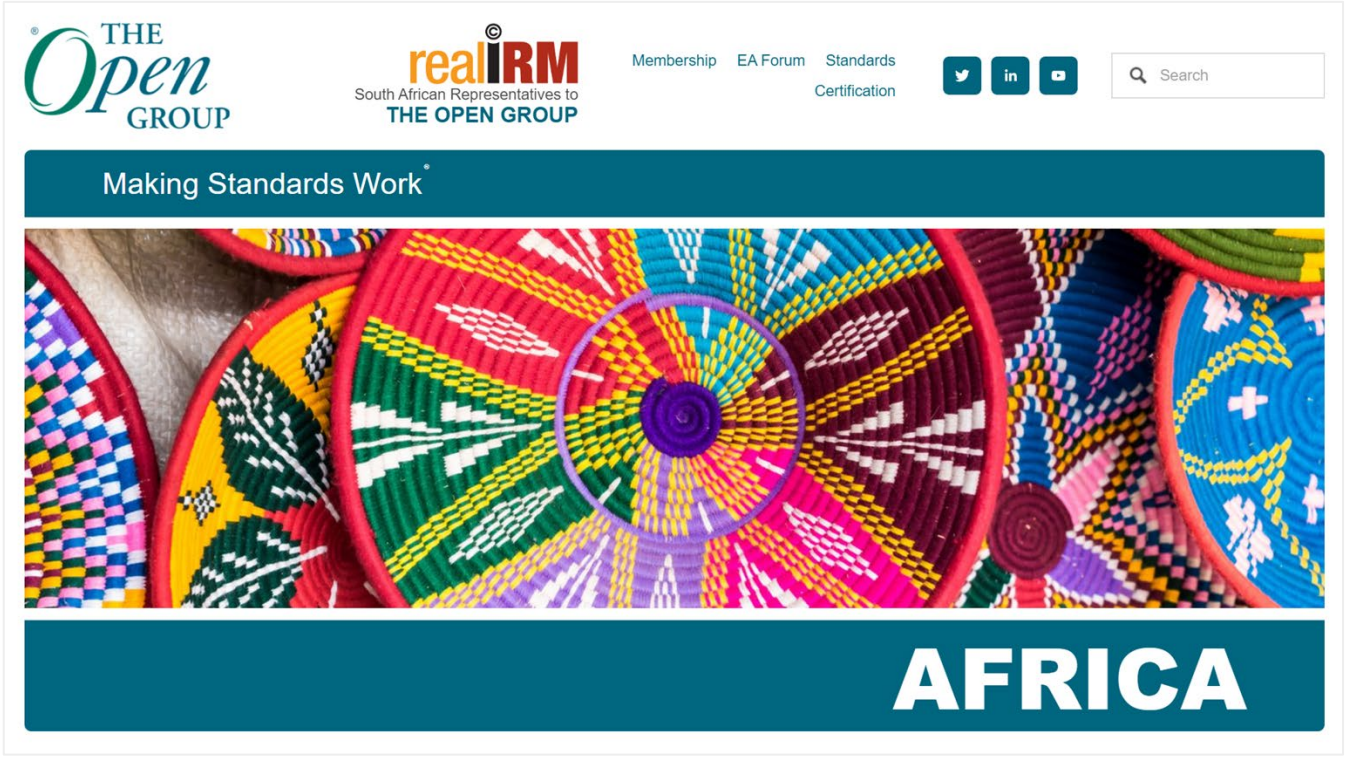
The South African EA Forum

The EA Forum is a networking event sponsored by The Open Group in South Africa. It started in 2004 and is hosted every second month or so, with events in Durban, Johannesburg and Cape Town. At the EA Forum, industry leaders share their experiences and knowledge of architecture and related topics. Real-world case studies highlight how business problems are solved using the discipline and practice of architecture. The event is also an opportunity for the architecture community members to network and collaborate.

For more information or to submit your presentation topics please contact Stuart Macgregor (stuart.macgregor@realirm.com)



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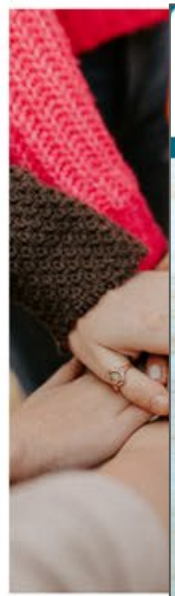

EA for Government

Join The Open Group African Continental Enterprise Architecture Workstream and help to improve the efficiency and effectiveness of government services in Africa through the creation of a continental government enterprise architecture framework.

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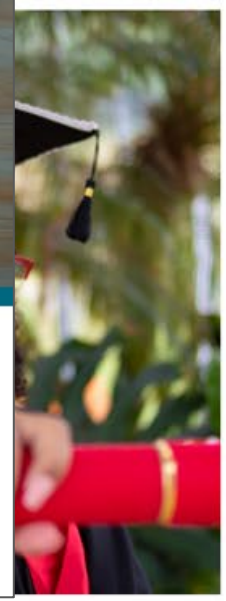
Discover world-class technology standards from The Open Group. Collaborate with global professionals, utilize our renowned standards such as TOGAF, ArchiMate, and IT4IT, and transform your organization's efficiency and interoperability.

EA Forum

Join us at The Open Group Enterprise Architecture Forum in South Africa. Connect with peers, explore real-world case studies, and engage in impactful conversations about the future of Enterprise Architecture.



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Explore a broad range of international certifications offered by The Open Group, including globally acknowledged TOGAF® and ArchiMate® programs. Our certifications provide a comprehensive understanding of enterprise architecture and other digital domains.

THE Open GROUP

The Role of Business Processes in Digital Transformation

Anneke Thorburn heads up the Digital Advisory business unit within BCX and is responsible for areas such as: Enterprise Architecture, Business Analysis, Business Process Management, Business Architecture, IT Strategy and Governance, IT Service Management, Business Continuity Management and Organisational Change Management.

BCX is a member of The Open Group Architecture Forum and active participant in the Enterprise Architecture Workgroup for Government.

THE Open GROUP

The Role of Business Processes in Digital Transformation

EA Forum – Johannesburg

28 February 2024

Agenda

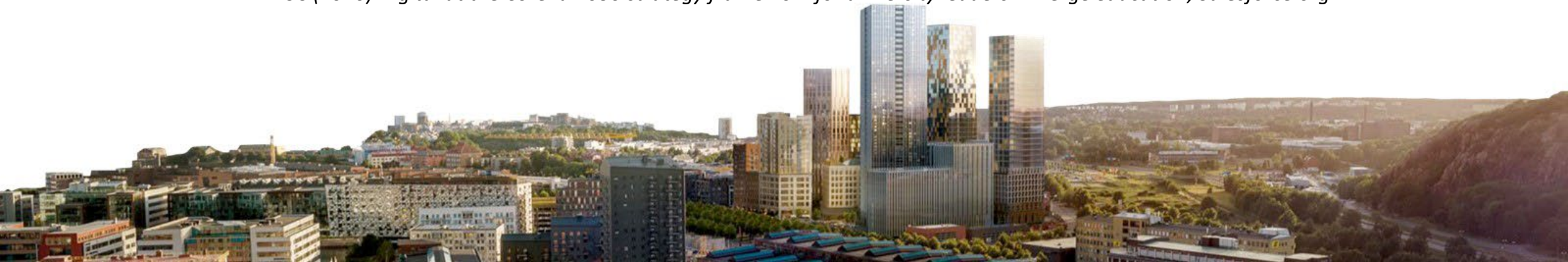
1. Introduction
2. Digital transformation in the context of the Public Sector
3. Understanding Business Processes
4. Role of Business Processes in Digital Transformation
5. Challenges in the Public Sector
6. Best Practices and Strategies
7. Closure
8. Q & A

Introduction

"Digital transformation is the cultural, organisational and operational **change** of an organisation, industry or ecosystem through the **smart integration of digital technologies, processes** and **competencies** across all levels and functions in a staged way.

Digital transformation **leverages technologies** to **create value for stakeholders**, and to enable **greater agility and resilience** in the face of changing circumstances."

JISC (2020) Digital at the Core: a 2030 strategy framework for university leaders. Emerge education, Salesforce.org.



GOVERNMENT
DIGITAL

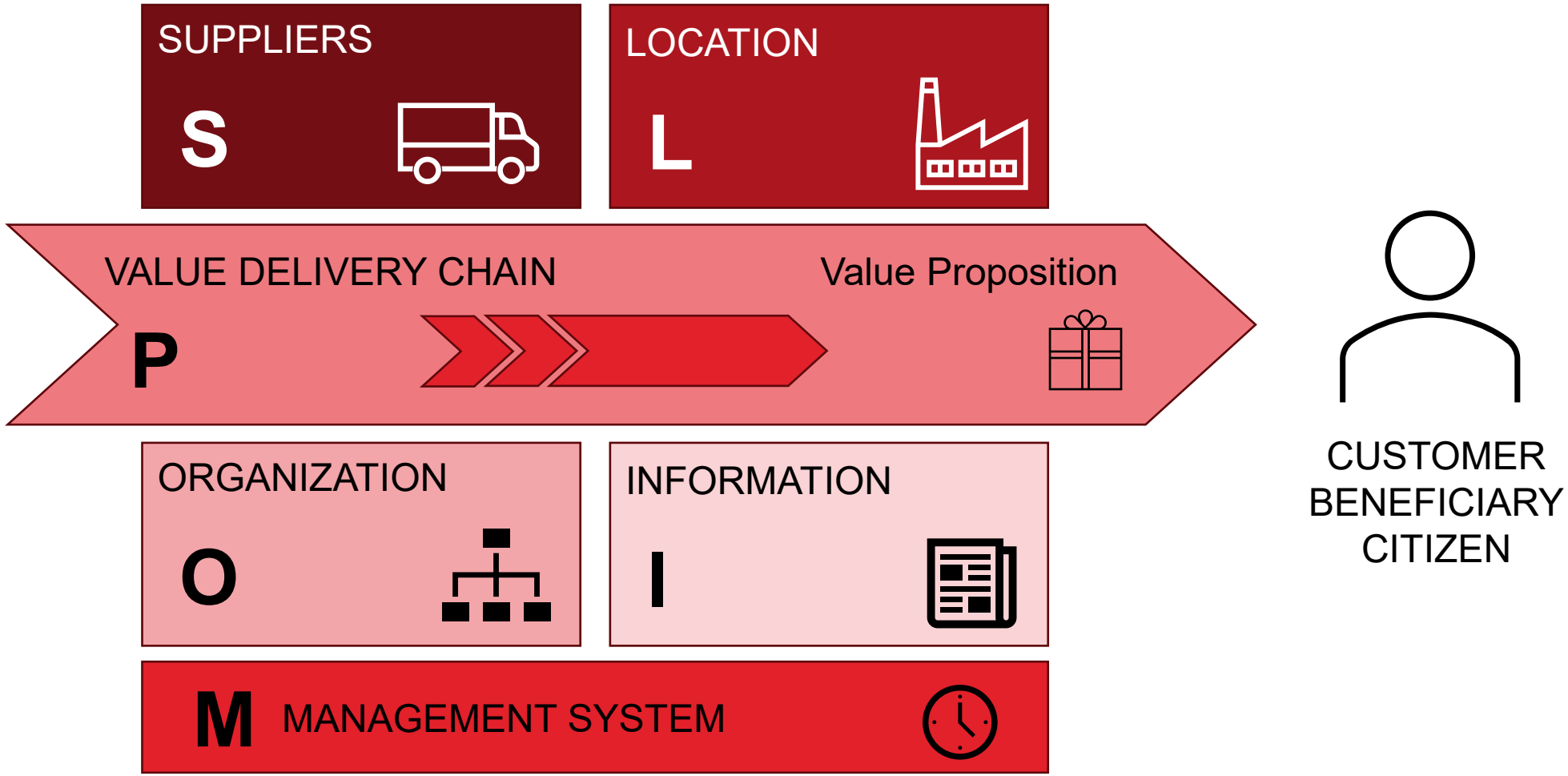
Digital transformation in the context of the Public Sector

The significance of digital transformation in improving government services and operations

- Adoption of digital tools
- Considerations around privacy and security
- Enhanced capabilities
- Service delivery
- Internal operations
- Data-driven decision-making
- Interoperability
- Openness, transparency & accountability
- Citizen engagement

Digital transformation in the context of the Public Sector

Facilitating the fundamental shift required



Repeatable
Transparent
Agile
Adaptability
Efficiency
Transparency

Understanding Business Processes

The importance of business processes achieving the public sector organisation's goals

1	**2**	**3**	**4**	**5**
Enhanced service delivery	**Resource optimisation**	**Openness, transparency & accountability**	**Employee productivity and satisfaction**	**Goal alignment**

6	**7**	**8**	**9**
Adaptability to change	**Cost savings**	**Faster decision-making**	**Citizen-centric approach**

Understanding Business Processes

How business processes are traditionally managed and executed in the public sector

TRADITIONALLY

- Hierarchical structures
- Bureaucracy and red tape
- Functional silos
- Resistance to change
- Manual and paper-based processes
- Legacy systems
- Lack of data-driven decision-making
- Lack of citizen engagement
- Lack of performance management

MODERNISED

- Digital transformation
- Business process management
- Cross-functional teams
- Data-driven decision making
- Agile approaches

Challenges in the Public Sector

Specific challenges faced by the public sector and how do these challenges hinder digital transformation efforts

- **Bureaucratic inefficiencies**
- **Lack of agility**
- **Resistance to change**
- **Outdated processes**
- **Transparency and accountability gaps**
- **Legacy systems**
- **Citizen engagement & expectation**
- **Resource allocation challenges**

Role of Business Processes in Digital Transformation

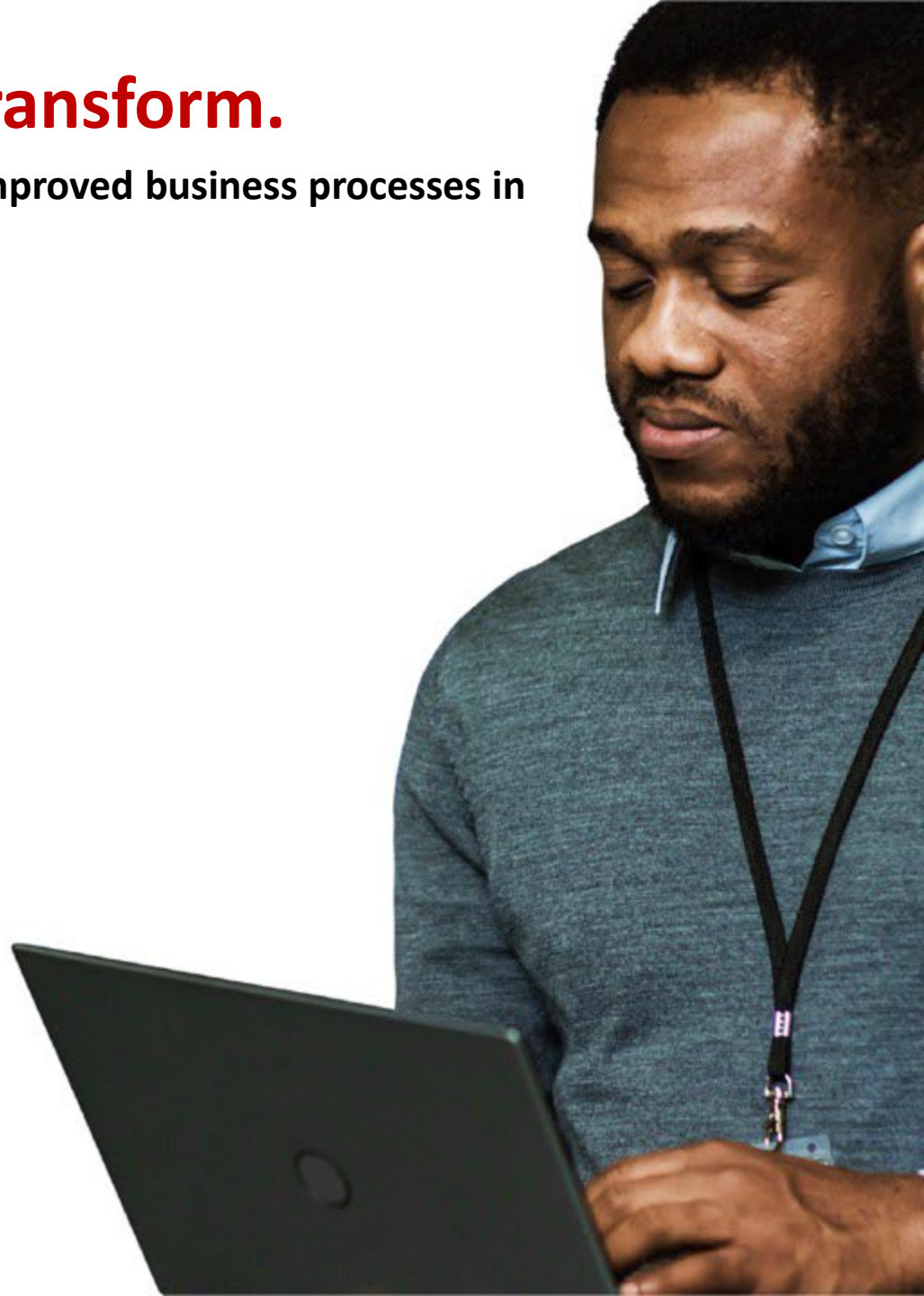
Business processes driving and facilitating digital transformation

1	2	3	4	5	6	7	8
Processes drives efficiency and agility through process improvement	Cost reduction and resource optimisation	Transparency, accountability and consistency	Improved citizen experience	It enables automation and integration	Data-driven decision-making	Enhanced collaboration and communication	It adapts to change and innovation

Role of Business Processes in Digital Transform.

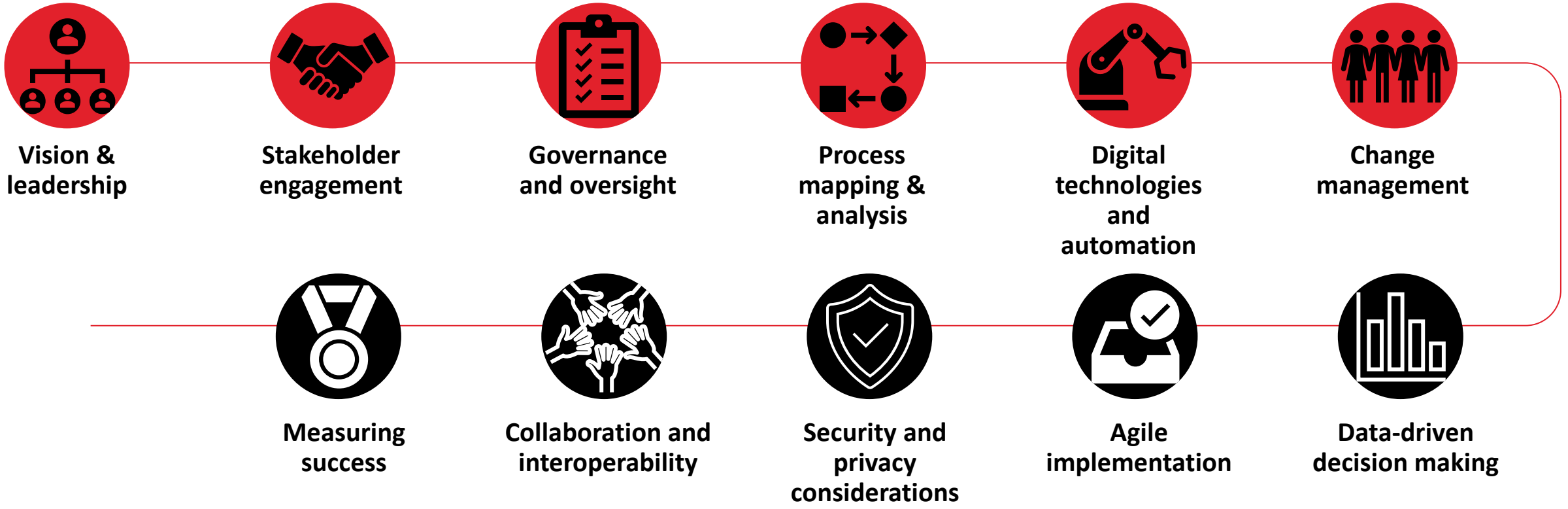
Examples of successful digital transformation initiatives driven by improved business processes in the public sector.

- e-Government services portal
- Automated tax filing and payment
- Integrated Health Information Systems
- Online procurement and supply management
- Digital licensing and permit applications



Best Practices and Strategies

Best practices and strategies for implementing business process transformation in the public sector



Best Practices and Strategies

The importance of stakeholder engagement, change management, and continuous improvement in driving successful transformation initiatives

- **Stakeholder engagement**
- **Change management**
- **Continuous improvement**
- **Governance**

Why does it matter?

Conclusion

Q & A