Building a Digital Culture

Building Digital Capability in Local Government

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Broad operational context

Financial Constraints.

Workforce capacity and continuity challenges.

Aging infrastructure.

Growing or changing communities.

Resilience and accountability pressure.

Four key themes for today

1. Creating a digital capability and culture is important.

2. Challenges in building it.

3. Real world benefits realised.

4. Practical steps to begin digital growth.

1. Digital capability is important

Creating shared belief supports culture change.

Panel Perspectives on Digital Capability

How would you describe your own attitude to building digital capability?

Has that changed over your journey and if so why

What about your organisation – are there different views?

2. Challenges in building capability

What proved difficult, and what helped?

Tackling the challenges

Did you face challenges in your journey – were they organisational or technical?

How did you resolve them – or is it a work in progress?

Did you find unexpected challenges as you progressed?

3. Benefits seen in practice

The problem, the change and the evidence.

What actually improved?

Do you have an example of better insights delivering a tangible result (or early evidence of value being delivered)?

What was the problem, what did you change and what was the outcome?

Did you see any unexpected things once you had better information?

4. Practical steps on the path

What did you do, and what did you learn?

How do we get started?

How did you start your journey – what worked, what didn’t?

If you were starting over – would you do anything differently?

What advice would you give others?

Better insights. Better decisions.

One worthwhile problem. A measurable improvement.

Capability that makes the next step easier.