

Digital Transformation Essentials

People, processes, technology and a practical roadmap

FA-0668 · 1 day

Others

Introduction

A one-day introduction to digital transformation as organisational change involving people, processes and technology. Examine customer needs, operating models, leadership, readiness and practical constraints through examples and discussion.

Participants draft an initial assessment and a small roadmap for an illustrative organisation. The course supports structured planning, not guaranteed growth, a complete implementation strategy or a definitive prediction of technology trends.

Learning outcomes

- Distinguish digitisation, process improvement and broader digital transformation.
- Identify relevant business drivers and customer/operational priorities.
- Explain cultural, technical and security barriers and stakeholder responsibilities.
- Use an introductory maturity discussion to frame objectives and a bounded roadmap.
- Identify assumptions and further evidence needed before implementation.

Prerequisites

- Basic understanding of organisational operations and business models.
- Willingness to discuss change, constraints and stakeholder needs.
- No programming background is required.

Training outline

1. 1. Meaning and Drivers of Transformation

- Digitisation versus wider organisational change; selected historical examples.
- Customer expectations, competition and operational constraints.
- AI, connected devices and cloud services as possible enablers, not universal requirements.

2. 2. People, Processes and Technology

- Customer Experience: Enhancing interactions across all touchpoints.
- Operational Agility: Streamlining operations and processes through digital means.
- Culture and Leadership: The role of leaders and organizational culture in driving change.
- Digital Technology Integration: Incorporating modern technologies into business processes.

Evaluate proposed changes against an identified problem, user needs and organisational capabilities.

3. 3. Barriers, Risks and Leadership

- Organizational Resistance: Navigating pushback from employees and stakeholders.
- Technological Barriers: Addressing infrastructural and technical hurdles.
- Security Concerns: Ensuring data protection and cybersecurity.
- Role of C-suite: How top executives can champion and lead the transformation journey.
- Building a Digital-first Culture: Cultivating an environment that embraces change and innovation.

Discuss stakeholder engagement, resistance, skills, governance and data protection; technology adoption alone does not establish a successful transformation.

4. 4. Readiness and Roadmap Exercise

- Digital Maturity Assessment: Evaluating where your organization stands.
- Setting Clear Objectives: Defining what success looks like for your transformation journey.
- Roadmap Creation: Step-by-step planning for the transformation process.

Use a lightweight illustrative assessment; identify its limitations. Draft a prioritised small roadmap with objectives, responsibilities, dependencies and evidence to review.

5. 5. Ongoing Learning and Review

- Ongoing Evolution: Recognizing that digital transformation is a continuous journey, not a destination.

- Emerging Trends and Technologies: Staying ahead in a dynamically changing digital landscape.

Compare possible future scenarios, revisit assumptions and decide what to monitor. Review a public or fictional case and present the initial roadmap for peer discussion.