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AES DIGITAL MATURITY ASSESSMENT

Decide whether the next priority is a software purchase - or the business discipline required before one.

CROSS-INDUSTRY COMPLETED EXAMPLE

20 statements | automatic score / 100 | one 30-day action

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COMPLETED EXAMPLE - CROSS-INDUSTRY CASE

DIAGNOSE

Processes, people and technology

DISCIPLINE

Ownership, data and adoption

DECIDE

Evidence before procurement

01

ASSESS THE OPERATING FOUNDATION

Rate what is consistently true today - not the policy, intention or best recent case.

A digital investment succeeds only when the business problem, real workflow, data, ownership, continuity and user capability are understood. This rapid assessment helps leadership decide whether to buy, stabilize or diagnose further.

THE RATING SCALE

- 1 Not in place
- 2 Ad hoc / rarely reliable
- 3 Partly in place
- 4 Usually in place
- 5 Consistently in place

ORGANIZATION AND WORKFLOW PROFILE

ORGANIZATION

DATE

COMPLETED BY / ROLE

WORKFLOW IN SCOPE

SECTOR LENS

This fictional cross-industry case examines one recurring workflow: purchase request to supplier payment. It demonstrates the level of operational evidence needed before a technology purchase.

Suggested workflow example

Purchase request to supplier payment: Requests arrive through email or paper, then are copied across registers and the accounting system. Unclear thresholds delay approvals, evidence is hard to match, and outage records require later reconciliation.

ACTIVE INCIDENTS COME FIRST

If systems are failing, users are locked out, access is suspicious or payment details changed unexpectedly, stop and use the approved incident route. This score is not an incident-response tool.

02

RATE DIMENSIONS 1-3

Select one score for every statement. Use current operating evidence.

1. STRATEGY & OUTCOMES

1 = not in place | 5 = consistently in place

State the business problem and measurable outcome before discussing software.

01 We can name the business problems our digital investments must solve.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

02 Each major technology initiative has measurable operational or service outcomes.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

03 Technology priorities are connected to the organization's strategy and budget.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

04 Leadership understands the trade-offs and owns major decisions.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

2. PROCESS & WORKFLOW

1 = not in place | 5 = consistently in place

Map the process as it actually operates, including approvals, workarounds and outages.

05 Our core processes are documented as they actually operate.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

06 Roles, approvals, handoffs and exceptions are clear.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

07 We improve a process before attempting to automate it.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

08 Manual workarounds are tracked and addressed.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

3. DATA & REPORTING

1 = not in place | 5 = consistently in place

Define the owner, official source and quality rules for each important record.

09 Important data has a named owner and agreed definitions.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

10 Duplicate, incomplete and inconsistent records are actively managed.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

11 Leaders can obtain trusted reports without excessive manual reconciliation.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

12 Access to data is appropriate, controlled and reviewed.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

03

RATE DIMENSIONS 4-5

Select one score for every statement. Use current operating evidence.

4. TECHNOLOGY, INTEGRATION & RISK

1 = not in place | 5 = consistently in place

Test integration, security, backup, continuity, support and compliance requirements.

13 Systems are selected against documented requirements.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

14 Integration, security, backup and continuity needs are assessed before implementation.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

15 Vendor responsibilities and support expectations are clear.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

16 The organization knows which systems are critical and who supports them.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

5. PEOPLE & ADOPTION

1 = not in place | 5 = consistently in place

Involve users, train by role and review adoption and business outcomes after go-live.

17 Users are involved in design, testing and improvement.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

18 Training is role-based and connected to real tasks.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

19 Managers reinforce the agreed workflow and discourage shadow systems.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

20 Adoption and business outcomes are reviewed after go-live.

1 2 3 4 5
☐ ☐ ☐ ☐ ☐

04

INTERPRET THE RESULT AND ACT

The average is the total divided by 20. A high score does not cancel an active security incident.

AUTOMATIC RESULT

TOTAL SCORE / 100

AVERAGE / 5

INTERPRETATION

71-100

DISCIPLINED

Stronger foundations for selecting, implementing and improving digital systems.

46-70

DEVELOPING

Some foundations exist; ownership and consistency need strengthening.

20-45

REACTIVE

Technology decisions are likely to be fragmented.

DIMENSION SCORECARD

Strategy & outcomes

Process & workflow

Data & reporting

Technology, integration & risk

People & adoption

ONE PRIORITY TO ADDRESS FIRST

Choose the lowest or riskiest area

ONE 30-DAY ACTION

A specific change or controlled experiment

HOW WILL YOU KNOW IT WORKED?

Baseline, target, owner and review date

AES PRINCIPLE

Do not digitize confusion. Secure what matters, improve the process, establish ownership and then introduce technology that supports measurable business outcomes.

COMPLETED EXAMPLE
SUBMISSION DISABLED - USE A BLANK EDITION

ACCESS THE PROFESSIONAL EDITION

Fictional guidance sample. Open a blank sector edition to complete your own tool.