Category

Enterprise Transformation

Government & Public Services Digital Transformation Playbook

Serving every citizen well, including those digital-first design tends to leave behind

- Executive
- Advanced
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- 4 minute(s)

Overview

A framework for government and public services digital transformation that balances efficiency and modernization ambition with genuine accessibility, equity, and public accountability requirements — recognizing that public sector transformation serves citizens who can't simply choose a competitor if the digital experience fails them.

Isn't accessibility just a compliance checkbox for public sector

digital services? Legal accessibility compliance is a floor, not the actual goal — genuine accessibility and equity consideration means designing so citizens without reliable internet access, digital literacy, or standard assistive technology needs can still access essential services, which requires more than minimum compliance.

How does public sector transformation genuinely differ from private

sector transformation? Citizens generally can't choose a competitor if a government digital service fails them, and public accountability and procurement requirements add process constraints private sector transformation doesn't face — both change what "successful" transformation needs to account for.

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