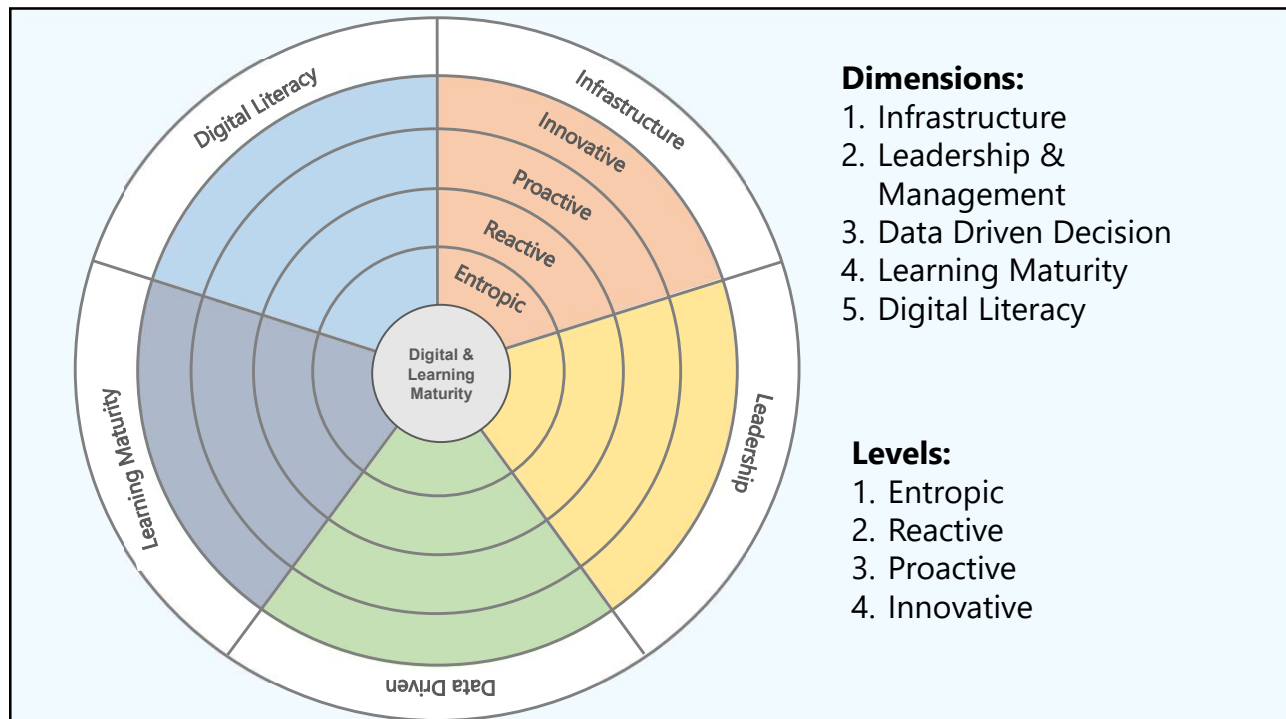


1



2

Levels

Entropic

The organisation functions at a very basic level and is unable to keep pace with its competitors.

Reactive

The organisation reacts to internal and external stimulus in order to retain customers and keep pace with its competitors.

Proactive

The organisation takes steps to plan ahead, adapting to internal and external stimulus before they become major problems.

Innovative

The organisation has a clear vision and skilled employees, enabling them to innovate in ways which take them ahead of the competition.

3

Dimensions

Infrastructure

The right policies, processes and culture for an organisation to function smoothly and effectively.

Leadership & Management

Vision and direction provided by leaders, supported by clear expectations of line managers and employees.

Data Driven Decision

Employees play an active role in learning, both for the personal performance and benefits to the organisation.

Learning Maturity

A robust range of information and data is used to inform decision making at all levels of the organisation

Digital Literacy

Employees can competently and confidently use the right technology to enhance their performance and support their wellbeing.

4