

## IS YOUR BUSINESS READY TO TRANSFORM?

# A practical six-domain readiness check

Use this checklist with your leadership team to identify operational friction, foundation gaps and the next useful conversation.

01

### DIGITAL STRATEGY & LEADERSHIP

CHECK WHEN TRUE

- ☐ Our digital priorities are linked to clear business goals.
- ☐ A senior leader owns transformation decisions and outcomes.
- ☐ We have a phased investment roadmap for the next 12 months.
- ☐ Governance, risk and success measures are defined before build.

DOMAIN NOTE: \_\_\_\_\_

02

### TECHNOLOGY & DIGITAL INFRASTRUCTURE

CHECK WHEN TRUE

- ☐ Core systems are reliable, secure and supported.
- ☐ Business data can move between priority systems without re-entry.
- ☐ Cloud, backup and access controls match operational risk.
- ☐ Connectivity and device constraints are covered by continuity plans.

DOMAIN NOTE: \_\_\_\_\_

03

### OPERATIONS & PROCESS DIGITISATION

CHECK WHEN TRUE

- ☐ Priority workflows are documented with clear owners.
- ☐ Inventory, purchasing, production and orders share trusted data.
- ☐ Approvals and exceptions are visible outside chats and inboxes.
- ☐ Teams track cycle time, errors and rework for key processes.

DOMAIN NOTE: \_\_\_\_\_

04

## FINANCE &amp; DIGITAL PAYMENTS

CHECK WHEN TRUE

- ☐ Sales, operations and finance reconcile from connected records.
- ☐ Payment, invoicing and approval controls leave an audit trail.
- ☐ Management reporting is timely enough to support decisions.
- ☐ Mobile money and digital payment flows are integrated where relevant.

DOMAIN NOTE: \_\_\_\_\_

05

## CUSTOMER EXPERIENCE &amp; DATA

CHECK WHEN TRUE

- ☐ Customer, lead and service information is consistent across teams.
- ☐ Sales and service can answer customers with reliable information.
- ☐ Leaders use agreed customer and commercial KPIs.
- ☐ Data quality ownership and privacy requirements are defined.

DOMAIN NOTE: \_\_\_\_\_

06

## TALENT &amp; DIGITAL CULTURE

CHECK WHEN TRUE

- ☐ Users are involved in workflow and solution design.
- ☐ Role-based training and adoption measures are part of delivery.
- ☐ Process owners and internal champions are accountable after launch.
- ☐ Teams review and improve digital workflows continuously.

DOMAIN NOTE: \_\_\_\_\_

## YOUR NEXT PRACTICAL MOVE

## Count your YES answers

TOTAL

0-8: establish the foundation | 9-16: connect priority workflows | 17-24: automate and scale 