

Digital Transformation of Public Administrations: Report summary and recommendations

Prof. Dr. Ines Mergel

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Acknowledgements

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<https://www.smartgov.eu/>



Teaching Public Service in
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<https://www.teachingpublicservice.digital/>

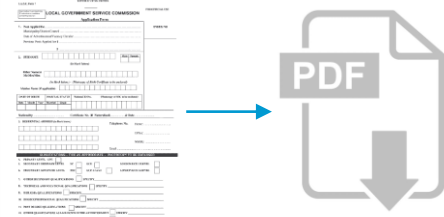
Agenda

- Digital era – the new normal
- Digital competencies as precondition for implementation and use
- Eight competences for digital leaders
- Outlook: Developing digital maturity

Concepts Public Administrations are Using

→ **Digitization:**

Transition from analog to digital services with a 1:1 change in the delivery mode and the addition of a technological channel of delivery



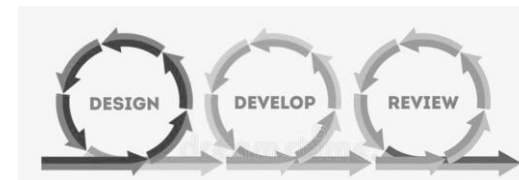
→ **Digitalization**

Focus on potential changes in the processes beyond mere digitizing of existing processes and forms



→ **Digital Transformation**

Emphasize the cultural, organizational, and relational changes with different forms of public values



„Digital transformation is a holistic effort to revise core processes and services of government beyond the traditional digitization efforts.”

Source: Mergel et al. 2019, in: Government Information Quarterly

Challenges



Opportunities

Slow responsiveness



Work in the open

**Government service
delivery seen as a
„black box“**



**Use tools to track & trace the
status of a service**

Threat to democracy



Know what your users need

Public value creation through digital transformation

Economic value

Administrative value

Citizen value

Societal value

Defining digital competencies

Digital readiness
of the organisation

Digital
Adaptivity

Information
competences

Technological competences

Competencies for digital transformation

1

User centricity

2

Risks

3

Multidisciplinarity

4

Iteration

5

Change management

6

Openness

7

Data

8

Affordances

Recommendation 1: Conduct a digital maturity assessment

- > Honest evaluation of the state of capacity and capabilities
- > Assess digital mindedness of organization
- > Derive how to systematically organize and develop workforce, spur digital innovation

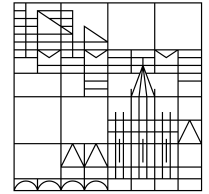
Recommendation 2: Integrate agile and human-centered design

- > Agile project management approaches to learn
- > Focus on needs of stakeholders
- > Iterate together with them when building digital products to avoid black swan IT projects

Recommendation 3: (Re) Build digital competencies inhouse

GDS Academy





**Thank you for your
attention!**

Prof. Dr. Ines Mergel

Professor of Public Administration · University of Konstanz · Germany

ines.mergel@uni-konstanz.de

Find me on Twitter: @inesmergel

