Innovation and Digital Government for Public Service Delivery

Toolkit for the Achievement of the Sustainable Development Goals
Module 1.6
Building Situational Awareness through a DTCA
Why Conduct a DTCA?

• Build new understanding of the level of digital transformation capability that exists in a country as a foundation for continued efforts to innovate and lead in the area of digital government and public service delivery.

• The focus of interest, or unit of analysis is not a particular digital initiative, such as a portal, but rather it is the whole of government capability for creating and sustaining a mature digital government.

• Not meant to be used to benchmark capability, but rather to develop an understanding of current capability and to inform decision making about where investments are needed to increase innovation and Digital Government capability leading to improvements in public service delivery.
A DTCA Serves Multiple Purposes

• Exposure to the general process of conducting assessments as a way to systematically identify gaps between existing capability and desired capability

• Use new understanding as a new lens through which to frame the content presented in the Workshop

• Use that new understanding your country’s digital transformation capabilities when working with fellow Workshop Participants to create an action plan for building new capability
Individual Activity

Instructions  1.6. Conducting a DTCA

• **Group Formation**
  • This is an individual assignment

• **Activity Assignment**
  • Complete the DCTA using a copy of the DTCAF

• **Activity Process**
  • Do the following for each item in the DTCAF:
    • Consider each item statement
    • Consider the reference statements provided for the high, low, and medium ratings for each item
    • Decide the extent to which you agree or disagree that the item statement represents the situation in your government and mark your score sheet
    • Circle/enter your response
Today's Key Concepts

• Importance of government as an institution and the critical and unique role of the public service

• Innovation, digital transformation, and digital government

• The enabling power of digital transformation and digital government

• The critical four step approach to realizing digital government transformation

• Using the Digital Transformation Capability Assessment Framework as a tool to help you realize digital government transformation

• How to apply the results of a DTCA to help identify key areas for capability and capacity building
## Workshop at a Glance

### Innovation and Digital Government for Public Service Delivery

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### Afternoon Session

|                 | Module 1.5. Realizing Digital Government Transformation                                                                       | Module 2.4. Systems Thinking and Situational Awareness                           | Module 3.4. Enabling change: Innovation Labs and Design Thinking                  | Module 4.5 Case Study: Reversing a Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative | Module 5.5. Looking Ahead                                    |
|                 | Module 1.6. Building Situational Awareness through a DTCA                                                                      | Module 2.5. Introduction to Components of Action Planning Part 1                  | Module 3.5. Case Study: UNICEF’s Kosovo Innovation Lab                           | Module 4.6 Wrap-Up                                         | Module 5.6 Course Evaluation and Closing Ceremony             |
|                 | Module 1.7. Wrap-Up                                                                                                          | Module 2.6. Wrap Up                                                             | Module 3.6 Wrap-Up                                                               | Module 4.6 Wrap-Up                                         | Module 5.7 Wrap-Up                                          |

### Lunch Break

| Lunch Break     |                                                                                                                                   |                                                                                      |                                                                                     |                                                                                     |                                                                                     |
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Thank You!