

## Initial Prep

1. What are your specific initiatives / project needs regarding digital transformation (is it educational or for business; which area)?
2. What is prompting the interest? Pain points / core challenges that you're trying to address?
3. What are you looking to gain or achieve?
4. Is this a funded project?
5. Who is leading the research and/or who is the decision maker?

## Workshop Framework

1. How would you define what "Digital Transformation" means for your agency/organization?
2. Who is the end user (the citizen, the case worker, etc.) and what are their needs / pain points you need to address in this workshop?
3. What percentage of time do your employees spend helping others vs doing administrative tasks/paperwork? How would taking away repetitive tasks allow your workers to focus more on high value-add work?
4. How has mobile technology raised citizen expectations for a more personalized, accessible & interactive experience with your organization? What steps have you taken, if any, to address these expectations?
5. Based on your current stage of your organization's digital transformation journey, do you know what your next steps are?
6. Who are the stakeholders (and roles) that need to buy into and participate in this workshop?
7. Are your leaders ready for this challenge? If not, what do you think they need to see so you can gain support and/or funding? Do you have the necessary organizational and cultural enablers to be successful:
  - Political Vision & Will
  - Supportive Legal Framework
  - Supportive Regulatory Framework
8. What are the possibilities / benefits if your organization were to adapt AI to detect patterns and predict outcomes for your end user?
9. How do you plan to use the output of this workshop and what would your organization need to continue to drive momentum?
10. What other outcomes are you looking to achieve in the short and long term?