Your Personalized CloudScore™

CloudScore™ is a digital maturity assessment that evaluates how your organization is approaching digital transformation through people, technology and processes.

Check out your personalized recommendations in the pages that follow and get in touch if you’d like to schedule a deep dive into how you can improve your score.
Your CloudScore™ is between 0-249

YOUR CURRENT STAGE

1
Score 0-249: Stage 1 Developing
Your digital transformation journey has just begun.

2
Score 250-499: Stage 2 Advancing
Your digital transformation journey is progressing, and you are starting to get real momentum with your efforts.

3
Score 500-749: Stage 3 Maturing
Your digital transformation journey is well underway, and you are starting to see returns across departments.

4
Score 750-1000: Stage 4 Transforming
Your digital transformation journey is now having a substantial impact on your organization across all departments.

Instant Boost Tip: You can raise your score at least 50 points by having clearly defined managers for privacy, data and infrastructure.
Your Personalized CloudScore™ Top Tactics

1. **People**
   Understand Requirements
   
   Survey your population – including key stakeholders – to understand the business needs of your organization before you plan any formal technology rollouts.

2. **Technology**
   Map the Landscape
   
   Understand your current landscape by mapping your existing digital processes.

3. **Process**
   Codify a Strategy
   
   Establish a digital strategy you can use as a baseline for guiding your transformation efforts.
Tactic 1: Understand the Requirements

Agencies should survey and collect requirements from their users at least once per year. A user could be a citizen, employee or business depending on the agency type. High-performing state and local agencies survey their users throughout the year to identify new potential digital enhancements and validate future directions.

85% of citizens expect government service delivery to be equal to or better than that of the private sector.

Source: Accenture (2018)

People
Understand Requirements

Survey your population – including key stakeholders – to understand the business needs of your organization before you plan any formal technology rollouts.
Tactic 2: Map Your Technology Landscape

In order to maximize your digital transformation efforts, it’s important to do an assessment of your current technology environment. This goes beyond doing a standard asset inventory and involves looking at the individual applications that are being leveraged by each department. You should also be able to identify where applications integrate with other applications to better understand the process and flow of information in your agency.

72% of state and local agencies see Software-as-a-Service (SaaS) as important to their digital transformation initiatives.

Source: 2018 Governing Institute Study Commissioned by Accela
Tactic 3: Codify a Digital Strategy

Regardless of where your agency is at on the digital transformation journey, it is important to have a codified digital strategy to guide your journey. Your digital strategy should incorporate: (1) organizational vision and goals, (2) assessment of your current technology landscape, (3) roadmap for digital service and infrastructure transformation, (4) governance process (i.e. how you plan to implement, measure and adapt your strategy on an ongoing basis).

Only 25% of state and local agencies have an enterprise approach to digital service transformation.

Source: 2018 Governing Institute Study Commissioned by Accela
To view additional digital readiness resources and to receive a personalized review of your results with an Accela expert, please visit accela.com/future.