an opportunity for more holistic management of digital transformation and development of digital services in public sector, including being more risk aware, dynamic, flexible, and resilient.

This session will discuss the development of the framework, the validation process and the application and results during COVID-19 for a Large Government Agency in Australia. The lecture will also discuss how the framework can be applied to different industries and provide step-by-step process on how and when to apply the framework.