Achieving Digital Transformation

The Challenge

The potential to save money and improve service quality through digital technology is long recognised, but change can be challenging and risky to implement. The levels of savings and improvements needed by local authorities typically require deep and wide ranging organisational transformation as well as changes in service user behaviours and channel choice. Implementing this kind of complex transformative change often requires new skill sets to be developed within the organisation and external support. However, it can be difficult to define requirements and formal procurement approaches are often not agile enough to keep up with evolving requirements and user needs. It can also be difficult to draw all of the support required from one source.

Our Solution

The solution we offer is a series of change support 'products' or 'modules' based around the challenges that local authorities most typically face, and the approaches and tools that experience has shown will work. Using existing procurement frameworks you can access this support in a flexible and efficient way. We have also linked directly or via the Public Service Transformation Academy to other organisations and peer networks that can offer relevant support.

Benefits

This Configurable Off The Shelf (COTS) approach offers the following benefits:

- It offers approaches and tools that have been **proven through use** and which can be **deployed rapidly**.
- It allows the effort of commissioners and providers to **focus on delivering outcomes** rather than re-inventing tools and developing tenders and bids.
- It allows a **high degree of flexibility and agility** enabling complex problems to be addressed, by linking several effective support 'modules' and providers together and giving you the opportunity to add on bespoke elements if needed.

This approach also links via Chartered Institute of Public Finance and Accountancy (CIPFA) to our Digital Transformation Analytics service. This gives councils access to valuable benchmarking data and peer to peer support as part of the change process. It's based on experience and a well-researched holistic change methodology plus a large body of practical experience.

For more information visit the **Red Quadrant website**

Common challenges logically link to proven common approaches & solutions

Strategic

- Change Vision
- Change Strategy
- Change Priorities
- ICT Strategy
- Digital Inclusion
- Communications
- HR Strategy
- Stakeholder Management

Programme

- Programme Structure
- Team Building
- Program Plans
- Stakeholder Management
- Gateway Approvals
- Business Cases
- External Scrutiny

Implementation

- Programme Management
- Project Implementation
- Milestone Tracking
- Benefits Tracking
- Risk Management
- Benefits Realisation

Support Options

Change
RedQuadrant

Benchmarking
CIPFA The Chartered Institute of Public Finance & Accountancy

Web Standards
LocalGovDigital

Digital inclusion
CitizensOnline

Peers, Transformation Academy Partners and Expert Providers