WHY

Council mission and vision

Insert here your mission statement, strategic intent, service charter etc

WHAT

What is the Strategy

Insert here the
- *purpose of the digital strategy*
- *guiding principles*
- *defining characteristics*

How

Digital transformation

How and what will be transformed

Stakeholder
Stakeholder vision/engagement

Innovation
What are your aspirations for innovation?
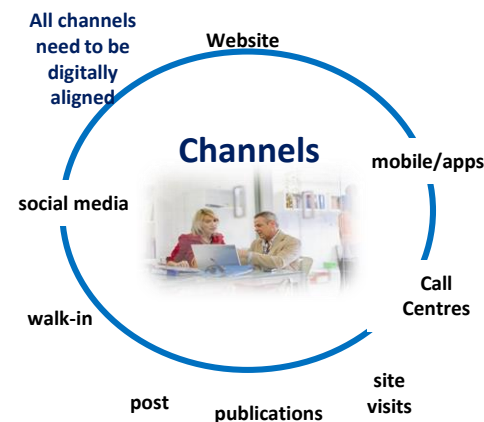
Capability and change management

What policies, procedures, staff training and change management are required.

All channels need to be digitally aligned

Website

mobile/apps

Channels

social media

Call Centres

walk-in

post   publications   site visits

Governance
What management structure and resourcing is required.

Enabling technologies
What hardware and software do you need e.g. new Customer Relationship Management.

Benefits

Better… *eg*
⇧ stakeholder experience
⇧ education and advice that is easy to find, understand and act on
⇧ understanding of stakeholders and the changing policy environment

More… *eg*
⇧ Self-service channels
⇧ time for SGC staff to provide quality service due to less time doing admin
⇧ services tailored to stakeholder needs
⇧ collaboration across SGC in devising and delivering services to stakeholders

Shorter… *eg*
⇩ time finding the right answers and responding to queries
⇩ time to determine an issue

Reduced… *eg*
⇩ red-tape and barriers to doing core operations
⇩ cost to perform operations
⇩ time spent by our staff on administrative tasks

Reference

This tool is freely downloaded and curated as part of an Evi-Pol toolkit for use by science granting councils to inform the development of a digital transformation roadmap. This Digital Transformation Goals Template was adapted from: https://www.dpc.sa.gov.au/responsibilities/ict-digital-cyber-security/toolkits/digital-transformation-toolkit (accessed 9 June 2023).

Refer to this Evi-Pol resource for more information on why, when and how to use this tool/template: Davids, M., and Petersen, I. 2023. Digital transformation roadmap. South Africa: CeSTII-HSRC.