

Digitalization Strategy for WPC

Why and What?

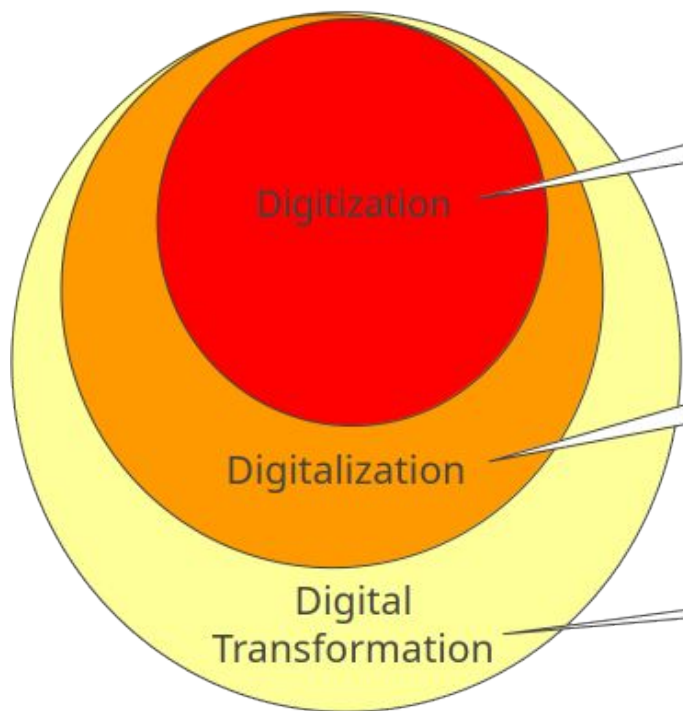
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Why we need a strategy?

- To address a central or common issue
- To Provide Direction and Focus
- To Optimize Resource Allocation
- To Manage Change Effectively
- To Measure and Evaluate Progress
- To Remain Competitive and Relevant



Digitization Vs Digitalization Vs Digital Transformation



This is mostly converting analog (paper-based) information to digital with a minor level of automation.

Use of digital technologies and digitized data to transform processes, improve efficiency, and create new opportunities.

The sum total of changes associated with the application of digital technologies in all aspects of organization.

Why do we need a Digitalization Strategy

- Enhanced Service Delivery
- Improved Efficiency and Productivity
- Economic Development
- Data-Driven Decision-Making
- Modernization and Future-Proofing
- Citizen Engagement
- National Alignment



WHY Digitalization Strategy NOW?

- Government has identified ‘Digitalization’ as one of its 3 priority areas
- The Governor, as the Head of WPC has a vision
- Digitalization of the government work and economy has shown impressive results in many countries
- Digitalization work of WPC has so far taken piecemeal approach
- Most of official work is paper-based and highly cumbersome
- WP is also very low in digital economy



What Digitalization?

- So We need a Vision and a Set of Objectives.
- Vision: Why do need a Vision?
 - A vision defines the desired future state.
 - It answers the question, "What do we want to become through digitalization?"
 - A compelling vision can inspire stakeholders, including employees, citizens, and partners
 - It creates excitement and enthusiasm for the digitalization journey
 - It ensures that everyone is pulling in the same direction



Vision of the Digitalization Strategy



Vision of the Digitalization Strategy


"To leverage technology to enhance governance, improve service delivery, and foster economic growth in the Western Province, ensuring inclusivity and sustainability for all."

(Governance = How the public organizations operate, emphasizing transparency, accountability, and the rule of law.)



What?

Digitalization Objectives (1)

- A. **Enhance Service Delivery to citizens and businesses:** Improve the accessibility and quality of public services through digital platforms.
 - B. **Improve Operational Efficiency:** Streamline internal processes to reduce bureaucracy and enhance productivity.
 - C. **Increase Public Participation:** Provide e-participation channels for citizens to involve in decision-making.
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What?

Digitalization Objectives (2)

- D. **Promote Transparency and Accountability:** Leverage digital tools to ensure transparent governance and foster public trust.
 - E. **Drive Economic Growth:** Support the digital economy by fostering innovation and collaboration with the private sector.
 - F. **Leverage on Public Digital Goods:** Ensure the reuse of the SW solution across the WP and other provinces and improve transparency by emphasising open-source technologies.
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