How does digital transformation change the needed skills and work focus for government IT teams?

To be successful, digital transformation requires more collaborative work – what I call more boats rowing in the same direction. More coordination will be involved so that IT employees and teams can hand off their work to each other.

Another important demand requirement will be to deliver the right IT services to employees and partners for internal work and to the public for digital government services. This work will be supported by a culture that is focused on continuous value delivery for constituents.

What training and experience will help IT staff gain the right skillsets to work on digital transformation programs?

Projects will move faster and have more handoffs, but these changes will allow IT to deliver resources faster as new priorities arise. In turn, application developers will be able to use those resources to deliver new digital services faster. IT will also increasingly focus on delivering smaller, incremental features and capabilities that benefit developers, internal users and constituents.

What changes will digital transformation bring to IT culture?

Successful adoption of new digital technologies requires a focus on needed changes in the internal IT culture. Yet new technologies can also reinforce those culture factors, for example by abstracting certain interactions to allow for more service automation across organizational silos. These capabilities reinforce the culture change that enables more cooperation across teams and accelerates digital transformation.

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