Figure 1

Number Reference	**Questions**
1	Your Customer Feedback forms part of your process improvement.
2	You have an organised backend system and all process data is captured and sorted.
3	Storage of business data is used to improve immediate next step processes
4	Your Workers have freedom to interact across departments to achieve objectives.
5	You have an environment for your Business Partners to create more business for you.
6	You have a system of securing information making it is unlikely for unauthorised workers or outsiders to gain access.
7	You have a process that does not create unnecessary copies of original information for every workflow.

Standard list of seven (7) questions. (the “Questions”)

Figure 2

Number Reference	**Responses (the "Ratings")**
1	None at all
2	System Needs Improvement
3	Working on some initiatives
4	Ready to implement New Measures
5	Digital and Future Proofed

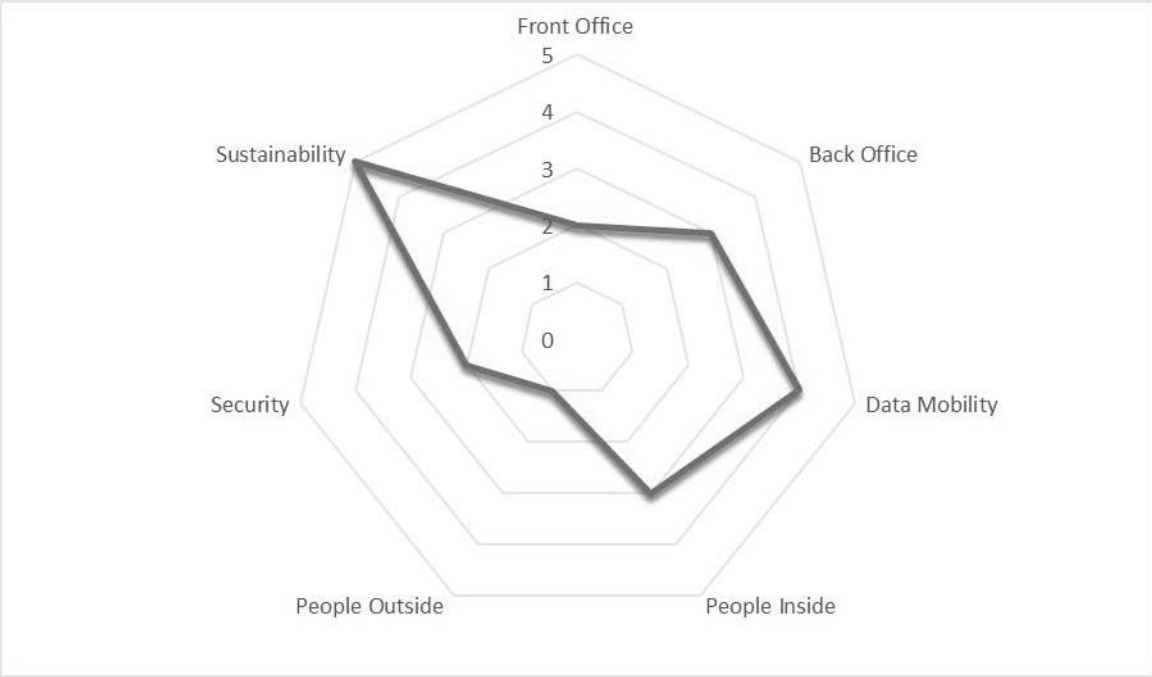
Standard set of responses used to answer the Questions. (the "Ratings")

Figure 3

Number Reference	Responses (the “Ratings”)	**Score**
1	None at all	1
2	System Needs Improvement	2
3	Working on some initiatives	3
4	Ready to implement New Measures	4
5	Digital and Future Proofed	5

Each Rating shall have a corresponding score. (the “Score”)

Figure 4



Graphical visualization based on the Questions, corresponding Ratings and Score. (the “Graph”)

Figure 5

Number Reference	Questions	**Graphical Legend**
1	Your Customer Feedback forms part of your process improvement.	Front Office
2	You have an organised backend system and all process data is captured and sorted.	Back Office
3	Storage of business data is used to improve immediate next step processes	Data Mobility
4	Your Workers have freedom to interact across departments to achieve objectives.	People Inside
5	You have an environment for your Business Partners to create more business for you.	People Outside
6	You have a system of securing information making it is unlikely for unauthorised workers or outsiders to gain access.	Security
7	You have a process that does not create unnecessary copies of original information for every workflow.	Sustainability

Corresponding Graphical Legend as shown in Graph in relation to the Questions asked. (the “Graphical Legend”)

Figure 6

Number Reference	Graphical Legend	**7 Pillars What Does it Mean**	**7 Pillars What can be Achieved?**
1	Front Office	Good Customer Engagement	Customer centricity and customer intimacy ensures 'stickiness' for sustainable revenue.
2	Back Office	Achieve Operational Best Practice	A process driven and agile backbone opens opportunity for new offerings.
3	Data Mobility	Enabled Data Sharing	A common data environment that allows fast relevant data sharing for response to tasks.
4	People Inside	Employee Empowerment	People drive processes, processes in turn drives the profit formula for the company.
5	People Outside	Partner Enabler	An external platform that enables ecosystem partner to develop your products further.
6	Security	Cybersecurity Checked	Achieve low vulnerability and low penetration test results.
7	Sustainability	Reducing Carbon Footprint	Optimising data and processes save physical energy and reduces carbon.

The 7 Pillars of digital transformation against the corresponding Graphical Legend. (the "7 Pillars")

Figure 7

Questions	Rating	Score		What it means
Your Customer Feedback forms part of your process improvement.	System Needs Improvement	2	Front Office	Front Office Good Customer Engagement
You have an organised backend system and all process data is captured and sorted.	Working on New Initiatives	3	Back Office	Back Office Achieve Operational Best Practice
Storage of business data is used to improve immediate next step processes	Ready to Implement New Measures	4	Data Mobility	Data Mobility Enabled Data Sharing
Your Workers have freedom to interact across departments to achieve objectives.	Working on New Initiatives	3	People Inside	People Inside Employee Empowerment
You have an environment for your Business Partners to create more business for you.	None at All	1	People Outside	People Outside Partner Enabler
You have a system of securing information making it is unlikely for unauthorised workers or outsiders to gain access.	System Needs Improvement	2	Security	Security Cybersecurity Checked
You have a process that does not create unnecessary copies of original information for every workflow.	Digital and Future Proofed	5	Sustainability	Green Reducing Carbon Footprint

Overall Scoring **20**

Example of how the Overall Scoring is calculated. (the “Overall Score”)

Figure 8

SCORE BANDS	INITIAL ASSESSMENT	
	State of DX	**Risk Level**
29 to 35	Established with revenue generating digital offerings supported by a strong backend team and systems	**L**
22 to 28	Maturing digital offerings with proven areas of successful adoption and exchange of data	**M**
15 to 21	Growing and showing signs of targeted business streams for potential digital offerings	**H**
7 to 14	Understanding and strategizing how best to apply technology for disruption and enhancement of business.	**E**

The Overall Score is cross referenced to the respective Score Bands to in turn define the likely state of digital transformation (State of DX) and the corresponding Risk Level. (the “Risk Level”)