

# Digitalisation Business Model Canvas - Rapid Assessment for Digitalisation

Based on the well-known business model and value proposition canvas, this version is used to model possible outcomes for digitalisation entailed by a regulation project. The canvas is meant to conceptualize multiple alternatives in a brain storming session.

- (1) We suggest that you place the first post-its in the «Regulation» field and proceed with «Gains created» and «Pain relieved & inflicted».
- (2) Then spend some time on «Activities» and «Processes». «Organisational adaption» will likely need more time as it could be a goal for itself.
- (3) Bear in mind that changes in «Organisational adaption» and «Processes» may influence the other fields! Validate the post-its subsequently to ensure consistency.
- (4) Be especially thorough and critical with «Gains created» and «Pain relieved & inflicted»! Potential problems, that are not yet foreseen by the stakeholders, must surface.
- (5) Try not to reinvent the wheel for «ICT Services»! Use existing services and infrastructure built for public administrations. The same holds true for «Key partnerships & Suppliers».
- (6) «Skills needed & Preconditions» may limit how far the digitalisation project can advance. The field is also of strategic importance!



Fields with a red header are part of the Mission and Business of Administration

## KEY PARTNERSHIPS & SUPPLIERS

Which Key Partners are affected by the digitalisation?

Which Key Suppliers are affected by the digitalisation?

Which Key Partners and Suppliers are essential for our succes?

Business Capabilities

Services	Resources
Processes	Personnel
Information	Infrastructure

## ORGANISATIONAL ADAPTION

Distribution of competences: who is responsible for what? (federal/cantonal)

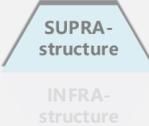
What organisational adaptations are necessary?

What organisational changes are desired?

How are the changes managed?

How should the organisation look like eventually?

Statutory Task Accomplishment of Swiss Administrative Bodies



## ACTIVITIES

What is the legal mandate?

What role does the administration play?

What key activities are necessary for the regulation and, more importantly, for the desired goals?

How do we manage the relationship to citizens and other involved parties?

What is the business of administration?

Business Capabilities

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## REGULATION

What is regulated?

What are the goals?

What is the intention?

What is the desired outcome?

What are the key points of the regulation?

What rules already apply to this field at the various levels of legislation (vertical level) or in related areas (horizontal level)?

How can new provisions be incorporated into existing legislation without contradiction? (precise analysis of "interfaces")

What standard level must the decree have?

How has the matter to be regulated been standardized in the law of other states or the EU?

How should the procedure be regulated: do special provisions need to be made or do the VwVG and the laws on the federal courts suffice?

How is enforcement to be organized; can IT make a contribution to this and, if so, in what form?

What are the requirements of the decree so that IT can be used properly?

Should an effectiveness check be provided and, if so, in what form?

Should a trial run be provided and, if so, in what form?

## GAINS CREATED

What regulatory needs need to be satisfied?

Who are our most important beneficiaries? (Don't forget society)

Which persons/objects/goods should be covered/protected/promoted by the regulation?

What do we offer which beneficiary segment?

What needs do we satisfy?

## PAIN RELIEVED & INFLICTED

Who is affected?

What are the effects and side effects (positive and negative) of the current legislation?

What problems can be solved?

Which measures or procedures are considered: which type of behaviour control does the legislator choose? (prohibitions, commandments, authorisations, recommendations)

Who will get hurt by the regulation and how? (Sometimes intentional, e.g. to modify behaviour or to discourage illegal behaviour)

## ICT Services

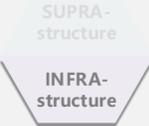
Which means and instruments are in line for the accomplishment of the administrative tasks?

What key infrastructure and which services can be used? (ideally existing and government owned, controlled or regulated etc.)

What suppliers do we need?

Which standards should we support? (neutral, international etc.)

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## PROCESSES

What processes of the administration are affected?

Are the processes streamlined?

Red tape removed?

Fewer steps in the process?

Case management behaviour included?

Process radically simplified?

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## LEGISLATION

## SKILLS NEEDED & PRECONDITIONS

What preconditions must be met by different stakeholders (especially citizens)?

What skills are needed? (The fewer special skills needed, the better)

If necessary, a segmentation must occur for digitalisation

Special categories must be regarded with special care (e.g. handicapped or elderly).

Business Capabilities

Services	Resources
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**ADMINISTRATION**

**LEGISLATION**

**CITIZENS, CUSTOMERS & BUSINESSES**

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Guidance on causal modelling graphical representation of the actual state (cf. legislative guide of the Swiss Federal Office of Justice, Section 22).

