

The Digitalization Spectrum: Where Does Your Organization Stand?

A quick 20-question survey to understand the level of digitalization within your organization.

Complete this short questionnaire to evaluate your organization's needs regarding the digitalization of your services. By rating each criterion from 1 to 5 based on your experiences, you will be able to identify strengths and determine the next steps in your digitalization process.

Digital Service Delivery

- 1. Rate the extent to which services are offered digitally in your organization.**
(1 - Not at all extensive, 5 - Very extensive)
- 2. Indicate your agreement with the following statement: "Our current Content Management System(s) (CMS) fits our needs for our websites/portals."**
(1 - Strongly disagree, 5 - Strongly agree)
- 3. Rate your satisfaction with your Identity Management tools (IAM/CIAM solutions).**
(1 - Very unsatisfied, 5 - Very satisfied)
- 4. Assess how sufficient the current notifications and communications systems are for communicating with citizens.** (1 - Insufficient, 5 - Very sufficient)

Stakeholder Needs and Enrollment

- 5. Rate the user-friendliness of the digital service interfaces on all devices.**
(1 - Not user-friendly at all, 5 - Extremely user-friendly)
- 6. Evaluate how effectively municipal employees can interact with the current citizens' requests and workflows.** (1 - Not effective at all, 5 - Very effective)
- 7. Indicate your agreement with the following statement: "It is easy to manage the enrollment process for our services."** (1 - Strongly disagree, 5 - Strongly agree)

Compliance and Security

8. Rate the adequacy of current data handling and privacy measures against legal and regulatory requirements. (1 - Completely inadequate, 5 - Fully adequate)

9. Indicate your confidence in your consent management ability to ensure regulatory compliance. (1 - Not confident at all, 5 - Very confident)

10. Assess the adequacy of cybersecurity measures you have in place to protect sensitive data and systems. (1 - Completely inadequate, 5 - Fully adequate)

Technology and Resources

11. Evaluate how sufficient is your current setup from a devops and infrastructure monitoring perspective. (1 - Not sufficient at all, 5 - Fully sufficient)

12. Rate the complexity of integrating legacy systems with new digital services. (1 - Not complex at all, 5 - Highly complex)

Service Prioritization

13. Assess your readiness to implement a phased roll out plan for digital services. (1 - Not ready at all, 5 - Very ready)

Change Management

14. Evaluate your organization's readiness for digital services, and assess the adequacy of training and support for adapting to these new services. (1 - Completely inadequate, 5 - Fully adequate)

15. Assess how well the change process is managed to minimize disruptions. (1 - Managed poorly, 5 - Managed very well)

Budget and Financing

16. Indicate your agreement with the following statement: "The budget for digitalization initiatives is easy to predict and flexible." (1 - Strongly disagree, 5 - Strongly agree)

Project Management

17. Evaluate the adequacy of internal resources for managing a digitalization project.
(1 - Completely inadequate, 5 - Fully adequate)

Sustainability and Scalability

18. Assess the scalability and the future-proofness of e-services to meet future demands (e.g., AI, digital identity). (1 - Not scalable at all, 5 - Highly scalable)

Continual Improvement

19. Evaluate the complexity of gathering data and insights for service improvement.
(1 - Not complex at all, 5 - Highly complex)

20. Evaluate the ease of implementing updates to your legacy systems and in response to evolving technological advancements and regulatory changes.
(1 - Not simple at all, 5 - Very simple)

Add up your scores and compare the total to the diagnostics below.

This tool is intended to provide only an overview. Please feel free to reach out to the Portage CyberTech teams, who will be able to guide you through your requirements regardless of your stage of digital transformation.

Our dedicated teams and proven compliant solutions have helped organizations like yours to digitalize all online services and internal processes in a rapid and secure way for 30 years.

Diagnostic

Notes 25-39: Foundational Digital Services

Your organization has some tools to deliver services, but may experience a significant learning curve to meet current user expectations. The workload might seem enormous, but your current state leaves you poised for adopting best practices from the start. Additionally, you are likely to achieve digital-first maturity more rapidly than if you were encumbered with the maintenance of cumbersome legacy systems.

Notes 40-54: Developing Digital Capabilities

Over the years, your organization has established technological foundations, but now it's necessary to identify an overarching strategy rather than adopting piecemeal solutions. It's the right time to accelerate your digitalization, but ensure a coordinated plan that can be executed step by step.

Notes 55-69: Established Digital Infrastructure

Your organization is beginning to embrace a digital culture. You've successfully managed projects. Dealing with personal information might give you headaches, and while some departments have adopted good practices, others have not. If you feel you have a digital maze, it's likely your users feel the same. Your next step is to enhance the quality of user experience and streamline internal processes.

Notes 70-84: Advanced Digital Service Provision

Your organization can boast being among the most advanced. You provide a good user experience. You either have built numerous tools or work with multiple vendors. It's probable that you handle significant amounts of personal information, and cybersecurity is critical for you. It's time to minimize data capture and digitally migrate services that still require in-person cycles.

Notes 85-100: Exemplary and Future-Ready Digital Services

Your organization is digitally exemplary, and the digital reflex is ingrained in your operations. Paper is a rarity on your desks! You have highly competent and responsive internal resources. You've managed to integrate your aging systems with new tools, not without some difficulty. It's time for you to maximize your investment by analyzing your data in real time, integrating verifiable digital credentials, responsible automation, and ethical AI tools.

