

GOVERNANCE IN THE DIGITAL AGE



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Why talk about this?

- Pace of change
- Increasing complexity
- Citizens demand Amazon-like experiences

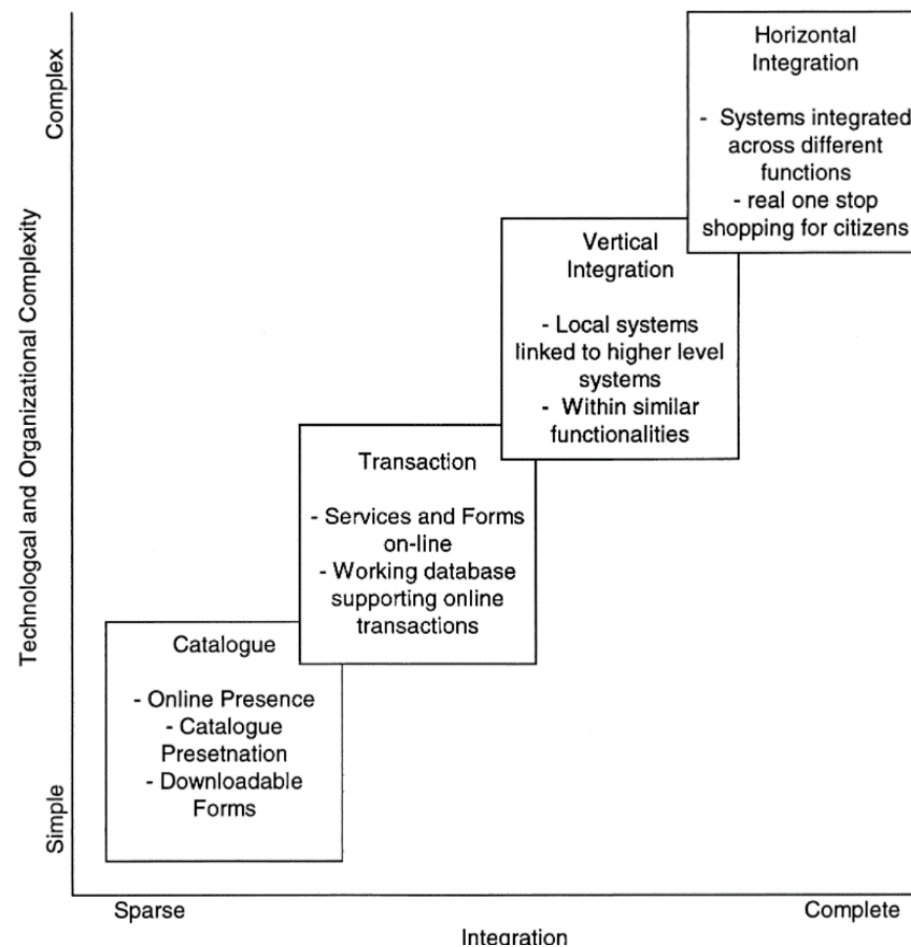
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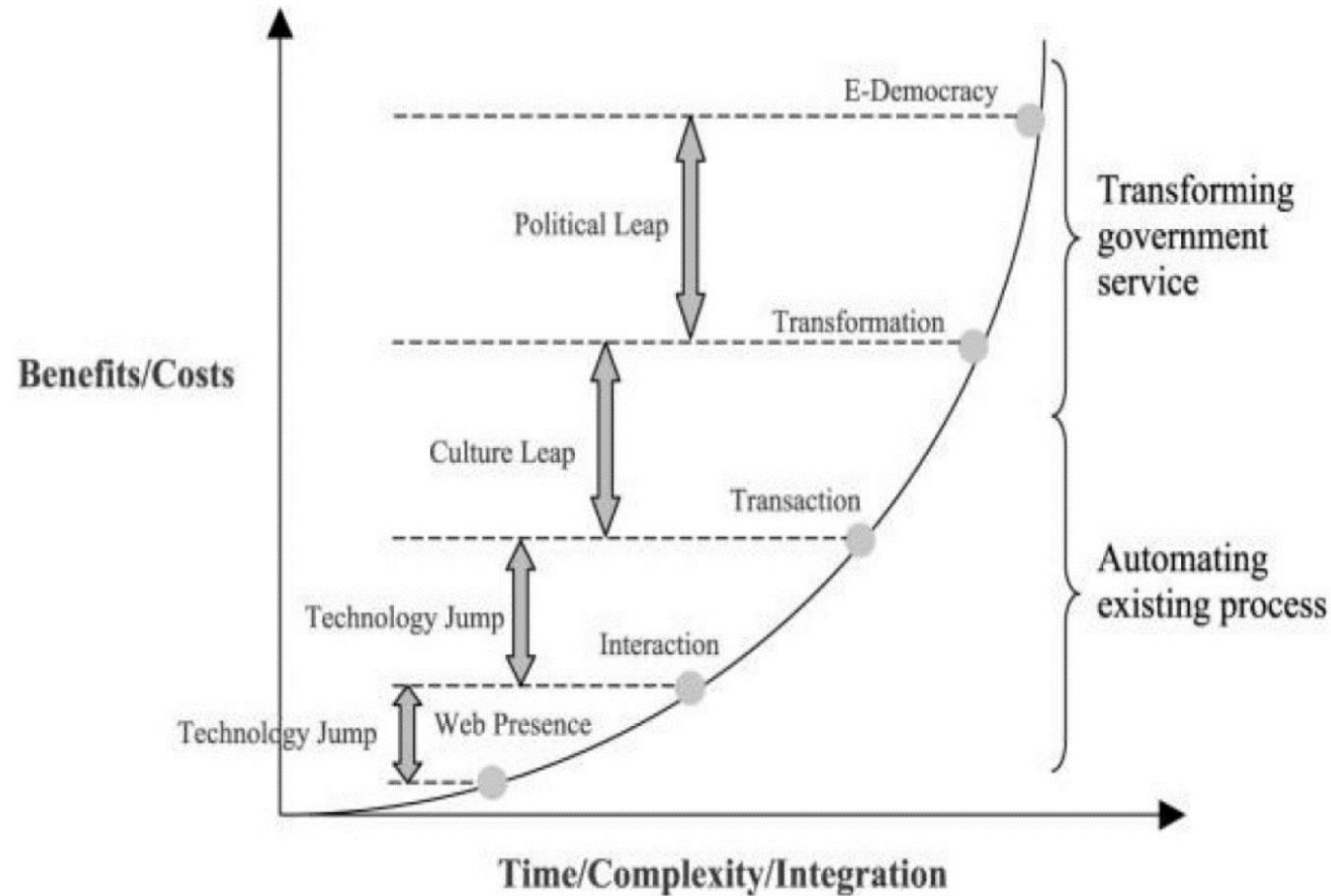
Why talk about this?

- ~~• Pace of change~~
- ~~• Increasing complexity~~
- ~~• Citizens demand Amazon-like experiences~~
- Features of technology and digital government
- The world is a lot bigger than we thought

Digital government maturity model



Digital government maturity model



The digital governance environment

Is horizontal, contextual, and open

...which is inherently challenging for Westminster-styled governments

The stack

Fast tracks, exemptions,
workarounds, and air
cover

The gap

- Turnover
- Complexity of collaboration
- Multi-disciplinary approaches
- Hierarchy decision-making

A project outlook rubric

- Does the project depend on particular people remaining in their positions – both on the project team and in corporate enablers? Would it survive them moving?
- Would the project survive a change in elected government?
- What would happens if the project can't secure a particular champion or approval?
- Are the resources available to do it right?

Navigating challenges

- Short game:
 - Timeboxed sprints towards independently valuable building blocks
 - Institutional commitments
- Long game:
 - Education, culture change, champions, narratives about digital
 - Legislation and budgets
- Trojan horses
 - Open and public success stories
 - Benign and safe initiatives
 - Irreversible pilots
 - Accountability mechanisms

THANK YOU



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