



Capabilities & Courses of Action

What are the actions we need to solve the capability gaps?

Agile Solutions Delivery <ul style="list-style-type: none"> Establish a Continuous Delivery approach to fasttrack and improve quality of software Transition to Git based source control management Improve code quality through increased automated unit testing Transition to modern frameworks for building applications Upskill development team skills in modern software development techniques 	Business Process Management <ul style="list-style-type: none"> Review and re-engineer organisation business processes Evaluate and select online workflow management platform Pilot online workflow management platform Implement online workflow management platform Design and implement automated RedYabber processes 	Customer Experience <ul style="list-style-type: none"> Map customer experience in digital future Implement new customer experience digital operating model 	Customer Relationship Management <ul style="list-style-type: none"> Evaluate and select SaaS based CRM Implement SaaS based CRM Design online customer relationship management processes Implement online customer relationship management processes Provide training to sales team for online customer relationship management 	Customer Success Management <ul style="list-style-type: none"> Design customer support model based on customer experience design Evaluate and select an online support/self-service platform Pilot online support and self-service support Implement online support and self-service support 	Data Analytics <ul style="list-style-type: none"> Establish a Data Analytics platform Establish a Data Analytics function Data Analytics Pilot 	Digital Leadership <ul style="list-style-type: none"> Appoint a Chief Digital Officer to lead digital transformation Develop a digital transformation strategy Establish a communications and collaboration platform to share digital transformation messages and activities 	Digital Marketing Management <ul style="list-style-type: none"> Develop digital marketing strategy Evaluate and select digital marketing platforms Implement digital marketing platforms Appoint digital marketing officer Develop digital marketing campaign Execute digital marketing campaign pilot
Enterprise Content Management <ul style="list-style-type: none"> Evaluate and select web content management platform Implement online sales web site Appoint a web master Define web content management processes 	Enterprise Data Management <ul style="list-style-type: none"> Define data management strategy Establish data governance group Define data management model and processes Provide data ownership training Design and implement data management platform Undertake data cleansing and migration to new data management platform 	Information Security Management <ul style="list-style-type: none"> Define security management framework Undertake security risk assessment Implement security mitigation action Appoint a security officer 	Information Technology Management <ul style="list-style-type: none"> Evaluate and select cloud platform provider Implement cloud platform Transition RedYabber's systems to cloud Reduce IT infrastructure management team Evaluate and select sensors for across the RedYabber value chain Pilot sensors across the RedYabber value chain Implement sensors across the RedYabber value chain 	Innovation Management <ul style="list-style-type: none"> Establish Lean Start-up thinking in the organisation Implement Innovation Management system for Ideas through to Sustaining Innovation Funnel Execute experiments with the business to build, learn and adapt new ideas 	Order Fulfillment <ul style="list-style-type: none"> Review and redesign order fulfillment and dispatch processes Evaluate and select electronic tagging technologies Pilot electronic tagging and identification technologies Implement electronic tagging and identification technologies 	Order Management <ul style="list-style-type: none"> Evaluate and select SaaS based sales order management system Implement SaaS based sales order management system Design and implement online sales order management processes Provide training to sales team on online sales order management 	Production Automation <ul style="list-style-type: none"> Define and design production automation model Evaluate and select robotics for manufacturing Pilot production automation Implement production automation stage 1 Implement production automation stage 2 Appoint production automation champion
Training Management <ul style="list-style-type: none"> Define digital awareness training requirements (level 1) Engage 3rd party for digital awareness training (level 1) Rollout digital awareness training to all staff (level 1) Define digital collaboration training requirements (level 2) Engage 3rd party for digital collaboration training (level 2) Rollout digital collaboration training to key staff (level 2) Define Agile thinking requirements Engage 3rd party for Agile training Rollout Agile thinking training 	Warehousing <ul style="list-style-type: none"> Undertake warehouse business process re-engineering Restructure warehouse staffing Evaluate and select warehouse automation technologies Pilot warehouse automation technologies Implement warehouse automation 						