

ABC Enterprise

2020

2021

2022

Digital Vision

Establish a digital champion group and its charter.

Create a digital strategy plan with initiatives and communicate within the organization.

Take stock of upskilling opportunities within the workforce.

Establish a CEX program along with processes and governance structure.

Build Foundations for Digital

Create a plan to improve data management capability.

Explore opportunities to partner with other entities to improve services (e.g. AI for recruitment service).

Form multi-disciplinary team to work on identified customer journey.

Fund the initiative & start implementing an MVP using best practices.

Identify a customer journey as 'lighthouse initiative.'

Enhance Data Management Capability

Develop cloud strategy to improve infrastructure management capability.

Develop Infrastructure Management Capability

Implement Lighthouse Journey