Initiatives & Courses of Action

What packages of work should we form from the Courses of Action?

Agile Solutions Delivery Capability Established
- 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
- Uplift development team skills in modern software development techniques

Agile Thinking Training
- Define Agile thinking requirements
- Engage 3rd party for Agile training
- Rollout Agile thinking training

Business Process Automation Implemented
- Review and re-engineer organisation business processes
- Pilot online workflow management platform
- Design and implement automated RedYabber processes

Cloud Platform Implemented
- Evaluate and select cloud platform provider
- Implement cloud platform

Customer Experience Designed
- Map customer experience in digital future
- Design online customer relationship management processes
- Design customer support model based on customer experience design

Customer Relationship Platform Implemented
- Evaluate and select SaaS based CRM
- Implement Saas based CRM
- Implement online customer relationship management processes

Customer Support & Self Service Platf...
- 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 Function Established
- Establish a Data Analytics function

Data Analytics Pilot Completed
- Data Analytics Pilot

Data Analytics Platform Implemented
- Establish a Data Analytics platform

Data Management Platform Implemented
- Design and implement data management platform
- Undertake data cleansing and migration to new data management platform

Data Management Strategy & Governance Established
- Define data management strategy
- Establish data governance group
- Define data management model and processes
- Provide data ownership training

Digital Awareness (Level 1) Training
- 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)

Digital Collaboration (Level 2) Training
- 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)

Digital Leadership Appointed
- Appoint a Chief Digital Officer to lead digital transformation

Digital Marketing Campaign Kicked Off
- Develop digital marketing campaign
- Execute digital marketing campaign pilot

Digital Marketing Platform Implemented
- Evaluate and select digital marketing platforms
- Implement digital marketing platforms

Digital Marketing Strategy Defined & Endorsed
- Appoint digital marketing officer
- Develop digital marketing strategy

Digital Strategy Developed, Endorsed and Communicated
- Develop a digital transformation strategy
- Establish a communications and collaboration platform to share Digital Transformation messages and activities

Information Security Management Established
- Appoint a security officer
- Implement security mitigation action

Information Security Risk Assessment
- Define security management framework
- Undertake security risk assessment

Innovation Management Capability Established
- 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

New Customer Experience Operating Model Established
- Implement new customer experience digital operating model
- Provide training to sales team for online customer relationship management

Online Order Management System Implemented
- Design and implement online sales order management processes
- Evaluate and select SaaS based sale order management system
- Implement SaaS based sales order management system
- Provide training to sales team on online sales order management

Order Fulfillment Improved
- 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

Production Automation Pilot
- Appoint production automation champion
- Define and design production automation model
- Pilot production automation
- Evaluate and select robotics for manufacturing

Production Automation Stage 1 Implemented
- Implement production automation stage 1

Production Automation Stage 2
- Implement production automation stage 2

RedYabber IT Operations Restructured
- Reduce IT infrastructure management team

RedYabber Systems Transitioned to Cloud
- Transition RedYabber's systems to cloud

Value Chain Sensors Implemented
- Implement sensors across the RedYabber value chain

Value Chain Sensors Pilot
- Evaluate and select sensors for across the RedYabber value chain
- Pilot sensors across the RedYabber value chain

Warehouse Automation Implemented
- Implement warehouse automation

Warehouse Automation Pilot
- Evaluate and select warehouse automation technologies
- Pilot warehouse automation technologies

Warehousing Operating Model Redefined
- Undertake warehouse business process re-engineering
- Restructure warehouse staffing

Website and Sales Platform Implemented
- Evaluate and select web content management platform
- Implement online sales web site
- Appoint a web master
- Define web content management processes

Workflow Platform Implemented
- Evaluate and select online workflow management platform
- Implement online workflow management platform

Legend:
- ○ Not Assessed
- ◉ Assessed
- ● Priority