



## **IT Transformation vs Digital Transformation - a guide for public sector organisations, by Lindsay Burden, Marketing Manager**

In the discussions we have with our many public sector customers, a key buzz word is 'transformation'. However, to apply this correctly, it is important to understand the two distinguishing parts to this technological tale for any organisation considering a journey of transformation.

### **Public sector goals**

People (end users and citizens) are increasingly at the centre of considerations, delivery and experience of public bodies as they plan for the future. Along with diversity and equality, the desire to do things smartly and create a customer-focused environment, using intelligence and digital enablement is a key goal for many local authorities crafting their roadmaps as they seek digital improvement for customers, residents and businesses.

### **IT Transformation**

'IT transformation' deals with the technological improvement of your IT estate. It captures the roadmap from a historic infrastructure, with silos of legacy IT architecture, hardware and software, storage issues and poor access, to the new age and flexibility of cloud – with greater opportunities for efficiency, performance enhancement and reduced ongoing costs.

### **Digital Transformation**

The motivation and language around digital transformation is very different. It takes a uniquely different approach, one that permeates the entire organisation and its people, so impacts at every level. This in turn creates new opportunities through a dynamic approach in our day-to-day work, but on a radically more interactive methodology and vibrant form of communication and collaboration.

Digital transformation is seen by some organisations still as a high hurdle. However, with a well thought through roadmap which your IT MSP can help guide you through, this is easier to comprehend when broken down into bite-size (simplified) chunks:

- Fully understanding your IT environment
- Project and transition plans created with realistic timelines and quality gates
- Proof of concept, pilots etc.
- Roll out
- Communications to stakeholders and users (+training)
- Business As Usual (BAU) support

There are high rewards for individual enablement - and digital transformation represents an internal investment well worth making. It is also now well-established as a migration path amongst IT Managed Service Providers. Through the software empowerment of digital transformation, a true 'user-centric' focus can be provisioned.

## Three key differences between IT transformation and digital transformation

	IT Transformation	Digital Transformation
1	IT transformation focuses on IT priorities	Digital transformation focuses on customer priorities.
2	IT transformation is of interest to those in IT	Digital transformation however is of interest to everyone as it affects us all inside and outside the organisation.
3	IT transformation has a clearly defined end state	Digital transformation is an ongoing process with continual improvement opportunity as software continues to evolve.

## FAQs

### 1 Does IT transformation and digital transformation have to go hand in hand?

The older and more out of date your IT environment, the harder it will be to support digital transformation. Ultimately therefore, IT transformation should be regarded as Phase 1 to get you to 'steady state', with digital transformation considered as Phase 2 to follow.

### 2 Does everyone seek digital transformation as part of IT transformation and improvement?

Not necessarily. In an organisation's roadmap, the IT delivery target (and budget) may be around delivering tactical infrastructure improvements, like increased resilience, risk mitigation and cost savings, rather than strategic enhancement. And so, whilst the benefits from an IT transformation point of view, may be effective, they remain largely invisible to the end user.

For public sector organisations, digital transformation is not just on a wish list, it's a Government directive through UK Gov's Cloud First vision. So Phase 2 has to be the ultimate goal.

In summary, only by aspiring to digital transformation, can a local authority Council achieve the desired flexibility, agility and depth of synergies on offer to users that digital transformation provides - not only for its end users, but ultimately in its interactions with its citizens.

### 3 Is there a one size fits all solution for the public sector?

There is no single solution or approach which will deliver the panacea of technological change to create IT transformation and digital transformation. Each organisation is individual, facing different infrastructures and complexity as well as political and financial constraints. Today, increasingly, back office infrastructure is shared as local authorities merge into single, larger unitary authorities. This can help with scale of increased buying power - but should not overlook the intelligence of consultancy behind spend of every £Pound irrespective of number of sites/users to optimise the most effective modern solutions.

As an IT Managed Service Provider, the value of a consultative approach ensures a best fit. Amicus ITS continues to be holistic in our recommendations to customers. We will always put you first and marry you up with the best technology solutions, partners and route to implementation whether as a lock-stock transformation change, or a toe in the water pilot.

If Amicus ITS has done its job correctly, we will ensure we fully understand your IT landscape, what you want, where you want to be and use the right cost modelling route to suit your budget – and then support you afterwards into BAU support.

## So how are Microsoft helping to change the landscape for users?

### Microsoft Ignite, September 2018 – key takeaways

Delivering Microsoft's keynote vision talk recently at the Ignite partner conference, CEO Satya Nadella defined his vision for Microsoft, as being on a mission to deliver technology that 'empowers the individual to achieve more'.

*At Amicus ITS we understand that adopting technology is a cultural shift for some, larger institutions. However the rewards can be immense as capabilities are increased.*

Nadella also spoke about being smart with your choice of partners.

*At Amicus ITS with over 30 years' experience of IT support and crafting tech solutions, we like to think that we are a worthy IT MSP partner of choice, along with our tech partner ecosystem underpinning our services.*

- The use of Microsoft 365 for example can vastly help improve workflow. It offers immediate visibility and secure live interaction and collaboration to improve and enhance the user experience. Where productivity was the push point for getting more for less, Microsoft 365 creates especial value as it can seamlessly connect an increasingly mobile workforce, securely. Giving everyone access to the best technology, plus training and supporting everyone to use it, is central to the main menu, not just a dream on the horizon. It is here and available today, so should be a strategic target for every Board to consider.

## Trust and security with digital transformation

Nadella talked about the importance of trust and security. He quoted that in 2018, IT leaders surveyed by Microsoft were spending 85% of their time just keeping the lights on, with little time to look up. There is a mind-boggling volume of data floating around today, but much of it remains unstructured and untapped by organisations.

- To offset this, Microsoft are layering in security and Artificial Intelligence (AI) into their solutions, turning data into insights. With Business Intelligence (BI) feeding into the day-to-day, this makes engagement with peers real today irrespective of geography – and for the organisation, can add value both in time returned to the individual and increased efficiency.



## Customer Quote

An Amicus ITS public sector customer, Watford Borough Council shares their vision on transformation:

*"Watford Borough Council has set out our Watford 2020 transformation programme. In 2020 we will be a customer-focused, digitally-enabled, commercially-minded Council."*

*As a forward-looking organisation we recognise that fundamental change is needed and this will cut across everything we do. Our success resides on us keeping our residents and customers at the heart of change, so working smarter and joining up the way we do things will make our business and quality of service more effective, empowering our community and helping us become more efficient".* **Andrew Cox, Head of Service Transformation**

## Contributing Authors



Amicus ITS **Snr Account Manager, Ben Davis** comments, *"Whatever your organisation's IT environment, there will always be a 'right fit' solution and we can identify what this is for you, in a best practice pathway."*

*Whatever route to transformation you are preparing to take, if you have any questions, please don't hesitate to contact me on Tel **02380 429429**"*