

the digital transformation playbook pdf

the digital transformation playbook pdf serves as a critical resource for businesses aiming to navigate the complexities of digital transformation. This comprehensive guide provides strategic insights, practical frameworks, and actionable steps necessary for organizations to thrive in the digital age. As digital technologies continue to disrupt traditional business models, understanding the core principles and methodologies outlined in the playbook becomes essential. The digital transformation playbook pdf covers everything from identifying digital opportunities to implementing change management processes effectively. In this article, the focus will be on exploring the contents, benefits, and application of this playbook, while highlighting key strategies for successful digital transformation initiatives. Readers can expect a detailed breakdown of the playbook's chapters, along with practical advice on leveraging digital tools and fostering innovation. The following sections will guide you through the essential components of the digital transformation playbook pdf to enhance your organization's digital journey.

- Understanding the Digital Transformation Playbook
- Core Strategies in the Digital Transformation Playbook PDF
- Implementing Digital Transformation Frameworks
- Benefits of Using the Digital Transformation Playbook PDF
- Challenges and Solutions in Digital Transformation

Understanding the Digital Transformation Playbook

The digital transformation playbook pdf is designed to equip businesses with a structured approach to digital change. It provides a roadmap that combines theory with practical application, making it a valuable tool for executives, managers, and IT professionals. The playbook typically outlines the importance of digital transformation in maintaining competitive advantage and driving growth in an increasingly technology-driven marketplace. It emphasizes how digitalization is not merely about technology adoption but involves a fundamental shift in organizational culture, processes, and customer engagement.

Purpose and Scope of the Playbook

The primary purpose of the digital transformation playbook pdf is to guide organizations through the complexities of transitioning from traditional to digital-centric business models. It covers a broad spectrum of topics including digital strategy development, technology integration, operational transformation, and customer experience enhancement. The scope often extends to include case studies, best practices, and measurement tools to assess

digital maturity and progress.

Key Components of the Playbook

Typically, the digital transformation playbook pdf is structured around several core components:

- Assessment of current digital capabilities
- Identification of digital opportunities and threats
- Strategic planning and goal setting
- Technology selection and implementation
- Change management and workforce enablement
- Performance measurement and continuous improvement

Core Strategies in the Digital Transformation Playbook PDF

The digital transformation playbook pdf outlines strategic frameworks that organizations can adopt to ensure a successful transformation journey. These strategies focus on aligning digital initiatives with overall business objectives and customer needs. By following these strategies, companies can effectively harness digital technologies to innovate and optimize operations.

Customer-Centric Digital Innovation

One of the primary strategies emphasized in the playbook is placing the customer at the center of digital innovation. This involves leveraging data analytics, customer insights, and digital channels to create personalized experiences and improve customer satisfaction. The playbook guides organizations on how to use technology to anticipate customer needs and deliver value at every touchpoint.

Agile and Adaptive Business Models

The playbook encourages adopting agile methodologies to foster flexibility and rapid response to market changes. Agile practices enable teams to iterate quickly, test new ideas, and implement improvements. This strategy supports continuous innovation and reduces the risk associated with large-scale digital projects.

Data-Driven Decision Making

Utilizing data as a strategic asset is a cornerstone of digital transformation. The playbook illustrates how companies can implement data

governance, analytics platforms, and reporting dashboards to inform decision-making processes. Data-driven insights help identify inefficiencies, forecast trends, and optimize resource allocation.

Implementing Digital Transformation Frameworks

The digital transformation playbook pdf includes detailed frameworks that serve as blueprints for executing digital initiatives. These frameworks help organizations systematically plan, deploy, and monitor digital projects, ensuring alignment with strategic goals.

Digital Maturity Assessment

Before embarking on digital transformation, the playbook recommends conducting a digital maturity assessment. This process evaluates current capabilities across technology, processes, culture, and customer engagement. The assessment helps identify gaps and prioritize areas for improvement.

Roadmap Development and Execution

Creating a clear digital transformation roadmap is crucial for coordinated efforts. The playbook outlines steps for defining milestones, resource requirements, and timelines. It also stresses the importance of cross-functional collaboration and executive sponsorship to drive successful execution.

Change Management and Workforce Enablement

Digital transformation often requires significant changes in organizational culture and employee skill sets. The playbook provides guidance on managing resistance, communicating vision, and delivering training programs to empower the workforce. Building a culture that embraces change and innovation is vital for sustaining transformation efforts.

Benefits of Using the Digital Transformation Playbook PDF

Organizations that utilize the digital transformation playbook pdf gain access to a wealth of knowledge and actionable strategies, resulting in numerous benefits. These advantages contribute to enhanced operational efficiency, improved customer experience, and increased competitiveness.

Structured Approach to Transformation

The playbook offers a systematic framework, reducing ambiguity and ensuring that digital initiatives are aligned with business objectives. This structured approach minimizes risks and improves the likelihood of achieving desired outcomes.

Accelerated Digital Adoption

With clearly defined steps and best practices, the playbook expedites the adoption of digital tools and processes. Organizations can avoid common pitfalls and leverage proven methodologies to accelerate transformation.

Enhanced Innovation and Agility

The playbook fosters a culture of continuous innovation and agility, enabling companies to quickly adapt to technological advances and market dynamics. This results in sustained growth and resilience.

Challenges and Solutions in Digital Transformation

While the digital transformation playbook pdf provides a comprehensive guide, organizations may still face challenges during implementation. Understanding these challenges and corresponding solutions is crucial for a smooth transformation journey.

Resistance to Change

Employee resistance is a common obstacle in digital transformation. The playbook emphasizes transparent communication, involvement of stakeholders, and ongoing training to overcome resistance and build buy-in.

Technology Integration Complexities

Integrating new digital technologies with legacy systems can be complex. The playbook suggests phased implementation, use of middleware, and careful vendor selection to manage integration risks effectively.

Maintaining Data Security and Privacy

As digital initiatives increase data usage, ensuring security and compliance becomes critical. The playbook advocates for robust cybersecurity measures, data governance policies, and regular audits to protect sensitive information.

Measuring Transformation Success

Determining the impact of digital transformation efforts can be challenging. The playbook recommends establishing clear KPIs and using analytics tools to monitor progress and make data-driven adjustments.

Frequently Asked Questions

What is 'The Digital Transformation Playbook' about?

'The Digital Transformation Playbook' by David L. Rogers provides strategies and frameworks for businesses to successfully navigate digital transformation by focusing on customer insights, data, innovation, and leadership.

Where can I download 'The Digital Transformation Playbook' PDF legally?

You can legally access 'The Digital Transformation Playbook' PDF through official platforms like the publisher's website, authorized eBook retailers, or your institutional library if they have a licensed copy.

What are the key concepts covered in 'The Digital Transformation Playbook'?

Key concepts include digital transformation strategy, business model innovation, customer engagement, agile leadership, and leveraging data and technology to drive change within organizations.

Who is the author of 'The Digital Transformation Playbook' and what is his expertise?

David L. Rogers is the author; he is a professor of strategy at Columbia Business School with expertise in digital business strategy and innovation.

How can 'The Digital Transformation Playbook' help businesses in 2024?

The playbook offers updated frameworks and actionable insights to help businesses adapt to evolving digital trends, improve customer experience, and stay competitive in 2024's fast-changing market.

Are there any supplementary resources available with 'The Digital Transformation Playbook' PDF?

Yes, supplementary resources such as case studies, worksheets, and online tools are often available through the author's website or the publisher to complement the book's content.

Additional Resources

1. *Leading Digital: Turning Technology into Business Transformation*

This book by George Westerman, Didier Bonnet, and Andrew McAfee explores how large companies can navigate digital transformation successfully. It provides case studies and frameworks that help executives understand the interplay between technology, leadership, and organizational change. The authors highlight the importance of combining digital capabilities with strong leadership to drive transformation.

2. *Digital Transformation: Survive and Thrive in an Era of Mass Extinction*
Written by Thomas M. Siebel, this book addresses the urgent need for businesses to adapt to rapid technological changes. Siebel discusses the convergence of cloud computing, big data, AI, and IoT, and how these technologies are reshaping industries. The book offers practical insights for leaders aiming to future-proof their organizations.

3. *HBR's 10 Must Reads on Digital Transformation*
A collection of articles from Harvard Business Review, this book compiles essential insights from various experts on digital transformation. Topics include strategy, innovation, culture, and leadership in the digital age. It serves as a comprehensive primer for managers looking to understand and implement digital initiatives.

4. *Digital to the Core: Remastering Leadership for Your Industry, Your Enterprise, and Yourself*
Mark Raskino and Graham Waller examine how digital technologies are fundamentally changing business models and leadership roles. The book emphasizes the need for leaders to rethink their strategies and mindsets to stay competitive. It includes practical advice on leading transformation efforts at multiple organizational levels.

5. *Driving Digital: The Leader's Guide to Business Transformation Through Technology*
By Isaac Sacolick, this guide focuses on how leaders can leverage digital tools to accelerate business transformation. It covers topics such as agile methodologies, data analytics, and customer-centric innovation. The book is designed to help executives align technology initiatives with business goals effectively.

6. *Digital Transformation Playbook: Rethink Your Business for the Digital Age*
Authored by David L. Rogers, this book is often considered a foundational text for understanding digital transformation. Rogers outlines five domains of strategy that businesses must rethink to succeed in the digital era. The playbook provides actionable frameworks and examples to guide companies through transformation.

7. *The Digital Transformation Handbook: A Step-By-Step Guide to Digital Change*
This handbook offers a practical approach to implementing digital transformation projects. It breaks down complex processes into manageable steps, including assessment, strategy development, and execution. The book is ideal for project managers and change leaders seeking a structured roadmap.

8. *Reinventing Organizations: A Guide to Creating Organizations Inspired by the Next Stage of Human Consciousness*
Frederic Laloux explores how organizational structures can evolve to support more adaptive and innovative workplaces. While not solely focused on digital transformation, the book provides valuable insights into cultural and leadership shifts necessary for successful transformation. It encourages embracing new paradigms that align with digital age demands.

9. *Exponential Organizations: Why New Organizations Are Ten Times Better, Faster, and Cheaper Than Yours (and What to Do About It)*
Salim Ismail discusses how exponential organizations leverage digital technologies to achieve rapid growth and scalability. The book identifies key attributes that differentiate these organizations and offers strategies for traditional companies to transform accordingly. It's a vital read for those interested in disruptive innovation and digital strategy.

The Digital Transformation Playbook Pdf

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The Digital Transformation Playbook

Are you struggling to keep your business relevant in today's rapidly evolving digital landscape? Do you feel overwhelmed by the constant influx of new technologies and unsure how to implement them effectively? Are you losing market share to more digitally savvy competitors? This playbook provides the roadmap you need to navigate the complexities of digital transformation and emerge stronger than ever. It's not just theory; it's a practical guide packed with actionable strategies and real-world examples. Stop falling behind – start leading the way.

This comprehensive guide, "The Digital Transformation Playbook," by [Your Name/Company Name], will equip you with the knowledge and tools to successfully navigate your digital journey.

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The Digital Transformation Playbook: A Comprehensive Guide

Introduction: Understanding the Digital Transformation

Landscape

The digital transformation landscape is a dynamic and ever-evolving environment. Businesses of all sizes and across all industries are being impacted by the rapid advancements in technology and the changing expectations of customers. This introduction sets the stage for understanding the key drivers behind digital transformation, including:

Technological advancements: The rapid development and adoption of new technologies such as artificial intelligence (AI), machine learning (ML), the Internet of Things (IoT), cloud computing, and big data analytics are reshaping industries and creating new opportunities. Understanding the potential and limitations of these technologies is crucial for successful digital transformation.

Changing customer expectations: Customers are now more digitally savvy and expect seamless, personalized experiences across all channels. They demand instant access to information, personalized recommendations, and omnichannel support. Businesses must adapt to meet these changing expectations to remain competitive.

Increased competition: Businesses that fail to embrace digital transformation risk being left behind by competitors who are more agile and innovative. Digital transformation is no longer a luxury; it is a necessity for survival in today's competitive market.

Globalization and market expansion: Digital technologies are enabling businesses to reach new markets and customers globally. Businesses need to leverage digital platforms to expand their reach and tap into new opportunities.

Data-driven decision making: Digital transformation generates massive amounts of data that can be used to inform strategic decision-making. Businesses need to leverage data analytics to gain insights, optimize processes, and improve customer experience.

This introduction will also provide a framework for understanding the different stages of digital transformation and the challenges businesses typically face during this process. It will highlight the importance of a well-defined strategy and the need for a holistic approach to digital transformation.

Chapter 1: Assessing Your Current Digital Maturity

Before embarking on a digital transformation journey, it's crucial to understand your current digital maturity level. This involves a thorough assessment of your existing digital infrastructure, processes, and capabilities. This chapter outlines a structured approach to conducting a digital maturity assessment, including:

Identifying key performance indicators (KPIs): Define the metrics that will be used to measure the success of the digital transformation initiative. These KPIs should align with the overall business objectives. Examples include customer satisfaction scores, website traffic, conversion rates, and operational efficiency.

Conducting a technology audit: Analyze your existing IT infrastructure, software applications, and data management systems to identify strengths, weaknesses, and potential areas for improvement. This might involve reviewing your current CRM, ERP, and other business systems.

Evaluating your digital workforce capabilities: Assess the skills and expertise of your employees in relation to the technologies and processes needed for digital transformation. This will help to

identify training needs and potential talent gaps.

Analyzing your customer experience: Evaluate your customers' interactions with your business across all channels (website, mobile app, social media, etc.). Identify areas where the customer experience can be improved.

Benchmarking against competitors: Compare your digital maturity level to that of your competitors to identify areas where you need to catch up or surpass them.

By understanding your current state, you can establish a realistic baseline and define achievable goals for your digital transformation journey. This assessment informs the strategic decisions made in subsequent chapters.

Chapter 2: Defining Your Digital Transformation Strategy

A well-defined digital transformation strategy is crucial for success. This chapter explores the key components of a successful strategy, including:

Defining your vision and objectives: Clearly articulate the desired outcomes of your digital transformation initiative. These objectives should be specific, measurable, achievable, relevant, and time-bound (SMART).

Identifying key stakeholders: Engage all key stakeholders, including employees, customers, partners, and executives, to ensure buy-in and collaboration.

Prioritizing initiatives: Focus on the most impactful initiatives that will deliver the greatest return on investment (ROI).

Developing a roadmap: Create a detailed plan outlining the steps required to achieve your digital transformation objectives, including timelines and resource allocation.

Allocating resources: Secure the necessary resources, including budget, personnel, and technology, to support the implementation of your digital transformation plan.

Establishing governance and accountability: Create a governance structure to oversee the implementation of the digital transformation initiative and ensure accountability for results.

This chapter will provide templates and examples to help you develop your own digital transformation strategy, tailored to your specific business needs and context.

Chapter 3: Choosing the Right Technologies and Tools

The success of your digital transformation depends heavily on selecting the right technologies and tools. This chapter delves into the various technologies and platforms available and provides guidance on making informed decisions:

Cloud computing: Explore the benefits of migrating to the cloud, including scalability, cost-effectiveness, and enhanced security.

Big data analytics: Learn how to leverage big data analytics to gain valuable insights into customer behavior, market trends, and operational efficiency.

Artificial intelligence (AI) and machine learning (ML): Understand the potential applications of AI and ML in various business functions, such as customer service, marketing, and operations.

Internet of Things (IoT): Explore the opportunities for using IoT devices to collect data and improve operational efficiency.

Cybersecurity: Prioritize cybersecurity measures to protect your data and systems from cyber threats.

Integration strategies: Develop strategies to seamlessly integrate new technologies with your existing systems.

This chapter will provide practical advice on evaluating different technology options and selecting the ones that best align with your business needs and budget.

Chapter 4: Implementing Your Digital Transformation Plan

This chapter focuses on the practical aspects of implementing your digital transformation plan. It includes:

Project management methodologies: Utilize agile project management methodologies to ensure flexibility and adaptability.

Change management strategies: Implement effective change management strategies to address employee resistance and ensure smooth transitions.

Communication and training: Develop a comprehensive communication and training plan to keep stakeholders informed and provide employees with the necessary skills.

Risk management: Identify and mitigate potential risks throughout the implementation process.

Monitoring and evaluation: Establish mechanisms for monitoring progress and evaluating the effectiveness of the digital transformation initiative.

Chapter 5: Managing Change and Building a Digital Culture

Digital transformation is not just about technology; it's about people and culture. This chapter discusses the importance of managing change effectively and cultivating a digital culture:

Leadership commitment: Secure buy-in and support from top leadership.

Employee engagement: Involve employees in the transformation process and provide them with opportunities for development and growth.

Change management strategies: Employ proven change management methodologies to address resistance and facilitate adoption.

Training and development: Invest in training and development programs to upskill employees.

Building a data-driven culture: Encourage data-driven decision-making at all levels of the organization.

Chapter 6: Measuring Success and Iterating for Improvement

This chapter emphasizes the importance of measuring the success of your digital transformation initiative and iterating for improvement:

Defining KPIs: Establish clear and measurable key performance indicators (KPIs) to track progress.

Data analysis: Utilize data analytics to monitor performance and identify areas for improvement.

Feedback mechanisms: Establish mechanisms for collecting feedback from employees, customers, and stakeholders.

Continuous improvement: Embrace a culture of continuous improvement and iterate on your strategy based on feedback and data.

Conclusion: The Future of Digital Transformation and Maintaining Momentum

This conclusion summarizes the key takeaways from the playbook, highlighting the importance of ongoing learning and adaptation. It will also look ahead to future trends in digital transformation and offer advice on how to maintain momentum and sustain long-term success.

FAQs

1. What is digital transformation? Digital transformation is the process of using digital technologies to fundamentally change how a business operates and delivers value to its customers.
2. Why is digital transformation important? Digital transformation is crucial for businesses to remain competitive, improve efficiency, and enhance customer experience in today's rapidly evolving digital landscape.
3. What are the common challenges of digital transformation? Common challenges include resistance to change, lack of skilled personnel, insufficient budget, and integration complexities.
4. How long does digital transformation take? The duration of digital transformation varies depending on the scope and complexity of the initiative.
5. How much does digital transformation cost? The cost of digital transformation varies depending on the scope, complexity, and technologies involved.
6. What are the key success factors of digital transformation? Key success factors include a clear vision, strong leadership, effective change management, and continuous improvement.

7. How can I measure the success of my digital transformation initiative? Success can be measured through KPIs such as customer satisfaction, operational efficiency, and revenue growth.
8. What are some examples of successful digital transformations? Many companies have successfully transformed their businesses through digital technologies; research case studies for specific examples.
9. What are the future trends in digital transformation? Future trends include the rise of AI, the expansion of IoT, and the increased use of big data analytics.

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the digital transformation playbook pdf: [The Digital Transformation Playbook](#) David L. Rogers, 2016-04-05 Rethink your business for the digital age. Every business begun before the Internet now faces the same challenge: How to transform to compete in a digital economy? Globally recognized digital expert David L. Rogers argues that digital transformation is not about updating your technology but about upgrading your strategic thinking. Based on Rogers's decade of research and teaching at Columbia Business School, and his consulting for businesses around the world, The Digital Transformation Playbook shows how pre-digital-era companies can reinvigorate their game

plans and capture the new opportunities of the digital world. Rogers shows why traditional businesses need to rethink their underlying assumptions in five domains of strategy—customers, competition, data, innovation, and value. He reveals how to harness customer networks, platforms, big data, rapid experimentation, and disruptive business models—and how to integrate these into your existing business and organization. Rogers illustrates every strategy in this playbook with real-world case studies, from Google to GE, from Airbnb to the New York Times. With practical frameworks and nine step-by-step planning tools, he distills the lessons of today's greatest digital innovators and makes them usable for businesses at any stage. Many books offer advice for digital start-ups, but *The Digital Transformation Playbook* is the first complete treatment of how legacy businesses can transform to thrive in the digital age. It is an indispensable guide for executives looking to take their firms to the next stage of profitable growth.

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the digital transformation playbook pdf: *Leading Digital* George Westerman, Didier Bonnet, Andrew McAfee, 2014-09-23 Become a Digital Master—No Matter What Business You're In If you think the phrase "going digital" is only relevant for industries like tech, media, and entertainment—think again. In fact, mobile, analytics, social media, sensors, and cloud computing have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In *Leading Digital*, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you'll learn: • How to engage better with your customers • How to digitally enhance operations • How to create a digital vision • How to govern your digital activities The book also includes an extensive step-by-step transformation playbook for leaders to

follow. Leading Digital is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

the digital transformation playbook pdf: Digital @ Scale Anand Swaminathan, Jürgen Meffert, 2017-06-01 A blueprint for reinventing the core of your business Value in the next phase of the digital era will go to those companies that don't just try digital but also scale it. Digital@Scale examines what it takes for companies to break through the gravitational pull of their legacy organizations and capture the full value of digital. Digging into more than fifty detailed case studies and years of McKinsey experience and data, the authors, along with a group of expert contributors, show how companies can move beyond incremental change to transform the business where the greatest value is generated—at its core. The authors provide practical insights into the three pillars of digital transformations that successfully scale: reinventing the business model, building out a business architecture from the customer back into the organization, and establishing an 'amoeba' IT and organizational foundation that learns and evolves. This is the ideal guide for all leaders who recognize the power and promise of a digital transformation.

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the digital transformation playbook pdf: Digital Transformation Lindsay Herbert, 2017-10-19 One book for the entire journey: How to digitally transform your organization Innovation in the face of major external change is critical for any organization's success, but attempting to do so often leads to more questions than actions: Where do you start? How do you get the right resources? How should work be implemented? What data should you measure? For the first time, these questions are answered in a single book that covers the end-to-end execution of digital transformation - from leadership-level strategy, to on-the-ground team implementation. With the biggest revelation of all, Herbert argues, being that true digital transformation only needs to happen once because, at its core, it means becoming more adaptive to change itself. Featuring the 'how to' of digital transformation devised from successes across every sector, Herbert distils it into five actionable stages. These stages act as a repeatable framework for continual innovation, allowing you to produce results immediately and grow change incrementally across your organization. In Digital Transformation, Herbert draws on her own experiences in leading change and innovation programmes globally, as well as featuring insights from experts and leaders from organizations as diverse as the World Wildlife Fund, Morgan Stanley, Royal Caribbean Cruises, the United Nations High Commission for Refugees, the Rijksmuseum, the American Cancer Society, The Guardian, Harvard University, and many others.

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leaders believe so, and this book reveals how to digitally transform your business model and compete in today's economy. It presents a roadmap consisting of five phases; Digital Reality, Digital Ambition, Digital Potential, Digital Fit, and Digital Implementation, each with step-by-step instructions as well as innovative activities and tools. This is a timely book offering professionals a concise, tried-and-trusted guide to the digital transformation of business models.

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the digital transformation playbook pdf: Beyond Digital Paul Leinwand, Mahadeva Matt Mani, 2022-01-04 Two world-renowned strategists detail the seven leadership imperatives for transforming companies in the new digital era. Digital transformation is critical. But winning in today's world requires more than digitization. It requires understanding that the nature of competitive advantage has shifted—and that being digital is not enough. In Beyond Digital, Paul Leinwand and Matt Mani from Strategy&, PwC's global strategy consulting business, take readers inside twelve companies and how they have navigated through this monumental shift: from Philips's reinvention from a broad conglomerate to a focused health technology player, to Cleveland Clinic's engagement with its broader ecosystem to improve and expand its leading patient care to more locations around the world, to Microsoft's overhaul of its global commercial business to drive customer outcomes. Other case studies include Adobe, Citigroup, Eli Lilly, Hitachi, Honeywell, Inditex, Komatsu, STC Pay, and Titan. Building on a major new body of research, the authors identify the seven imperatives that leaders must follow as the digital age continues to evolve: Reimagine your company's place in the world Embrace and create value via ecosystems Build a system of privileged insights with your customers Make your organization outcome-oriented Invert the focus of your leadership team Reinvent the social contract with your people Disrupt your own leadership approach Together, these seven imperatives comprise a playbook for how leaders can define a bolder purpose and transform their organizations.

the digital transformation playbook pdf: The Design Thinking Playbook Michael Lewrick, Patrick Link, Larry Leifer, 2018-05-03 A radical shift in perspective to transform your organization to become more innovative The Design Thinking Playbook is an actionable guide to the future of business. By stepping back and questioning the current mindset, the faults of the status quo stand out in stark relief—and this guide gives you the tools and frameworks you need to kick off a digital transformation. Design Thinking is about approaching things differently with a strong user orientation and fast iterations with multidisciplinary teams to solve wicked problems. It is equally applicable to (re-)design products, services, processes, business models, and ecosystems. It inspires radical innovation as a matter of course, and ignites capabilities beyond mere potential. Unmatched as a source of competitive advantage, Design Thinking is the driving force behind those who will lead industries through transformations and evolutions. This book describes how Design Thinking is applied across a variety of industries, enriched with other proven approaches as well as the necessary tools, and the knowledge to use them effectively. Packed with solutions for common

challenges including digital transformation, this practical, highly visual discussion shows you how Design Thinking fits into agile methods within management, innovation, and startups. Explore the digitized future using new design criteria to create real value for the user Foster radical innovation through an inspiring framework for action Gather the right people to build highly-motivated teams Apply Design Thinking, Systems Thinking, Big Data Analytics, and Lean Start-up using new tools and a fresh new perspective Create Minimum Viable Ecosystems (MVEs) for digital processes and services which becomes for example essential in building Blockchain applications Practical frameworks, real-world solutions, and radical innovation wrapped in a whole new outlook give you the power to mindfully lead to new heights. From systems and operations to people, projects, culture, digitalization, and beyond, this invaluable mind shift paves the way for organizations—and individuals—to do great things. When you're ready to give your organization a big step forward, The Design Thinking Playbook is your practical guide to a more innovative future.

the digital transformation playbook pdf: The Technology Fallacy Gerald C. Kane, Anh Nguyen Phillips, Jonathan R. Copulsky, Garth R. Andrus, 2022-08-23 Why an organization's response to digital disruption should focus on people and processes and not necessarily on technology. Digital technologies are disrupting organizations of every size and shape, leaving managers scrambling to find a technology fix that will help their organizations compete. This book offers managers and business leaders a guide for surviving digital disruptions—but it is not a book about technology. It is about the organizational changes required to harness the power of technology. The authors argue that digital disruption is primarily about people and that effective digital transformation involves changes to organizational dynamics and how work gets done. A focus only on selecting and implementing the right digital technologies is not likely to lead to success. The best way to respond to digital disruption is by changing the company culture to be more agile, risk tolerant, and experimental. The authors draw on four years of research, conducted in partnership with MIT Sloan Management Review and Deloitte, surveying more than 16,000 people and conducting interviews with managers at such companies as Walmart, Google, and Salesforce. They introduce the concept of digital maturity—the ability to take advantage of opportunities offered by the new technology—and address the specifics of digital transformation, including cultivating a digital environment, enabling intentional collaboration, and fostering an experimental mindset. Every organization needs to understand its “digital DNA” in order to stop “doing digital” and start “being digital.” Digital disruption won't end anytime soon; the average worker will probably experience numerous waves of disruption during the course of a career. The insights offered by The Technology Fallacy will hold true through them all. A book in the Management on the Cutting Edge series, published in cooperation with MIT Sloan Management Review.

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the digital transformation playbook pdf: What's Your Digital Business Model? Peter Weill, Stephanie Woerner, 2018-04-17 Digital transformation is not about technology--it's about change. In the rapidly changing digital economy, you can't succeed by merely tweaking management practices that led to past success. And yet, while many leaders and managers recognize the threat from digital--and the potential opportunity--they lack a common language and compelling framework to help them assess it and guide them in responding. They don't know how to think about their digital business model. In this concise, practical book, MIT digital research leaders Peter Weill and Stephanie Woerner provide a powerful yet straightforward framework that has been field-tested globally with dozens of senior management teams. Based on years of study at the MIT Center for Information Systems Research (CISR), the authors find that digitization is moving companies'

business models on two dimensions: from value chains to digital ecosystems, and from a fuzzy understanding of the needs of end customers to a sharper one. Looking at these dimensions in combination results in four distinct business models, each with different capabilities. The book then sets out six driving questions, in separate chapters, that help managers and executives clarify where they are currently in an increasingly digital business landscape and highlight what's needed to move toward a higher-value digital business model. Filled with straightforward self-assessments, motivating examples, and sharp financial analyses of where profits are made, this smart book will help you tackle the threats, leverage the opportunities, and create winning digital strategies.

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the digital transformation playbook pdf: *Shaping the Digital Enterprise* Gerhard Oswald, Michael Kleinemeier, 2016-09-26 This book sheds light on cross-industry and industry-specific trends in today's digital economy. Prepared by a group of international researchers, experts and practitioners under the auspices of SAP's Digital Thought Leadership & Enablement team within SAP's Business Transformation Services (BTS) unit, the book furthermore presents relevant use cases in digital transformation and innovation. The book argues that breakthrough technologies have matured and hit scale together, enabling five defining trends: hyper-connectivity, supercomputing, cloud computing, a smarter world, and cyber security. It presents in detail how companies are now reimagining their products and services, business models and processes, showcasing how every business today is a digital business. Digitalization, defined as the process of moving to a digital business, is no longer a choice but an imperative for all businesses across all industries and regions. Taking a step toward becoming a digital enterprise is demanding and challenging. The dimensions of customer centricity, leadership and strategy, business models, including offerings (products and services), processes, structure and governance, people and skills, culture, and technology foundation can serve as orientation for digitalization. The articles in this

book touch on all dimensions of this digital innovation and transformation framework and offer possible answers to some of the pressing questions that arise when practitioners seek to digitalize their business.

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the digital transformation playbook pdf: Agile Strategy Management in the Digital Age David Wiraeus, James Creelman, 2018-08-11 In a world of rapid and unpredictable change, the problem with strategic planning is that if you follow your plan through to the end, you will get exactly what you used to want. What you need is a framework for planning and implementing a strategy that is agile enough to adapt to a dynamic environment but focused enough to deliver. That framework is the Dynamic Balanced Scorecard. The original Balanced Scorecard system has proven the most popular, successful and enduring framework for strategy execution over the last 25 years. Comprising a Strategy Map and a scorecard of KPIs, targets and initiatives, the framework helped

organizations distill a strategy into actionable components and measure progress towards a strategic vision, while also implementing and monitoring the actions that drove change. However, for all its success, the Balanced Scorecard system now needs to evolve for the digital age. Until now, building the system, rolling it out enterprise-wide and adapting it to external changes has been a lengthy process. While the fundamental principles of the system are still sound and relevant, it needs to become nimbler and more responsive. The book provides a step-by-step guide to agile strategy management: from formulation to implementation to learning and adapting. For each of the steps, the book explains how Dynamic Balanced Scorecards, fit for the digital age, are built and deployed.

the digital transformation playbook pdf: Reinvent Your Business Model Mark W. Johnson, 2018-06-19 Named a Top 10 Business Strategy Book of 2018 by Inc. magazine In his pioneering book *Seizing the White Space*, Mark W. Johnson argued that business model innovation is the most proven path to transformational growth. Since then, Uber, Airbnb, and other startups have disrupted whole industries; incumbents such as Blockbuster, Sears, Toys R Us, and BlackBerry have fallen by the wayside; and digital transformation has become one of the business world's hottest (and least understood) slogans. Nearly a decade later, the art and science of business model innovation is more relevant than ever. In this revised, updated, and newly titled edition, Johnson provides an eminently practical framework for understanding how a business model actually works. Identifying its four fundamental building blocks, he lays out a structured and repeatable process for reinventing an existing business model or creating a new one and then incubating and scaling it into a profitable and thriving enterprise. In a new chapter on digital transformation, he shows how serial transformers like Amazon leverage business model innovation so successfully. With rich new case studies of companies that have achieved new success and postmortems of those that haven't, *Reinvent Your Business Model* will show you how to: Determine if and when your organization needs a new business model Identify powerful new opportunities to serve your existing customers in existing markets Reach entirely new customers and create new markets through disruptive business models and products Seize opportunities for growth opened up by tectonic shifts in market demand, government policy, and technologies Make business model innovation a more predictable discipline inside your organization Business model innovation has the power to reshape whole industries—including retail, aviation, media, and technology—redistributing billions of dollars of value. This book gives you the tools to reshape your own company for enduring success. *Reinvent Your Business Model* is the strategic innovation playbook you need now and in the future.

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smart choices that reduce your organizational risk and accelerate your cloud adoption and digital transformation.

the digital transformation playbook pdf: EDGE Jim Highsmith, Linda Luu, David Robinson, 2019-08-02 EDGE: The Agile Operating Model That Will Help You Successfully Execute Your Digital Transformation “[The authors’] passion for technology allows them to recognize that for most enterprises in the 21st century, technology is THE business. This is what really separates the EDGE approach. It is a comprehensive operating model with technology at its core.” —From the Foreword by Heidi Musser, Executive Vice President and Principal Consultant, Leading Agile; retired, Vice President and CIO, USAA Maximum innovation happens at the edge of chaos: the messy, risky, and uncertain threshold between randomness and structure. Operating there is uncomfortable but it’s where organizations “invent the future.” EDGE is a set of fast, iterative, adaptive, lightweight, and value-driven tools to achieve digital transformation, and EDGE: Value-Driven Digital Transformation is your guide to using this operating model for innovation. Jim Highsmith is one of the world’s leading agile pioneers and a coauthor of the Agile Manifesto. He, Linda Luu, and David Robinson know from their vast in-the-trenches experience that sustainable digital transformation requires far more than adopting isolated agile practices or conventional portfolio management. This hard, indispensable work involves changing culture and mindset, and going beyond transforming the IT department. EDGE embraces an adaptive mindset in the face of market uncertainty, a visible, value-centered portfolio approach that encourages continual value linkages from vision to detailed initiatives, incremental funding that shifts as strategies evolve, collaborative decision-making, and better risk mitigation. This guide shows leaders how to use the breakthrough EDGE approach to go beyond incremental improvement in a world of exponential opportunities. Build an organization that adapts fast enough to thrive Clear away unnecessary governance processes, obsolete “command and control” leadership approaches, and slow budgeting/planning cycles Improve collaboration when major, fast-paced responses are necessary Continually optimize investment allocation and monitoring based on your vision and goals Register your product for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details.

the digital transformation playbook pdf: The Customer Centricity Playbook Peter Fader, Sarah E. Toms, 2018-10-30 A 2019 Axiom Business Award winner. In The Customer Centricity Playbook, Wharton School professor Peter Fader and Wharton Interactive's executive director Sarah Toms help you see your customers as individuals rather than a monolith, so you can stop wasting resources by chasing down product sales to each and every consumer.

the digital transformation playbook pdf: The Digital Transformation Playbook - SECOND Edition PMI, 2023-09-01 The Digital Transformation Playbook: What You Need to Know and Do is an indispensable resource for you and your organization as you embark on the exciting and challenging journey of digital transformation. It features insightful ideas and best practices that drive digital transformation. Contributors include leading thinkers and practitioners drawn from around the world.

the digital transformation playbook pdf: Industrial Digital Transformation Shyam Varan Nath, Ann Dunkin, Mahesh Chowdhary, Nital Patel, 2020-11-27 Delve into industrial digital transformation and learn how to implement modern business strategies powered by digital technologies as well as organization and cultural optimization **Key Features** Identify potential industry disruptors from various business domains and emerging technologies Leverage existing resources to identify new avenues for generating digital revenue Boost digital transformation with cloud computing, big data, artificial intelligence (AI), and the Internet of Things (IoT) **Book Description** Digital transformation requires the ability to identify opportunities across industries and apply the right technologies and tools to achieve results. This book is divided into two parts with the first covering what digital transformation is and why it is important. The second part focuses on how digital transformation works. After an introduction to digital transformation, you will explore the transformation journey in logical steps and understand how to build business cases and create productivity benefit statements. Next, you'll delve into advanced topics relating to overcoming

various challenges. Later, the book will take you through case studies in both private and public sector organizations. You'll explore private sector organizations such as industrial and hi-tech manufacturing in detail and get to grips with public sector organizations by learning how transformation can be achieved on a global scale and how the resident experience can be improved. In addition to this, you will understand the role of artificial intelligence, machine learning and deep learning in digital transformation. Finally, you'll discover how to create a playbook that can ensure success in digital transformation. By the end of this book, you'll be well-versed with industrial digital transformation and be able to apply your skills in the real world. What you will learn

Get up to speed with digital transformation and its important aspects

Explore the skills that are needed to execute the transformation

Focus on the concepts of Digital Thread and Digital Twin

Understand how to leverage the ecosystem for successful transformation

Get to grips with various case studies spanning industries in both private and public sectors

Discover how to execute transformation at a global scale

Find out how AI delivers value in the transformation journey

Who this book is for

This book is for IT leaders, digital strategy leaders, line-of-business leaders, solution architects, and IT business partners looking for digital transformation opportunities within their organizations. Professionals from service and management consulting firms will also find this book useful. Basic knowledge of enterprise IT and some intermediate knowledge of identifying digital revenue streams or internal transformation opportunities are required to get started with this book.

the digital transformation playbook pdf: Strategy That Works Paul Leinwand, Cesare R. Mainardi, 2016-01-12

How to close the gap between strategy and execution

Two-thirds of executives say their organizations don't have the capabilities to support their strategy. In *Strategy That Works*, Paul Leinwand and Cesare Mainardi explain why. They identify conventional business practices that unintentionally create a gap between strategy and execution. And they show how some of the best companies in the world consistently leap ahead of their competitors. Based on new research, the authors reveal five practices for connecting strategy and execution used by highly successful enterprises such as IKEA, Natura, Danaher, Haier, and Lego. These companies:

- Commit to what they do best instead of chasing multiple opportunities
- Build their own unique winning capabilities instead of copying others
- Put their culture to work instead of struggling to change it
- Invest where it matters instead of going lean across the board
- Shape the future instead of reacting to it

Packed with tools you can use for building these five practices into your organization and supported by in-depth profiles of companies that are known for making their strategy work, this is your guide for reconnecting strategy to execution.

the digital transformation playbook pdf: Fit for Growth Vinay Couto, John Plansky, Deniz Caglar, 2017-01-10

A practical approach to business transformation

*Fit for Growth** is a unique approach to business transformation that explicitly connects growth strategy with cost management and organization restructuring. Drawing on 70-plus years of strategy consulting experience and in-depth research, the experts at PwC's Strategy& lay out a winning framework that helps CEOs and senior executives transform their organizations for sustainable, profitable growth. This approach gives structure to strategy while promoting lasting change. Examples from Strategy&'s hundreds of clients illustrate successful transformation on the ground, and illuminate how senior and middle managers are able to take ownership and even thrive during difficult periods of transition. Throughout the *Fit for Growth* process, the focus is on maintaining consistent high-value performance while enabling fundamental change. Strategy& has helped major clients around the globe achieve significant and sustained results with its research-backed approach to restructuring and cost reduction. This book provides practical guidance for leveraging that expertise to make the choices that allow companies to:

- Achieve growth while reducing costs
- Manage transformation and transition productively
- Create lasting competitive advantage
- Deliver reliable, high-value performance

Sustainable success is founded on efficiency and high performance. Companies are always looking to do more with less, but their efforts often work against them in the long run. Total business transformation requires total buy-in, and it entails a series of decisions that must not be made lightly. The *Fit for Growth* approach provides a clear strategy and practical framework for

growth-oriented change, with expert guidance on getting it right. *Fit for Growth is a registered service mark of PwC Strategy& Inc. in the United States

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the digital transformation playbook pdf: Building Digital Experience Platforms Shailesh Kumar Shivakumar, Sourabh Sethii, 2019-01-31 Use digital experience platforms (DXP) to improve your development productivity and release timelines. Leverage the pre-integrated feature sets of DXPs in your organization's digital transformation journey to quickly develop a personalized, secure, and robust enterprise platform. In this book the authors examine various features of DXPs and provide rich insights into building each layer in a digital platform. Proven best practices are presented with examples for designing and building layers. A special focus is provided on security and quality attributes needed for business-critical enterprise applications. The authors cover modern and emerging digital trends such as Blockchain, IoT, containers, chatbots, artificial intelligence, and more. The book is divided into five parts related to requirements/design, development, security, infrastructure, and case study. The authors employ proven real-world methods, best practices, and security and integration techniques derived from their rich experience. An elaborate digital transformation case study for a banking application is included. What You'll Learn Develop a digital experience platform from end to end Understand best practices and proven methods for designing overall architecture, user interface and integration components, security, and infrastructure Study real-world cases, including an elaborate digital transformation building an enterprise platform for a banking application Know the open source tools and technology frameworks that can be used to build DXPs Who This Book Is For Web developers, full stack developers, digital enthusiasts, digital project managers, and architects

the digital transformation playbook pdf: *Demystifying AI for the Enterprise* Prashant Natarajan, Bob Rogers, Edward Dixon, Jonas Christensen, Kirk Borne, Leland Wilkinson, Shantha

Mohan, 2021-12-30 Artificial intelligence (AI) in its various forms -- machine learning, chatbots, robots, agents, etc. -- is increasingly being seen as a core component of enterprise business workflow and information management systems. The current promise and hype around AI are being driven by software vendors, academic research projects, and startups. However, we posit that the greatest promise and potential for AI lies in the enterprise with its applications touching all organizational facets. With increasing business process and workflow maturity, coupled with recent trends in cloud computing, datafication, IoT, cybersecurity, and advanced analytics, there is an understanding that the challenges of tomorrow cannot be solely addressed by today's people, processes, and products. There is still considerable mystery, hype, and fear about AI in today's world. A considerable amount of current discourse focuses on a dystopian future that could adversely affect humanity. Such opinions, with understandable fear of the unknown, don't consider the history of human innovation, the current state of business and technology, or the primarily augmentative nature of tomorrow's AI. This book demystifies AI for the enterprise. It takes readers from the basics (definitions, state-of-the-art, etc.) to a multi-industry journey, and concludes with expert advice on everything an organization must do to succeed. Along the way, we debunk myths, provide practical pointers, and include best practices with applicable vignettes. AI brings to enterprise the capabilities that promise new ways by which professionals can address both mundane and interesting challenges more efficiently, effectively, and collaboratively (with humans). The opportunity for tomorrow's enterprise is to augment existing teams and resources with the power of AI in order to gain competitive advantage, discover new business models, establish or optimize new revenues, and achieve better customer and user satisfaction.

the digital transformation playbook pdf: Designed for Digital Jeanne W. Ross, Cynthia M. Beath, Martin Mocker, 2021-09-21 One of Forbes's Top Ten Technology Books of the Year How to redesign 'big, old' companies for digital success—featuring a survey of 300+ business leaders and 30+ global organizations, including Amazon, Uber, LEGO, Toyota North America, Philips, and USAA. Most established companies have deployed such digital technologies as the cloud, mobile apps, the internet of things, and artificial intelligence. But few established companies are designed for digital. This book offers an essential guide for retooling organizations for digital success through 5 key building blocks: • Shared Customer Insights • Operational Backbone • Digital Platform • Accountability Framework • External Developer Platform In the digital economy, rapid pace of change in technology capabilities and customer desires means that business strategy must be fluid. As a result, business design has become a critical management responsibility. Effective business design enables a company to quickly pivot in response to new competitive threats and opportunities. Most leaders today, however, rely on organizational structure to implement strategy, unaware that structure inhibits, rather than enables, agility. In companies that are designed for digital, people, processes, data, and technology are synchronized to identify and deliver innovative customer solutions—and redefine strategy. Digital design, not strategy, is what separates winners from losers in the digital economy. Designed for Digital offers practical advice on digital transformation, with examples that include Amazon, BNY Mellon, DBS Bank, LEGO, Philips, Schneider Electric, USAA, and many other global organizations. Drawing on 5 years of research and in-depth case studies, the book is an essential guide for companies that want to disrupt rather than be disrupted in the new digital landscape.

the digital transformation playbook pdf: *The Customer-Driven Playbook* Travis Lowdermilk, Jessica Rich, 2017-06-20 Despite the wide acceptance of Lean approaches and customer-development strategies, many product teams still have difficulty putting these principles into meaningful action. That's where *The Customer-Driven Playbook* comes in. This practical guide provides a complete end-to-end process that will help you understand customers, identify their problems, conceptualize new ideas, and create fantastic products they'll love. To build successful products, you need to continually test your assumptions about your customers and the products you build. This book shows team leads, researchers, designers, and managers how to use the Hypothesis Progression Framework (HPF) to formulate, experiment with, and make sense of critical customer

and product assumptions at every stage. With helpful tips, real-world examples, and complete guides, you'll quickly learn how to turn Lean theory into action. Collect and formulate your assumptions into hypotheses that can be tested to unlock meaningful insights. Conduct experiments to create a continual cadence of learning. Derive patterns and meaning from the feedback you've collected from customers. Improve your confidence when making strategic business and product decisions. Track the progression of your assumptions, hypotheses, early ideas, concepts, and product features with step-by-step playbooks. Improve customer satisfaction by creating a consistent feedback loop.

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the digital transformation playbook pdf: The Digital Matrix N Venkat Venkatraman, 2017-05-10 Ambitious digital-driven startups are now creating and cornering new markets in every sector. And yet, most legacy businesses continue to operate by old playbooks. Most are not keeping pace with the changes in their industry, let alone leading the way-what is yours doing? The Digital Matrix will help you understand the three types of players that are shaping the new business landscape; the three phases of transformation that every firm will encounter on its journey to business reinvention; and the three winning moves that will ensure your company's success along the way. With The Digital Matrix, you will: Learn to navigate the world of digital ecosystems. Discover ways of competing and collaborating with other companies to create and capture value. Realize how powerful machines can amplify your company's human talent. Learn to assemble the team to experiment with new ideas, re-examine your core beliefs, and reinvent your business rulebook for the digital future. Your company's future depends on its ability to harness digital technology. Don't wait!

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Digital transformation: The Digital Capability Model' that aims to help digital practitioners with measuring digital maturity. Instead, this book provides examples of higher maturity indicators as an introduction to the Maturity Model. If you are looking for a deep dive into the Maturity Model, refer to '77 Building Blocks of Digital transformation: The Digital Capability Model'. This book covers:

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9. Digital Data Management -Non-relational Data Management -Distributed Data Store Management -Enterprise Search -Master Data Management -Data Quality Management -Digital Data Policy Management
10. Digital Infrastructure Management -On-Demand Provisioning -User Interaction Services -Process Integration Services -Parallel Processing Services -Federated Access Management -Digital Continuity Management
11. Digital Alignment -Digital Innovation -Digital Planning -Digital Governance -Cross-Boundary Collaboration -Digital Journey Readiness
12. Digital Development & Operations -Digital Program & Project Management -Digital Design Authority -Digital Capability Development -Digital Capability Introduction -Digital Service Operations -Digital Quality Management

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Skilton, 2016-04-29 The design of digital solutions has become a pressing concern for practitioners faced with a plethora of technology impacting their business. From cloud computing to social networks, mobile computing and big data, to the emerging of Internet of things, all of which are changing how enterprise products, services, rooms and buildings are connected to the wider ecosystem of networks and services. This book defines digital ecosystems with examples from real industry cases and explores how enterprise architecture is evolving to enable physical and virtual, social, and material object collaboration and experience. The key topics covered include: Concepts of digitization Types of technological ecosystems Architecting digital workspaces Principles of architecture design Examples architecting digital business models Examples of digital design patterns Methods of monetization Conclusions

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