



UNIVERSITY OF THE
AEGEAN

SCHOOL OF ENGINEERING
DEPARTMENT OF INFORMATION
AND COMMUNICATION SYSTEMS ENGINEERING

The “Ten+1 Commandments” of COVID-19 for Digital Transformation

(or what we managed in 15 days)

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The Ten + 1 Commandments - Part A

“Denounce the old”

1. Complete **prevalence of credit cards** with parallel discouragement to use **cash** in transactions.
2. **Abolition of physical service desks** in the public and private sector, and replacement with appointments or digital applications where applicable. Where they don't exist, they seem to be far easier to make than we thought.
3. **Avoidance of printing and exchanging paper**, in more and more transactions and communications. Within a week, the paper became what it should be: unwanted.
4. Understanding of the **limitations of the traditional telephone** to solve a problem (the overloading or collapse of call centers and airline service desks). Only the internet can work in crises.

The Ten + 1 Commandments - Part B

“Welcome the new”

5. Establishment of trust in the **modern smart phone** as a mean of communication, instant messaging, teleconferencing, web access and more.
6. Use of **e-learning technologies** in all educational levels, both at asynchronous and synchronous modes. Something that in HEIs, high schools and elementary schools was considered “out of the question“ was organized in “no time”.
7. Full use of **e-conferencing technologies**, even where it was "prohibited by law". For the first time at the University of the Aegean we held a General Assembly of the Department, a Senate meeting, an Election of a new Professor, FULLY online.
8. Promotion of the **e-work model** to businesses and organizations. In two weeks we did more than we spoke about during the last 10 years. And we probably like it.

The Ten + 1 Commandments - Part C

“Establish faith”

9. **Establishment of faith in experts** and following of their advice or instructions without objection, while phasing out the non-scientific, non-evidence-based opinions on an issue.
10. Understanding the simple fact **that laws can change**, and easily eventually, when needed. In the midst of the crisis, we legalized processes that we could not imagine for years, even as alternatives.
11. Understanding the importance of being both “listeners and followers” of the laws as well as “**transmitters and guards**” of social and personal responsibility. We realized in a few days that alerting the police when you see someone breaking the law, and the police coming in and enforcing it, is something ... reasonable.