ACCELERATING YOUR DIGITAL TRANSFORMATION JOURNEY

Jakub Polec
Innovation Director Oracle Middle East, Africa and Turkey

Digital TRANSFORMATION

The evolution or journey from a current level to a different and better state: MODERNIZING AND OPTIMIZING. Transformation is the tangible process, structure, or building block for future.

(People, Process and Products)

INNOVATION

RETHINKING, REIMAGINING, AND REINVENTING the business. New business models, customer relationships, new products and services.

(Business Challenge, Impactful, Quick)

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Digital Government transforms country into a digitally empowered society

Impacting all facets of businesses, citizens and environment.
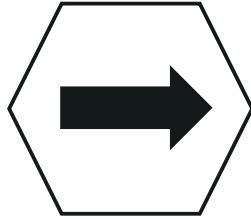
ENVIRONMENT

CITIZENS

BUSINESS

Asset Centric View

"You've got to start with the citizen (customer) experience and work backwards to the technology."
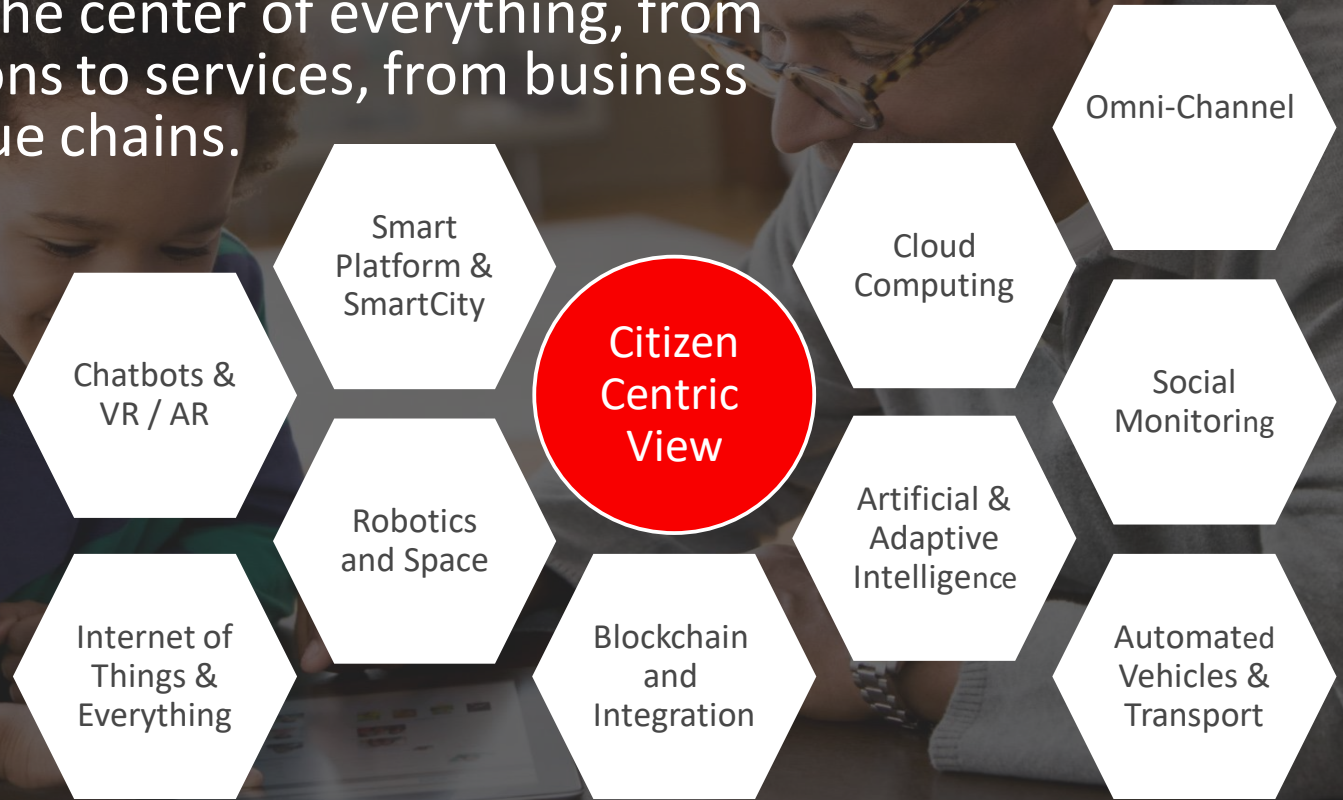
Steve Jobs, 1997

Today citizen centricity in extends beyond pure interactions, leading government to redesign whole approach, creating **e-services digital platforms** building new capabilities and driving agile initiatives with lower time-to-market.


Citizen Centric View

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The evolution of key digital technologies will put the citizen in the center of everything, from communications to services, from business models to value chains.

Omni-Channel

Smart Platform & SmartCity

Cloud Computing

Chatbots & VR / AR

Citizen Centric View

Social Monitoring

Robotics and Space

Artificial & Adaptive Intelligence

Internet of Things & Everything

Blockchain and Integration

Automated Vehicles & Transport

Improving Citizen Experience at Dubai

- **Getting Public Transport information**
- **Booking a Taxis**
- **Combining trip with others**
- **Checking destination ETA**
- **Status**
- **Incidents and Traffic**
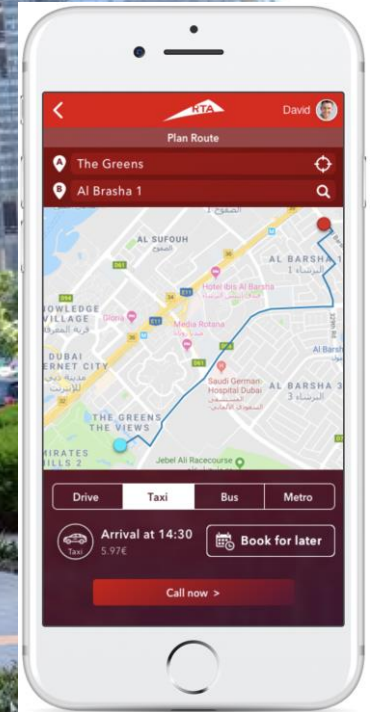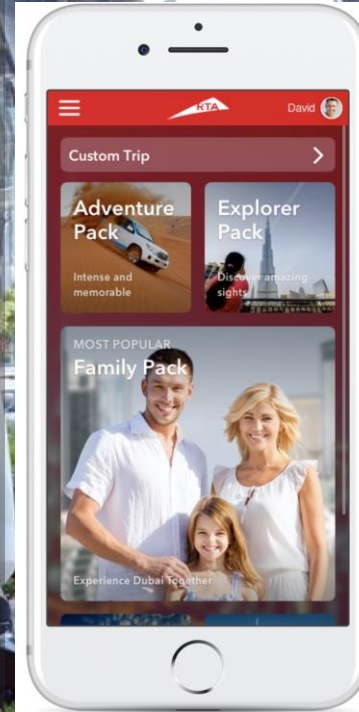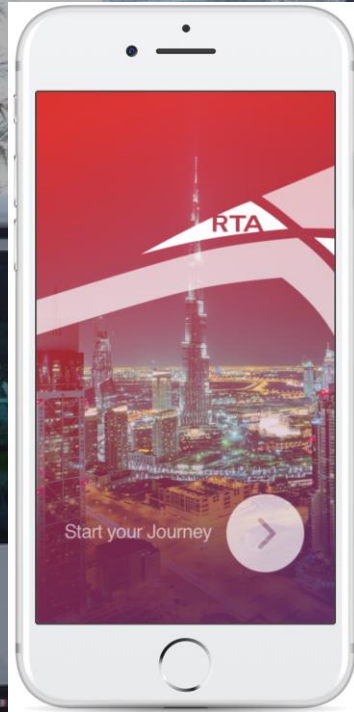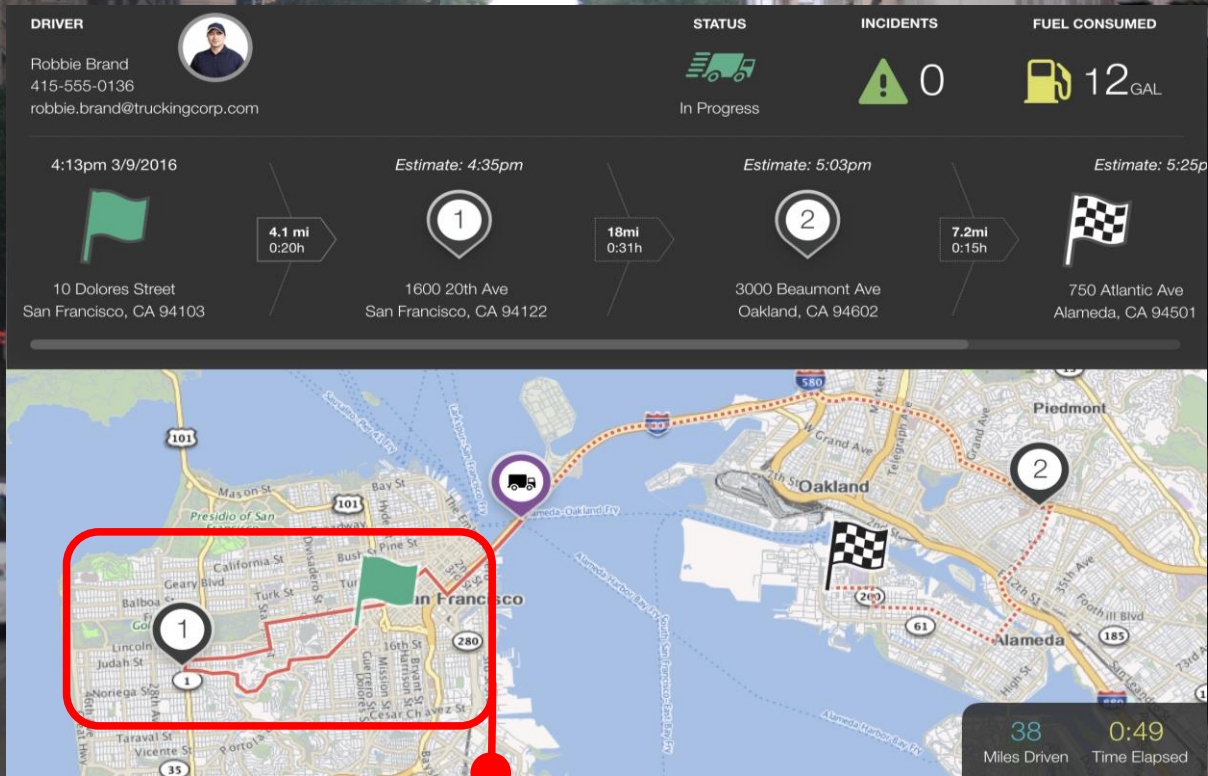
Be able to track the Engine Racks on route and monitor exceptions

- Start Time
- Destination ETA
- Status
- Time Elapsed
- Stops
- Incidents
- Distance Travelled

DRIVER
Robbie Brand
415-555-0136
robbie.brand@truckingcorp.com

STATUS
In Progress

INCIDENTS
0

FUEL CONSUMED
12 GAL

4:13pm 3/9/2016

10 Dolores Street
San Francisco, CA 94103

4.1 mi
0:20h

Estimate: 4:35pm
1
1600 20th Ave
San Francisco, CA 94122

18mi
0:31h

Estimate: 5:03pm
2
3000 Beaumont Ave
Oakland, CA 94602

7.2mi
0:15h

Estimate: 5:25p
750 Atlantic Ave
Alameda, CA 94501

38 Miles Driven   0:49 Time Elapsed

Visualization of route for the trip

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SFpark
CIRCLE LESS, LIVE MORE

Safety of workers

- Digital Geo-Location
- Vital signals of people
- Prediction of incidents

Healthcare Better Insight

NHS Business Services Authority (NHSBSA) recently found insights in its data that have helped it improve patient care and uncover £580 million in savings.

"The trick is to help people see how their data helps your business improve their quality of life. For example, when you explain that their anonymised details can help researchers find cures to serious illnesses the benefits become much more tangible"

- Nina Monckton, Chief Insight Officer at the NHS

Citizens point the Digital Governments initiatives

→ **INCREASE AGILITY**
delivery of scalable government services and infrastructure to all citizens and entities

→ **IMPROVE OPERATIONS**
internal business processes and agility through self-provisioning digital services

→ **REDUCE COST**
improved management of assets and free up unused government resources

→ **ENHANCE PEOPLE**
capabilities for hiring best people and managing citizens data securely

Global competition for talent, enhancement of skills and employment

Expectations from citizens to participate in government decisions

Handling the scale

Financial constraints of government to limit spending and raise taxes

Reduction of digital, social and economic divide

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Government Outcomes driven by Innovative new technologies

Delivered mainly through technology and ICT solutions

→ **DIGITAL EMPOWERMENT**

→ **DATA DRIVEN DECISIONS**

→ **DIGITAL INFRASTRUCTURE**

→ **DIGITAL GOVERNANCE**

Enable Digital Platform

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Main initiatives and enhanced ecosystem for Digital Government to deliver innovative outcomes

Citizen experience

Digital Technology

Strategy, innovation and growth

Supply and Partner systems

Risk and security

Process and Documents

People and organization

- Enhance customer experience
- Interact through all touch points
- Customer Insights and Engage
- Data connected across silos
- Integrate font-office & back-end systems
- Streamline the digital ecosystem
- **Enable Digital Platform**
- Digital Innovation and Agility
- Drive agility and innovation
- New business models
- Align with regulations and policies
- Focus on finding new areas and trends
- Manage Digital Partner Eco-System
- Create Agile Supply
- Deliver Initiatives across entities
- Establish digital supply network
- Improve security
- Understand the risk of new technology
- Put cybersecuri-ty program
- Manage risk as business transform
- Automate processes and controls
- Digitalize invoices and documents
- Maximize savings from initiatives
- Address legal & regulatory
- Improve trainings & skills of people
- Transfer knowledge and promote sharing
- Integrate digital across entities
- Create diverse culture of innovation

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To deliver Digital Transformation Oracle Created An Innovation Process

Enable Digital Platform

Citizen Centric View

You need a disciplined process to make practical things happen.

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Oracle Co-Innovation Process

Citizen Centric View

IDEA, Oracle's **Innovation Design Engine**, is a structured process which supports end-to-end innovation, right through to executing ideas and measuring results.

Frame
A clear and motivating business challenge

Ideate
One (or more) outline business ideas

Share
A low / medium fidelity prototype and shared commitment to making change happen

Test
Can we achieve measurable, repeatable business results

Scale
Can we achieve measurable business results at scale

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