

Industry Digital Plan for Social Services (IDPSS)
Digital Roadmap Clinic – Frequently Asked Questions (FAQs)

1. What is the digital roadmap clinic?

It is a 30 mins session where the consultant will review your agency's DRA results and advise you on your next steps to digitalise your agency according to the IDPSS roadmap.

2. Who should attend the clinic?

Key staff holding roles in management, digital transformation officer, IT project/operations manager who would like to clarify and discuss DRA results.

3. Should the DRA be completed at the agency or department level?

It is recommended for the DRA to be completed at the agency level, as DRA is designed to guide SSAs on digitalising the whole organisation. That said, bigger SSAs could fill up DRA at a group or department level, if it's useful for planning.

For SSAs that have multiple sets of DRA results, please prioritise for the DRA results to be discussed at the clinic, due to the short duration of the clinic and each SSA is only entitled to one clinic due to limited clinic slots.

4. My agency has already signed up for consultancy. Do I still sign up for the clinic?

While the consultancy service may be focused on one specific area, the outcome of the clinic may cover a broader view and identify other areas that your agency can work on within the IDPSS roadmap. Do sign up for the clinic if your agency is interested in discussing the DRA results.