

Best Practices in the Federal Digital Transformation

1. Citizen and customer digital experiences must be unified in the fight for Earth
2. Intelligent workflows can transform and automate formerly manual processes
3. Avoid Devastator's wrath – use a flexible, but secure, infrastructure in transformation
4. Design federal functions with mobile devices in mind and remote access a priority
5. Humanity needs its own heroes – leverage digitally knowledgeable talent networks
6. Smarter data usage and cloud security are critical to a clean transformation
7. Outpace the Decepticons by adapting procurement and budgeting to keep pace with technical innovation
8. Assemble the team – cultivate ecosystem engagement uniting innovative tech companies with those knowledgeable of legacy infrastructure

Digital Transformation: More Than Meets the Eye

- 🐾 Current federal government infrastructure does not meet citizens' "new normal" of fully digitalized environments
- 🐾 Slow adoption can be tied to risk-averse agency leadership, but these leaders also face limited budgets and contractor capabilities
- 🐾 Political priority changes will affect digital transformation (DX); success will be found through cooperation across agencies
- 🐾 Successful digital transformation will not be a front-end "facelift," instead requiring an overhaul of operations, procedures, and systems
- 🐾 Pandemic forced rapid and innovative digitalization, putting onus on the federal government to sustain the pace of digital innovation
- 🐾 Large appetite for pilots that can modernize in specific areas, especially if they are low-risk and immediately contribute to cost savings

Autobots, Roll Out!

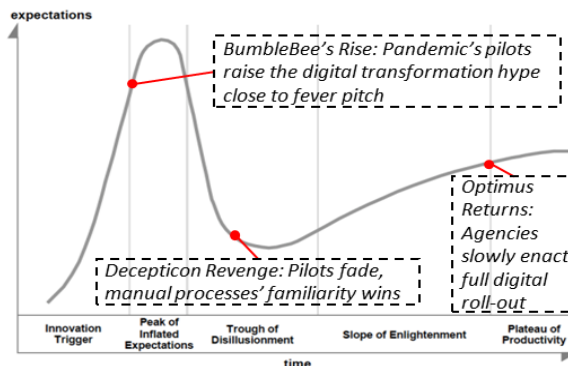
The fight for federal digital transformation continues to be waged with the same intensity as the Autobots' and Decepticons' battle for control over Earth. For years, manual processes became entrenched in government operations, infrastructure, and systems. Data was collected, stored, and kept siloed. Technology was incorporated incrementally over time piecemeal, not engineered to facilitate integration with new technologies as they emerged. This reliance on "the old ways", playing into the Decepticons' hope for a less advanced human race, is unable to match the "new normal" of a citizenry armed with smartphones and embedded in remote work environments with cutting-edge digital transformation. The government must match its citizenry's advancements, or risk slowing humanity's defenses against perpetual technical deficit.

Stuck in the Gears

Revving up the government's digital transformation will not be easy. The daunting task of aligning multiple departments to the same process is intimidating enough; add in nitro-boosting budgets and Cyber(tron)security concerns and it is easy to see why agency leaders fear there are not enough resources to fully and safely transform. The Decepticons can thrive on humanity's inability to scale its resources in digital transformation, for an uneven application across agencies could leave the government vulnerable to technical decay, data incompatibility, and mission failure. By embedding DX into every aspect of an organization, agencies can truly turn data into insights, avoid obsolescence, and provide the right symbiosis between technology and the domain.

Robots in Disguise

But hope is alive! Despite its challenges, the COVID-19 pandemic brought with it the necessity to innovate and digitalize most functions of the working world. This incidental advancement could be the deciding factor in humanity's quest to protect the AllSpark of a fully digitalized federal government. RPA has seen projects with bots starting to be normalized. We have experienced good and bad bots performing everything from chat and site monitoring to internet scraping, spam, and credential stuffing. The excitement around these efforts is growing. Wise defenders of Earth will recognize that imminent, full-scale digitalization is unrealistic, yet capitalizing on these smaller efforts is key. They provide an early glimpse into the possibilities of a fully digitalized world and offer an exciting launch pad to full-scale digital transformation.



The excitement around digital transformation will ebb and flow like the tides of battle; contractors and customers alike should not be discouraged if DX's shininess wears off.

Earth's Resistance

Humanity's defenses must be a coordinated effort. The government is familiar with advanced cybersecurity and encryption solutions; can it link these with automation and centralized data storage? Inevitably, data will be crucial to winning the battle for the federal government's digital transformation and Earth's survival. It is up to the government to build for capacity, while also defining clear rules on how data is gathered, handled, and used, before scaling to a paradigm-shifting digitalization. Innovative and emerging technology companies can take initiative as well, shaping opportunities and proving their ability to modernize aging systems. The combined power of contractors and customers is humanity's hope to defeat Megatron and his legions.