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- Based in London – 27 Staff

- 2 major research projects
  - Digit-Lab, Digital Transformation (£4m+£4m), partners OBU, RHU and Univ East Anglia

    https://digit.ac.uk/
  - DDRC, 'cultural and behavioural' challenges in using defence data (£3.8m)

    https://ddrc.uk/

The DIGIT Lab Mission

The DIGIT Lab is a Next Stage Digital Economy Research Centre providing research insights, knowledge frameworks, and practical techniques to accelerate digital transformation in the UK.

It works with large established organizations to reimagine them for the digital age – in ways that go beyond the digitization of current products and practices to address core issues of digital innovation, growth, impact, and transformation.

Subject Areas

- Computer Scientists – how technologies impact organisations, specific technological challenges.
- Design – processes of adoption, design methodologies, creativity and innovation.
- Business Schools – business models, organisational design.
- Social scientists – technology adoption, behavioural science
- Ethicists – responsible innovation, sustainable practices.
- Engineering – designing products and services.

National Centre

- National centre for Digital Transformation in LEOs.
  - Cross sectoral,
- How are digital technologies affecting,
  - Business models: efficiency and outcome based models.
  - Organisational structures, processes, decision making, leadership etc.
  - Working environment: workplace stress, job design.
  - New product/service design

Research Areas

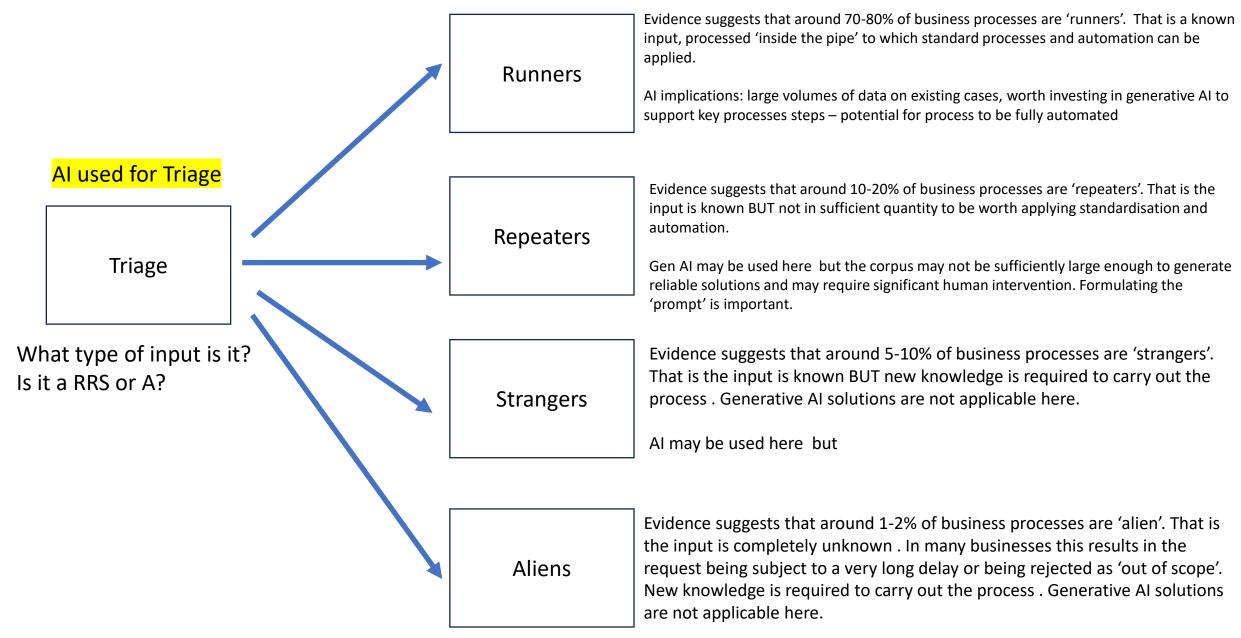- **Digital Innovation.** How do LEOs make best use of emerging digital technologies?

- **Digital Growth.** How can LEOs use digital technologies to achieve clean growth?

- **Digital Impact.** How do LEOs use digital technology to enhance employee wellbeing?

- **Digital Transformation.** What are the best approaches to manage individuals, teams, and organizations to accelerate digital transformation?

Runners

Evidence suggests that around 70-80% of business processes are 'runners'. That is a known input, processed 'inside the pipe' to which standard processes and automation can be applied.

AI implications: large volumes of data on existing cases, worth investing in generative AI to support key processes steps – potential for process to be fully automated

AI used for Triage

Triage

What type of input is it?
Is it a RRS or A?

Repeaters

Evidence suggests that around 10-20% of business processes are 'repeaters'. That is the input is known BUT not in sufficient quantity to be worth applying standardisation and automation.

Gen AI may be used here but the corpus may not be sufficiently large enough to generate reliable solutions and may require significant human intervention. Formulating the 'prompt' is important.

Strangers

Evidence suggests that around 5-10% of business processes are 'strangers'. That is the input is known BUT new knowledge is required to carry out the process . Generative AI solutions are not applicable here.

AI may be used here but

Aliens

Evidence suggests that around 1-2% of business processes are 'alien'. That is the input is completely unknown . In many businesses this results in the request being subject to a very long delay or being rejected as 'out of scope'. New knowledge is required to carry out the process . Generative AI solutions are not applicable here.

AI may be used here but