

Automation Readiness

How ready are you to own the post-digital ecommerce age?

- Give your company a score from 1 to 5 for each area.
- Define which areas you'd like to improve over the next 12 and 36 months.
- Eliminate the blockers and implement the enablers that will help you achieve your improvement goals.



IMMATURE
We almost never work this way

We sometimes work this way



TRANSITIONING
We often work this way but not always

Frequently work this way



MATURE
Working this way is second nature

Leadership Support

Strategic guidance

1

Leadership does not provide explicit strategic guidance for automation

2

3

There is some strategic guidance for automation but limited to core business processes

4

5

Leadership provides strategic innovation guidance at important meetings and everybody knows it

Prioritization

1

Resources for automation are on an ad-hoc project basis

2

3

Resources for automation are available, but they are not substantial and not protected

4

5

Resources for innovation are institutionalized with at least 50% of their time dedication to automation

Resource allocation

1

Leadership does not provide explicit strategic guidance for innovation

2

3

We make investments innovating some business processes but its largely opportunistic

4

5

Leadership is eager to invest in business process automation to foster innovation across teams

Organizational Commitment

Legitimacy of effort

1

Automation initiatives are skunk works done without IT/Business systems team knowledge

2

3

Automation initiatives are owned by IT/ Business Systems with budget allocated

4

5

Automation initiatives are company-wide with every department allocated budget to innovation

Cross-functional commitment

1

Business process automation teams are limited in scope to their own departments

2

3

Automation teams include representation from multiple teams but there are conflicts

4

5

Policies and clarity of ownership make it easy for automation teams to collaborate as equals

Alignment to business goals

1

Automation teams do not tie initiatives to larger business goals vs. solving immediate pain points

2

3

Automation initiatives must tie to business goals but little to no tracking of impact

4

5

Automation initiatives clearly tie to one or more business goals with reportable metrics

Automation-First Adoption

Automation tools

1

We largely rely on native integrations to help automation parts of business processes

2

3

We largely rely on native integrations to help automation parts of business processes

4

5

We use a holistic automation platform that enables us to automate common and custom processes

Automation skills

1

We don't hire for process automation skills and don't develop them in-house

2

3

We hire for in-house technical developers to build automations

4

5

We hire technical and develop non-technical staff to support process automation company-wide

Business process evolution

1

Our business processes are not well defined or broadly understood

2

3

Our business processes are not well defined or broadly understood

4

5

Our business processes are well defined and our business goals clear