



DTA

Digital
Transformation
Accelerator

DTA

Digital Transformation Accelerator

 Goal:
Acceleration of digital transformation of state bodies

Key areas:

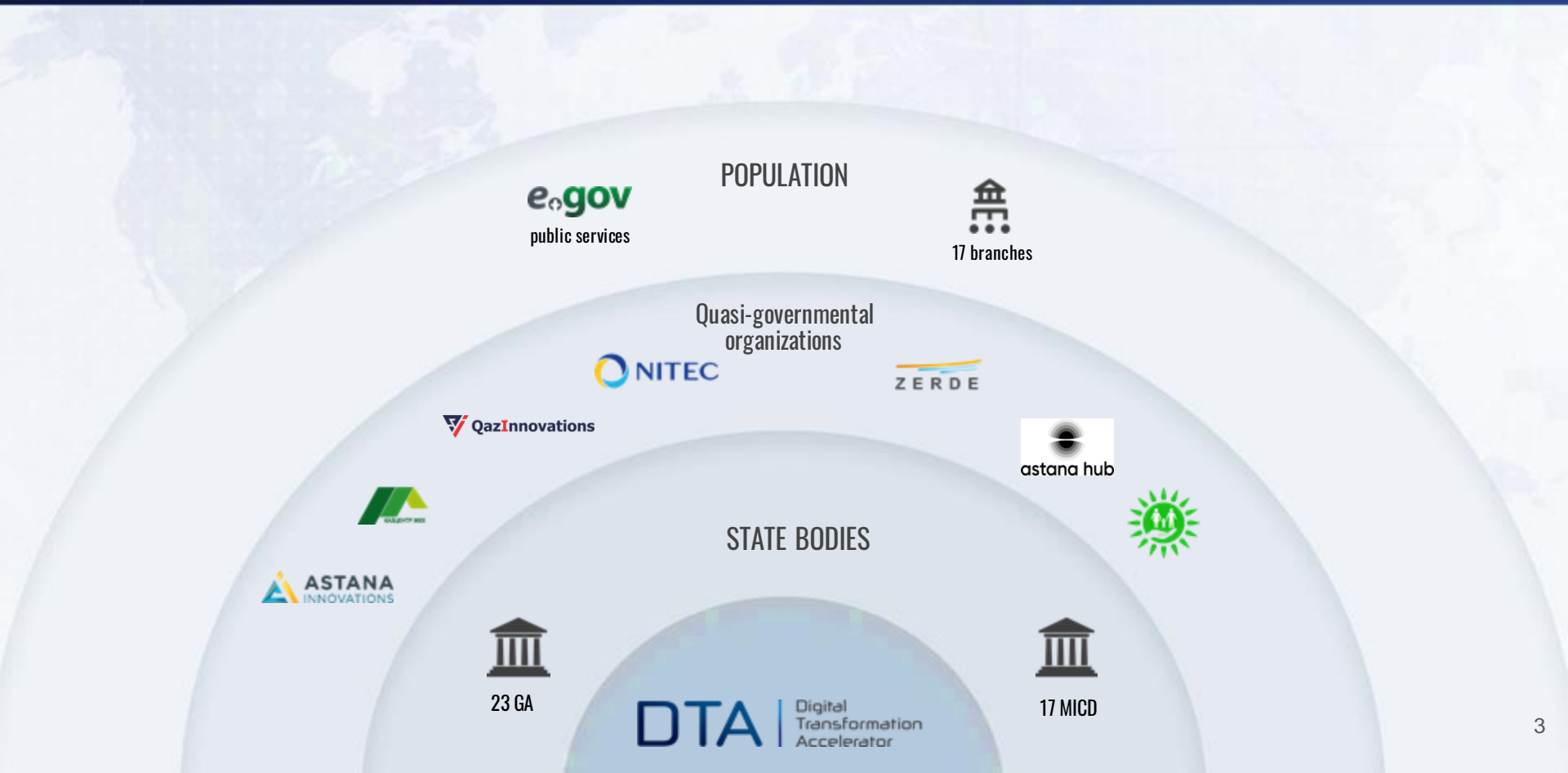


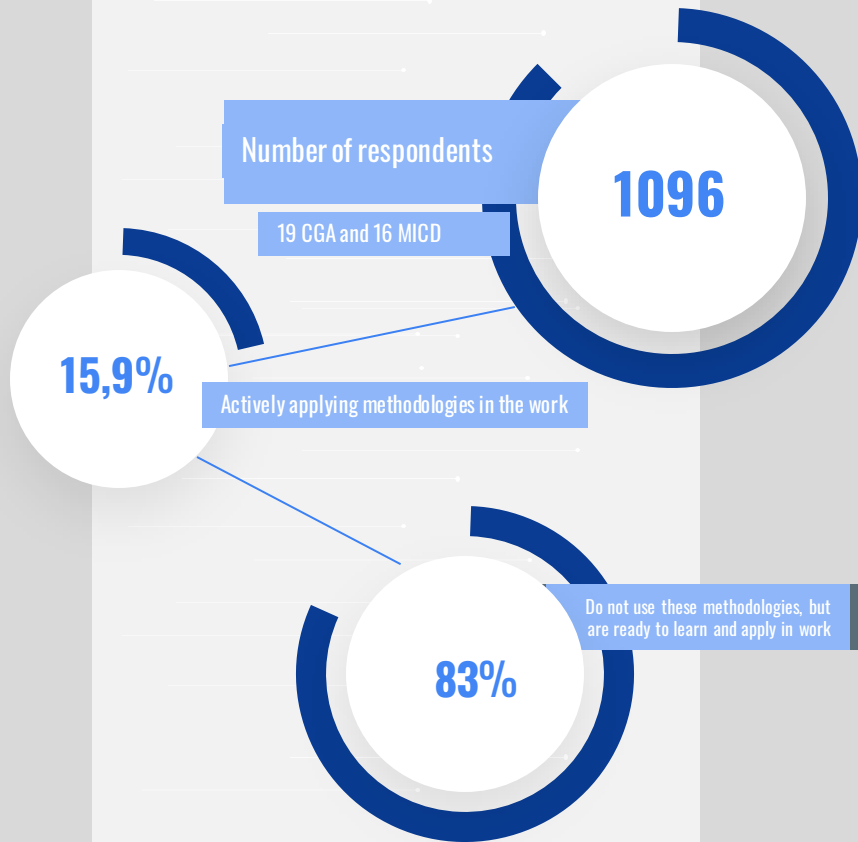
change management



design thinking







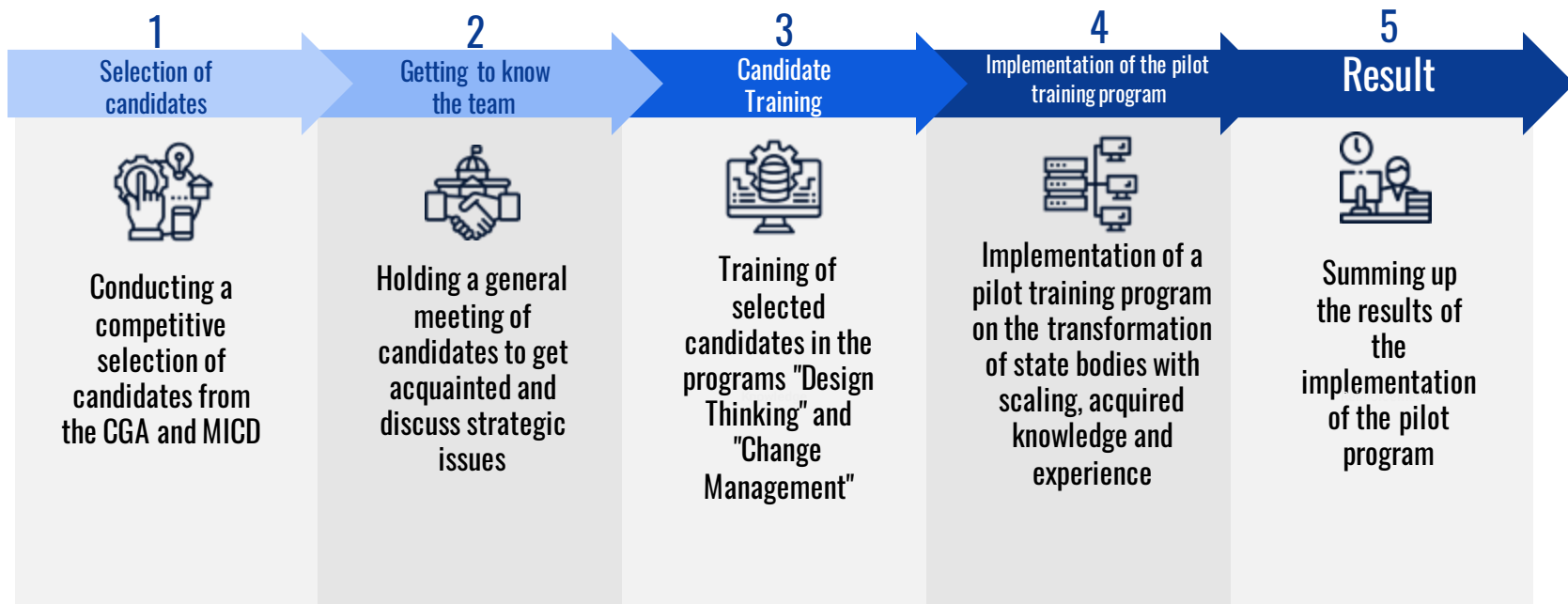
Results of a survey among civil servants in the framework of identifying training needs

Design-thinking

Change Management

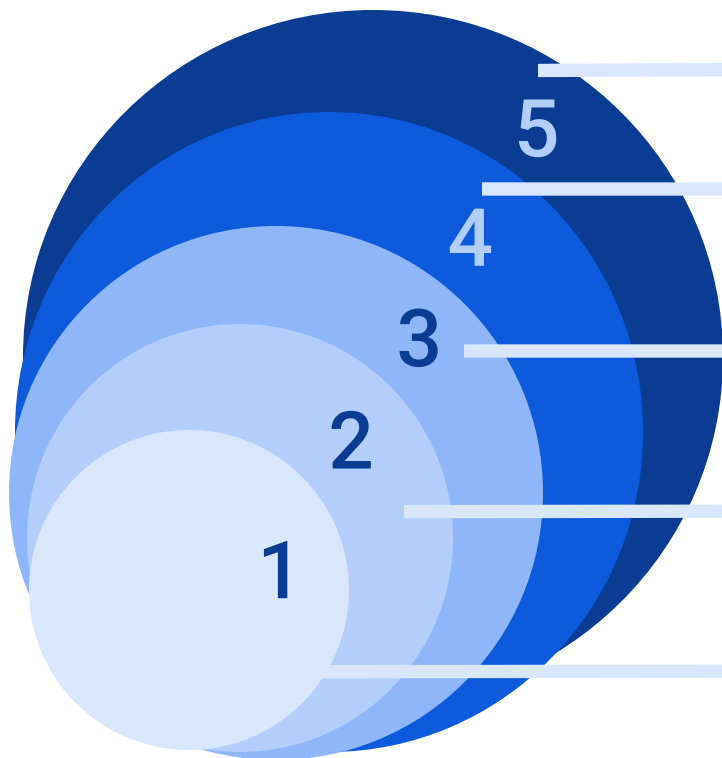


IMPLEMENTATION STAGES



THE RESULTS ARE SCALABLE

EVEN WITH MINIMAL ASSETS WITH THE MAXIMUM EFFECT



Implemented activities

TRAINED PUBLIC/ QUASI-GOS STAFF CASCADE **THEIR** EXPERIENCE AND KNOWLEDGE **TO OTHER COLLEAGUES** FROM THE DEPARTMENT WITHIN THE GO

2022

TRAINERS CONDUCTED TRAINING FOR **140 EMPLOYEES OF THE** PUBLIC QUASI-GOS SECTOR. **RESULTS FOR THE MONTH OF MARCH 100 EMPLOYEES**

2022

10 EMPLOYEES PASSED INTERNATIONAL CERTIFICATION AS TRAINERS/FACILITATORS IN "DESIGN THINKING"

2021

TRAINING IN THE NEAREST FOR KAZAKHSTAN **CENTER OF DESIGN THINKING MOSCOW**, AFFILIATED PARTNER GDTA

2021

GLOBAL DESIGN THINKING ALLIANCE – POWERS GLOBAL PARTNERS TO POPULARIZE THE DESIGN THINKING METHODOLOGY

2021

TRAINERS CONDUCTED TRAINING FOR **140 EMPLOYEES OF**
THE PUBLIC QUASI-GOS SECTOR.

2021 - 2022



**ВЕРХОВНЫЙ СУД
РЕСПУБЛИКИ КАЗАХСТАН**

SUPREME COURT RK



MDDIAI RK



MH RK



MO RK



ISS RK



MLSPP RK



**ATYRAU REGION
AKIMAT**



**MANGISTAU
REGION AKIMAT**



ASCA RK



ACA RK



**TURKESTAN
REGION AKIMAT**



MFA RK



**AKTOBE
REGION AKIMAT**



MJ RK



MES RK



MIID RK



ACCERB



**EAST KAZAKHSTAN
REGION AKIMAT**





DESIGN THINKING

1. Introduction to Design Thinking

- Story
- Stages
- Application

2. Empathy. Design thinking for products and services. Implementation of design thinking. Digitalization

- Design thinking and agile methodologies
- The role of the product owner, product metrics
- Corporate culture: diagnostics and transformation
- Implementing design thinking in an organization

3. Focus

- Clustering
- Empathy Map
- Gap Map
- CJM
- HMW \ POV

4. Idea generation

- Brainstorming - options, rules for conducting
- Playing the Future game
- Other Idea Generation Options
- Idea Selection - Venn Diagram and Other Tools

4. Prototyping and testing

- Project Analysis
- Consultations



International certification system in Design Thinking

d.standards

Name Aleksandr Penkin

Coach C1

Advanced knowledge of Design Thinking tools and methods. Not less than 1 (one) implemented Design Thinking projects. Work experience: 1 year minimum. Can be a leader of the Design Thinking project team and Design Thinking facilitator.

Director Maria Stashenko



Issued by Design Thinking Center Moscow / dtcenter.ru

Certificate № C01-DTC-2021-0011

dstandards.org



International certification system in Design Thinking

d.standards

Vitalina Terenteva

Practitioner Level P0

Successfully completed professional education course and is a certified «Practitioner» in Design Thinking. Only basic and theoretic knowledge of Design Thinking tools and methods.

Maria Stashenko
Director



Design Thinking Center Moscow
dtcenter.ru

Certificate № P0-DTC-2021-0110

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DESIGN THINKING

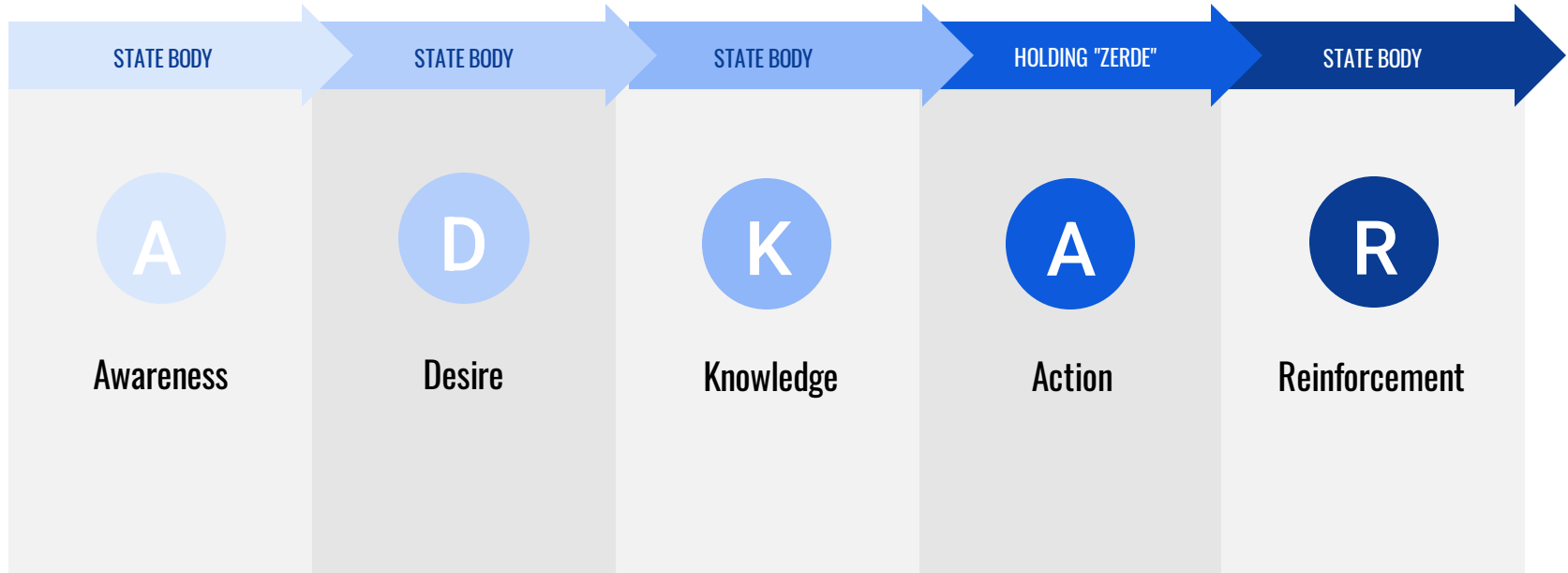
Skills acquired by the participant of the program

- Understand the user's experience and also comprehensively understand the context in which he operates;
- Process and systematize the received information, highlighting a significant task;
- Work with empathy and focus on user needs;
- Come up with ideas to solve the true underlying problem of the user;
- Create prototypes to test solutions and choose the best one;
- Competently collect and process feedback in the search for the optimal solution to the problem.

Change management

TRAINED EMPLOYEES FROM CGA AND MISD AS CHANGE AGENTS

- 15 EMPLOYEES ARE TRAINED AS PROSCI CHANGE MANAGEMENT PRACTITIONERS FROM MANAGEMENT AND DIFFERENT GA AND MISD .
- THE ROLE OF TRAINED PROSCI CHANGE MANAGEMENT PRACTITIONERS IN ADKAR MODEL
- CONDUCTION OF TRAINING ON "DESIGN THINKING" AT THE " ACTION " STAGE BY TRAINERS/FACILITATORS ON "DESIGN THINKING"



CHANGE MANAGEMENT

1. What is change management?

- Conceptual apparatus
- Types of change

2. Why is change management important?

- Impact on company results
- Mitigation of negative impacts
- Return on investment

3. Impact of change management

- How to apply a structured methodology
- How people go through change and the process of change
- Best practices in change management
- Latest Trends in Change Management
- The Prosci® ADKAR® Model
- Communication between employees and organizational change management

4. Change management

- Preparing for change
- Managing change and resistance
- Amplifying change

5. Formation of a change implementation plan

- Roadmap development

and Change

*Prosci and the Change Management Learning Center**Upon completion of the Change Management Certification Program**Olga Rudneva*

*Is certified in the Change Management process in accordance with
Prosci methodologies and tools
by and Change*

May 25-27, 2021

Rimma Denisovets
Prosci Certified Advanced Instructor, and Change



Skills acquired by the participant of the program

1. Will learn the fundamental principles of successful change management learn how effective change management ensures that project goals are achieved
2. Will learn to "sell" change management to colleagues and managers by preparing a presentation substantiating the need for change management on your project
3. Will be able to prepare a change management plan for their project
4. Will learn to apply the 3-phase change management methodology to a real project
5. Will learn to apply the ADKAR model to make changes at the individual level
6. Will get an internationally recognized Prosci certificate
7. Will get access to Prosci change management tools. Receive HRCI, PMI, and CCM
8. And other components provided by the training program.









