# Digital technology maturity framework

<table>
<thead>
<tr>
<th>Governance, planning &amp; management</th>
<th>Starting Out</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
<td>No ICT plan. Ad hoc &amp; reactive.</td>
<td>ICT planning is discussed. Informal alignment with organisation’s objectives.</td>
<td>Comprehensive ICT plan aligned with management objectives, supported by effective governance</td>
<td>Clear &amp; compelling ICT vision and strategic plan, aligned with organisation’s vision, mission &amp; goals.</td>
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| 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/whānau information & service delivery systems | Predominantly paper based systems to support client/whānau information & service delivery. | Basic client/whānau information & service delivery systems. | Functional client/whānau 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. |