In search of digitalization indicators
How should we measure digitalization???


Digital examination?
Student Administration?
Research data?
Digital lectures?
Two types of digitalization

Information digitalization - Digitization
Analog information is transformed into digital information. Example: Digital Lectures?

Organisational digitalization - “digital by design”
Transformation of society, work behaviour, processes, use of technology and business requirements. Digitalization regardless of what we have done manually and by what is digitally possible. Example: Continuous alternative examinations.
Measuring worth and performance

Maximize Value, not Output
Bencheit Benefits

Digitalization measured as Longitudinal Business spending – Trends and proportions over time not amount of spending!

Presentation for the University Board at KTH

-OECD Public Governance Policy Papers No. 3 Digital Government Index: 2019 results
Benefit when reporting to the Swedish Financial Management Authority (ESV)

The participating members of Swedish BencHEIT managed to get a coordination with the ESV report in terms of:

- when the report was submitted, they move the ESV report to August instead of April as first intended

- The area of services was formed to match the ones in BencHEIT in the areas of structural difference
  - All and all, it ended up with the only differ based on the depreciation of costs vs. actual cost
  - Since that we save a lot of work filling in this ESV survey, instead of weeks it was done within less then one day
It is now a 30 minutes operation to submit their yearly survey, instead of days since we already have all the numbers ready to fill in.

We combine BenchIT data with data from computer energy consumption and hardware life cycle management etc.
What internal benefits we gain @ KTH

- At KTH, we established a way of working together with financial controllers where we can respond and compare to both IT and operational views over several years.

- Over the years we managed to pinpoint areas where we had to dig deeper and sort out costs/volumes since standing out when compared to others. These areas were:
  - Telephony
  - Audio/Video
  - Computer Workplace
The BencHEIT approach has inspired other departments (economy etc.) of KTH to use the same mindset regarding measuring volumes, costs and services.

• At KTH we can say that we have a good view of the economy regarding IT, and since we participated for several years we can now predict our costs in a good way based on the history.
Summarized and normative data

- Summarized data are quantifications of cost volumes etc.
- Normative data focuses on the value of digitalization, fairness, or what it should be" or "ought to be. (Broader definition)

Lesson learned: Case studies provides opportunities to combine both data!
The Networked Readiness Index measures how successful 141 economies are at applying Information and Communication Technologies (ICT) to boost competitiveness and wellbeing.

Networked Readiness Index 2016

Networked Readiness Index

Country/Economy Profiles:

Networked Readiness Dataset

Infographics and Shareables

Blogs and Opinions

Press Releases

Preface

Acknowledgments

Forward

Executive Summary

Part 1: Investing in the Digital Economy

How to Read the Country/Economy Profiles

Rank | Economy | Info | Value | Distance from best

1. Singapore | 6.4
2. Finland | 6.1
3. Belgium | 6.0
4. Switzerland | 5.9
5. Qatar | 5.7
6. Lebanon | 5.6
7. Netherlands | 5.5
8. Hong Kong SAR | 5.5

41. Italy | 4.6
42. Bahrain | 4.6
43. Sweden | 4.5
44. United States | 4.5
45. Portugal | 4.5
46. United Kingdom | 4.4
47. Armenia | 4.4
Networked readiness index 2020 (Normative)

Key messages:
1. Digital transformation needs to be “system-wide.”
2. Digital transformation may create new forms of digital divides.
3. Trust and security are central to successful digital transformation.
4. The covid crisis is accelerating digital transformation.
5. Education and re-skilling are critically important for successful and sustainable digital transformation.
6. Digital transformation can help the accelerated implementation of SDGs.
7. Digital transformation can help rebuild global cooperation and redefine globalization.

Key take aways when measuring digitalization

- Focus on normative data, backed up with summarized data.
- BencheIT provides doors to understanding. It is not always what the data tell us, but what they do not tell us that is important!

Procedure:
- Facts
- Meaning of facts
- Goal or direction from meaning
- Actions towards goal and direction

Thanks for listening!

Best Regards
Hans Wohlfarth