

Digital technology maturity framework

	Starting Out	Basic	Intermediate	Advanced
Governance, planning & management	No ICT plan. Ad hoc & reactive.	ICT planning is discussed. Informal alignment with organisation's objectives.	Comprehensive ICT plan aligned with management objectives, supported by effective governance	Clear & compelling ICT vision and strategic plan, aligned with organisation's vision, mission & goals.
Common ICT platforms & collaboration tools	Individual PCs with no information sharing capability.	Some simple shared information services with limited remote access.	Up-to-date systems with reliable support enable effective information sharing.	Information accessible anywhere, supported by functional & easy to use collaboration tools.
Client information & service delivery systems	Predominantly paper based systems to support client / stakeholder information & service delivery.	Basic client/stakeholder information & service delivery systems.	Functional client/stakeholder information & service delivery solutions are used but with some limitations.	Integrated, accessible solutions support efficient processes, service delivery and track outcomes
Social media, marketing & public website	No social media presence & very basic, static website	Limited social media presence & engagement with stakeholders. Updating of website ad hoc.	Active social media presence & engagement with stakeholders. Website functional & current.	Broad stakeholder engagement through integration of social media & sophisticated website.
Staff & volunteers skills & culture	Most staff are uncomfortable using computers, technology & the internet	A small number of staff are comfortable using technology, but many have limited skills	Staff can use the organisation's computer systems well. Training needs & plans are identified	Staff are keen innovators, drive technology improvements & keep skills up to date.
Risk management & disaster recovery (DR)	We'll worry about it when it happens.	Regular backups of important information exist. Virus protection & Internet firewall active	Off-site backup, security & redundancy provisions exist. Key systems supported.	Practical ICT DR plan regularly tested. Client data & service provision capability protected with good security & redundancy provisions.