

85apTLD



**LK DOMAIN REGISTRY**

Your Sri Lankan Identity in Cyberspace

# Digital Transformation of the LK Domain Registry

Case Study – Workflow System

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# Who am I...

Indika Goonetilleke



LK Domain Registry [Sri Lanka] - **.LK**

Lead Manager Administration

Masters in Business Administration

25 Years

- Trainer / Coach
- Operations / Administration
- Project Management



# Line up

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- Digital Transformation
- Why it Matters
- Perception
- Digital History of LK
- Initiatives
- Learning Outcomes

# Digital Transformation

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- Integration of Digital Technologies
- To Deliver Value to Customers



# Why It Matters

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- Competitive Advantage

- Efficiency and Productivity

- Enhance Customer Experience

- Adaptability to Market Changes

- Innovation and New Revenue Streams

- Data-Driven Decision Making

- Operational Resilience

- Engagement and Collaboration

- Regulatory Compliance

- Long-Term Sustainability

# Your Perspective

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# My Perspective



# Digital History of .LK

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.LK has been doing business **Digitally** long before it became a buzzword

- Email for Communication                      - since 1990
- Web-Based Registration System           - since 1997





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**Initiatives**



# Digital Continuation & Initiatives

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- Registration System
- Cloud Storage System
- HR System
- Finance System
- Workflow
  - *Latest Initiative*

# What is a Workflow?

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- “A workflow is a **series** of **activities** that are necessary to complete a task”

*Source: <https://www.techtarget.com/>*

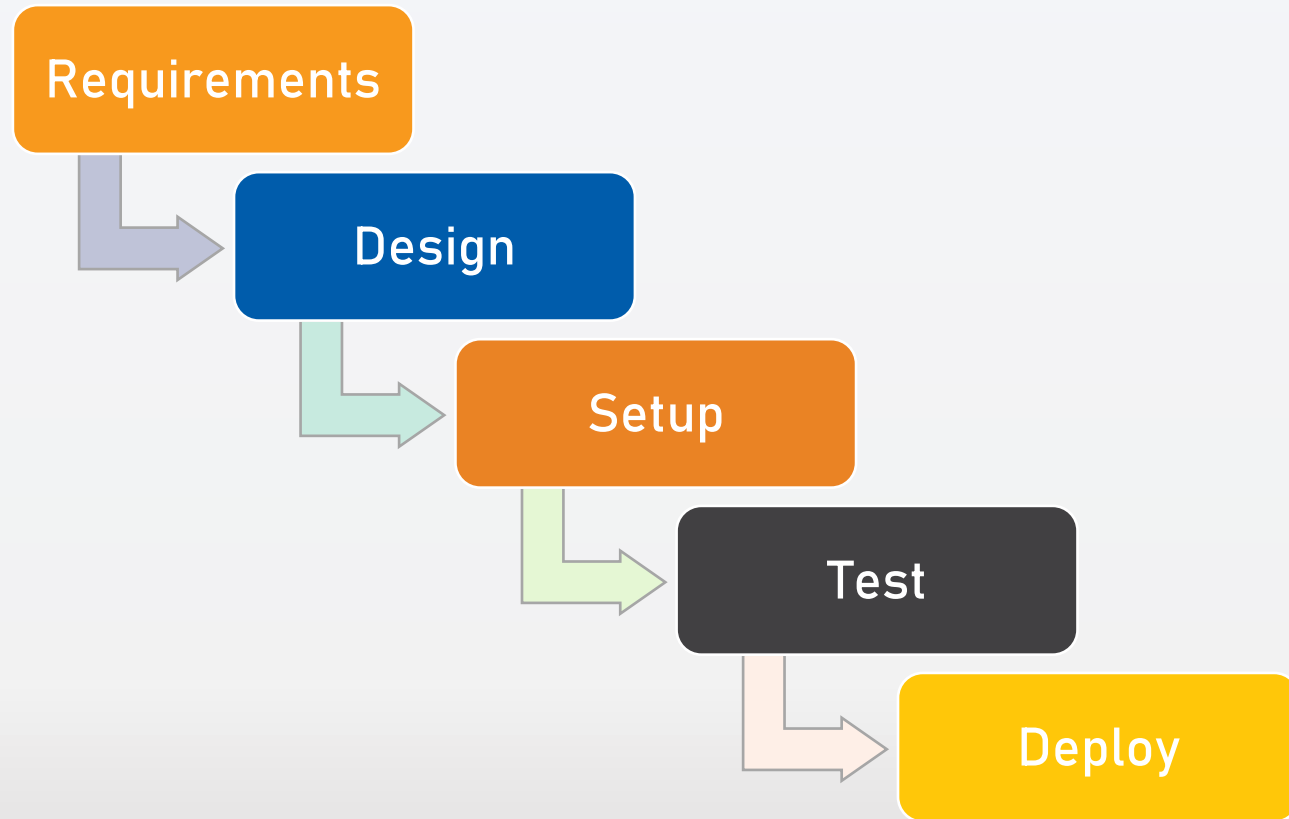
- “A workflow is a system for **managing repetitive** processes and **tasks** which occur in a particular order”

*Source: <https://www.ibm.com/>*

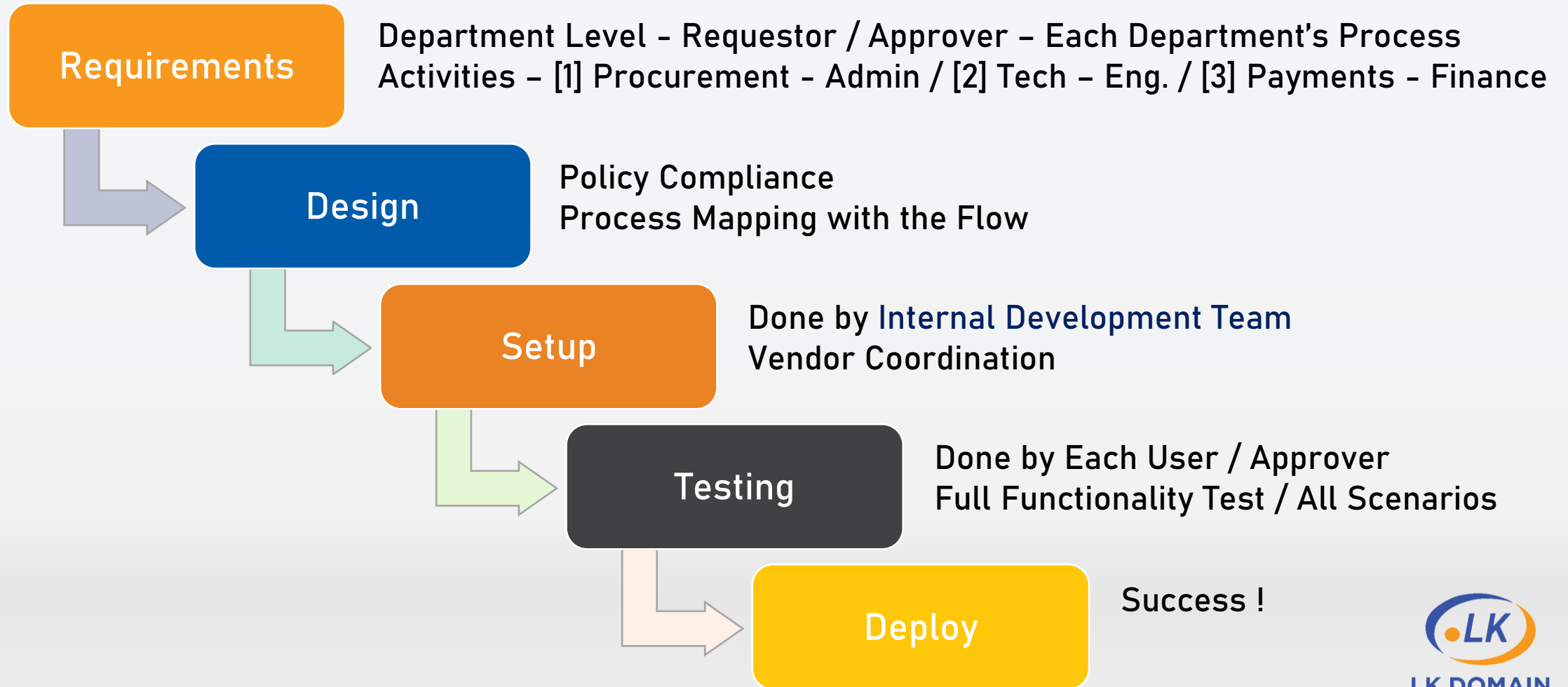
# .LK Workflow

For Back Office Processes

- Procurement
- Payment Approvals



# .LK Workflow



# Lessons Learnt

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- Licensing Cost
- Limitations - Process Mapping to the Workflow
- Data [Document] Storage Risk / Data Backup
- System Changes / User Adaptation



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In Learning You Will Teach

&

In Teaching You Will Learn

*Source: <https://english.stackexchange.com/>*



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**Thank You!**

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