



Overcoming Potential Hurdles to Digital Transformation

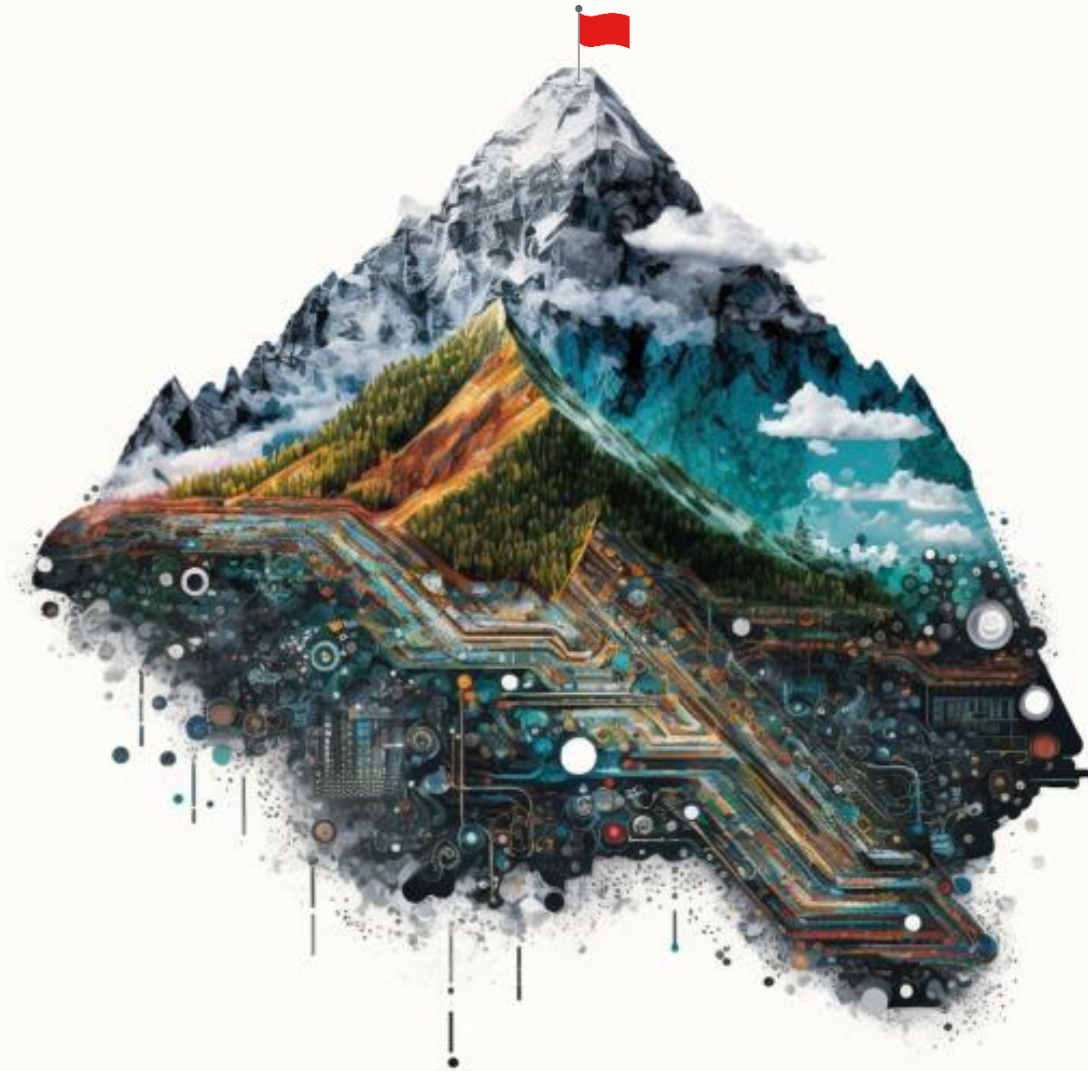
How to face a mountain of transformation

June 2023





Climbing “Mount Transform” – A Digital Journey





Where are we going? Identifying the peak

CHALLENGE

Which mountain, exactly, do you want to climb?



Not fully understanding the problems that needed to be solved and creating a digital vision for the organization

Use data-driven user research to identify the mountain you want to climb and chart your path up Mount Transform.

Conduct user research and analysis to identify top business problems, inform new ideas, use it to develop your vision and strategy for the organization.

FINTRAC Transformation Tips:



Strategic User Research (UX)
capacity for problem identification



Concept case creation for future state discussions



Data-driven Digital Strategy aimed at solving key business problems



Digital Plan Framework includes foundations + core business and internal client segments



Funding your Expedition!

Leverage user research and your strategy do the heavy lifting when securing funding.

When the opportunity is right, leverage your purpose-built concept cases and digital strategy and turn them into funding proposals – these cases have already done most of the work and are aligned with business.

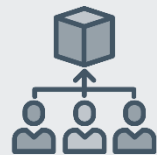
FINTRAC Transformation Tips:



Leverage buy-in
from digital strategy
to fund future
modernization



Convert Concept
case to Funding
Proposals



Leverage your
digital plan
framework to fund
product teams

CHALLENGE

Do you have the resources to climb Mount Transform?





Navigating through the fog

CHALLENGE

There are many paths to explore, many obstacles to overcome – many ways to get lost!



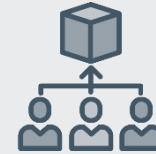
Create a base camp and plot out a plan for the various milestones along the way!

As you formulate your plan, prioritize which paths will get you to the top in a logical and efficient manner, invest in tools that will help guide your way and let you know where you are, use your base camp to communicate priorities and any changes to the plan to your team.

FINTRAC Transformation Tips:



Using your framework, create an overall plan to get you to major milestones



Create distinct product roadmaps to solve unique user problems and needs



Invest in roadmap and PPM-like tools to manage and communicate the plans



Ensure plans are iterative, flexible and allow for change



Develop your climbing skills

CHALLENGE

Not having the right skillset could be treacherous!



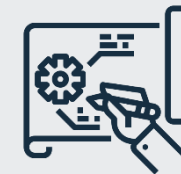
Transformation is risky business – if not already started, invest in modern architecture, design and technology skillsets now

Traditional infrastructure and solution skillsets will not get you to the top of Mount Transform. You need UX and service design, innovation, architecture, product management, agile, cloud & API development skillsets both within your teams and with your professional services capacity.

FINTRAC Transformation Tips:



Have staff adjust learning plans to new skillsets now



Have staff learn while doing through prototyping



Find industry partners for each skillset to help you do and learn



Leverage knowledge platforms and free vendor curriculum



Make time to learn before, during and after projects

Beware of the steep rock face!

Learning curves are steep, change is hard, transformation is big – steady, safe, purposeful and small incremental climbs gets you to the top of Mount Transform.

Lead people through transformation, allow for safe risk taking and iterate your plans based on prototyping results. Create open and transparent communication channels, repeat your messaging and be patient with staff as everyone climbs at a different pace.

FINTRAC Transformation Tips:



Strong experienced leadership, leading the climb



Ensure safety lines are there to allow risk



Prototype to learn, reduce risk and inform future plan adjustments



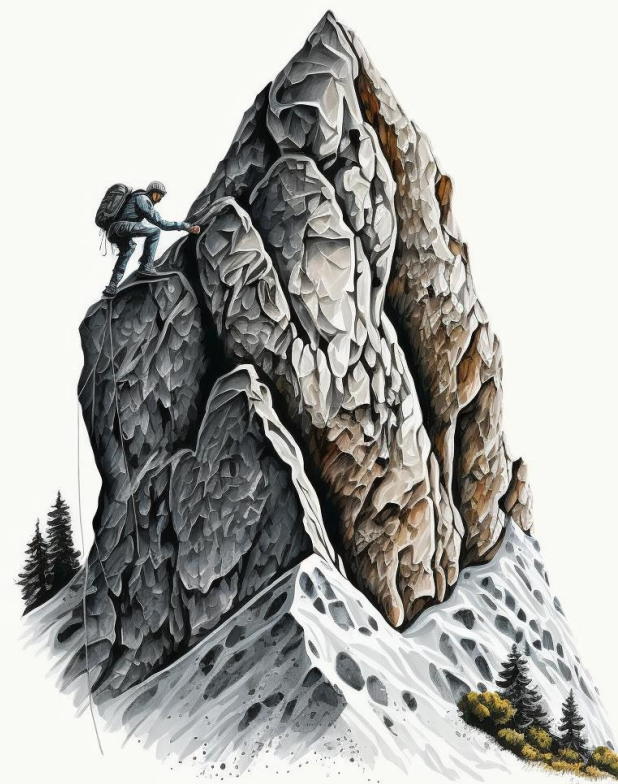
Purposely manage change from the start, communicate clearly



Be patient, be persistent

CHALLENGE

Mount Transformation is full of steep changes, looking at the entire mountain at once may seem insurmountable



The climb is a team effort – and don't forget to enjoy the view

Remember
throughout
your journey ...



- It's a team effort to get to the top, bring your people along with you, you will need each other along the way.
- Wherever you are in your own journey, its never too late to adapt your approach, perhaps some of these tips could make your journey easier
- Even though the climb is hard, remember to look back often and enjoy the view, see how far you have come!



THANK YOU!

