



Digitalisation vs Transformation: Why you should take your time for it!

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28 August 2020

How have your Digitalisation &/or Transformation Journey Like so far?

- 💣 Successful?
- 💣 Failure?
- 💣 Full of Challenges such as
 - 💣 KPIs pressure
 - 💣 Lack of resources (budget & manpower)
 - 💣 Don't know where to start
 - 💣 Which tools to use
 - 💣 Stuck somewhere
 - 💣 Cannot converge/ align with business strategies
 - 💣 Too short implementation timeframe
 - 💣 Staff not ready yet



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Digitalisation

What does it mean to you?

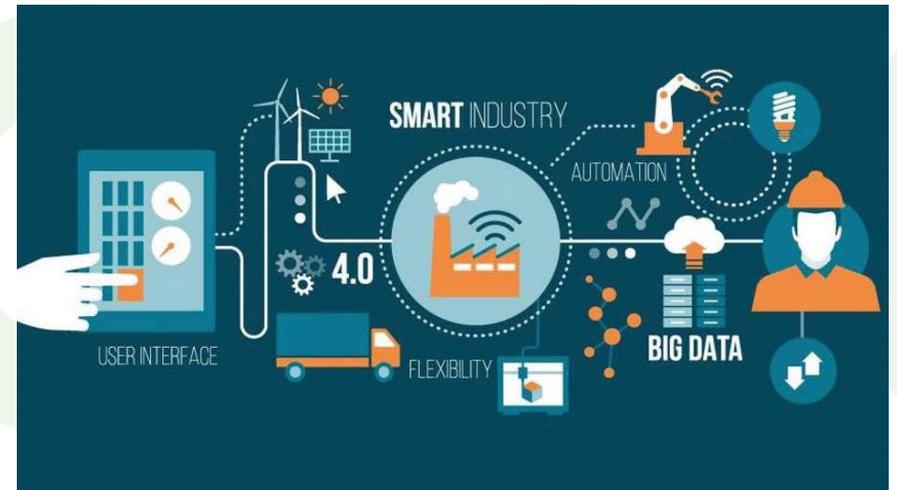
What is Digitisation?

Digitisation is the process of converting information from a physical format into a digital one.



What is Digitalisation?

Digitalisation is the process of leveraging digitisation to improve business processes.



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Transformation

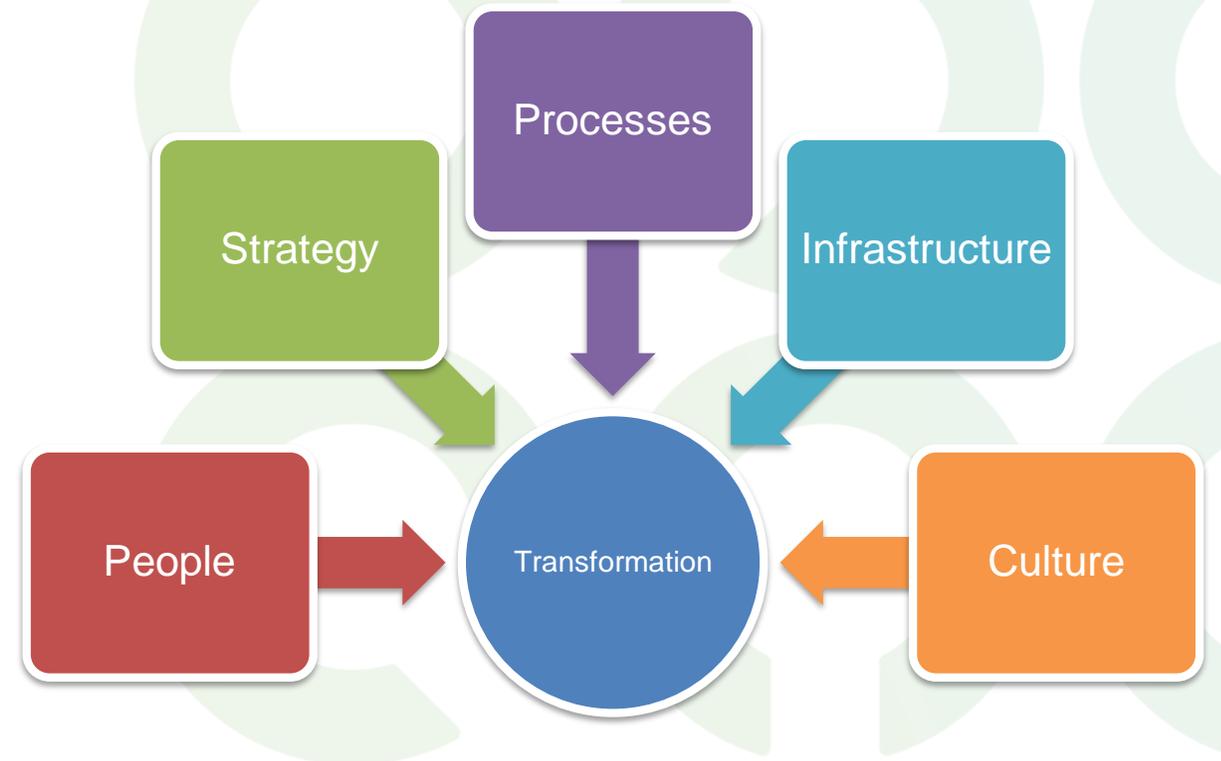
What does it mean to you?

Explained in Cambridge dictionary

A complete change in the appearance or character of something or someone, especially so that that thing or person is improved

In business context

Transformations are comprehensive changes in strategy, operating model, organization, people, and processes. They aim to achieve a dramatic improvement in performance and alter a company's future trajectory.

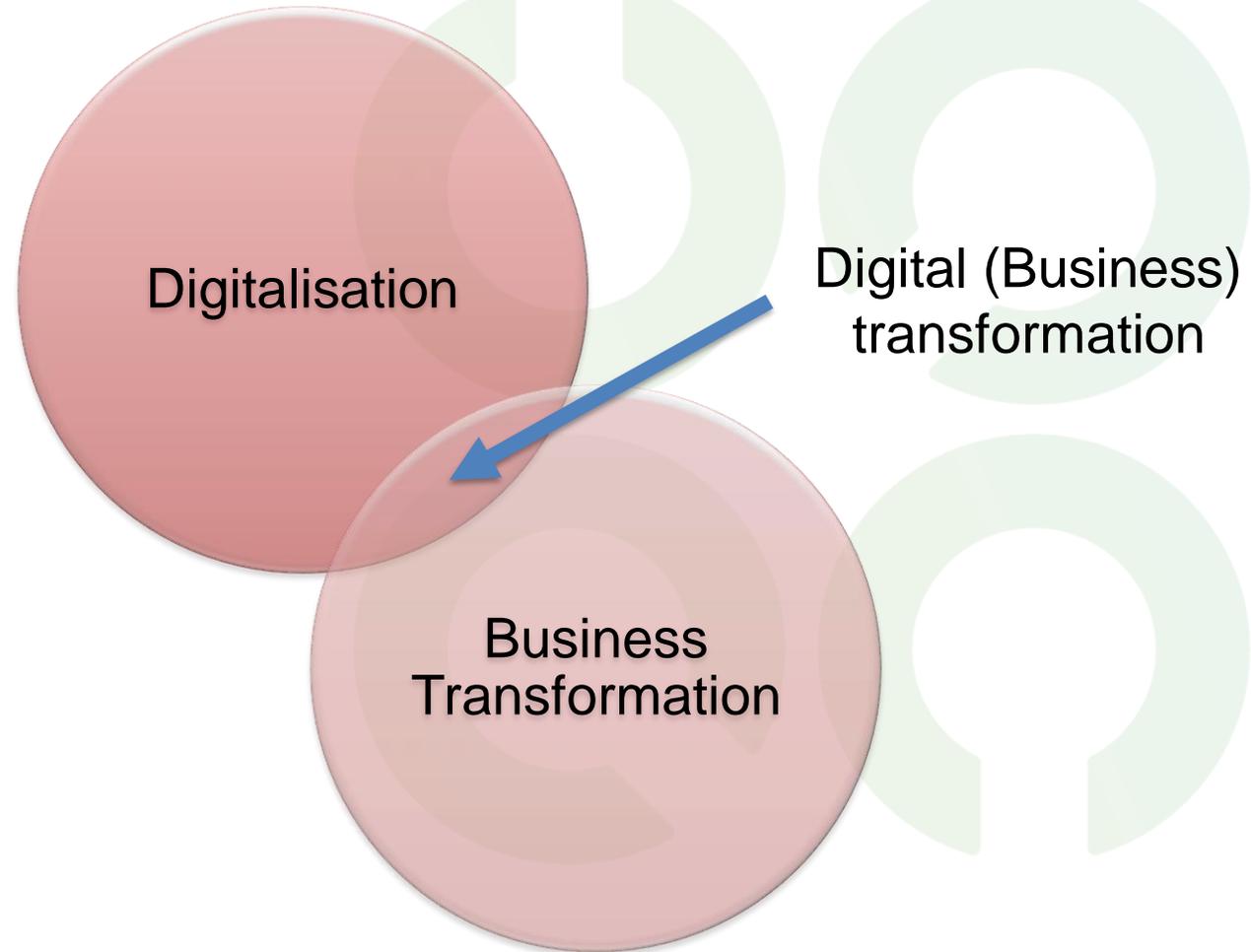
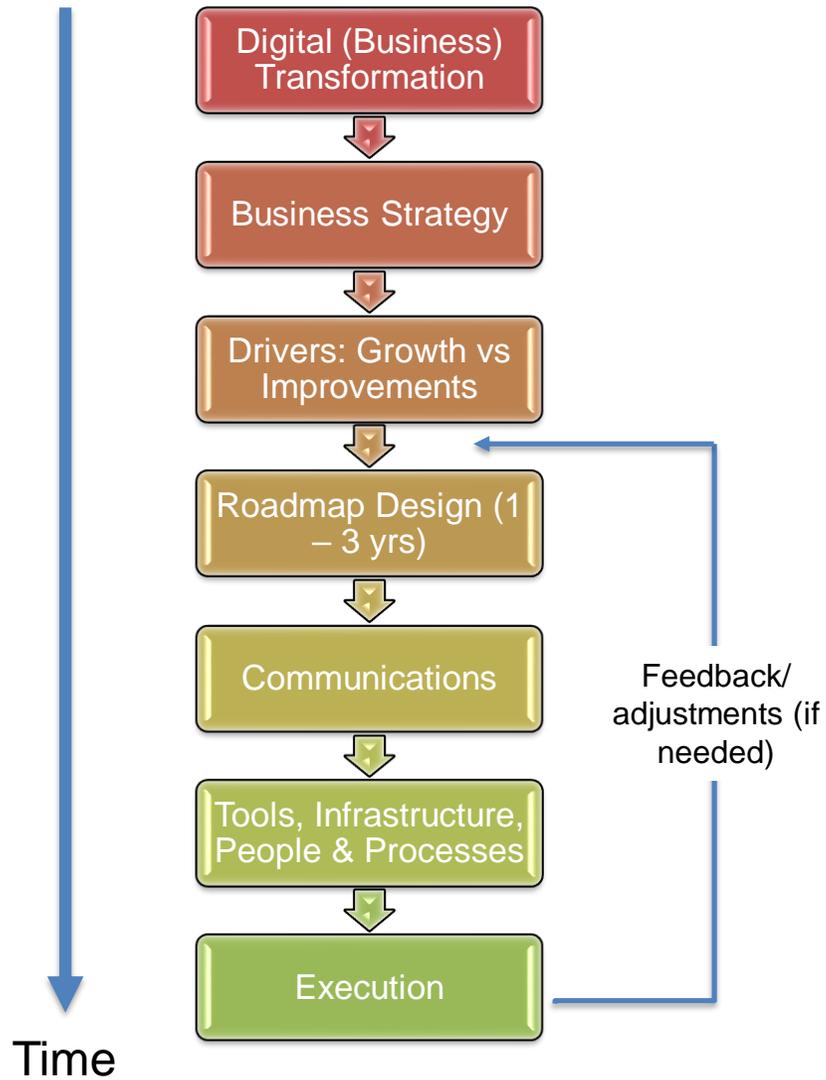


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Digital (Business) Transformation

What does it mean to you?

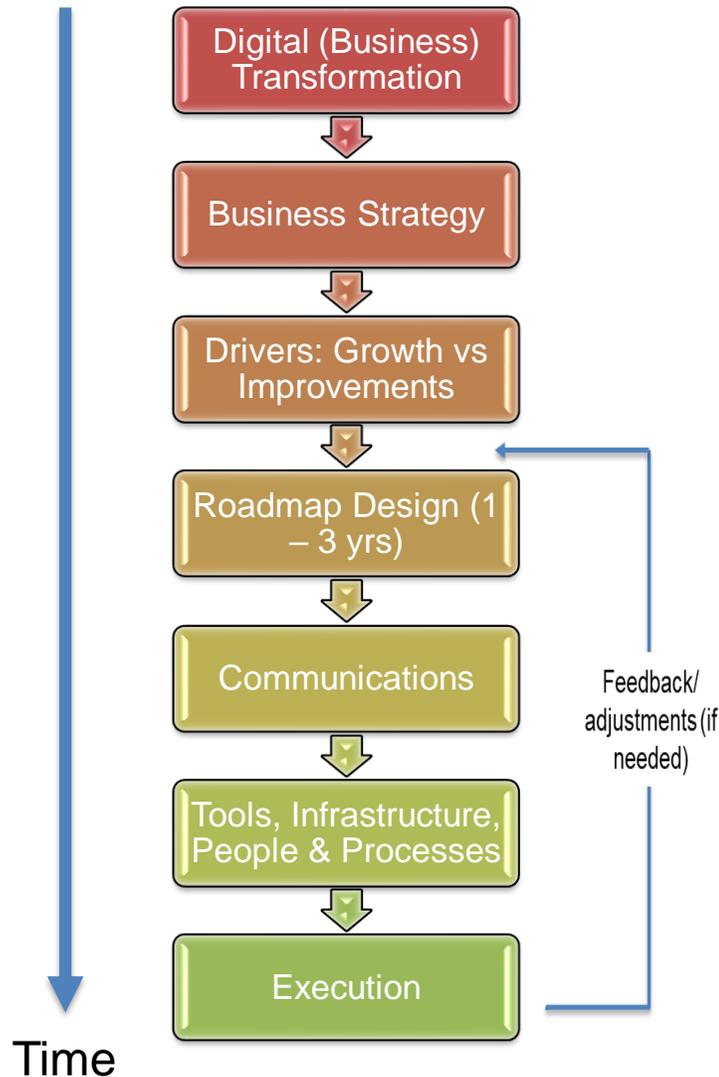


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Why You Should Take Your Time for Your Transformation Project

What does it mean to you?



1. Make sure it is a TOP-down mandate i.e. to secure Senior Management Support

2. Is your organization digital ready or just embarking on the digitalization journey? This is IMPORTANT! This will lead to re-working effort &/or technical roadblocks if not well addressed

3. Who is this for? What is it for? For GROWTH, more SWOT analysis types of question need to be asked to identify your Digital Competitive Advantage; For IMPROVEMENTS, people resistance is a main roadblock as this is usually perceived as job replacement initiative and usually, only digitalization takes place here, less of transformation

4. Always plan in alignment with the business strategy. Always plan a longer period i.e. more than 1-yr to accommodate for changes and existing infrastructure & processes to sunset; to allow for more realistic stakeholders expectation management

5. Do the “talking” yourself! Must share your initiatives &/or roadmap with key stakeholders early and seek feedback & solicit assistance early! Best is if they can jump into your wagon and support you while they also get some benefits from the effort

6. COST is important but it should not be the 1st determinant! Source for tools, software, vendors, training, etc that you NEED, not what is available or cheap. DO NOT COPY from your competitor because fundamentally, your organization DNA is different!

7. Setup a dedicated team to drive this project and make this a Senior Management or Board agenda item!

N. Don't forget: Your existing operations (incl IT) are still running...

Why Digital Transformation Fail?

Fatigue from continuous change is a top reason why more than **70%** of digital transformations fail.

73% of enterprises failed to provide any business value whatsoever from their [digital transformation](#) efforts, according to an [Everest Group](#) study last year

Pay too much attention on digital disruption

Wrong focus!
E.g. Disruptors vs disruption?

Lack of up-front commitment

78% failed to meet their business objectives.

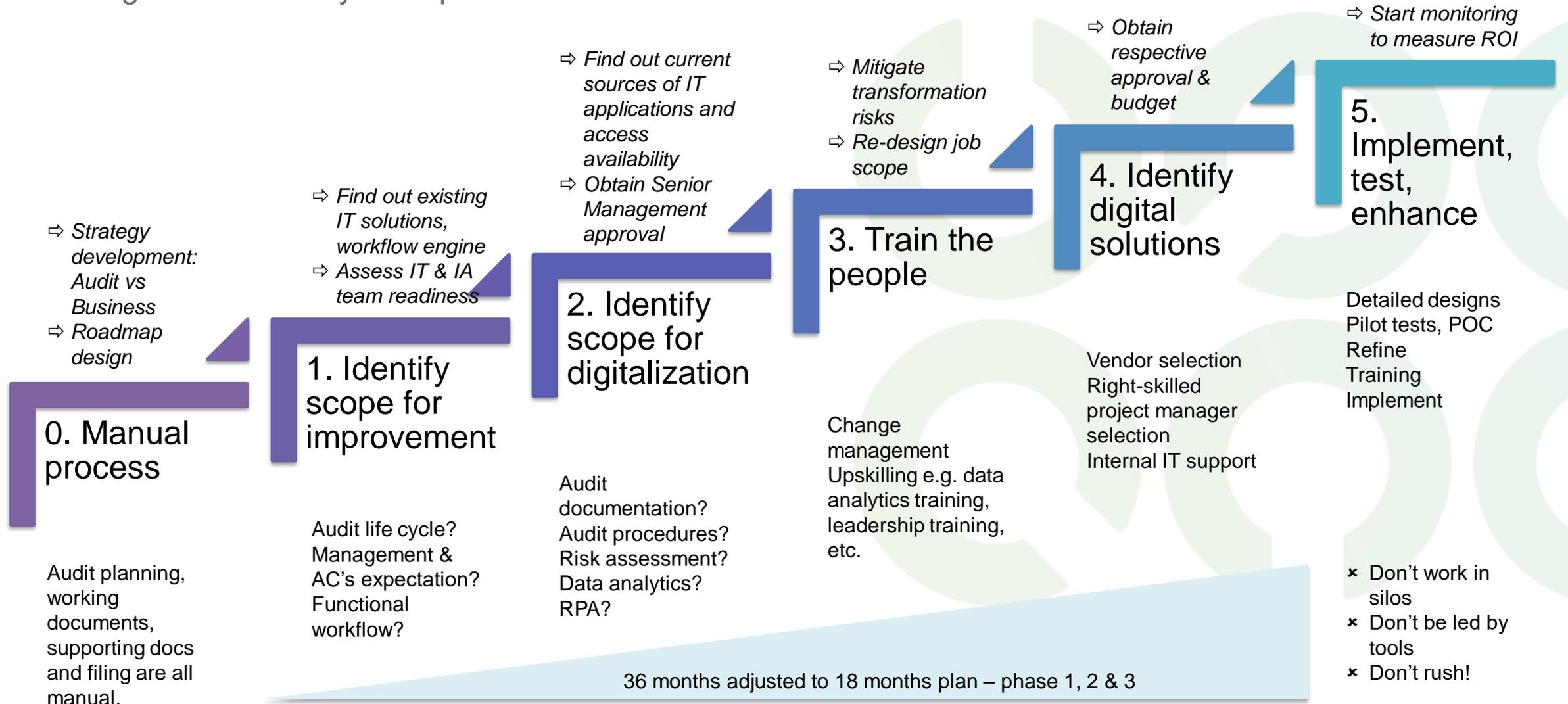
Taking a technology-first approach

You can't work in silos!

Failing to take an iterative sprint approach

Personal Sharing: Audit Transformation

Working hard to lead by example ...



Thank You for Your Attention!



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SG Chapter | Global Internal Audit Leader |
Transformational Leadership | Former PwC Risk
Assurance Partner | Top 20 Women in
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