



Department of Transformation and Digitization (DTaD)

*Managing Change
in the Light of
Enabling Technologies*





COVID 19

The Game Changer

The New Normal?





What really is NORMAL?

NEW **NEW**
conforming to a standard; usual, typical, or expected.

BEFORE COVID NORM

- > The 9-to-5 with a drive
- > Kitchen Catch-Up
- > Meeting coffee and cookies
- > It's somewhere on my desk
- > Clock-in ... Clock-out
- > TGIF
- > **Meet me at Fish Fry**



THE NEW NORM

- > Pajama bottoms suit top
- > Kitchen Full-up
- > BYOC
- > It's somewhere on my DESKTOP
- > IT'S WHAT O'CLOCK
- > What day is it?
- > **Let's Zoom**



YOU WANT ME TO DO WHAT??????

CHANGE HOW YOU DO THINGS





I THINK THEY SAID ... USE TECHNOLOGY



Let's
talk
about it



OVERCOMING FEAR ... ACCEPTING CHANGE

replace (something) with something else, especially something of the same kind that is newer or better;



make (someone or something) different;



alter or modify

substitute one thing for (another).

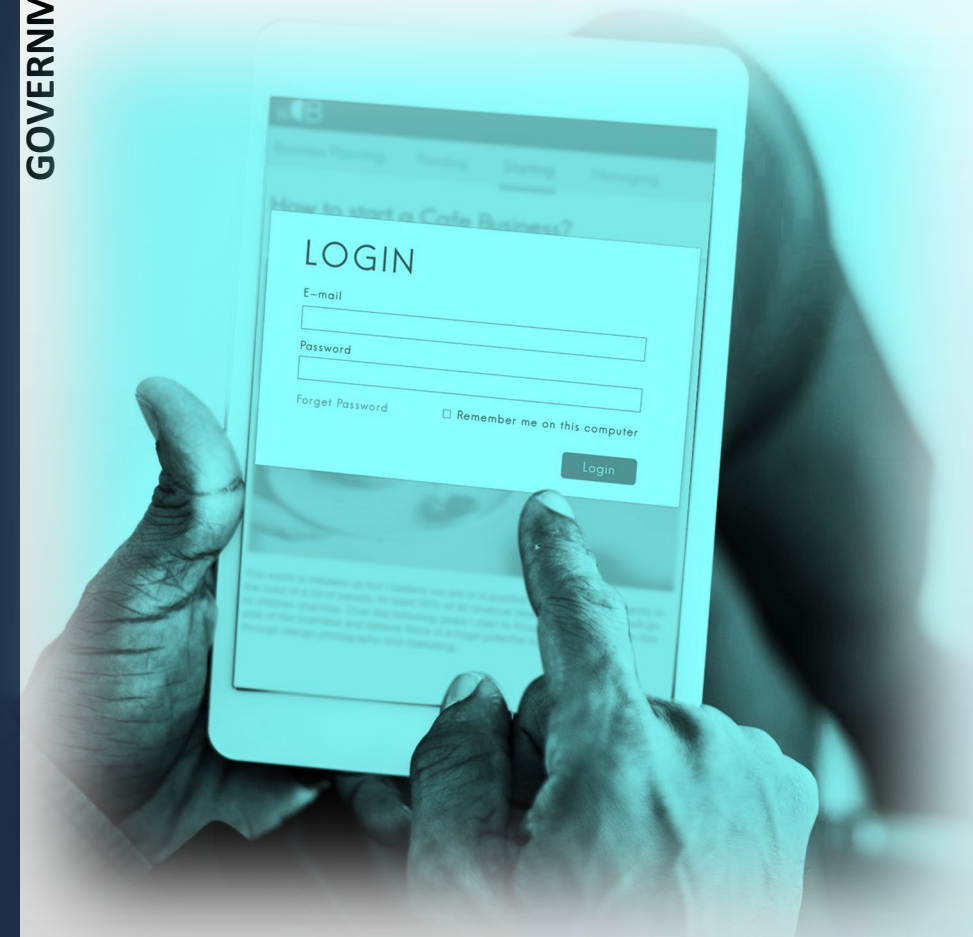
- > CHANGE CAN BE GOOD ... MANAGE THE PANIC
- > FACTUAL Information reduces fear
 - Why the change? (REASON)
 - What is expected of the change? (RETURN)
 - Where will it be made? (RELATIONSHIP)
 - Who will make the change? (RESPONSIBLE)
 - How will it be made? (RESOURCES)
 - When will the change be made? (RISK?)
- > Digitalization is TRANSFORMATIONAL CHANGE ... a marked change
 - The change must improve outcomes
 - The change must improve the experience
 - Change requires us to rethink how we operate
- > VALUE THE USERS
 - What is their need? LISTEN
 - Meet them where they are!
 - Communicate ... make them aware
- > BUILD CAPACITY
 - Training
 - Upskilling



Emerging Technology

GOVERNMENT'S DIGITAL WORKPLACE

Are we there yet?





A DEFINITION



"a **radically** novel and relatively **fast growing** technology characterised by a certain degree of coherence **persisting** over time and with the potential to **exert** a considerable **impact** on the socio-economic domain(s) which is observed in terms of the composition of actors, institutions and patterns of interactions among those, along with the associated knowledge production processes. Its most **prominent** impact, however, lies in the future and so in the emergence phase is still somewhat uncertain and ambiguous."^[1]

Rotolo, D., Hicks, D., Martin, B. R. (2015) What is an emerging technology? *Research Policy* 44(10): 1827–1843.



ENABLING TECHNOLOGIES FOR DIGITAL WORKPLACE



<https://www.digitalconnectmag.com/5-emerging-digital-workplace-technologies-for-small-business/>

1. Virtual Desktop Infrastructure

- allows employees to access documents on their work desktops from other devices.
- GoB: GlobalProtect VPN

2. Modern Intranets

- They offer companies numerous options for sharing business documents across teams.
- GoB: Microsoft Sharepoint

3. AI- powered chatbots (<https://www.digitalconnectmag.com/how-small-businesses-can-leverage-chatbots-across-different-functions/>)

- Automation of support: 24hr service, instant response, answers to simple questions,
- The latest chatbots carry out conversations just as a human would. They provide answers in various ways.
- GoB: none deployed

4. Cloud Technologies

- Cloud-based storage solutions allow businesses to keep their documents safe and accessible.
- These technologies enhance collaboration in the workplace.
- GoB: Out-of-country cloud solutions may present data privacy and data protection issues. Government on-premise storage solution: File Servers; MS-Sharepoint; FileNet

5. Group Messaging Systems

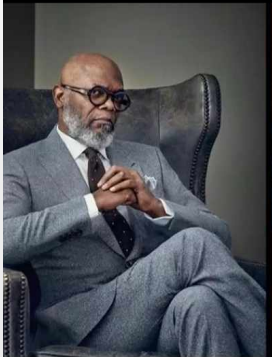
- One of the most commonly-used forms in today's workforce is instant messaging.
- use secure instant messaging platforms to communicate with their teams from various locations
- Remote video meetings
- Voice calls
- GoB: HCL Sametime works with the Domino eMail. (current platform requires upgrade)
- GoB: WebEx Meeting





CHALLENGES OF TRANSITIONING

ZOOM MEETINGS



1ST ZOOM OF THE DAY



10TH ZOOM OF THE DAY

Me: This show is boring.

Boss: Again, this is a Zoom conference.

Me and the boys ready for Zoom



Let's talk about it



FORWARD UPWARD ONWARD TOGETHER





GOVERNMENT e-SERVICES SITES

BAHAMAS.GOV.BS DOMAIN

- > laws.bahamas.gov.bs
- > www.bahamas.gov.bs/registrargeneral
- > socialassistance.bahamas.gov.bs
- > revenue.gov.bs
- > suppliers.gov.bs
- > mofa.gov.bs/passportrenewal
- > mofa.gov.bs/evisa-online-services
- > www.bahamas.gov.bs/port
 1. Private Vessel Registration
 2. Commercial Vessel Registration
 3. Foreign Charter Licence
 4. Annual Inspection

.GOV.BS DOMAIN

- > opm.gov.bs
- > travel.gov.bs
- > vax.gov.bs
- > mygateway.gov.bs
 1. Renewal of Driver's Licence
 2. Renewal of Passport
 3. Certified Birth Certificate
 4. Certified Marriage Certificate
 5. Certified Death Certificate
 6. Renewal of Gun Licence
 7. Request for Police Character Reference
- > **Bahamas Electronic Cabinet Management Information System (BECMIS)**



IN PROGRESS DTAD



Project Name	AGENCY	Product Description
Electronic Plan Review Processing Information System (EPRIS)	Ministry of Works	Description: Electronic processing of building permit applications and inspections
Enterprise Content Management	DTaD – Whole of Government	Description A system solution designed to manage an organization's documents. Unstructured information—including Word documents, Excel spreadsheets, PDFs and scanned images—are stored and made accessible to the right people at the right time.
Digital experience platforms (DXP) (Replace e-Government Portal www.bahamas.gov.bs)	DTAD – Whole of Government	Description Software solutions designed to rapidly building websites, applications, and portals. Also contain systems for managing content, media, and other collateral. DXP helps to build and manage customer-facing touchpoints across a number of channels.
Government Email & Collaboration for 25,000 users	DTaD Whole of Government	Description <ul style="list-style-type: none"> Expand email accounts to 25,000 licences to encompass more public servants in preparation for internal e-government services Provide collaboration tool for: text, video, voice messaging





IN PROGRESS DIGITIZATION AND TRANSFORMATION UNIT (DTU)



MyGateway

1. Driver's Licence Replacement
2. Notary Public: New and Renewal
3. Post Office Box: New and Renewal
4. Residential Serviced Lot Application (Ministry of Housing)
5. Application for Land – Residential Development for Young Professionals



Q&A

Just Ask?



CLASS EXERCISE

HIGH LEVEL CHANGE MANAGEMENT STRATEGY



CHANGE MANAGEMENT STRATEGY



➤ **Government Email & Collaboration for 25,000 users**

- Expand email accounts to to encompass more public servants in preparation for internal e-government services
- Provide collaboration tool for: text, video, voice messaging

Strategy Areas:

- Why the change? (REASON)
- What is expected of the change? (RETURN)
- Where will it be made? (RELATIONSHIP)
- Who will make the change? (RESPONSIBLE)
- How will it be made? (RESOURCES)
- When will the change be made? (RISK?)



BRAINSTORMING



STRATEGY		IDEAS, THOUGHTS, ACTIONS
REASON	Why the change?	
RETURN	What is expected of the change?	
RELATIONSHIP	Where will it be made? Where will this affect: other projects? Outside entities?	
RESPONSIBLE	Who will make the change?	
RESOURCES	How will it be made?	
RISK?	When will the change be made?	



THANK YOU

DEPARTMENT OF TRANSFORMATION AND DIGITIZATION

REGISTER NOW AT



MyGateway.gov.bs