

Assess Your Campus **Digital Transformation Capabilities**

Use this scoring scale to mark where your institution falls in terms of performance across the organisational and IT department capabilities below.

1 We are far behind and must devote significant resources to improve

2 We are behind and need additional support to improve

3 We are satisfied with our performance but can do better

4 We are a sector leader in this area

Organisational Capabilities

Capability	Description	Score
Executive Sponsorship for Digital Ambitions	Senior management understands the necessity of digital innovation for both organisational continuity and market relevance. We embed digital initiatives and technology in our strategic goals and have developed a clear leadership structure to realise them.	
Process and Customer Journey Mapping	We understand and regularly collect input from students, staff, and alumni about digital expectations. Digital projects are built on a foundation of process redesign and 'customer' engagement to ensure efficiency and service expectations are met from the start.	
Portfolio-Minded Project Prioritisation	Senior leaders agree on a process for evaluating and approving digital initiatives. By adopting a portfolio perspective, we keep an eye on addressing redundancy, sequencing, or reuse issues. We clarify responsibility for initial and ongoing budgetary investments.	
Digital Literacy and Engagement Campaigns	We recognise that promoting and enabling digital transformation is not the sole responsibility of the IT department. We conduct needs assessments to avoid over- or under-estimating digital capabilities. We help students and staff develop any needed digital skills	

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IT Department Capabilities

Capability	Description	Score
Integrated Digital Platforms	We minimise costs in our technology portfolio through scalable enterprise architecture. Our IT systems and data capabilities deliver competitive advantage through speed, flexibility, and agility, with no constraints to performance from legacy systems.	
Future-Oriented IT Skills	Ongoing IT staff training and hiring supports the current digital strategy and actively anticipates future skills and knowledge requirements. IT staff understand institution-wide workloads and strategy and provide proactive input into digitisation and process improvement projects.	
Trend and Opportunity Sensing	Our IT staff are motivated by change and actively engage in environmental scanning, competitor analysis, and trend identification. We communicate to others the potential impact those trends may have on our mission, strategy, and business model, as well as on the higher education sector.	
Roadmap to Support and Scale Innovation	We pilot customer-driven innovations to ensure that any potential risks from new endeavors are contained and do not metastasise across the institution. Successful pilot project are celebrated and scaled up. We design centrally-driven innovations to generate new value for stakeholders, prioritising cloud-based solutions.	