

Digital Strategy Planning Guidelines

Section A: General Criteria

The below criteria should be met when applying for Digital Strategy Planning:

1. Your agency is planning to embark on a digital transformation project within the organisation in the mid to long term.
2. Your agency should preferably have dedicated budget and manpower to execute on the findings and recommendation of the strategy planning.
3. Your agency ensures ownership and participation to the strategy planning.
4. Your agency has identified the needed resources and a project lead who will be working with the consultant.

Section B: Module Information

1. Facilitation Workshops

Issue Statement	We need assistance to develop a digitalisation plan that is tailored to our context and meets the future service needs of the organisation.
What the consultant will provide	The consultant will facilitate workshops for the SSA to <ol style="list-style-type: none">i. Introduce tech road-mapping processesii. Identify key market and internal business drivers for digitalisationiii. Identify and evaluate potential digital solutions in line with the driversiv. Assess ease of implementation of potential digital solutionsv. Identify and prioritise solutions to meet the future service needs of the organisationvi. Chart above outputs into an agency-wide digital strategy plan and provide guidance to implement in stages
Deliverables	At the end of the consultancy service, the deliverables are: <ol style="list-style-type: none">i. Digital Strategy Plan: detailed steps to start and execute the digital transformation for the organisation
Who should apply?	Recommended for SSAs who are planning to kickstart a comprehensive digital transformation journey.

2. Change Management Planning

Issue Statement	As part of the changes resulting from our digital plan, we need help on how to enable our stakeholders, clients and staff to manage and cope with the changes.
What the consultant will provide	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> i. Identify the key change elements resulting from the digital plan implementation ii. Assess the scope, impact and severity of the changes iii. Develop change management strategies for each affected target group iv. Develop plans to manage resistance to change v. Secure buy-in from key stakeholders
Deliverables	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> i. Change Management Plan: comprehensive steps to managing change within the organisation
Who should apply?	Recommended for SSAs implementing IT solutions with multiple stakeholders of diverse needs, undergoing significant changes with potential resistance considerations.

3. Change Management Implementation

Issue Statement	As part of the changes resulting from our digital plan, we need assistance in the actual implementation of the change management strategies in order to secure buy-in from stakeholders.
What the consultant will provide	The consultant will provide the needed templates, tools and advice to assist the SSA to <ul style="list-style-type: none"> i. Execute change management strategies to support the digital plan ii. Review and refine change management plans, if needed iii. Secure buy-in from key stakeholders
Deliverables	At the end of the consultancy service, the deliverables are: <ul style="list-style-type: none"> i. Change Management Implementation: guidance in implementing the change management strategies
Who should apply?	Recommended for SSAs who need guidance and support for implementing change management strategies involving multiple stakeholders of diverse needs, undergoing significant changes with potential resistance considerations.

4. Post-Implementation Coaching Sessions

Issue Statement	Post-implementation, how shall we plan our next steps to plan and manage our digital strategy plan on our own?
What the consultant will provide	The consultant will provide the needed templates, tools and advice to assist the SSA to <ol style="list-style-type: none">i. Identify additional opportunities as part of the digitalisation journeyii. Prioritise digital needs and solutionsiii. Have a clear understanding on the digital roadmap for the organisation, focused on delivering productivity and increasing staff/client satisfactioniv. Identify further gaps and recommend future steps for agency to develop and maintain the digital strategy plan on their own
Deliverables	At the end of the consultancy service, the deliverables are: <ol style="list-style-type: none">i. Post-Implementation Recommendation Report: proposal for “next-steps” in the digitalisation plan
Who should apply?	Recommended for SSAs who need guidance on how to sustain digitalisation efforts for continual growth and improvement.