

Human dimension of IT transformations

Facilitated by

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Tax Administration
Performance
Summit '25



An aerial photograph of a harbor with several small boats and a pier, overlaid with a blue gradient and a dark blue geometric shape on the left side.

Digital Transformation is NOT about Technology.

It is about People.

Pillars of Human-Centric Digital Transformation

01

Understanding Employee Needs

Employees drive transformation. Listen to them.

02

Empowering Employees with Technology

Digital literacy and upskilling matter.

03

Enhancing Customer Experience

People want technology that serves them.

04

Collaboration & Teamwork

Breaking down silos makes transformation stick.

05

Cultivating a Culture of Innovation

Change is continuous, not a one-time event.

06

Measuring Success Beyond ROI

Metrics like employee engagement matter.



Let's Play!



Jeopardy

BLYCE.
C2D

Rules of the Game

- **Four** teams of **five**.
- There are **six categories**: Each column contains **four clues** phrased in answer form.
- **Turn-based Play**: Each team takes turns choosing a category and a dollar amount. The host will read the answer along with the multiple-choice options.
- **Team Discussion & Answering**: Teams can discuss the clue, but only their team leader (holding the **talking baton**) may give the final answer within **45 seconds**.
- **Scoring**:
 - **Correct answer**: The team earns the dollar value of the clue.
 - **Incorrect answer or no response in time**: The team loses the dollar value of the clue.
- **Incorrect Answer**: If the team that selected the category gets the answer wrong, the other team has a chance to answer.
- **Next Turn**: Play then moves to the next team.
- **Daily Double**:
 - If a team selects a “Daily Double” clue, they can **wager an amount** between **\$0 and their total accumulated score**.
 - A correct answer wins the wagered amount; an incorrect answer loses it.

One Representative Join the Game

Room #

9e906



<https://play.buzzinga.io/join/9e906>

Digital Transformation is Human Transformation

People

Are the driving force behind digital transformation.

Technology

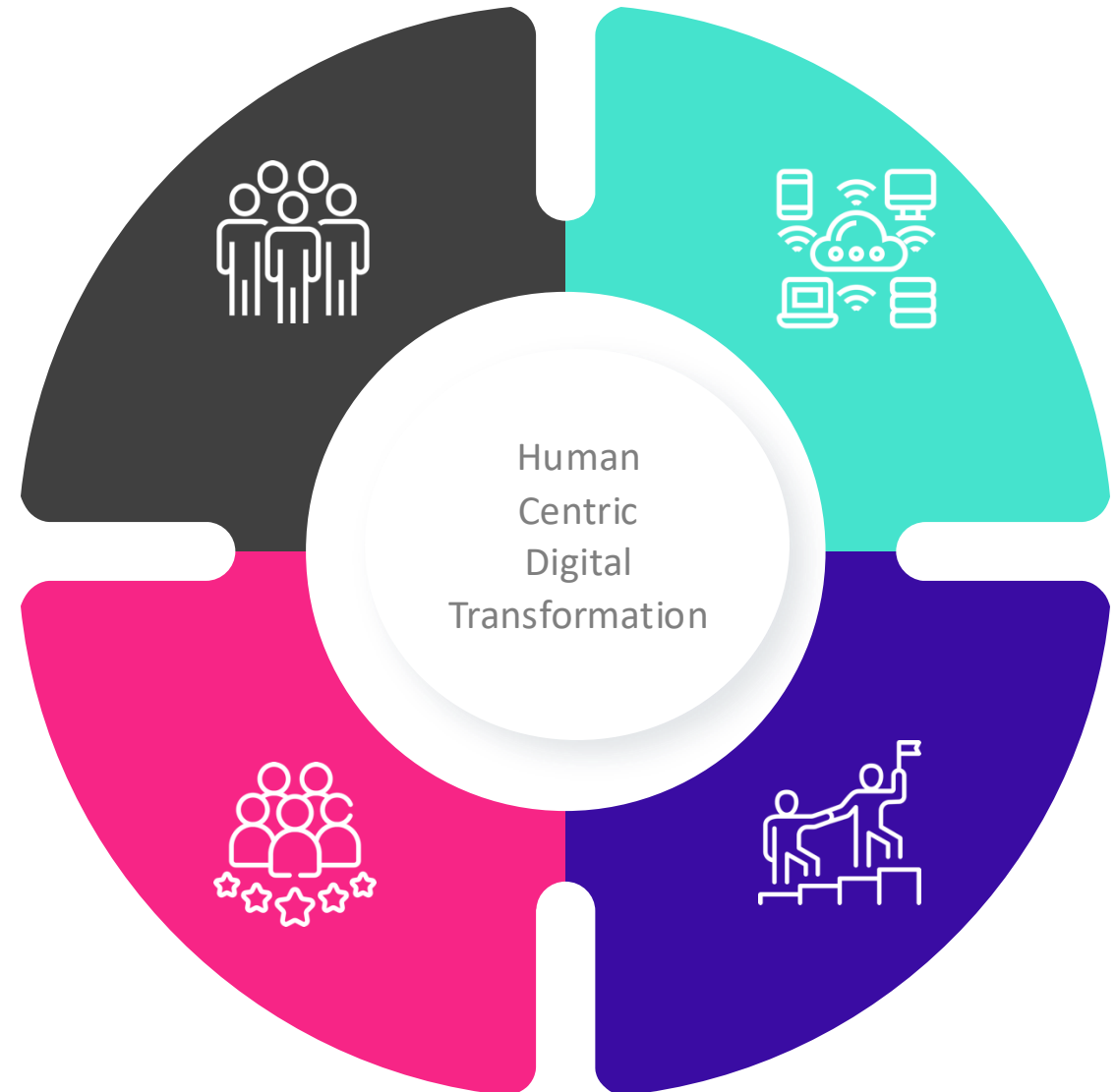
Is the enabler, not the solution itself.

Leadership

Sets the tone, but success depends on collaboration at all levels.

Customer Experience

Improves when employees are empowered, and systems are built with them in mind.



What Can You Do Next?

Audit Your Digital Transformation Approach

Are you putting people first?

Invest in Training and Engagement

Technology adoption depends on it.

Encourage Cross-Department Collaboration

Break the silos.

Listen to Customers and Employees

They shape your success.

An aerial photograph of a harbor with several small boats and a pier, overlaid with a blue gradient. The text is centered and reads:

People
+
Technology
=
True Transformation



Thank You
For Your Attention