

TECH 

Digital Capability Assessment

CMMI Guidelines

As part of the initial assessment of the client's current business preparedness, TECH3 uses a recognized and standard approach from Capability Maturity Model Integration (CMMI). This allows both client and TECH3 to objectively identify gaps and improve key functions.

CMMI LEVEL	DESCRIPTION	OBSERVATION
0	Incomplete	Ad-hoc and unknown. Work may or may not get completed.
1	Initial	Unpredictable and reactive. Work gets completed but is often delayed and over budget.
2	Managed	Managed on the project level. Projects are planned, performed, measured, and controlled.
3	Defined	Proactive, rather than reactive. Organization-wide standards provide guidance across projects, programs, and portfolios.
4	Quantitatively managed	Measured and controlled. Organization is data-driven with quantitative performance improvement objectives that are predictable and aligned to meet the needs of internal and external stakeholders.
5	Optimizing	Stable and flexible. Organization is focused on continuous improvement and is built to pivot and respond to opportunity and change. The organization's stability provides a platform for agility and innovation.

QUESTIONS

INSTRUCTIONS:

1. Place a tick (✓) that indicates your current state
2. Place a circle (O) to indicate your intended future state
3. When completed, total up the tick against the CMMI values
4. Multiply each total with the CMMI value on the topmost row
5. Sum or total up all the values in Line 8
6. Divide according to number in Line 10

REF	A.PEOPLE	0	1	2	3	4	5
1	A.1: People Asset Management						
2	A.2: Knowledge Management						
3	A.3: Relationship Management						
4	A.4: User Training Management						
5	A.5: Leadership						
6	A.6: Organizational Change Management						
7	<i>Add up number of ticks only</i>						
8	<i>Multiply line 7 with CMMI value</i>						
9	<i>Sum all boxes in line 8</i>						
10	<i>Divide line 9 by 6</i>						

REF	B.PROCESS	0	1	2	3	4	5
1	B.1: IT Service Management						
2	B.2: Digital Infrastructure Management						
3	B.3: Governance						
4	B.4: Demand and Supply Management						
5	B.5: Capacity Forecasting and Planning						
6	B.6: Risk Management						
7	<i>Add up number of ticks only</i>						
8	<i>Multiply line 7 with CMMI value</i>						
9	<i>Sum all boxes in line 8</i>						
10	<i>Divide line 9 by 6</i>						

REF	C.TECHNOLOGY	0	1	2	3	4	5
1	C.1: Benefits Assessment and Realization						
2	C.2: Total Cost of Ownership						
3	C.3: Project Portfolio Management						
4	C.4: Information Security Management						
5	C.5: Innovation Management						
6	C.6: Technical Infrastructure Management						
7	<i>Add up number of ticks only</i>						
8	<i>Multiply line 7 with CMMI value</i>						
9	<i>Sum all boxes in line 8</i>						
10	<i>Divide line 9 by 6</i>						

REF	D.STRATEGY & FINANCE	0	1	2	3	4	5
1	D.1: Budget Management						
2	D.2: Funding and Financing						
3	D.3: Strategic Planning						
4	D.4: Sourcing and Supplier Management						
5	<i>Add up number of ticks only</i>						
6	<i>Multiply line 5 with CMMI value</i>						
7	<i>Sum all boxes in line 6</i>						
8	<i>Divide line 7 by 4</i>						

INTERPRETATION OF RESULTS

A. PEOPLE



Level 1
Frequent people-related issues will crop up impacting your organization's ability to take full advantage by planning and executing digital capabilities

Level 3
At this level, your organization is already running effectively but has not quite achieved the level of efficiency. Most organizations would find Level 3 acceptable

Level 5
At Level 5, your people are fully optimized and efficient, continuously improving year-on-year to adapt to business needs and market environments

B. PROCESS



Level 1
Without process, consistency is difficult to measure and achieve objectively. You may be heavily relying on people to carry your organization but this will not be sustainable

Level 3
Level 3 process maturity is sufficient for most organizations. As progress beyond Level 3 costs more, most organizations see diminishing returns unless the employee size is significantly large

Level 5
Process capabilities at Level 5 are truly efficient and are continuously and formally refined to gain the highest level of efficiency

C. TECHNOLOGY



Level 1
Almost all works are done manually, which may be subject to human error and may limit your organization's ability to scale up to take on higher volumes of transactions. While not every task can be/should be automated, it is sometimes more cost-effective to balance technology implementation cost with its benefits

Level 3
Level 3 means you recognize that digital plays an important role to manage repetitive low-level tasks and you have designed digital solutions to support PEOPLE and the PROCESS

Level 5
Level 5 does not mean full automation, but that each technology deployed is frequently reviewed to align back to business needs, allowing scalability with stability and security with resiliency. You are optimized, meaning that whatever technology spends has been clearly factored in to minimize wastage and maximize returns

D. STRATEGY & FINANCE



Level 1
Most organizations are within this range and do not recognize digital as a competitive part of their strategy. Digital purchases are largely ad-hoc, responding to needs that were not planned for

Level 3
At Level 3, your organization has built a solid foundation in incorporating digital and annually spend on digital solutions to grow your revenue stream and automate to cut costs

Level 5
At Level 5, innovation via digital is part of your organization's DNA. In every business opportunity, digital plays a significant part to combine with PEOPLE and the PROCESS to delight your customers and put yourself in a blue ocean environment

TECH3

For a more detailed assessment,
come and talk to us!

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