

Handbook presentation

The Handbook is composed of 8 chapters. The first two chapters are general about the digital context in Rwanda and the context of the CDOs /BAs position in public administrations. Chapters three and four deep dive into the responsibilities of the CDOs/BAs by presenting the CDO Network, their interactions within the digital ecosystem and their key functions and roles in their position. The following chapter is dedicated to the standards, tools and methodologies to complete the previous one on the CDOs roles while the chapter 6 is on the Change Management in Digital transformation. The last 2 chapters of the Handbook aims at opening the manual by sharing external contacts and dealing with the career path and training that the CDOs and BAs can benefit from during their professional experience.

Each chapter has an introduction part that gives an overview of the chapter's content, objectives, and structure before going into details.

The Handbook initially outlines the existing landscape of CDO practices. It supplements these with additional best practices that can be implemented subsequently or are already underway within the CDO Network.

Additional chapters can be added in the further versions depending on the evolutions in the CDOs ecosystem, role, or realities.

As the CDO Handbook is written on a certain date, the content of each chapter is divided in two parts: a primary part of what is being done, and a secondary part on best practices to be implemented. The reader must take this differentiation into account.

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