How progressive are the UK's leading infrastructure enterprises in terms of digital maturity?

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INFRASTRUCTURE CLIENT GROUP

What we will cover in this session

1. How have the ICG measured digital maturity?
2. What are the key findings of the ICG digital maturity report?
3. How does the maturity assessment support established ICG priorities?

‘If you can’t measure it, you can’t manage it’

Digital transformation is a journey that takes time. This is even more true in infrastructure given the complexity of its delivery and operation.

Measuring progress is vital, as is the need to learn from others to help all parties along the way.

How do the ICG measure digital maturity?

The **Smart Infrastructure Index** is an established methodology used by industry leaders to measure their digital maturity.

This methodology is used by asset owners and operators globally who jointly represent over **£385 billion** worth of capital assets.

Who completed the Index?

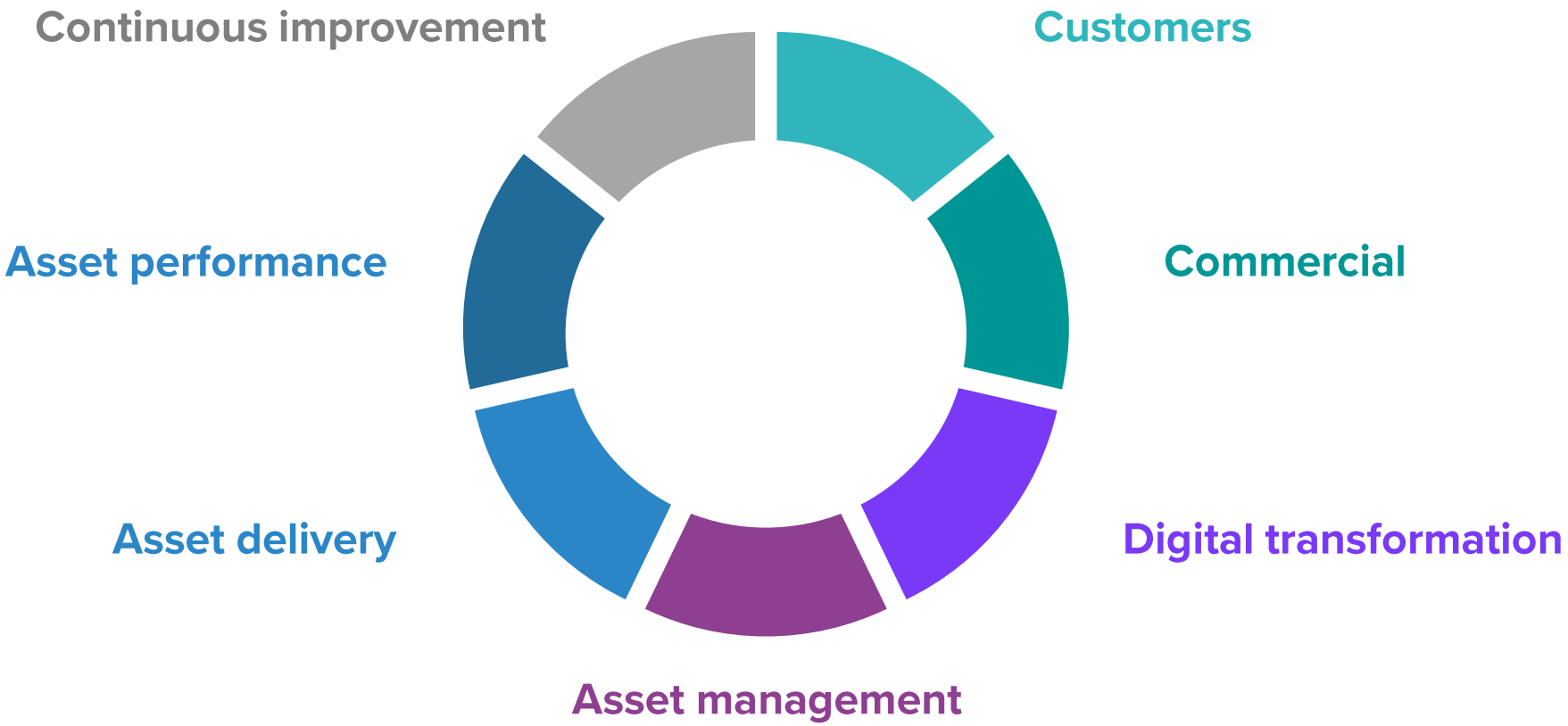
Building a **holistic view of digital maturity** across an enterprise. Capturing views of those at different levels within the organisation and those responsible for different areas within it.

361
responses

from
12
organisations

Our **highest number of responses** from ICG members to date. Larger and wider dataset giving a more accurate representation of the industry.

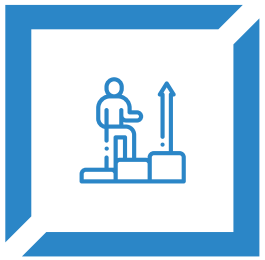
Seeing the complete picture



What are the five key findings?

DATA

More data not yet translating to better decisions



SKILLS

A need to focus on digital skills

INVESTMENT

Acknowledging the need for investment

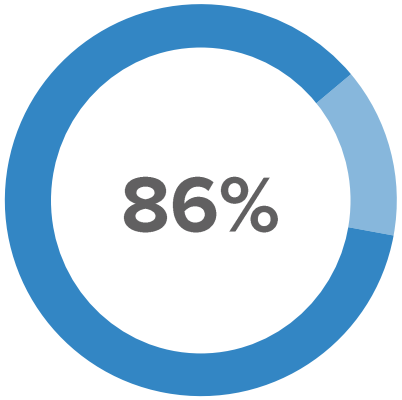
RESILENCE

Organisations are becoming more resilient

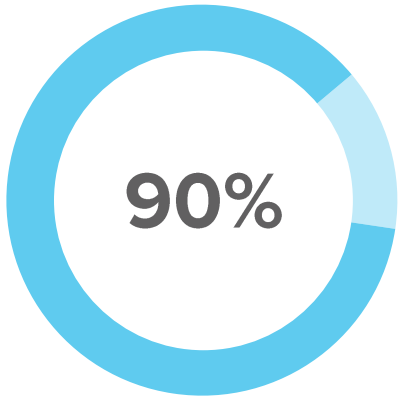
OUTCOMES

Closer alignment to customer outcomes

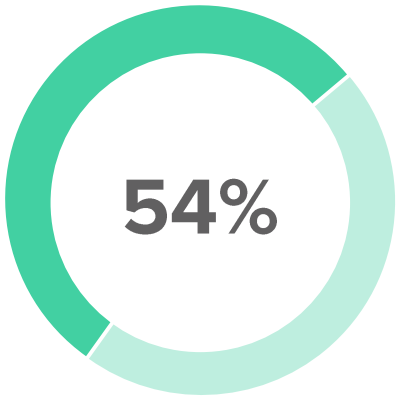
More data not yet translating to better decision-making…



…think poorly organised information prevents them from realising its full value

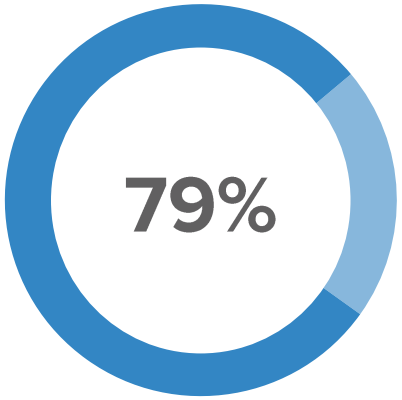


…believe silos still stifle collaboration and knowledge sharing within their enterprise

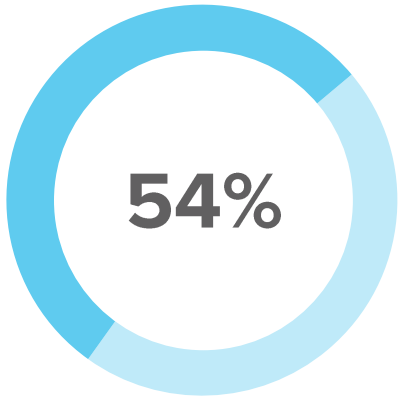


…believe project information is created shared and managed in a collaborative CDE

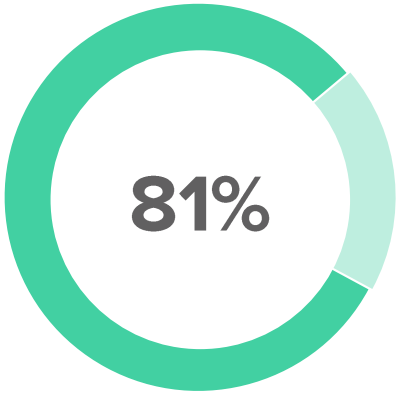
A need to focus on digital skills…



… say they have digital leaders in place across their organisation to drive change

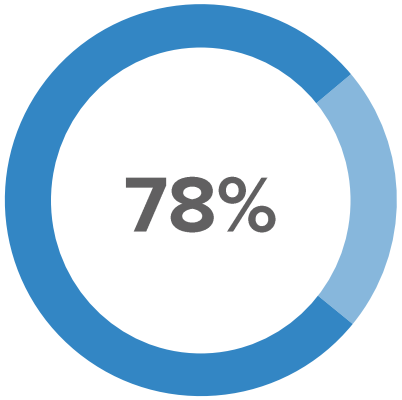


… of organisations say don't understand their skills gap

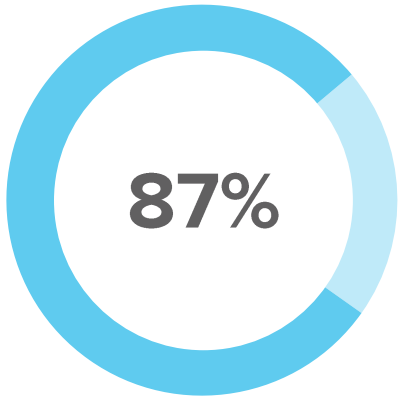


… struggle to meet existing and future needs of their organisation in relation to asset resource and capabilities

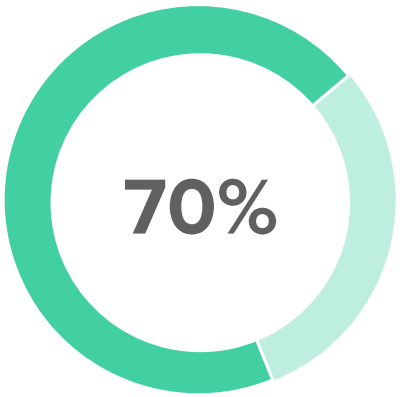
Acknowledging the need for investment…



…say it's recognised that investment is needed to enable digital transformation

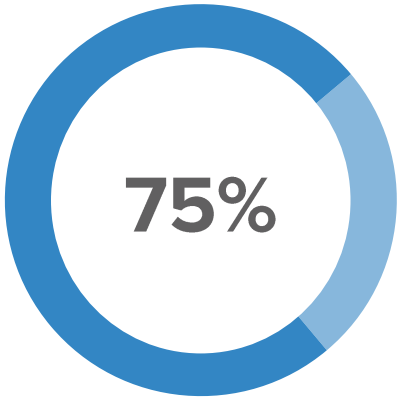


…say their strategy is sponsored by an executive board member

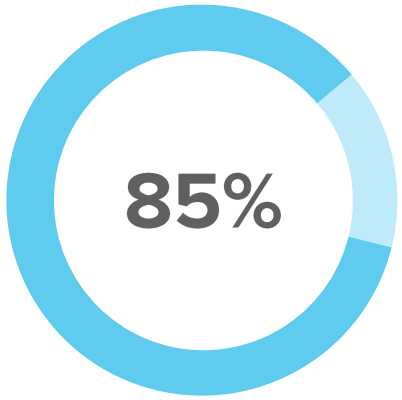


…struggle to demonstrate the value required to unlock this investment

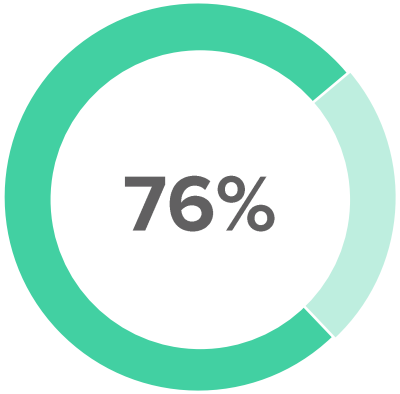
Organisations are becoming more resilient…



…say they are able to identify which assets are critical to meeting their objectives

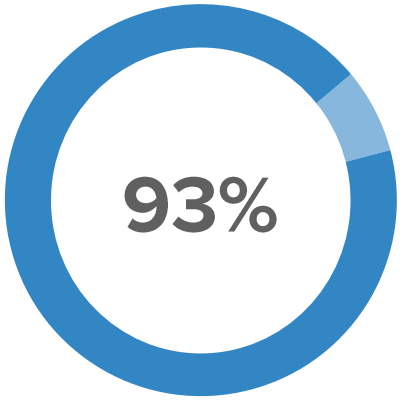


…have evaluated the ability of critical assets to operate under diverse conditions and developed contingency plans

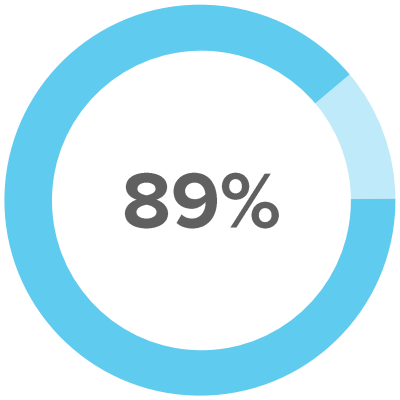


…say they have assessed the impact of climate change on their critical assets

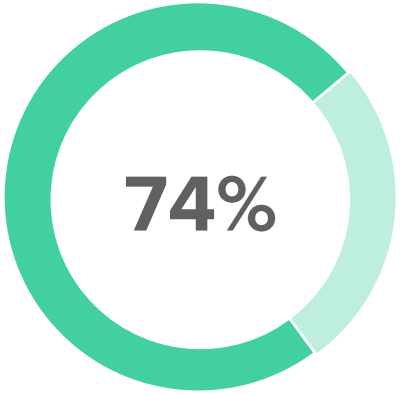
Closer alignment to customer outcomes…



…say they have a clear strategy linking business objectives to customer outcomes



…say they understand different customer groups priorities



…say everyone in their business understand how they can deliver better outcomes to customers

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What are some interesting insights around the ICG focus areas of strategy, people and data?

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Strategy

65%

...say there is an **overarching strategy that sets out the vision** for digital transformation and how it **enables corporate objectives**

67%

...say there **objectives are clear and measurable** to allow implementation.

People

80%

...believe their team has a **customer-focused culture**

20%

...say they **systematically assess the digital competencies** of staff across the business

Data

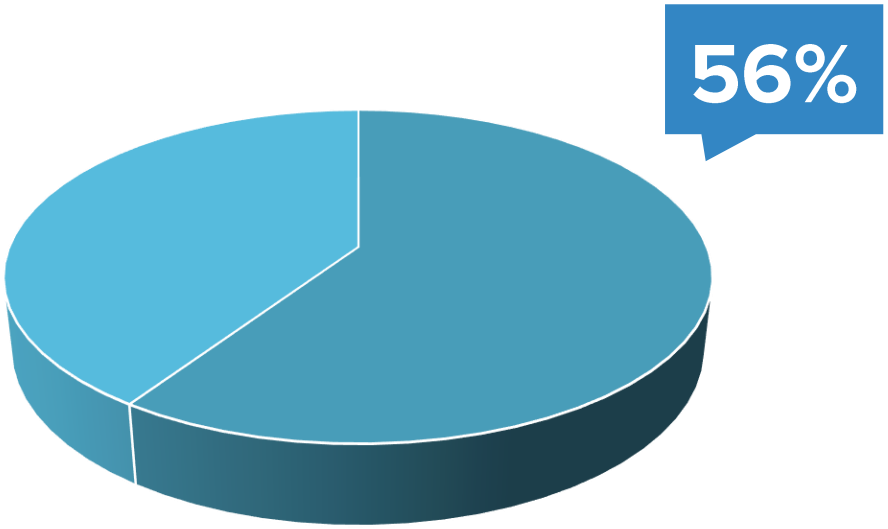
99%

...believe there are **policies standards and controls in place** for data compliance, protection and security requirements

82%

...say **information is unnecessarily duplicated** across multiple systems

How many responders believe their business structure or **operating model** is effective in delivering their objectives?

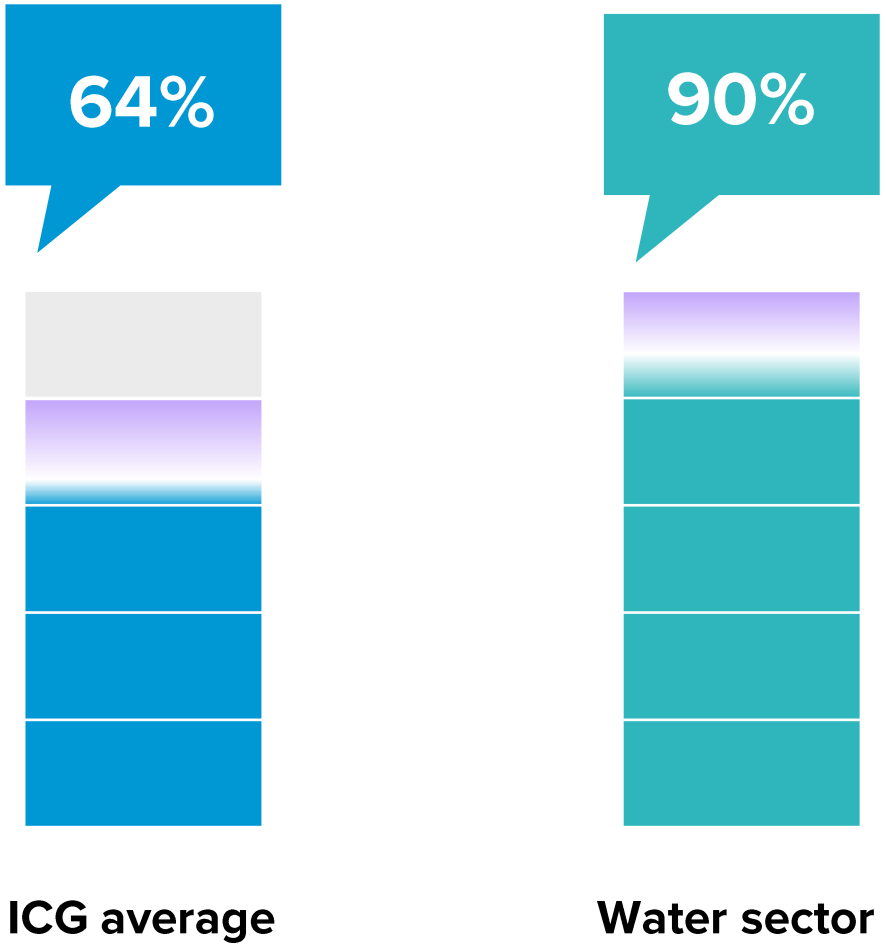


A sector perspective:

80%

Of UK Power Network responders believe there is **clarity around responsibility and accountability for digital initiatives.**

How many responders believed that **digital twins** were used to enhance performance of existing assets?



How can you learn more?

Read the ICG report

project13.mottmac.com/2021

Complete the Smart infrastructure Index

index.smartinfrastructure.com/start