



1. Common language

Define a shared vocabulary for artifacts, processes, roles, and collected information. Each team maintains and updates its own artifacts using this standardized language.



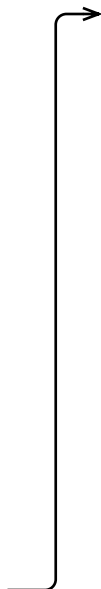
2. Common processes

Identify and define common processes across teams. Teams implement these processes and maintain their artifacts.



3. Singular process

Where similarities exist, align team approaches into a single, cohesive methodology. Each department adopts and implements the agreed process.



4. Digitize artifacts

Convert existing artifacts into structured digital artifacts and store them in a digital repository. An artifact may be files on a server or records in a database.



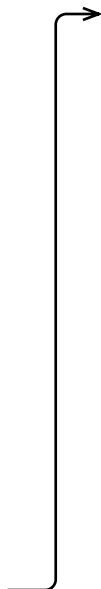
5. Organize artifacts

Establish a centralized artifact repository with consistent metadata standards to enable efficient retrieval, governance, and organization.



6. Measure processes

Define and track key performance indicators to assess process effectiveness and operational performance.



7. Automate processes

Introduce automation into artifact generation and related workflows to improve efficiency and consistency.



8. Streamline processes

Expand automation with system integrations to improve predictability and increase workforce capacity. Benchmark performance against external standards.



9. Transform processes

Leverage data and analytics to evolve processes to support strategic, data-informed decision-making. Benchmark performance against internal standards.



10. End-user experience

Design services from the end-user perspective to reduce friction, confusion, and abandonment, while improving self-service adoption.



11. Customize experience

Provide flexible options for users, including multichannel communication and configurable tools to adapt the system to specific tasks.



12. Personalize experience

Anticipate user needs and enable systems that adapt dynamically to individual behaviors and preferences.

12 Steps of Digital Transformation

A diagram of questionable value | www.akmolteni.com