Digital Maturity Assessment

Digital Transformation means changing people, organisation, and technology. Understanding your company's current position is the cornerstone of any transformation. Digital Maturity Assessment will help you discover common understanding among business stakeholders and IT and decide where changes are needed.

Digital Maturity Assessment Workshop Series is a service provided by a TeleScope expert, specifically tailored to your Telecom company.

Who Should Attend?

During this workshop series, all major business units of your company should be interviewed – Strategy and Product Development, Marketing and Sales, Customer Support, Operations, IT, Network, Finance and Corporate Management, and Human Resources.

Service Content

This service is delivered as follows:

Day 1
A series of interviews (individual or small groups) is conducted with all stakeholder representatives. Each interview takes 40-90 minutes, depending whether it is individual or in a group. The interview is a series of structured questions and requires participants to express their opinion in the form of Likert scale.

Day 2
Interview results are computed and presentation prepared.
A 90-minute debriefing session is conducted with the senior managers from the participating units. The debriefing session is a facilitated discussion which aims at reaching a common understanding of both the current and desired situations.
A high-level action plan may be discussed and proposed.
Finally, a short report summarising the Digital Maturity Assessment results is sent to your company.

Objectives

This service gives common understanding of company position towards Digital change and helps focus management attention on the areas of high potential.

Prerequisites

Digital Trends and Telco Response web training is recommended to for better prior

understanding of overall Digital impact.

Structure

Individual or small group interviews, debriefing session with Digital Maturity Assessment tool results.