Dr. Kristin Weger

2023 RAM XV Training Summit Huntsville, AL.

Cracking the Code of Failed Digital Transformations

...Key insights and how to succeed!





Socio-technical systems perspective on digital transformation

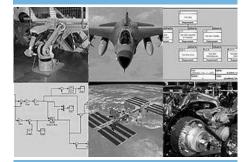


Social System



Organizational infrastructure
Digital culture
Organizational learning
Strategic leadership
Values Attitudes Behaviors
Skills

Technological System



Technical infrastructure
Hardware and software
Processes
Tools and methods
Measurement and
monitoring

Weger & Yeazitzis (2023)

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Factors that drive a digital transformation to succeed or fail



Legacy Systems Technical Debt Technology Selection

Infrastructure Measurement KPIs Monitor Data Quality Integration

Regulatory and Compliance Data Management and Privacy

Vision Clear Strategy and Objectives

Considering Customer Experience

Adequate Employee Skills

Alignment to Project Outcomes and Training

Sufficiently Allocate Skills and Resources

Leadership Clear Roles and Responsibilities

No Scope Creep nor Shifting Priorities

No Silos

Effective Communication and Collaboration

No Blame Culture Prior Experience and learnings

Effective Change Management Implementing Good Practice

Handling Resistance to Change

Technological:

Technology, processes, structures

Social:

Behavior, attitude, skills

Aligning the socio and technical systems through daily management



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Daily Management

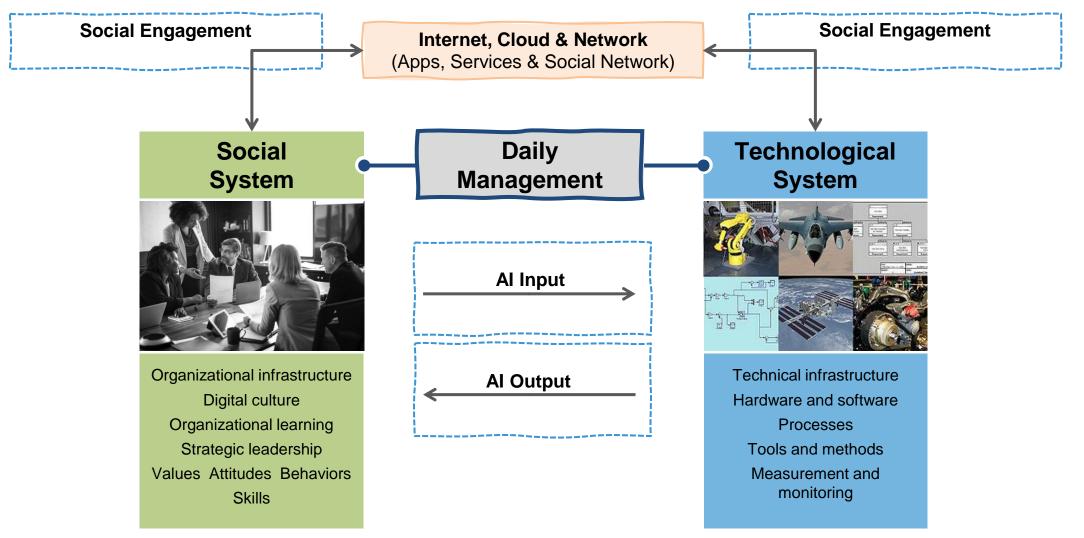
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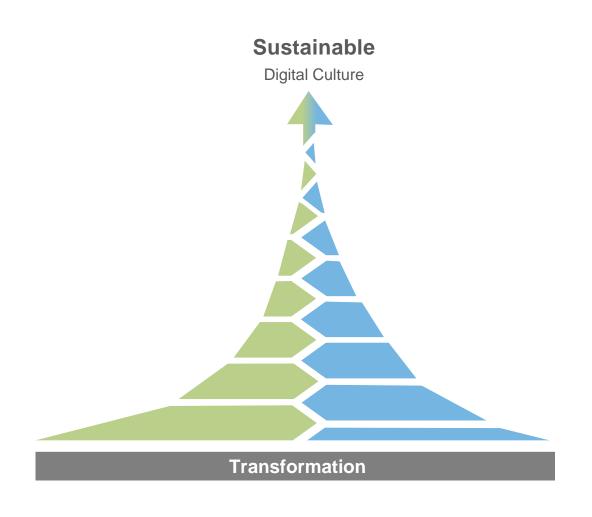
Socio-technical systems perspective on integrating AI tools





A digital transformation can be systematically influenced





Thank you!

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