VIDA ICT SOLUTIONS

Digital Transformation Roadmap Template

A 12-month planning framework for organisations that are done with pilots

Before you plan

A roadmap that starts with technology fails. Start with the three processes that consume the most staff hours or cause the most customer complaints, and write down what "fixed" means for each in measurable terms.

This template walks one initiative from diagnosis to handover across twelve months. Run up to three initiatives in parallel at most. More than that and nothing ships.

Months 1?2 • Diagnosis

- Interview the people who do the work, not their managers. Ask what breaks weekly, not what is wrong generally.
- Map each target process end to end on one page, with the systems and hand-offs it touches.
- Capture baseline numbers: hours per cycle, error rate, cost per transaction. Without these you cannot prove anything later.
- Agree a single owner per initiative with the authority to make decisions, and a sponsor who removes blockers.

Months 3?4 • Design and procurement

- Write the outcome, not the feature list: "invoices approved within 24 hours without paper" beats "workflow module".
- Decide build versus buy honestly. Buying solves 80% of cases faster; build only where the process is genuinely your advantage.
- Put data migration and integration in the contract from day one. They are the two most common sources of overrun.
- Define acceptance criteria before signing: what must be demonstrable for the final payment to be released.

Months 5?8 • Build or configure

- Insist on a working demonstration every two weeks. A project with nothing to show after six weeks is in trouble.
- Migrate a real slice of data early. Late migration surprises are the classic cause of missed go-live dates.
- Train the super-users during the build, not after it. They will find the problems while they are still cheap to fix.
- Keep a visible risk list with a named owner and a review date per item. Review it every week without fail.