



## The 21st KM FEST'24 Final Report

Topic of Discussion:

**“Challenges, Pitfalls, and Good Practices of Digitalization Projects and Programs”**

<https://exarca.io/KMFEST24>

### Overview

This year's KM FEST co-organizers are the international virtual living laboratory LENS Living Lab's partners from the UK, Sweden, Germany, India, and South Africa, with the partners of regional Robotics and Digitization Competence Center ROBOFLEX-DIGITECH from Slovenia.

International experts from Germany, India, Sweden, Slovenia, South Africa, and the United Kingdom gave introductory professional and business insights and a base for the following fruitful group discussions and the final valuable group learnings.

The 21st KM FEST'24 three workshops were held virtually. Over fifty participants from diverse industries, countries, and continents officially registered. However, the number of

actively present participants in workshops was smaller and varied from workshop to workshop.

These workshops were moderated by LENS Living Lab's research-innovation partners and experts, Prof. Darren Dalcher from the National Centre for Project Management at Lancaster University, United Kingdom, and Erik Mansson from Karlstad University, Sweden.

### **KM FEST'24 Warm-up Workshop (January 24th)**

The workshop's main goal was to demystify understanding of digitalization transformation challenges by critically analyzing the industry case studies.

*Workshop learnings:*

*Successful digital transformation and change require well-trained, competent, digitally literate people, a good understanding of digital transformation business cases, professional project management, and adequate governance and leadership.*

### **The KM FEST'24 Final Workshops**

The two-day event fostered in-depth discussions, workshops, and interactive sessions designed to address real-world problems in digital adoption, emphasizing collaboration, leadership, and best practices.

#### **#1 Workshop on Sharing Applied Research Insights (October 14th)**

First workshop focused on the foundational challenges in digital transformation. Key themes included resistance to change, the influence of digitalization on societal well-being, and the underutilization of excellence standards in project execution. In breakout sessions, participants shared insights on building digital-friendly cultures, addressing stakeholder concerns, and promoting continuous improvement. Emphasis was placed on leadership's role in guiding organizations through transformative change, ensuring that digital initiatives align with organizational goals and stakeholder expectations.

#### **#2 Workshop on Practice Presentations and Round-table (October 15th)**

The second workshop shifted focus to security and critical service areas where digital transformation can significantly impact safety and operational efficiency. Workshops covered topics like the reluctance of security firms to adopt new technology, as well as the application of digital solutions in firefighting and disaster management. Discussions highlighted barriers such as lack of cross-functional leadership, the importance of government support, and the need for end-user alignment. Case studies underscored how tools like IoT, drones, and AI can enhance decision-making and safety but require strategic integration and project management to succeed.

### **Conclusion**

21<sup>st</sup> KM FEST'24 highlighted that successful digital transformation relies on structured leadership, strategic alignment, and a flexible approach to managing resistance. By building strong, collaborative frameworks and investing in both technological and human resources,

organizations can create meaningful change, driving digital transformation that benefits industries, stakeholders, and society as a whole.

## Acknowledgments

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*Co-organizing platforms and partners*

