DIGITAL READINESS SCORECARD

TRANSFORMATION
POSITIVE IMPACT | **LEADER**
SUSTAINABLE CHANGE

Organisation Information:

Organisation Name:

Department/Division:

Assessment Date:

Assessor Name:

AREA	CRITERIA	SCORE (1-5)	Comments/ Actions
LEADERSHIP & VISION	CLEAR DIGITAL STRATEGY, LEADERSHIP SUPPORT FOR DIGITAL INITIATIVES.		
TECHNOLOGY INFRASTRUCTURE	CURRENT IT SYSTEMS, SCALABILITY, AND SUITABILITY FOR DIGITAL NEEDS.		
EMPLOYEE SKILLS	DIGITAL LITERACY, TRAINING OPPORTUNITIES, AND EMPLOYEE ENGAGEMENT IN DIGITAL INITIATIVES.		
CUSTOMER EXPERIENCE	AVAILABILITY OF DIGITAL CHANNELS, USER-CENTRIC DESIGN, AND CUSTOMER FEEDBACK MECHANISMS.		
PROCESS OPTIMISATIION	AUTOMATION, USE OF DIGITAL TOOLS TO STREAMLINE OPERATIONS, AND DATA-DRIVEN DECISION-MAKING.		
DATA MANAGEMENT	DATA GOVERNANCE, QUALITY, SECURITY, AND ACCESSIBILITY FOR ANALYTICS.		
INNOVATION & AGILITY	OPENNESS TO EXPERIMENTATION, SPEED OF IMPLEMENTING NEW TECHNOLOGIES, AND ADAPTABILITY.		
CYBERSECURITY	ROBUSTNESS OF SECURITY MEASURES, EMPLOYEE AWARENESS, AND INCIDENT RESPONSE PLANS.		
MARKET ADAPTABILITY	USE OF MARKET INSIGHTS, COMPETITIVE ANALYSIS, AND ADAPTABILITY TO CHANGING CUSTOMER DEMANDS.		

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Scoring Key

1: Not ready – Significant improvement needed
2: Limited readiness – Basic foundation present
3: Moderate readiness – Some capabilities in place
4: Strong readiness – Most capabilities in place
5: Fully ready – Comprehensive capabilities and best practices in place

Overall Score and Recommendations

Total Score: _____ / 45

Average Score: _____

Readiness Level:

Low (1-15): Immediate focus on foundational digital capabilities.

Medium (16-30):Build on existing capabilities and address gaps.

High (31-45): Leverage strengths and focus on advanced transformation opportunities.

Top 3 Priority Actions

1.

2.

3.

Next Steps