HOW CORPORATE STRATEGY IS STRUCTURING CHANGE IN CENTRAL BANKS

1. In your opinion, what is the current level of public confidence in your central bank compared to before the COVID crisis?

2. How would you evaluate the likelihood of fundamental changes in post-COVID times (scale 1-5)?

3. What proportion of staff was eligible for remote working before the COVID crisis?

4. What proportion during the COVID crisis?

5. What proportion is expected after the COVID crisis?

6. Have you built a reflection on the notion of resilience of your institution following the COVID crisis?

7. How likely is a change in the scope of your bank’s mandate in the coming years? (climate risk, inequality, etc.)

8. If you have a multi-year strategic plan, what is its main objective?

9. How has this crisis impacted the strategic thinking of your institution?

10. Do you foresee a midterm of review for your strategic plan, to adapt it to changes in your environment?

11. Does your strategic plan set quantified targets?

12. Do you have transformation bridges within the different units of the banks?

13. Do you have regular interactions with other institutions to conduct your foresight work?

In the context of the COVID crisis, data contained in this document are calculated from participants’ responses to a questionnaire circulated prior to the conference. No attempt has been made to verify accuracy. Definitions and methodologies differ across jurisdictions.

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**Transform New lines of work**

**Shift in planning**

**Acceleration of certain actions**

**Develop new services**

**Improve service quality**

**Transform Moneylending**

**Improve service accessibility**

**Transform Retail**

**Improve customer experience**

**Transform Risk Management**

**Improve risk prevention**

**Transform Technology**

**Improve IT performance**

**Transform Compliance**

**Improve regulatory adherence**

**Transform People**

**Improve talent management**

**Improve skills development**

**Improve employee engagement**

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**Number of answers**

Yes

No

Don't know

Low

Medium

High