

Digital Transformation pre and post COVID-19

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Challenges that we faced during the pandemic

How we responded

Digital transformation during this period and our plans for the future.





The department's services are used by **20million** people

We pay out **£191bn** to customers each year

We handle **200million** calls from the public

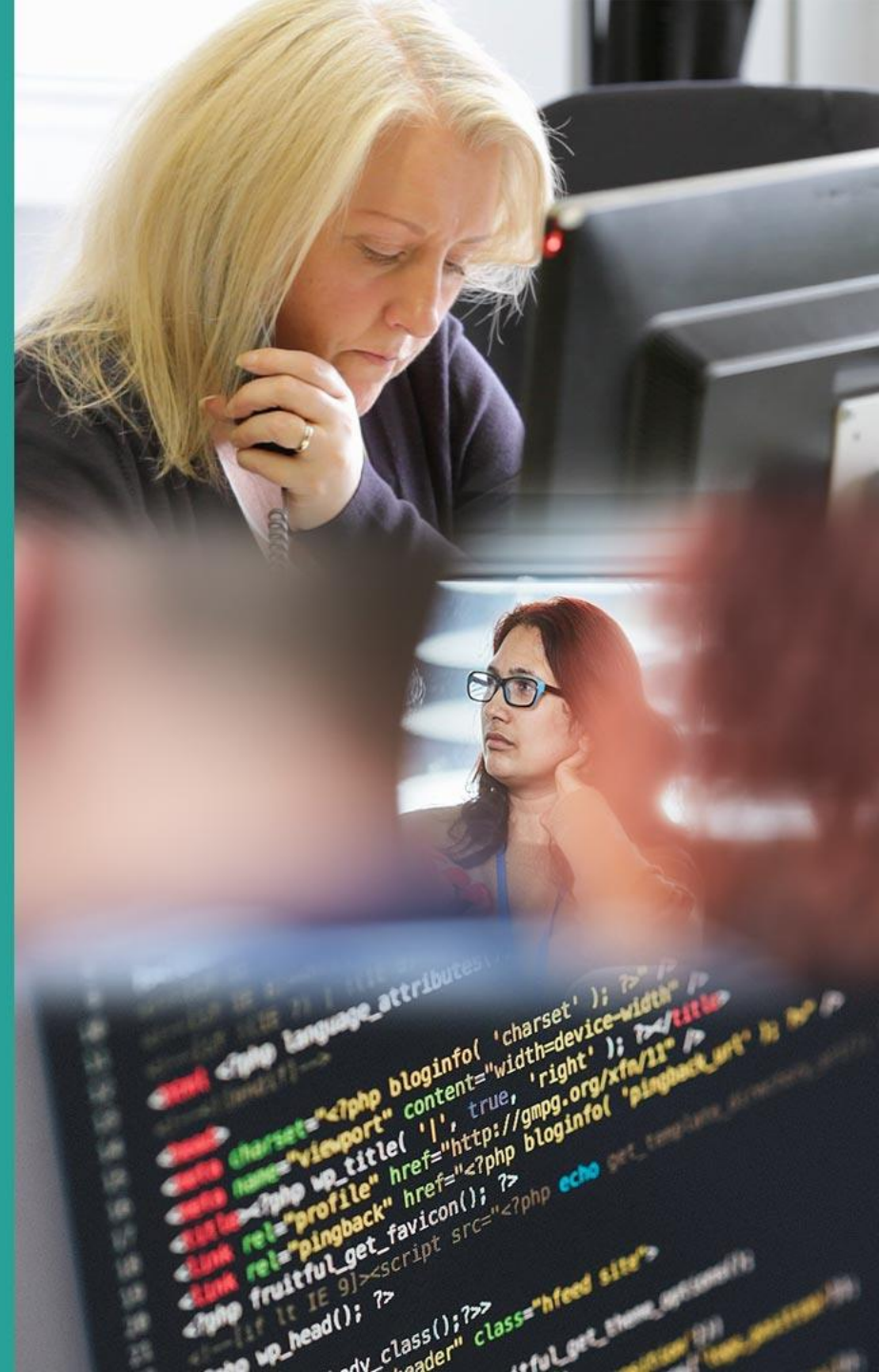
We have around **4,000** people working in DWP Digital

We work in multi-disciplinary teams based in 6 hubs around the UK

Digital
With
Purpose



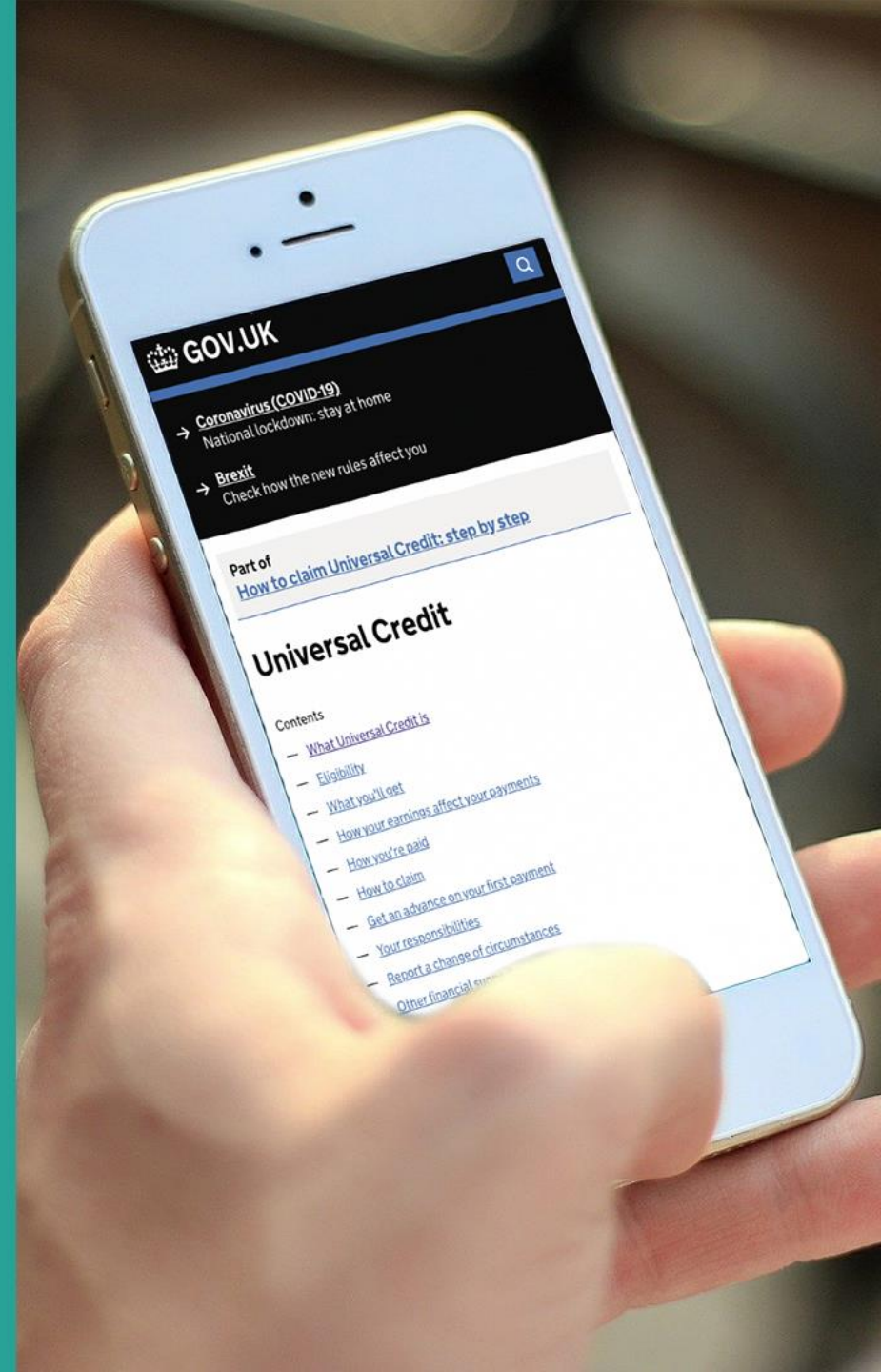
Response



“
Out of adversity
comes opportunity

Benjamin Franklin

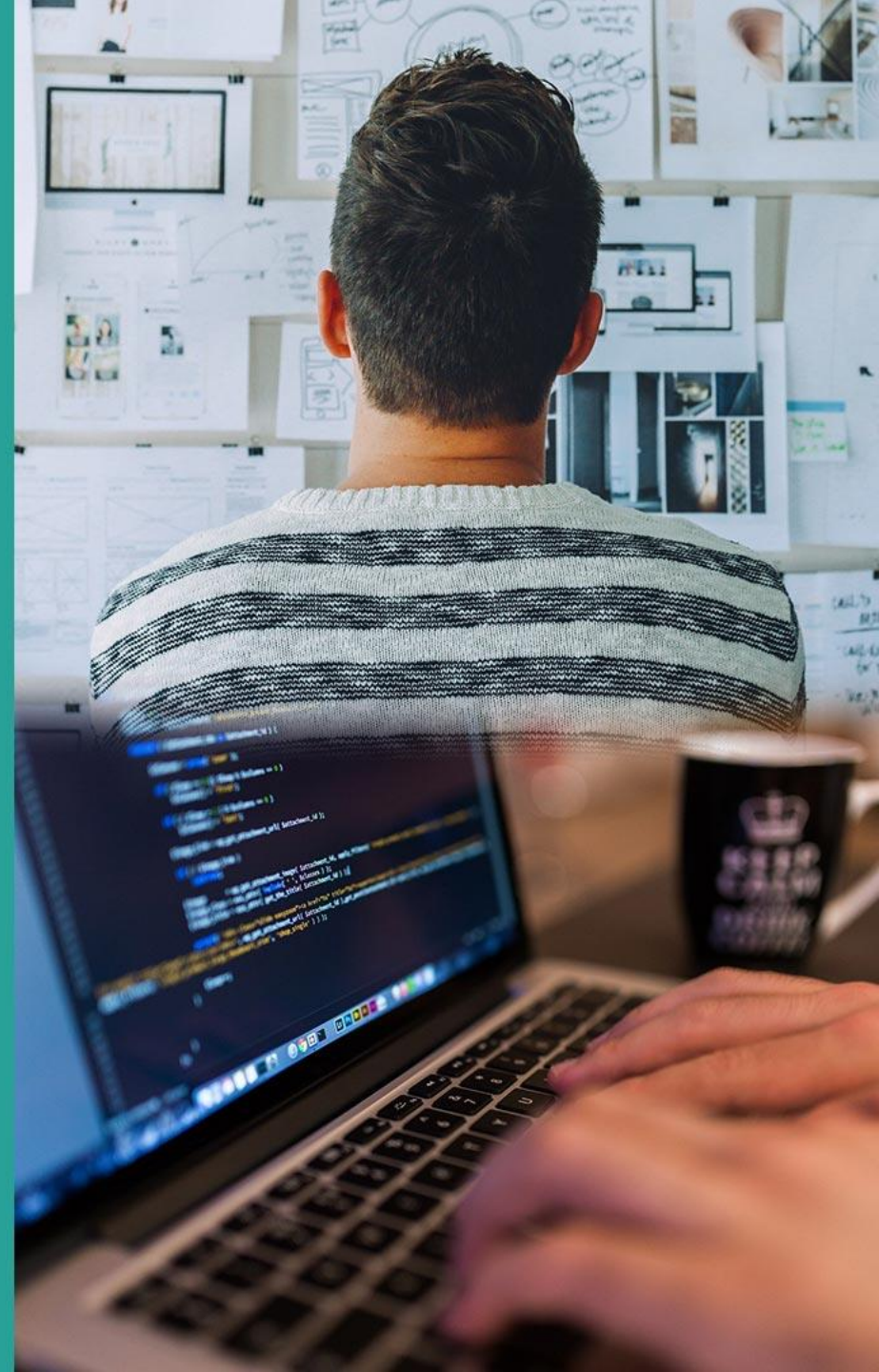
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Making government
interaction a seamless
experience for people.



Shifting our balance
towards building services
from reusable and
shareable components.



Aligning to new ways or working.



Thanks. We're hiring.

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