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# Digital Transformation for Digital Nations



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## Digital Transformation for Digital Nations



# Introduction

**Digital transformation is the process of changing culture through the integration of digital technologies to deliver better value for clients. An organisation's ability to successfully deploy new technologies will lead to increased efficiency, improved services and products, greater market share and greater organisational agility.**

The revolution in information and communication technologies (ICT) and the aftermath of COVID-19 pandemic continues to change the world, dismantling traditional frameworks that govern the way we live inadvertently pushing many on the path of digital transformation. As a result, an acceleration in digital investments has been observed. Ironically, digital return in the form of growth and competitive advantage remains elusive.

Digital transformation is not a destination but a multi-faceted, complex journey that requires collaboration between many diverse stakeholders. The journey begins with public awareness and education on the potential of ICT to transform everyday activities. The national development priorities and challenges must be carefully articulated so that appropriate technology and ICT solutions could be leveraged to enable reimagined services.

The Digital Transformation for Digital Nations (DT4DN) course will assist participants with establishing organisation-wide vision and formulating and implementing frameworks for successful digital transformation strategies that positions the country as a digital nation. The course is also designed to impart insights on raising awareness as well as gaining support for the design and development of an integrative and holistic approach to digital transformation. The course provides models for building competencies, capabilities and plans for business process re-engineering, change management, monitoring and measuring the impact and adjusting processes

# Learning outcomes

- ✓ Conduct an assessment of the organisation's current transformation plans.
- ✓ Develop a roadmap for raising public awareness and educating citizens at national level.
- ✓ An understanding of management and governance principles
- ✓ Effective stakeholder engagement
- ✓ Analyse the needs, gaps and identify the pitfalls to digital transformation.
- ✓ Identify, research and select adequate technology, expertise, infrastructure, and resources.
- ✓ Identify capacity, talent and skills necessary for digital strategy execution and determine if the skills can be sourced locally or externally.
- ✓ Build capacity and upskill. Streamline processes and improve user experiences with digital technologies like Artificial intelligence and Internet of Things (IoT).
- ✓ Adjust or change both internal and external processes necessary for supporting digital transformation.

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## Digital Transformation for Digital Nations

- ✓ Align organisation objectives and cultivate a culture that fosters innovation, creative thinking and the appropriate use of technologies.
- ✓ Design and deploy agile transformation frameworks and phased programme for structuring the entire transformation programme.
- ✓ Examine digital transformation across different dimensions of the organisation system.
- ✓ Receive guidance and templates to be used for execution of digital transformation programmes.



## Digital Transformation for Digital Nations

# Key topics

- ✓ Five key elements of a successful digital transformation framework
- ✓ Defining, designing and implementing a phased digital transformation programme for transforming traditional government to digital government
- ✓ Managing and executing digital transformation projects on a budget
- ✓ Managing change in digital transformation
- ✓ Effective communication plan and stakeholder engagement strategies
- ✓ Organisation process transformation
- ✓ E-government models and IT tools
- ✓ Transformation tools and technologies
- ✓ Leading digital transformation effectively
- ✓ Tried and tested templates for implementation of digital transformation programmes

# Target audience

The course is designed for Government leaders and officials across all sectors responsible for digital transformation.



## How to enrol

To enrol for the course please contact the CTO's Capacity Development and Training team:

**James Akwe**

▶ [James.Akwe@cto.int](mailto:James.Akwe@cto.int)

**Letang Kekwaletswe**

▶ [Letang.Kekwaletswe@cto.int](mailto:Letang.Kekwaletswe@cto.int)

**Or call/fax**

Tel: +44 (0)20 8600 3800

Fax: +44 (0)20 8600 3819