

APPENDIX 3

Resource Capability Assessment Worksheet

The table on the next page provides a more complete list of the company's instruments than that found in Chapter 5. You can use this worksheet to assess organizational capabilities and determine the location of the most pressing gaps associated with a transformation challenge.

For the instruments associated with a challenge your company faces, rate the level of capability for the people, data, and infrastructure resources associated with each instrument. This will provide a high-level view of where to mobilize resources and enable their connections.

NONEXISTENT
EMERGENT
INTERMEDIATE
ADVANCED
EXPERT

		NONEXISTENT	EMERGENT	INTERMEDIATE	ADVANCED	EXPERT
 CHANNELS Route to market: retail, wholesale, e-commerce...	People					
	Data					
	Infrastructure					
 OFFERINGS Products and/or service transformation	People					
	Data					
	Infrastructure					
 CUSTOMERS New ways to engage with customers	People					
	Data					
	Infrastructure					
 PARTNERS New ways to engage with partners	People					
	Data					
	Infrastructure					
 WORKFORCE Employee knowledge, skills, motivation	People					
	Data					
	Infrastructure					
 ORG STRUCTURE Who does what, accountabilities	People					
	Data					
	Infrastructure					
 INCENTIVES Reward structures to support transformation	People					
	Data					
	Infrastructure					
 CULTURE Organizational readiness for transformation	People					
	Data					
	Infrastructure					

Source: Global Center for Digital Business Transformation, 2019