

New Riga Digital Agency for better innovative, high-quality and secure ICT services

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28.09.2022.

Context

- Riga Digital Agency - one of the largest ICT organizations in LV
 - 27 k clients, ~80% educational institutions
- Riga as a digital transformation pioneer
- Reorganization to a Digital Agency
 - Flattening of org structure
 - Emphasis on interdisciplinary activities
- Main challenges:
 - Aging technical stack vs. increasing demand
 - Interoperability
 - Procurement standards

Main strategic tenets

- (1) Digital transformation via a product-oriented approach
- (2) SmartCity climate neutrality initiatives
- (3) Nation-wide digital competency strengthening

Digital transformation via a product-oriented approach

- (1) Periodic product life cycle assessments:
 - Product categorization – development, maintenance, decline
 - Quantifying & communicating technical debt
- (2) Proactive user-oriented approach:
 - End-user focus groups, iterative feedback
 - Design system
- (3) Re-evaluating business processes:
 - Quantifying & communicating «digitalization value metrics»
- (4) Project management:
 - Agile > Waterfall
 - MVPs, prototypes > whole scale development

SmartCity initiatives

(1) Main modes of action:

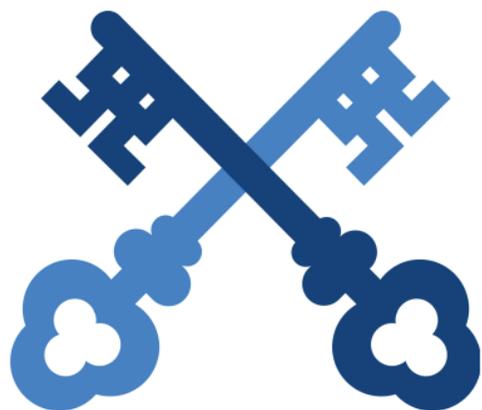
- Pilot projects
- Cooperating with local tech hubs
- EU funded long-term projects

(2) Climate neutrality:

- Low emission zone traffic sensors
- Smart traffic lights
- Gauging energy efficiency via consumption sensors w/ real time data analytics
- Communicating air quality
- Riga Geoportal (launching this year!!)

Nation-wide digital competency strengthening

- (1) Flagship products & services:
 - Enrolling other municipalities in already made products & services
 - Cooperating with local tech hubs
- (2) Public procurements:
 - Leading by example with standardized approaches in PPs
- (3) Main challenges:
 - Differences in laws, business processes. E.g., property tax calculations
 - The ever-changing nature of regulations



Thank you for your attention!

Let's keep in touch

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