

Digital Maturity in Change Management Prospective

Key Potential for Business, Government and Social Development

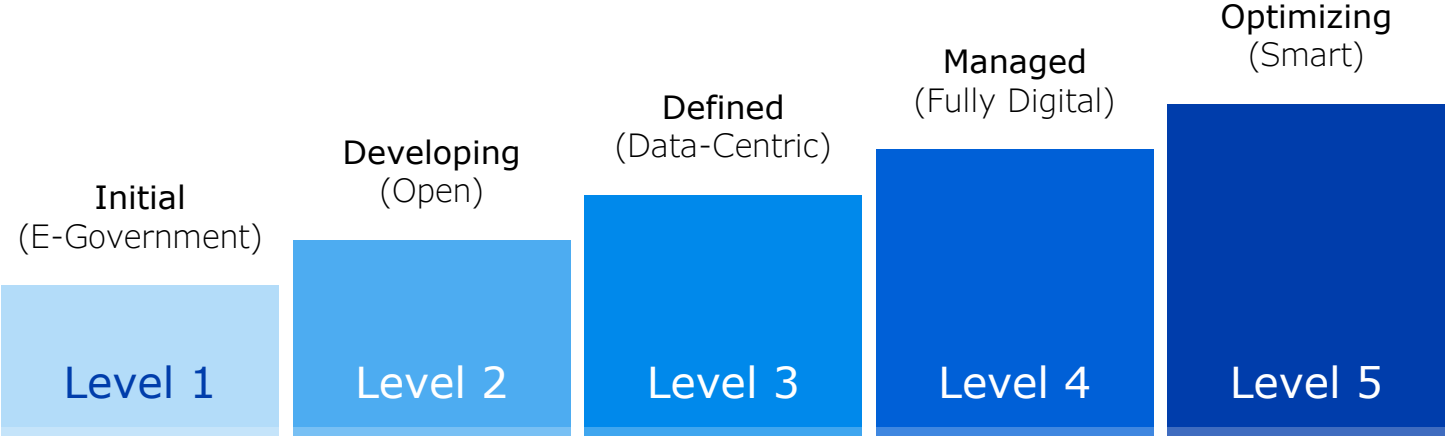
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“ Effective digital cooperation is instrumental in achieving the “future we want” and the ambitious goals of the 2030 Agenda for Sustainable Development. This is not something that any country, company or institution can achieve alone ”

Digital Maturity

Maturity Model*



Technologies

Infrastructure

Data

Processes

Regulation

Standards

People

Capabilities

Culture

Key Elements

Stakeholders & Roles

Government

- Developers
- Protectors
- Supporters

Business

- Innovators
- Advisors
- Integrators

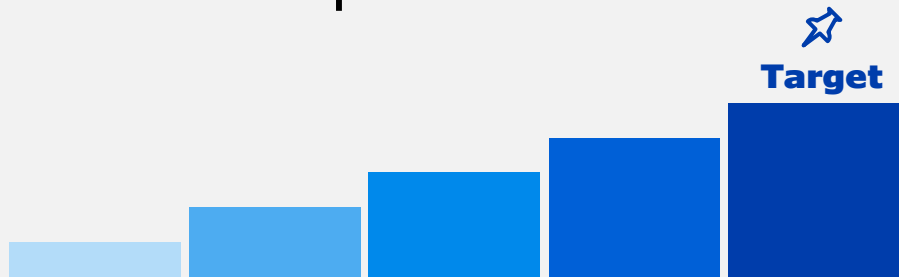
Society

- Influencers
- Impacted
- Not Involved

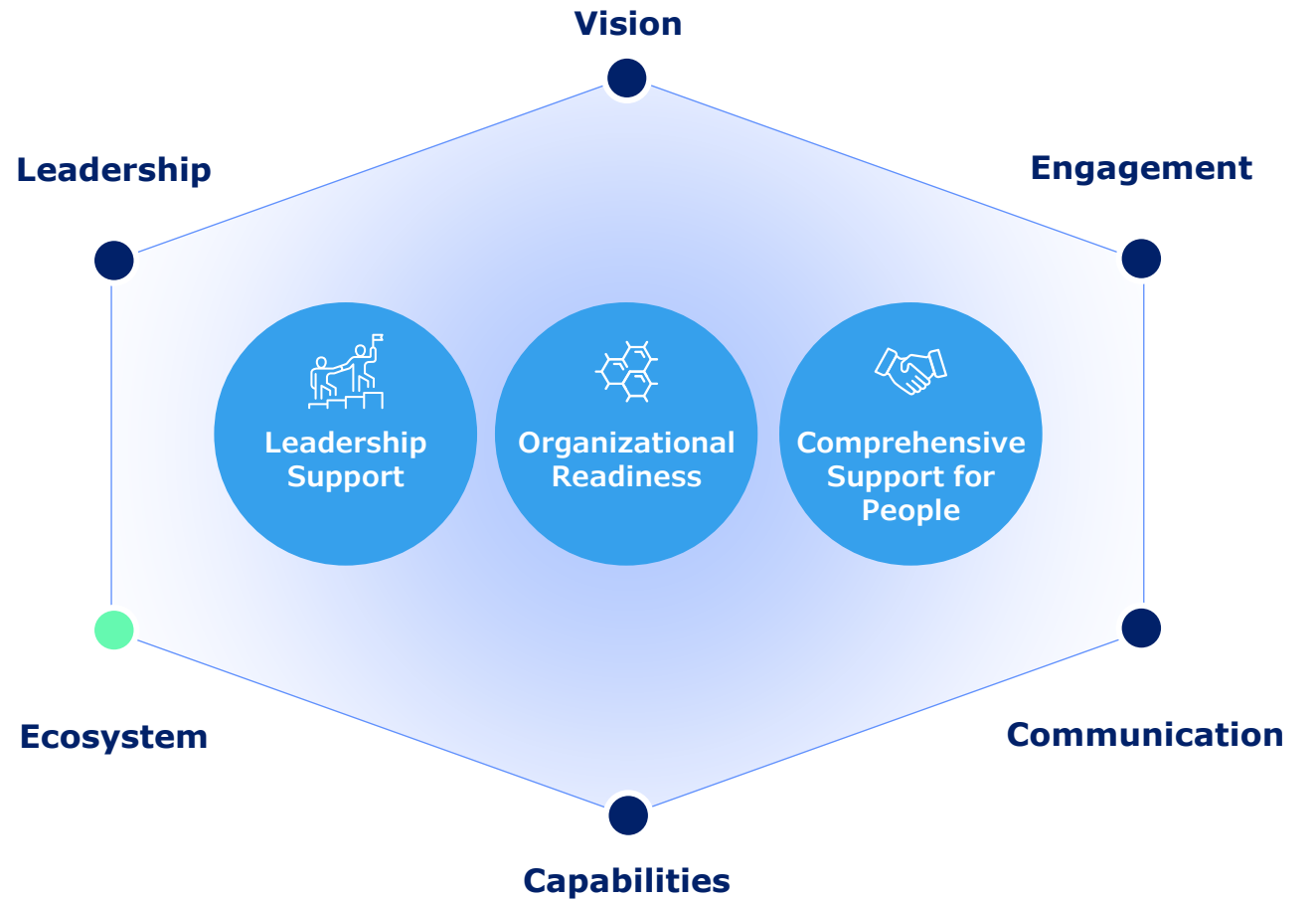
* Source: [Gartner Digital Maturity Model](#)

Change Management

humancentric approach
for development



smooth transition
from current state to target state



Change Management in data

Only 30%

of transformations are successful, because of a lack of focus on human factors

42%

transformations had no common vision of change

65%

cases had stakeholders with wrong expectations

92%

cases confirmed leadership support is a key success factor

143%

ROI with a quality change management and 6 times more likely to meet objectives and timeframes



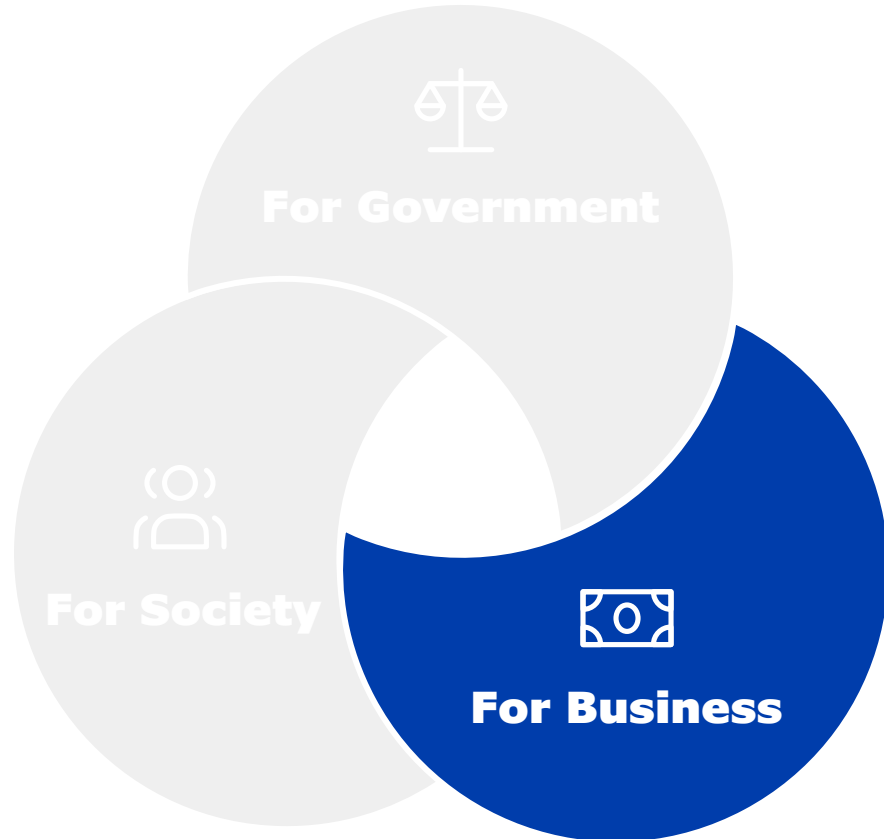
Focus on people impacts on the transformation results

Digital transformation in Change Management Prospective



- **Prepare to lead**
Establish management center and increase its readiness by trainings, reference visits, best practice overviews, mentoring
- **Define target**
Conduct Digital Maturity assessment, E-Resilience check, and set-up vision of target state
- **Create team for success**
Identify stakeholders needed to advise, develop, and implement to achieve target state. Be clear on their roles and strategy
- **Collaborate in all levels**
Set-up transformation governance, simplify communication, collaborate on regional-, country- industrial levels
- **Focus on plan**
Prioritize gaps and create a roadmap for Processes, Technologies and People Readiness improvement; define resources is needed on local, regional, global sides, strengthen the team for success
- **Improve continuously**
Organize progress monitoring, regular feedback, and health-checks in order to inform development plans

Digital transformation in Change Management Prospective



Take an opportunity

Use industrial expertise and learn to act together with Government for sustainable development; build effective GR function



Engage for value

Participate in common sessions, develop suggestions for law, infrastructure needs, people-, technology-, process GAPS mitigation



Became a center of excellence

Identify areas of strength where own practice and capabilities and became an advisor for national and regional targets



Industrial integration

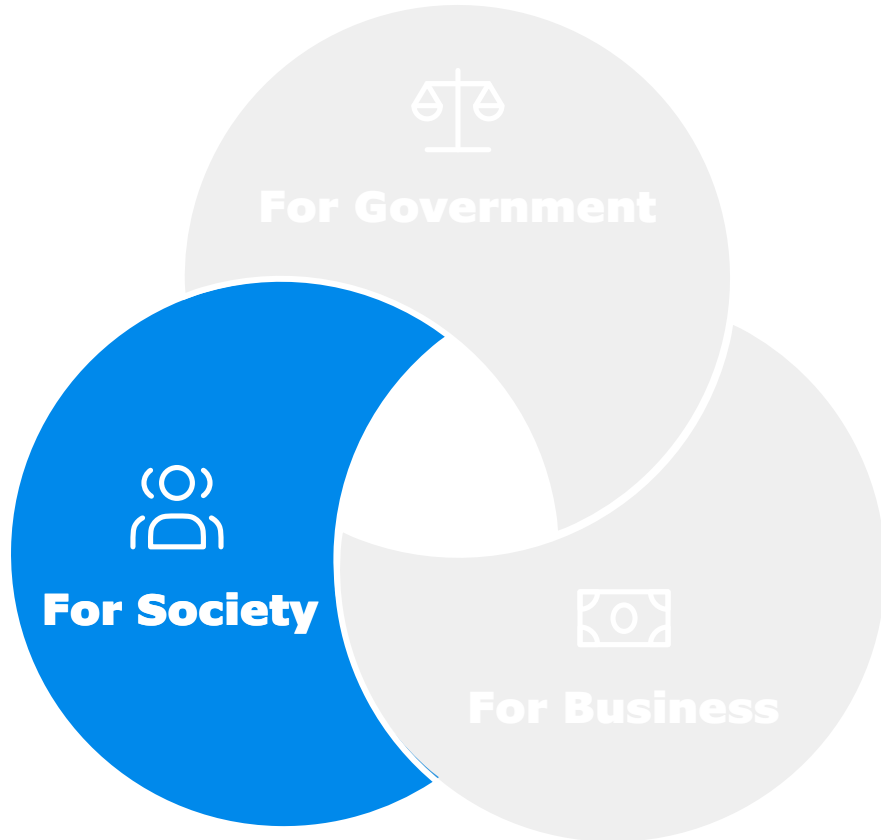
Define areas for development in industrial cooperation, increase industrial power to bring more value in issue resolution



Take social ownership, be a role-model

Embed UN values into a corporate culture. Participate in digital literacy building - develop programs for school, universities based on business needs, hold knowledge sharing activities, inform about opportunities in digital space to adapt and develop society

Digital transformation in Change Management Prospective



Remove the blocks

Provide internet access for the people out of the network, based on deep analysis of the reasons. Develop combined programmes with business, cost regulation, cross-countries collaboration for infrastructure needs



Build Trust

Use communication channels to activate usage of e-tools based on benefits for people, share information about new opportunities within new programmes and cybersecurity actions, increase recognition of digital value



Improve Literacy

Set-up programmes for society, use different formats to get knowledge on digital rights, technology options and skills to use, include volunteers to provide individual support for senior people



Engage in development

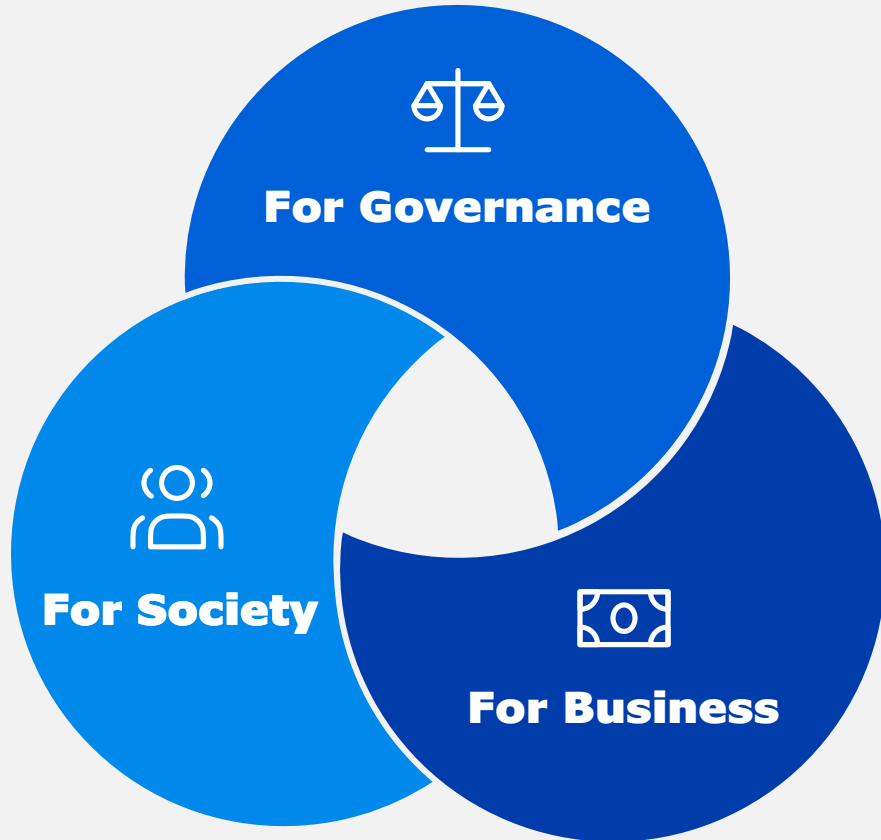
Develop digital technologies based on people request and needs, activate feedback channels for inclusive society, develop opportunities to impact on digitalization process



Create Culture

Implement humancentric approach for technology adoption, increase individual digital maturity and receive users feedback on impacted quality level for digital development, activate society as a change agent

Conclusion



- » Roles and responsibilities of stakeholders are **changed and mixed up**

- » Reactive model needs to be transformed **to create a proactive and predictive model** for sustainable growth

- » Digital maturity has become a **common international** objective and requires collaboration on all levels and modern management approaches

Thank you for attention!



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