



New IT operating model for Digital Transformation

PN Narayanan
Chief Information Officer

Change is the only constant

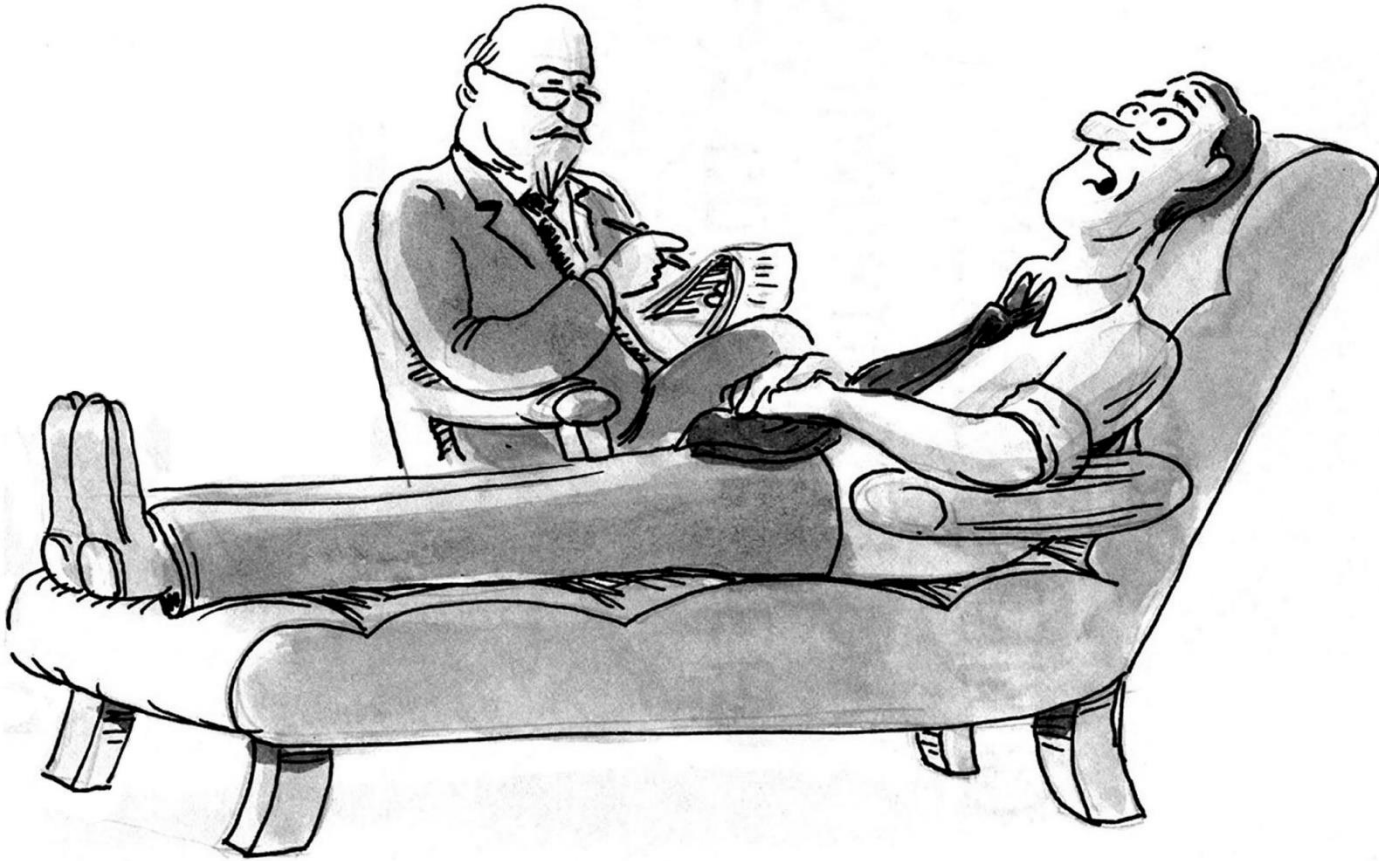


Transformation happens all the time.

Digital Transformation is not about Technology, it is about transforming information into valuable knowledge.

Technology is only a catalyst for its rapid pace.

It's funny we don't like change

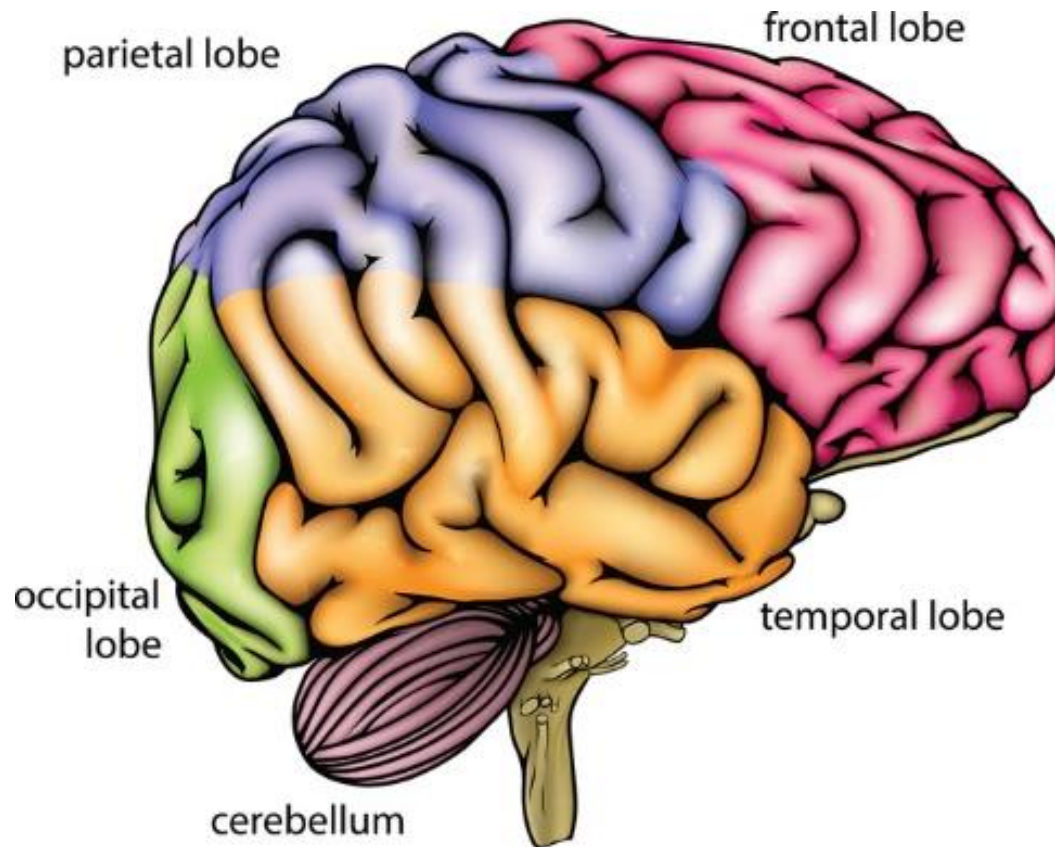


“My profession has probably been transformed again just since we started this session.”

We are programmed....



We are a slave to our master



Everyone is trying...



7 It is a rush hour!

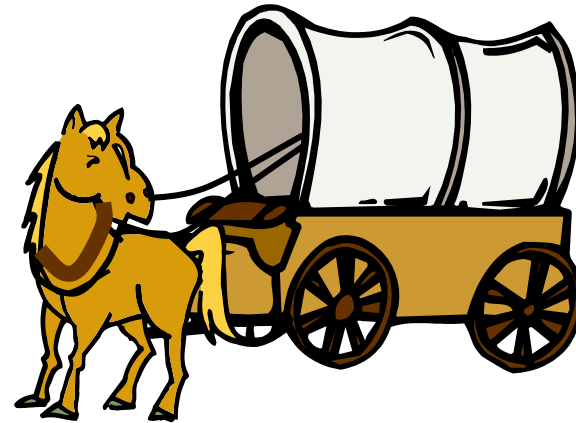
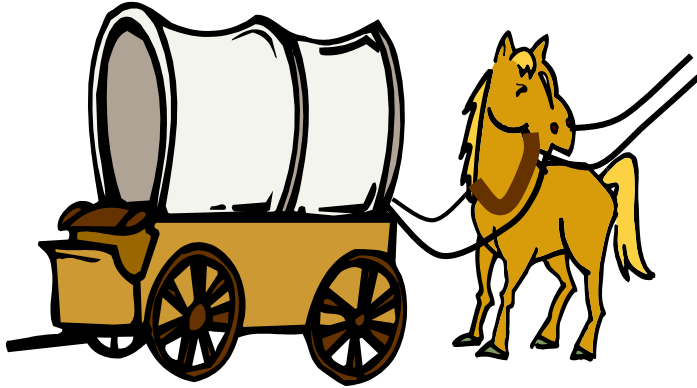


Joe Torsella, State Treasurer



Presenter: PN Narayanan

Business Vs. Digital strategy



Key to success



Joe Torsella, State Treasurer



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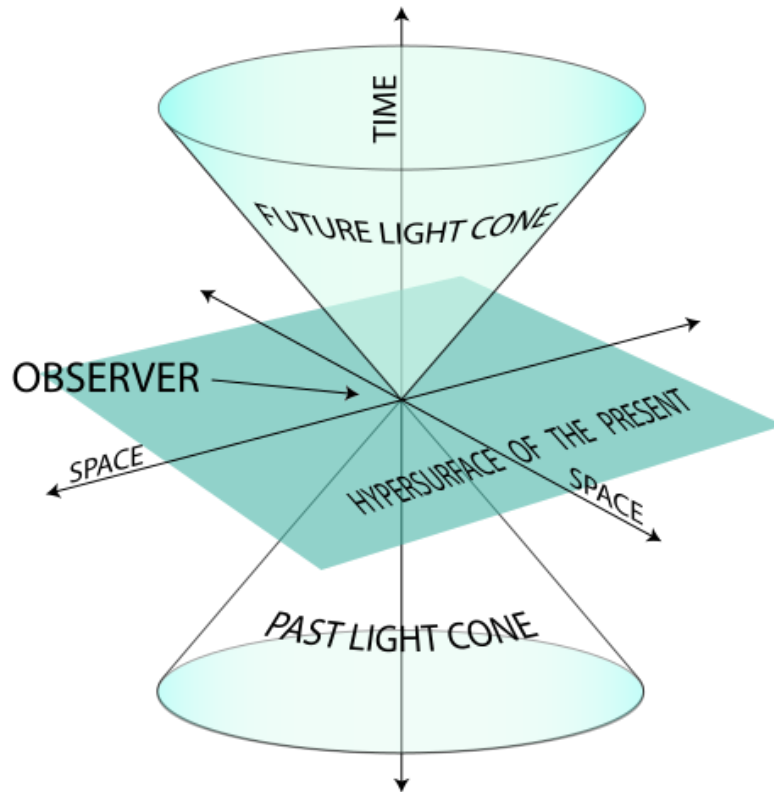
Design failures



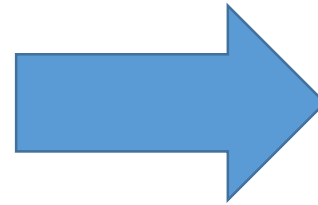
It is simple to make things difficult!

Picture Courtesy: internet

Design success



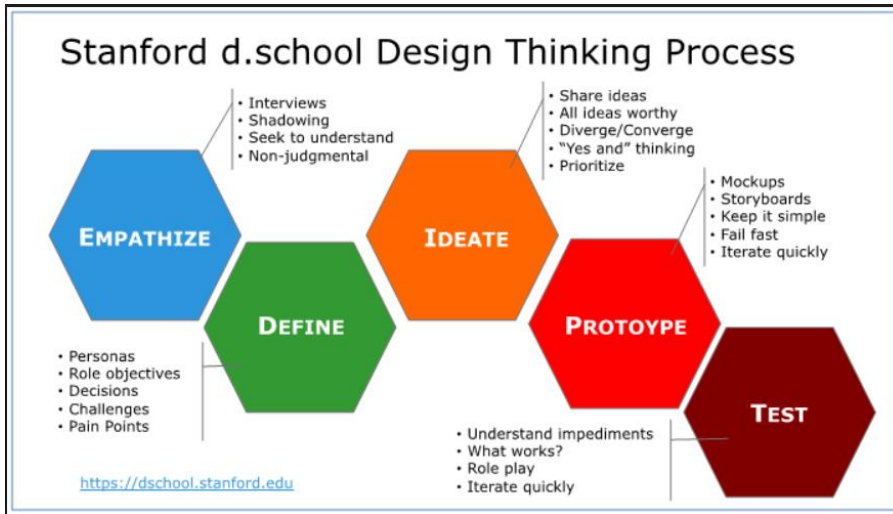
Picture - Wikipedia



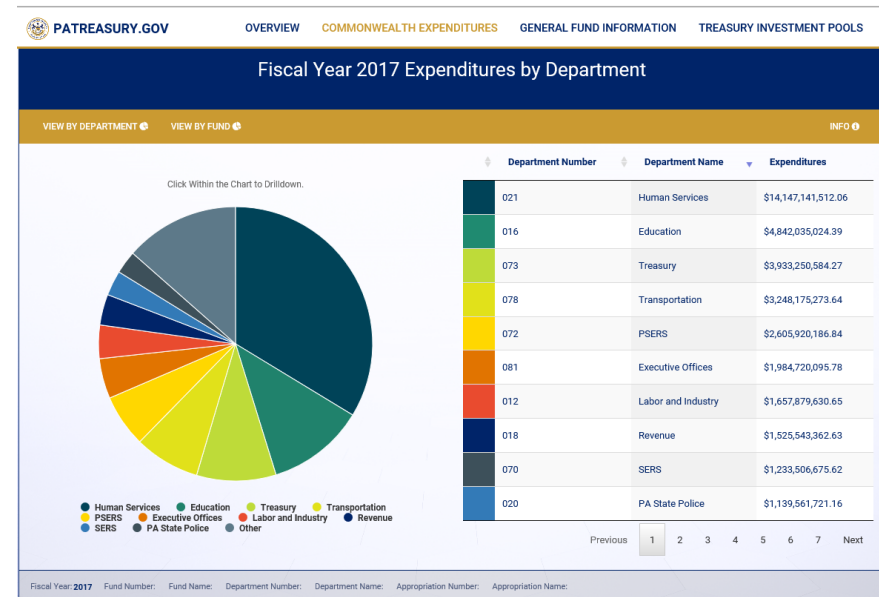
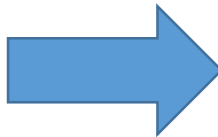
$$E=MC^2$$

And, it is difficult to make things simple.

A new model...



Agile



Design Thinking...



EMPATHIZE

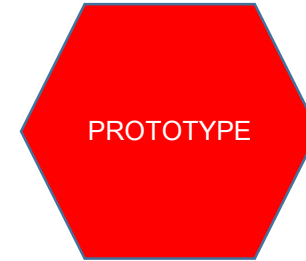
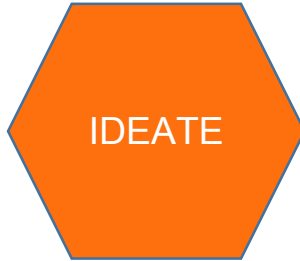
- What will be useful to the customer?
- What are the constraints of the current solutions available?
- How can it be unique?
- Why should we pursue this project?



DEFINE

- Develop a solution that is unique, first in the nation and strategic in nature to address the Commonwealth's expenditure, revenue and Treasury funds data transparency.

Design Thinking...

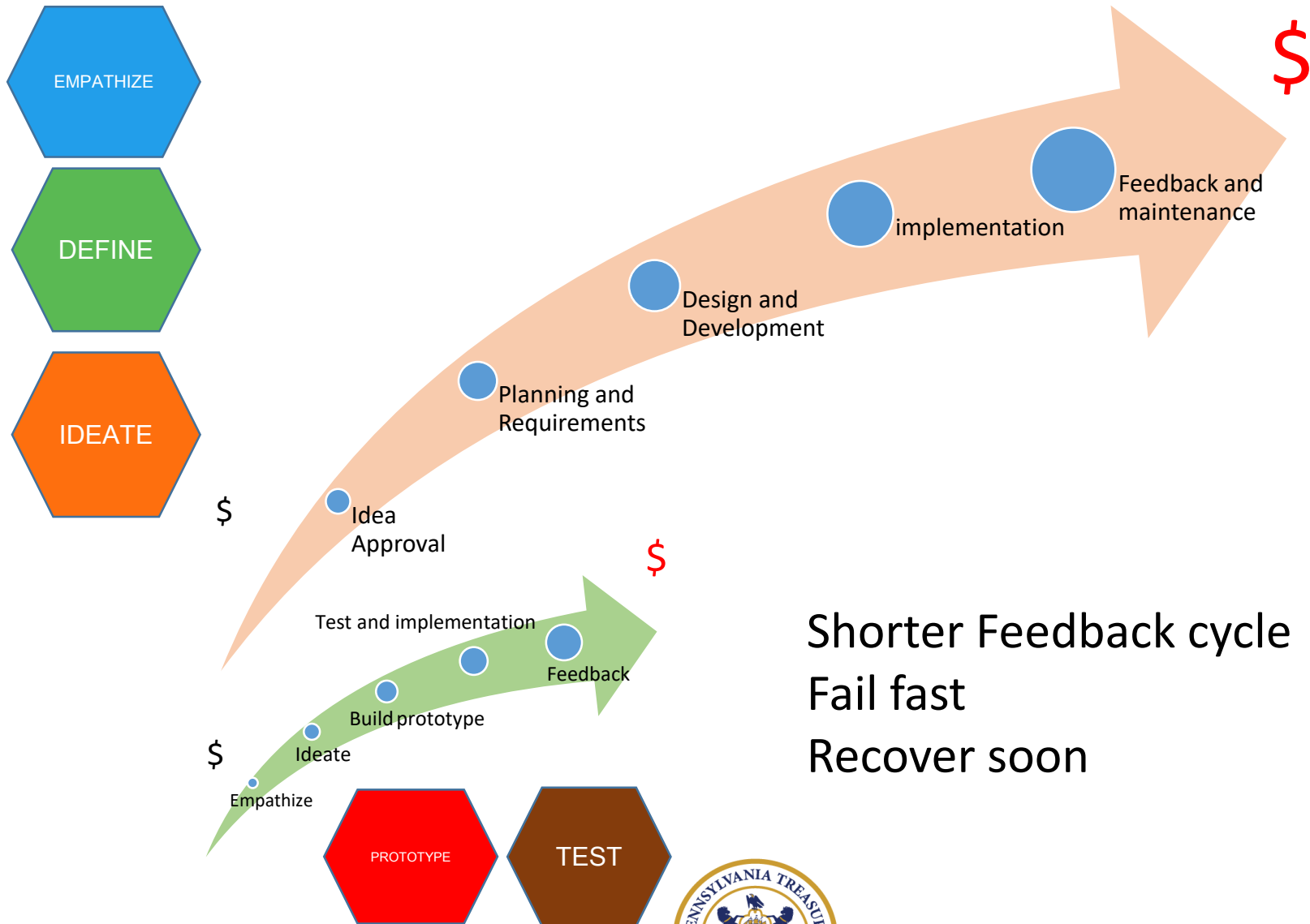


- Assemble the right team
- Ensure it is diverse
- Write down all ideas irrespective of its merit and complexity
- At the end, identify the top 3-5 and prioritize.
- Following agile, developed sprint cycle for the prototype.
- Develop, test, approve, reject or modify designs by sharing it with key stakeholders

Project Team



New Model....

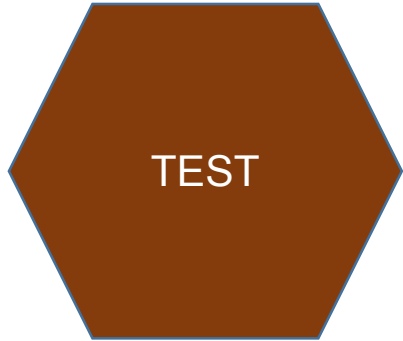


Multiple Sprints



AGILE



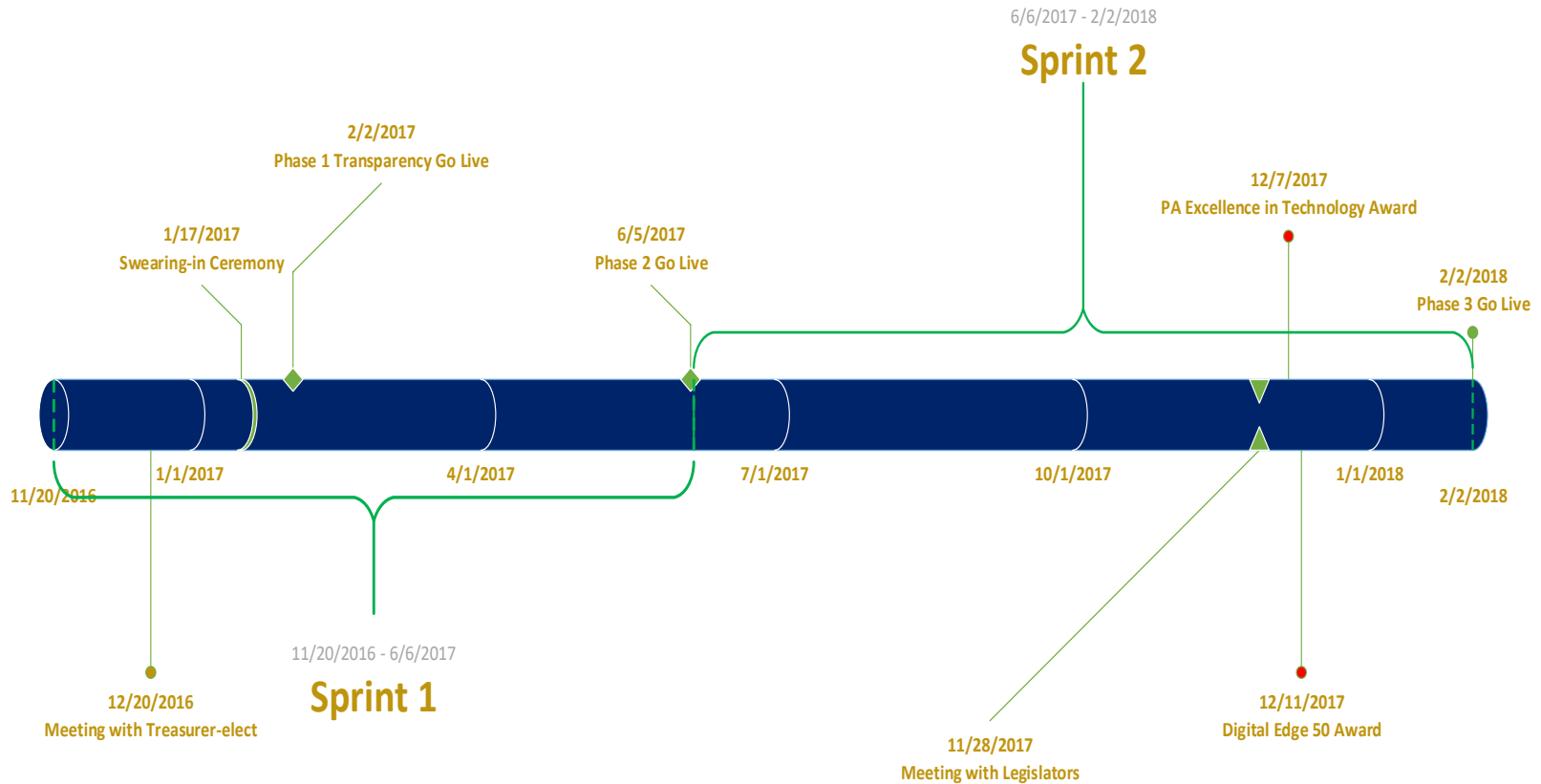


Test, refine and
release

- Test, Test, Test
- An iterative process
- Make refinements to rule out bugs in the solution and gain deep understanding of the product and its users.
- Release and receive feedback to start the cycle once more with another sprint.



Timeline



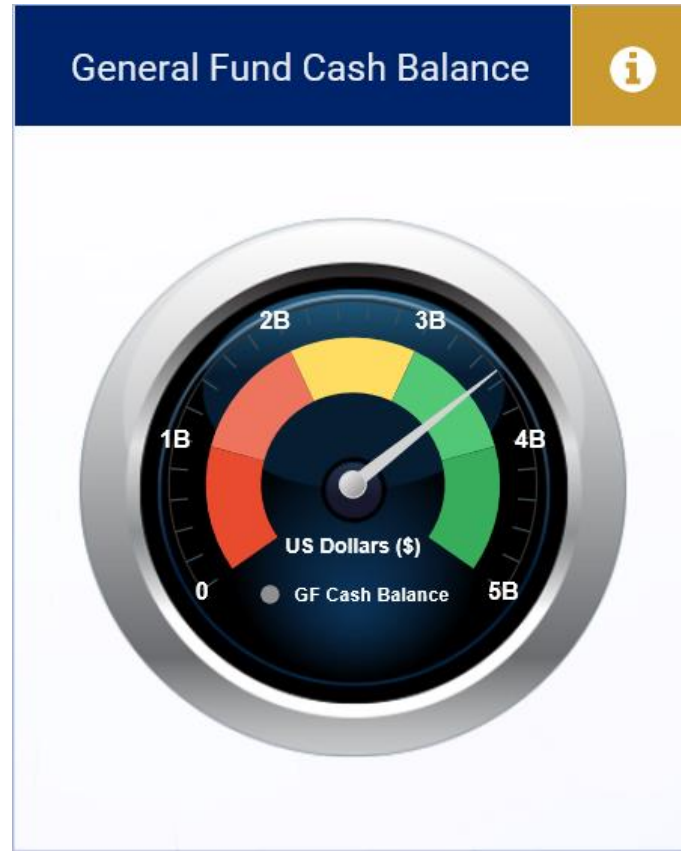
Treasury success story

- Customer don't know what they want until they see it....
- Different mind set to become agile
- Start from the top
- Think out of the box
- Keep it simple-Make it Easy



Treasury Transparency Program

For the first time in the nation, citizens can monitor daily balance of Commonwealth General Fund.



Recognition

The Digital Edge 50 Award recognizes a select group of digital achievers whose organizations have made great strides toward being a digital-centric business.



Coming together

Business Strategy

Operational Backend



Digital
Transformation

Digital Strategy

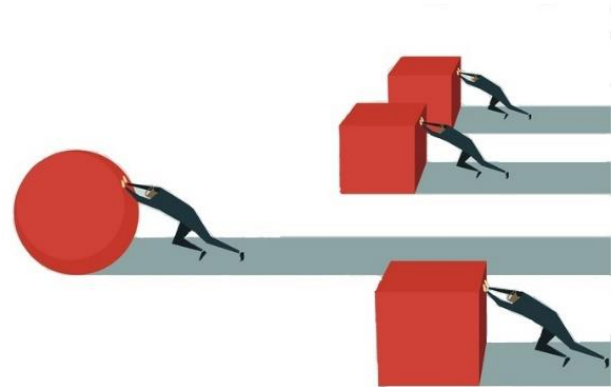
Customer Service strategy

Summary – Take backs

**WHAT
DO
YOU
EXPECT**



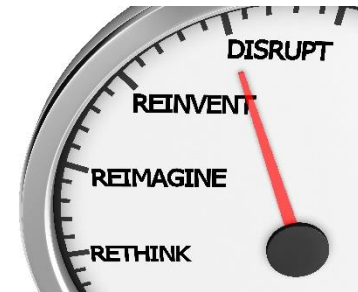
Expected outcome



Not all projects are suitable.



You can only pursue perfection!



It's a cycle - Repeat...

Questions!

