

Digital Workplace Maturity Model



The **Digital Workplace Maturity Model** below helps you appraise your company's goals to enhance the digital employee experience, improve operational efficiency, and meet organizational goals.

Steps to an improved digital workplace



COMPONENTS	BASE <i>Siloed & disjointed</i>	MID <i>Integrated & personalized</i>	EXCEL <i>Seamless & hyper-personalized; continuous innovation</i>
Digital Employee Experience	Siloed communication, collaboration, and LOB apps	Limited team collaboration, unintentional contextual work	Processes optimized for contextual work, KPIs used to improve systems
Collaboration	Ad hoc use of collaboration tools	Some contextual alignment with processes but uncoordinated	Tool use is measured and constantly realigned for optimization
Communications	Static content and communication	Multiple managed channels, sharing of articles	Targeted, intelligence driven, multi-channel communication
Automation	Little to no cloud-based applications	Key applications in cloud, key systems integrated, some production UGA	Dynamic task-based presentation, AI and ML automation
Adoption & Change Management	Limited comms & training, no adoption KPIs	Standard comms & training using multiple channels, champions program, SMART KPIs	ACM team focused on data-driven changes using KPIs
Security	Firefighting, no formal security program	Aligned to frameworks (NIST, ISO, FFIEC), documented controls, early integrations	Continuous improvement thru innovation, predictive analytics
Compliance	Manual retention and information controls	Documented compliance standards, advanced eDiscovery, information controls	AI-driven retention and protection, distributed eDiscovery
Governance	Local groups set guidelines, manual group management, disabled sharing	Exec sponsorship of guidelines, user-level external sharing control, automated group archival	Insights and AI driving group management and sharing, future feature planning
Analytics	No data strategy or management, decisions on personal experience	Defined initiatives by impact, many versions of the truth, critical data in authoritative source	Continual refinement of data initiatives, data-driven development
Modern Infrastructure	Manual AD management, imaging of computers, and patching	Autopilot, extending data center to hybrid cloud, Azure Backup, Azure Monitor Log Analytics, Azure VMs	Agile cloud, using infrastructure as code, landing zones, CI/CD (DevOps)

Need help with your digital workplace journey? Contact us at ask@quisitive.com and a Productivity expert will reach out shortly.

