

External Contacts and Relations

- Contact with Regional Associations
- Contact with Industry Partners and Technology Providers
- Contact with Standardization and Certification Bodies
- Contact with end-users
- Contact with the Innovation Ecosystem

Contact with Regional Associations

Partnering with regional associations is crucial for Chief Digital Officers (CDOs) as it offers numerous benefits for advancing digital initiatives within organisations. These associations serve as valuable platforms for networking, knowledge sharing, and collaboration with peers in the industry. By joining forces with regional associations, CDOs gain access to valuable insights, best practices, and emerging trends in digital technology. Moreover, these partnerships enable CDOs to leverage collective expertise, resources, and experiences to address common challenges and drive innovation. Through strategic collaboration with regional associations, CDOs can foster meaningful connections, stay informed about industry developments, and strengthen their digital transformation efforts to achieve organisational goals effectively.

Contact with Industry Partners and Technology Providers

Collaborating with industry partners and technology providers is paramount for Chief Digital Officers (CDOs) in driving effective digital transformation initiatives. By establishing strategic alliances with industry leaders and technology firms, CDOs gain access to cutting-edge solutions, expertise, and resources essential for implementing innovative digital strategies. These partnerships enable CDOs to stay abreast of the latest technological advancements and industry trends, ensuring that their organisations remain competitive in today's rapidly evolving digital landscape. Moreover, working closely with industry partners fosters collaboration and knowledge exchange, facilitating the development of tailored solutions that address specific business needs and challenges. Overall, forging strong relationships with industry partners and technology providers empowers CDOs to accelerate digital transformation efforts, drive organisational growth, and deliver enhanced value to stakeholders.

Contact with Standardization and Certification Bodies

Working closely with Standardization and Certification Bodies is essential for Chief Digital Officers (CDOs) to ensure that their digital initiatives adhere to industry standards and best practices. By collaborating with these bodies, CDOs can align their projects with established frameworks, ensuring interoperability, compatibility, and security. This partnership enables CDOs to leverage standardised approaches, reducing complexity, and mitigating risks associated with non-compliance. Additionally, certification ensures credibility and trustworthiness, validating the organisation's commitment to quality and reliability in its digital offerings. Thus, by engaging with Standardization and Certification Bodies, CDOs can enhance the effectiveness and trustworthiness of their digital transformation initiatives.

Contact with end-users

Collaborating with end users is paramount for Chief Digital Officers (CDOs) to **ensure the success of digital initiatives**. By engaging with end users, CDOs **gain valuable insights into their needs, preferences, and pain points, allowing them to tailor solutions that meet user expectations**. This collaborative approach fosters **user adoption and acceptance, driving the effectiveness and usability of digital services and platforms**.

Moreover, **involving end users in the design and testing phases enables CDOs to identify and address potential issues early on, resulting in more robust and user-friendly solutions**. Ultimately, working closely with end users empowers CDOs to **deliver digital experiences that truly resonate and add value to the administration**.

CDOs can then build some best practices such as:

Physical gathering platforms: community of users, first users community, ambassadors programme, Focus Groups. A CDO can create these communities for a specific sector (farmers for agriculture, diaspora for foreign affairs Ministry, students for Ministry of Education, etc.), or can use existing end-user communities deployed for other government services.

Online tools: Government Service Portals, Community Forums and Discussion Boards, Civic Engagement Platforms, Social Media Platforms, Feedback Forms and Surveys, Mobile Apps and Chatbots, online Forums and Communities. A CDO can deploy these tools, and RISA as well can build these tools that can be used and reused by different sectors.

Online events: Citizen Feedback Portals, Online Complaint Resolution Platforms, User Testing Sessions, Webinars and Online Workshops. A CDO can organise these events for a specific sector services developed or being developed.

By leveraging these platforms effectively, CDOs can enhance citizen engagement, improve access to public services, and foster transparency, trust, and accountability in government operations.

Contact with the Innovation Ecosystem

Collaborating with the innovation ecosystem is paramount for a Chief Digital Officer (CDO) to drive digital transformation effectively.

By engaging with startups, accelerators, incubators, research institutions, and innovation hubs, the CDO can tap into a diverse pool of talent, ideas, and technologies. This collaboration fosters a culture of innovation within the organisation, enabling the CDO to access cutting-edge solutions, stay abreast of emerging trends, and experiment with disruptive technologies.

Moreover, partnering with the innovation ecosystem provides opportunities for co-creation, knowledge exchange, and cross-sectoral collaboration, ultimately leading to the development of innovative solutions that address complex challenges and drive sustainable growth.

Additionally, working with the innovation ecosystem helps the CDO leverage external expertise, resources, and networks to accelerate the implementation of digital initiatives, enhance organisational agility, and position the organisation as a leader in the digital landscape.

Recommendations on the contacts and partnerships with the key contacts and ecosystems described above:

#1 - IDENTIFY OPPORTUNITIES FOR ENHANCED COLLABORATION MECHANISMS

Start from existing collaboration mechanisms and identify your objectives (and KPIs) linked with enhanced collaboration:

- What and where are the opportunities of collaboration? *Within your team as a CDO, as a CDO network, with other teams in your sector, in the interaction between RISA management and CDOs*
- What do we want to improve, achieved thanks to collaboration?
- How will we see collaboration is beneficial to our digital transformation journey?

Identify (change) management or project management challenges you might have and possible collaboration levers to address them: it can be about rituals, common tools, ways of working... Document your collaboration principles, rituals, roles, and tools as much as possible.

Start considering training and/or recruitment of facilitators or people with collaboration soft skills.

#2 - EXPERIMENT AND SHARE COLLABORATIONS RITUALS AND TOOLS

As a CDO network, you could test the organisation of monthly forums with all the CDO community of practice (sector CDOs, CDO team members, RISA, potential external stakeholders). Ways to organise them:

- Each month, a CDO team is in charge of organising: hosting the forum in their ministry/sector, invitation
- The forum can have a specific topic or be very generic in the image of the betagouv monthly forum in France

As a CDO network and/or coordinated by RISA, start consolidating what could be called Rwanda's digital open and collaborative tech stack and documentation: the tools you use, the tools you mobilise to work together ("collaborative suites"), the open source codes for public services softwares, the platforms you built for more openness and contribution in your digital transformation journey. Make it a strategic objective for Rwanda.

#3 - EXPLORE NEW PARTNERSHIPS OR OPEN INITIATIVES

Among ideas:

- At international level: examine the possibility and interest to become member of the [Open Government Partnership](#)
- At national level: explore collaborations with tech universities or civil society organisations closed to your digital transformation challenges
- At sector level: organise hackathons or challenges with relevant stakeholders