Australia Awards Short Course
Digital Transformation – Policy and Practice

Participants at the UQ during Welcome Ceremony on the first day of the in-Australia course

The Australia Awards Short Course on Digital Transformation – Policy and Practice was funded by the Australian Government's Department of Foreign Affairs and Trade (DFAT), managed by Australia Awards in Indonesia (AAI), and delivered by The University of Queensland's (UQ) specialist International Development unit (UQID). Leading the course was Associate Professor Christoph Breidbach, Course Designer and Course Leader, along with Co-Course Leader Associate Professor Stan Karanasios, both from UQ's Business School.

The course aimed to strengthen the capacity of mid-to senior-level (Echelon 2-4) staff across key Indonesian Government ministries involved in developing and implementing digital transformation in government, including the role of government in the digital economy, ICT infrastructure, interagency coordination and GEDSI mainstreaming. The course created linkages between Indonesian and Australian agencies (e.g. Digital Transformation Agency, APSC, DISR, Treasury, CSIRO, ABS), and DFAT's economic development program (Prospera) to facilitate further collaboration.

- Pre-course workshop in Jakarta, Indonesia (29 – 31 August 2023)

- In-Australia course over two weeks in Brisbane & Canberra (2 – 13 October 2023)

- Online Award Project mentoring sessions throughout the course (27 September 2023, 22 November 2023 & 15 December 2023)

- Post-course workshop in Bali, Indonesia (30 – 31 January 2024)

The Short Course was delivered to 25 course participants including 13 females and 12 males, including one participant with disability.

Course highlights

Highlights of the Digital Transformation Policy and Practice Short Course included:

- Site visits to a range of agencies implementing digital transformation initiatives in Brisbane and Canberra, Australia and in Jakarta and Bali, Indonesia
- Theory and practical knowledge on digital transformation in Australia including digital innovation, cybersecurity, information technologies, IT Governance, design thinking, Business Model Canvas, developing user- centric designs and managing the regulatory environment for digital transformation
- The experience, expertise, and perspectives of the various speakers from both Australia and Indonesia
- The networking opportunities with speakers, panelists and invited guests from Australia and Indonesia
- The implementation of the Award Projects and the feedback on project presentations during the post-course workshop

Pre-course workshop

The pre-course workshop was held in Jakarta, Indonesia from 29 – 31 August 2023 and provided the course leaders and participants with the opportunity to explore the foundational theoretical concepts of Digital Transformation and the learning objectives for the course. In addition, the pre-course workshop provided the participants a site-visit to 'Jakarta Smart City', a prime example for digital transformation in Indonesia.

In-Australia program

The in-Australia program was held from 2-13 October in Brisbane & Canberra. The content of the program was related to four key themes:

1. Theoretical Foundations of Digital Transformation
2. Application of Digital Transformation
3. Digital Transformation in Practice
4. Digital Transformation Hackathon (Interactive Awards Project Session)

The content was delivered through a mix of lectures by the delivery team, guest presentations from content experts and site visits to government organisations including Department of Transport and Main Roads in Brisbane and Digital Transformation Agency, Australian Bureau of statistics, Australian Public Service Commissions and Productivity Commission in Canberra.

Post-course workshop

The post-course workshop was held in Bali, Indonesia between 30-31 January 2024. During the post-course workshop, participants summarised their learning from the course, and reviewed digital transformation in the Indonesian context with site visits to Dangin Puri Kangin Village and the Bali Mandara Eye Hospital. Participants also presented on the progress of their Award Projects, provided an opportunity for peer feedback and potential collaboration.

Award Project Highlights

As part of the short course, course participants developed and implemented Award Projects which applied learnings from the course to implement or review digital transformation in their work. Examples of the projects include:

Site visit at Digital Transformation Agency Canberra

Site visit at Bali Mandara Eye Hospital in Bali

- "Data Bersama: Connecting South Kalimantan Citizens with Government through Public Insights". The objective of the project is to execute policy and enable communities to share data. It demonstrated how the course learnings could be applied in executing design thinking approach leading to 2 billion rupees savings through budget efficiencies

- "Enhancing Digital Accessibility: Disability-Friendly Government Websites" project ensures equal access to public services and information for individuals with visual impairments. The group demonstrated in the project the implementation of accessibility features built into the kominfo.go.id website.

For further info about this program, please contact:

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Testimonials

"Highlight was the visit to Digital Transformation Agency (DTA). Because what the DTA do is really about what the digital transformation is. They demonstrate clearly their steps to work on how they provide advise/recommendation to the government related to digital transformation proposals from other agencies. I think that kind of scope of work is needed by Indonesia government."

- Participant (anonymous surveys)

"In-depth analysis of real-world digital transformation. It allows participant to learn from the successes and failures of others and gain a deep understanding of the challenges and opportunities in digital transformation."

- Participant (anonymous surveys)

"A very valuable experience, an opportunity to understand and see firsthand the journey of digital transformation implementation, in theory and practice, both in private and public sectors, with all the struggles and successes."

- Participant (anonymous surveys)