

What's the point of transformation?

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Digital Edge

14 months
6 exemplars
5 platforms
2 delivery hubs

**Not bad for
government work**

Why “transform” your organisation?

One reason only

**To provide excellent
services to users**

**Digital is not about
“engagement”**

**People just want to
get stuff done**

We all make mistakes

**I'm going to share
three main lessons**

**Agile is outdated;
let's move on.**

Delivery trumps design contemplation

**Put product managers,
not designers or
coaches, in charge of
product teams.**

Some other things to keep in mind

One size doesn't fit all

Build: end-user-facing interactions

**Commission:
commoditised
backoffice processes**

**Open Source:
for pure commodity
code
(and code from other
governments)**

Automate everything

Run it all in the cloud

**Centralise strategy,
platforms, standards,
architecture (look to
NSW)**

**Own your core
services. You can't
outsource risk.**

We need political will.

**Goodwill/collaboration
aren't enough.**

**Stop talking about
cultural change. Fix
funding, governance,
procurement first.**

**The opportunity is
immense. Australia can
do so much better.**

**Interested? Let's
discuss! I'm here today
and tomorrow.**

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