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Global Learning for Operational Leaders



DIGITAL INNOVATION AND TRANSFORMATION | DIT-079

Measuring Digital Transformation: KPIs, Maturity and Value Realisation

Contact

+31 85 7444446

info@aractech.com

https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.



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Course content

Why Attend

Organisations invest heavily in digital transformation, yet many cannot clearly answer whether those investments are working. Activity is easy to report; value is much harder to prove.

Measuring digital transformation requires a balanced set of indicators that track progress, adoption, customer and employee outcomes, operational performance and financial value, along with maturity assessments that show how capabilities are developing.

Course Methodology

• This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning, case studies, practical exercises and group discussions.

Course Objectives

• Understand core principles and best practices covered in Measuring Digital Transformation: KPIs, Maturity and Value Realisation.

• Apply practical techniques to day-to-day operational challenges.

• Build an implementation action plan suitable for your organization.

Target Audience

• Digital transformation leaders and PMO managers

• Strategy and performance management professionals

• Finance business partners supporting digital programmes

• Government excellence and performance teams



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Course outline

Detailed course outline

Day-by-day outline for Measuring Digital Transformation: KPIs, Maturity and Value Realisation.

Day 1 - Why Measurement Matters

- 09:00-09:34 | The Measurement Gap: Why transformations are often judged on activity rather than value
- 09:34-10:08 | Outputs, Outcomes and Impact: Understanding the difference
- 10:08-10:42 | Stakeholder Perspectives: What boards, executives, customers and employees care about
- 10:42-11:00 | Leading and Lagging Indicators: Balancing early signals and final results
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Leading and Lagging Indicators: Balancing early signals and final results (continued)
- 11:46-12:20 | Common Measurement Mistakes: Vanity metrics, too many KPIs and weak baselines
- 12:20-13:27 | Case Studies: Organisations that measured transformation effectively
- 13:27-14:00 | Assessment: Participants review how transformation is measured in their organisation

Day 2 - Value Hypotheses and KPI Frameworks

- 09:00-09:34 | Defining Value Hypotheses: Linking initiatives to expected outcomes
- 09:34-10:08 | Value Driver Trees: Connecting digital initiatives to financial and strategic value
- 10:08-10:42 | Balanced KPI Frameworks: Customer, operational, financial, people and innovation measures
- 10:42-11:00 | Digital Adoption Metrics: Usage, engagement and channel shift
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Digital Adoption Metrics: Usage, engagement and channel shift (continued)
- 11:46-12:20 | Operational Metrics: Cycle time, automation rate, cost per transaction and quality
- 12:20-12:53 | Setting Baselines and Targets: Making measures meaningful
- 12:53-14:00 | Workshop: Build a value driver tree and KPI set for a digital programme



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Day 3 - Digital Maturity Assessment

- 09:00-09:34 | Purpose of Maturity Models: Understanding capability development
- 09:34-10:08 | Leading Digital Maturity Models: Industry and government models compared
- 10:08-10:42 | Maturity Dimensions: Strategy, customer, operations, technology, data, culture and governance
- 10:42-11:00 | Conducting an Assessment: Surveys, interviews and evidence
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Conducting an Assessment: Surveys, interviews and evidence (continued)
- 11:46-12:20 | Benchmarking: Comparing with peers and leaders
- 12:20-12:53 | From Assessment to Action: Prioritising capability improvements
- 12:53-14:00 | Exercise: Conduct a rapid digital maturity assessment

Day 4 - Benefits Realisation and Financial Value

- 09:00-09:34 | Benefits Management Lifecycle: Identify, plan, realise and sustain
- 09:34-10:08 | Benefits Profiles and Owners: Assigning accountability
- 10:08-10:42 | Financial Value Measurement: ROI, NPV, cost avoidance and revenue uplift
- 10:42-11:00 | Attributing Value: Isolating the effect of digital initiatives
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Attributing Value: Isolating the effect of digital initiatives (continued)
- 11:46-12:20 | Tracking Benefits Over Time: Benefits registers and reviews
- 12:20-12:53 | Handling Non-Financial Benefits: Experience, risk and capability value
- 12:53-14:00 | Lab: Build a benefits tracking plan for a transformation programme



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Day 5 - Reporting, Dashboards and Steering Decisions

- 09:00-09:54 | Designing Transformation Dashboards: Clarity, hierarchy and visual design
- 09:54-10:21 | Board-Level Reporting: Telling the transformation story with data
- 10:21-11:00 | Data Sources and Automation: Building reliable measurement systems
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Data Sources and Automation: Building reliable measurement systems (continued)
- 11:45-12:12 | Using Measurement to Steer: Reprioritising, scaling and stopping initiatives
- 12:12-12:39 | Embedding Measurement in Governance: Reviews, cadence and accountability
- 12:39-13:33 | Building a Performance Culture: Learning from data rather than blaming
- 13:33-14:00 | Capstone: Participants present a measurement framework and dashboard



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Seminar dates

Available seminar dates

Live dates and pricing for Measuring Digital Transformation: KPIs, Maturity and Value Realisation generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	Dubai	Classroom	**€2,745**
11 - 15 January 2027	Barcelona	Classroom	**€2,175**
18 - 22 January 2027	Cape Town	Classroom	**€1,895**
25 - 29 January 2027	Oslo	Classroom	**€4,200**
1 - 5 February 2027	Dubai	Classroom	**€2,745**
8 - 12 February 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 February 2027	London	Classroom	**€2,815**
22 - 26 February 2027	Dublin	Classroom	**€3,360**
1 - 5 March 2027	Istanbul	Classroom	**€2,250**
8 - 12 March 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
15 - 19 March 2027	Paris	Classroom	**€2,210**
22 - 26 March 2027	Dubai	Classroom	**€2,745**
5 - 9 April 2027	Amsterdam	Classroom	**€2,415**
12 - 16 April 2027	Dubai	Classroom	**€2,745**
19 - 23 April 2027	Manchester	Classroom	**€3,360**
26 - 30 April 2027	Cape Town	Classroom	**€1,895**
3 - 7 May 2027	Liverpool	Classroom	**€3,360**
10 - 14 May 2027	Dubai	Classroom	**€2,745**
17 - 21 May 2027	Barcelona	Classroom	**€2,175**
24 - 28 May 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
7 - 11 June 2027	Frankfurt	Classroom	**€2,215**
14 - 18 June 2027	Dubai	Classroom	**€2,745**
21 - 25 June 2027	Kuala lumpur	Classroom	**€2,425**
5 - 9 July 2027	London	Classroom	**€2,815**
12 - 16 July 2027	Brussels	Classroom	**€3,400**
19 - 23 July 2027	Dubai	Classroom	**€2,745**
26 - 30 July 2027	Cape Town	Classroom	**€1,895**
2 - 6 August 2027	Paris	Classroom	**€2,210**
9 - 13 August 2027	Dubai	Classroom	**€2,745**
16 - 20 August 2027	Amsterdam	Classroom	**€2,415**



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Date	Location	Format	Fee
23 - 27 August 2027	Dubai	Classroom	**€2,745**
6 - 10 September 2027	Eindhoven	Classroom	**€3,400**
13 - 17 September 2027	Cape Town	Classroom	**€1,895**
20 - 24 September 2027	Istanbul	Classroom	**€2,250**
4 - 8 October 2027	Dubai	Classroom	**€2,745**
11 - 15 October 2027	Rotterdam	Classroom	**€3,400**
18 - 22 October 2027	Cape Town	Classroom	**€1,895**
25 - 29 October 2027	Frankfurt	Classroom	**€2,215**
1 - 5 November 2027	Dubai	Classroom	**€2,745**
8 - 12 November 2027	Kuala lumpur	Classroom	**€2,425**



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Date	Location	Format	Fee
15 - 19 November 2027	London	Classroom	**€2,815**
22 - 26 November 2027	Dusseldorf	Classroom	**€3,400**
6 - 10 December 2027	Dubai	Classroom	**€2,745**
13 - 17 December 2027	Cape Town	Classroom	**€1,895**
20 - 24 December 2027	Paris	Classroom	**€2,210**
27 - 31 December 2027	Dubai	Classroom	**€2,745**
4 - 8 January 2027	Online / Live	Online / Live	**€1,515**
11 - 15 January 2027	Online / Live	Online / Live	**€1,515**
18 - 22 January 2027	Online / Live	Online / Live	**€1,515**
25 - 29 January 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
1 - 5 February 2027	Online / Live	Online / Live	**€1,515**
8 - 12 February 2027	Online / Live	Online / Live	**€1,515**
15 - 19 February 2027	Online / Live	Online / Live	**€1,515**
22 - 26 February 2027	Online / Live	Online / Live	**€1,515**
1 - 5 March 2027	Online / Live	Online / Live	**€1,515**
8 - 12 March 2027	Online / Live	Online / Live	**€1,515**
15 - 19 March 2027	Online / Live	Online / Live	**€1,515**
22 - 26 March 2027	Online / Live	Online / Live	**€1,515**
5 - 9 April 2027	Online / Live	Online / Live	**€1,515**
12 - 16 April 2027	Online / Live	Online / Live	**€1,515**



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19 - 23 April 2027	Online / Live	Online / Live	**€1,515**
26 - 30 April 2027	Online / Live	Online / Live	**€1,515**
3 - 7 May 2027	Online / Live	Online / Live	**€1,515**
10 - 14 May 2027	Online / Live	Online / Live	**€1,515**
17 - 21 May 2027	Online / Live	Online / Live	**€1,515**
24 - 28 May 2027	Online / Live	Online / Live	**€1,515**
7 - 11 June 2027	Online / Live	Online / Live	**€1,515**
14 - 18 June 2027	Online / Live	Online / Live	**€1,515**
21 - 25 June 2027	Online / Live	Online / Live	**€1,515**
5 - 9 July 2027	Online / Live	Online / Live	**€1,515**



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12 - 16 July 2027	Online / Live	Online / Live	**€1,515**
19 - 23 July 2027	Online / Live	Online / Live	**€1,515**
26 - 30 July 2027	Online / Live	Online / Live	**€1,515**
2 - 6 August 2027	Online / Live	Online / Live	**€1,515**
9 - 13 August 2027	Online / Live	Online / Live	**€1,515**
16 - 20 August 2027	Online / Live	Online / Live	**€1,515**
23 - 27 August 2027	Online / Live	Online / Live	**€1,515**
6 - 10 September 2027	Online / Live	Online / Live	**€1,515**
13 - 17 September 2027	Online / Live	Online / Live	**€1,515**
20 - 24 September 2027	Online / Live	Online / Live	**€1,515**



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11 - 15 October 2027	Online / Live	Online / Live	**€1,515**
18 - 22 October 2027	Online / Live	Online / Live	**€1,515**
25 - 29 October 2027	Online / Live	Online / Live	**€1,515**
1 - 5 November 2027	Online / Live	Online / Live	**€1,515**
8 - 12 November 2027	Online / Live	Online / Live	**€1,515**
15 - 19 November 2027	Online / Live	Online / Live	**€1,515**
22 - 26 November 2027	Online / Live	Online / Live	**€1,515**
6 - 10 December 2027	Online / Live	Online / Live	**€1,515**
13 - 17 December 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
20 - 24 December 2027	Online / Live	Online / Live	**€1,515**
27 - 31 December 2027	Online / Live	Online / Live	**€1,515**

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