



Client

# Digital Readiness Assessment

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# Background

# Digital Transformation (DX) Opportunities

## Environment

Maintains highly regarded profile with government, universities and private sector. With technology at its core, Digital Transformation will continue to drive effectiveness.

## Business Model

- A project-based agency that blends R&D with professional services
- Major dependency on government funding
- Talent acquisition and retention are key
- Visibility & selection of RFP's paramount

## Objectives

- Increased revenues & improved opportunity management
- Greater collaboration & workforce efficiency
- Improved 'decision support' – data leverage (proactivity)
- Aligned leadership
- Improved Employee Value Proposition (ways of working)

## Primary Motivators for DX

- Avoid technical debt
- Leverage technologies to better effect
- Greater effectiveness from teams

## DX Strategy Choice – SCORE (see appendix)

- Incremental/project-based change/development
- Transformation roadmap

## Requirements

- Leadership & strategy alignment
- Baseline current state
- Prioritize and sequence activities and outcomes



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# Assessment

# Current State Assessment

## Customer Experience



**The customer experience is generally ranked as highest priority (3/3).**

- Both 'paying customers' and staff are considered customers
- Business model does not demand highly personalized or sophisticated marketing.
- The internal customer journey rated **2/5**, lowest rating
- 'creating the need' versus 'fulfilling the order'. Rated **2/5**, equal lowest rating. Assumed to be related to staff.
- Rated 3/5 for 'engaging customer in timely manner' and in 'creating the need'

# Customer Experience Results

## Customer Experience Q's



### Timelines:

1. Engaging Customers?
2. Creating the need?

### Journey:

3. Quality of Customer journey?
4. Personalized Communications?

### Needs:

5. Understanding of needs?

### Marketing:

6. Sophistication of marketing programs?

# Current State Assessment

## Products & Services



### Innovation ranked high priority 3/3

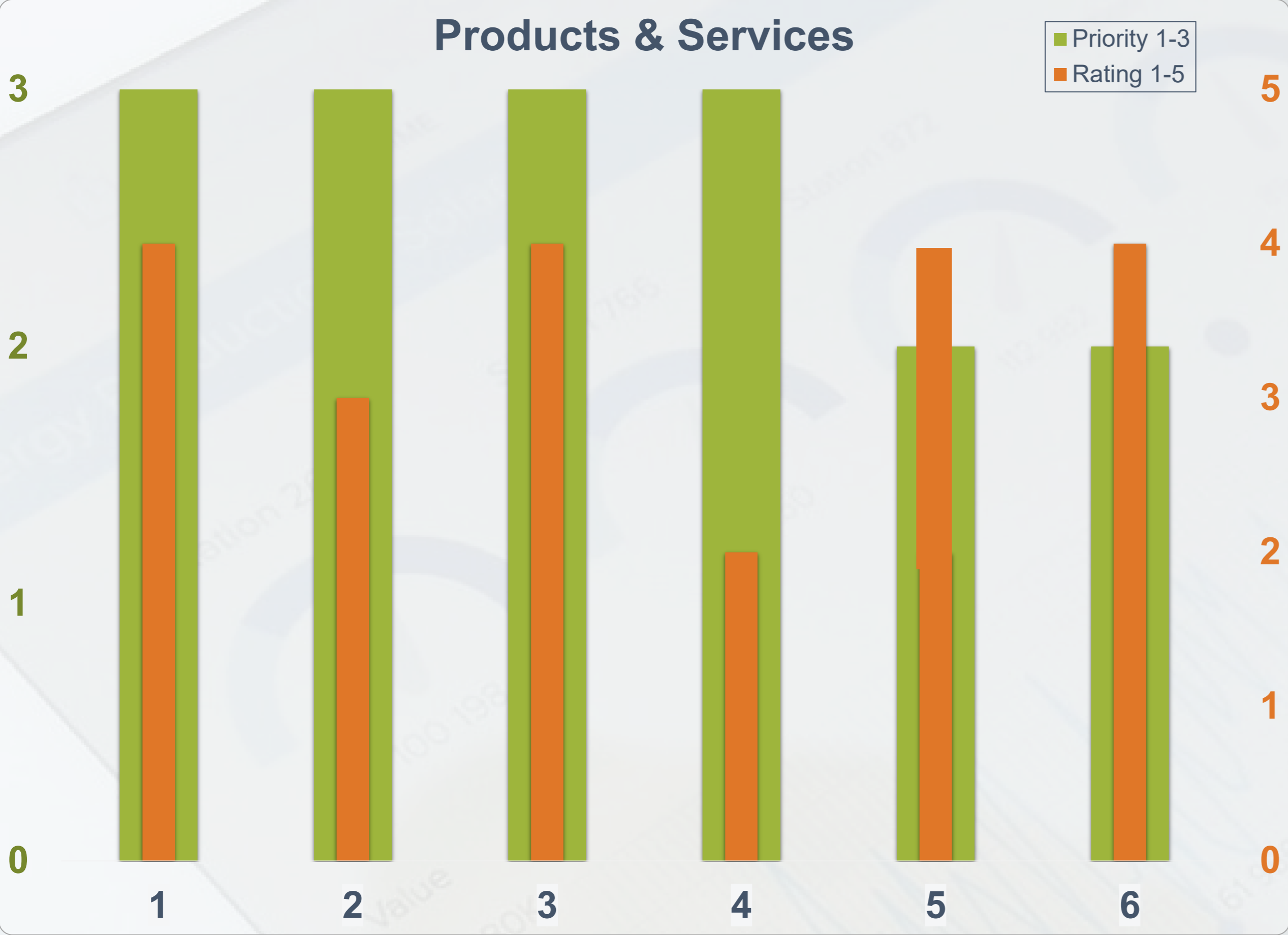
- 4/5 in research & trend analysis, and 4/5 in learning through inbuilt feedback channels
- 'innovation & incubation hub' rated 3/5
- Leveraging AI/ML etc rated 2/5

### Agility ranked 2/3

- Not tied to legacy environments 4/5
- Adaptive to further innovation 4/5

# Products & Services Results

## Products & Services Q's



**Innovation:**

- 1. Do we research needs and trends to inform products?
- 2. Effective innovation hub?
- 3. Learning, adapting and feedback channels?
- 4. Leveraging AI and ML?

**Agility:**

- 5. Are products tied to legacy systems?
- 6. Products & services built to evolve?

# Current State Assessment

## Business Processes & Systems



### Foundational Systems ranked as priority 3/3

- Some legacy apps could be more effective, rated 2/5. HR systems effective but Finance processes & systems could improve
- Flexibility & scalability 2/5
- Business Continuity and Disaster Recovery 4/5

### Partners ranked as priority 2/3

- Clear on 'core v context' 4/5
- Have a clear partner strategy 4/5

### Automation ranked as priority 2/3

- Leverage of automation/AI/ML etc 3/5
- Friction within business processes ranked 3/5

### Security ranked as priority 3/3

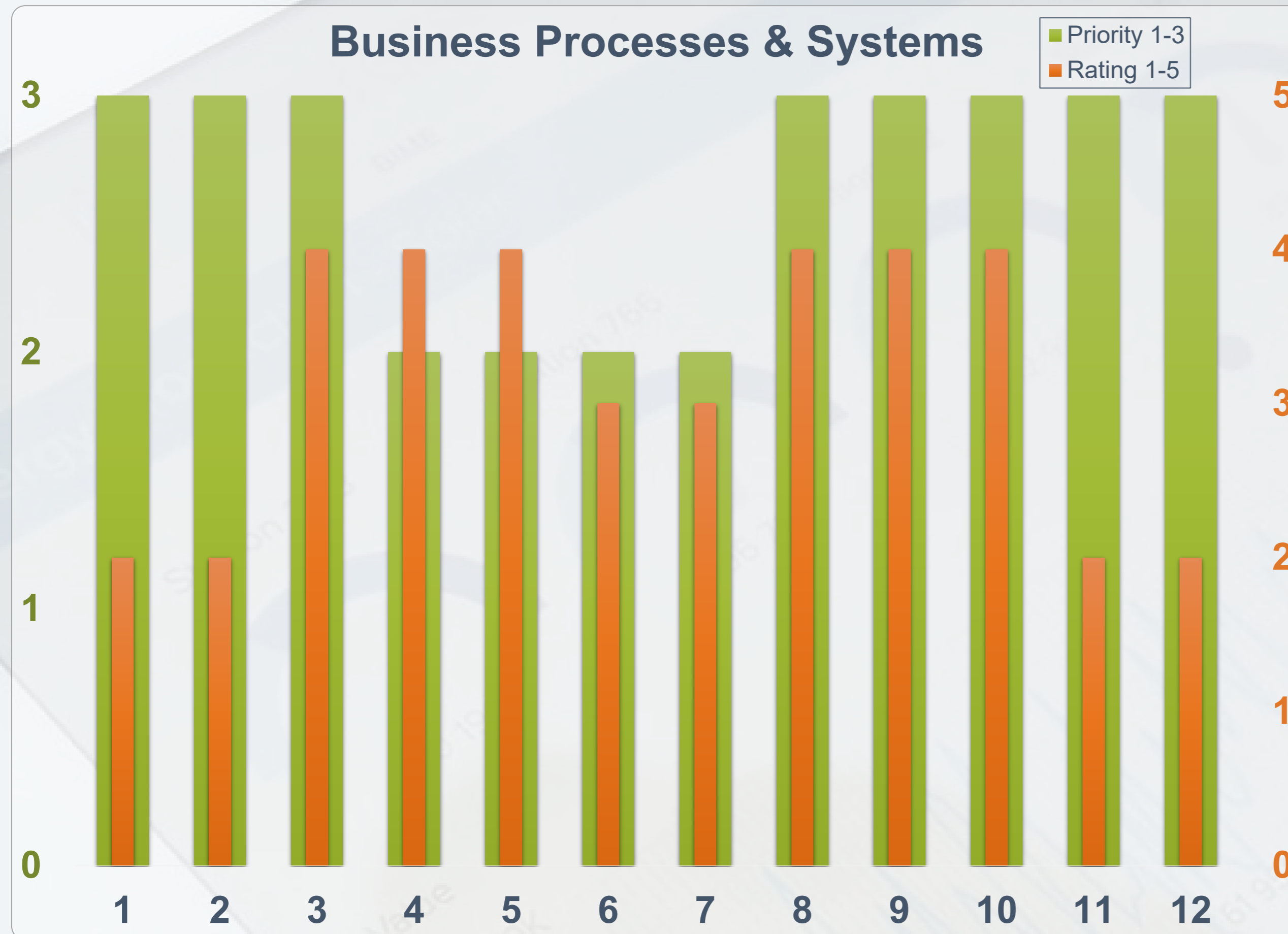
- Solid 4/5 for posture, policies/compliance, and ability to respond

### Data ranked as priority 3/3

- Leverage of data for business value rated 2/5
- Self service and business intelligence rated 2/5

# Business Process & Systems Results

## Business Process & Systems Q's



### Foundational Systems:

1. Hampered by legacy Apps?
2. Systems flexible and scalable?
3. Adequate Business Continuity & DR?

### Partners:

4. Clear on 'core v's context'?
5. Strategic partners for commodity & specialization?

### Automation:

6. Leveraging automation tools?
7. Have 'low friction' business processes?

### Security:

8. Confidence in security posture?
9. Strong process, policies & compliance?
10. Well positioned to respond to 'ransomware/reputational harm'?

### Data:

11. Fully leveraging data for Business value?
12. Self serve visualization and BI?

# Current State Assessment

## Employees & Partners



### Talent ranked as priority 3/3

- Capabilities and tools for talent attraction and retention rated 3/5
- Repetitive & redundant processes rated 3/5
- Comment related to uneven progress on employee value proposition; 'strong on employment, less on work experience'

### Collaboration ranked as priority 2/3

- Clear staff policies & strategy 4/5
- Partners find ease of collaboration 4/5

### Automation ranked as priority 2/3

- Is automation a priority for employees and partners 3/5

### Culture ranked as priority 3/3

- Culture of innovation & continuous improvement 4/5
- Right people to lead into the future 3/5
- How well equipped for 'enterprise change mgmt. 3/5

# Employees & Partners Results

## Employees & Partners Q's



### Talent:

1. Capabilities & tools to attract talent?
2. Removed repetitive/redundant work processes?

### Collaboration:

3. Clear collaboration policies & strategy?
4. Partners find us easy to collaborate with?

### Automation:

5. Is simplification & automation a priority?

### Culture:

6. A culture of innovation and continuous improvement?
7. Right Bus and Tech people to lead into the future?
8. Well equipped for enterprise change management?



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# Considerations

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# CONSIDERATIONS

<b>Customer Experience/ Employees &amp; Partners</b>	<p>Internal Customers are key to the Organization. Good progress on HR benefits but work experience could improve. Customer journey and ‘meeting needs’ ranked equal lowest at 2. Additionally, the need for improved workflow processes (to reduce redundancy &amp; repetition) was identified, as was the opportunity for automation. Some lack of clarity around collaboration between internal and client workspaces!</p> <ol style="list-style-type: none"> <li>1. Consider: Workflow process mapping and automation to address, to improve user satisfaction &amp; productivity. Also consider feedback/survey from end users as a baseline</li> <li>2. Consider reviewing collaboration tools and opportunities</li> </ol>
<b>Products &amp; Services</b>	<p>Innovation and agility are highly important and score well, along with utilization of AI/ML. Client invest significant resource in identifying target opportunities.</p> <ol style="list-style-type: none"> <li>3. Consider: Assessing how AI and ML could be leveraged across Bus Processes</li> <li>4. Consider: Technologies that could automate identifying target opportunities</li> </ol>
<b>Business Processes &amp; Systems</b>	<p>Some legacy Apps were rated 2 for effectiveness, flexibility &amp; scalability. Finance as an example. Again Automation/AI/ML identified as an opportunity (see 2 above). Data ranked as a top priority, yet data is ranked low in terms of business value/business intelligence and self service.</p> <ol style="list-style-type: none"> <li>5. Consider: Reviewing applications for modernization candidates, in tandem with process mapping review to improve effectiveness/reduce technical debt/improve ROI</li> <li>6. Consider: Reviewing data strategy and architecture for advanced analytics and business insights</li> </ol>
<b>Employees &amp; Partners/ Culture</b>	<p>Culture is a top priority. A culture of innovation and continuous learning is prevalent yet the team, or individuals may not be well equipped for ‘enterprise change management’.</p> <ol style="list-style-type: none"> <li>7. Consider: Identify required behaviors in order to execute strategy. Training and communications programs that elevate the organization to high performing and dynamic teams</li> </ol>



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# Next Steps

# Next Steps

## Review findings and identify priorities

- Determine if follow up and/or clarification call is required
- Define which business initiatives must succeed to meet evolving strategic business model (proactively shaping opportunities)
- Enlist leadership and align on priorities when viewed holistically and recognizing the interconnectedness of customers & products, people & culture and systems and processes
- Consider a partner to assist in transformation roadmap development and SME's





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# Appendix

# What Approach Will Work Best?

