

Building a digital maturity pathway for smart(er) organisations

12pm, Wednesday 22 November

iwfm

WEBINAR SERIES

Navigating turbulent times

100 episodes

'Navigating turbulent times' webinar series

First episode aired on
8 April 2020

Over 20,000 registrants

Satisfaction
rating 83%

Collaborated with more than 15
partners who provided expertise

Most watched episodes

Episode 9:
Marcus Child - 'Leading for
resilience and resourcefulness
post COVID-19'

Episode 87:
Building safety: what are the
important changes coming in
2023

Episode 97:
'Net zero: The importance of
communication and collaboration in
decarbonising your building' in
partnership with
Mitsubishi Electric

Just some of the topics covered...

Workplace 

Digitisation 

Sustainability 

Equity, diversity and
inclusion 

Building and fire safety 

Apprenticeships 

Market Outlook 

Panellists



Host
Sofie Hooper
Head of Policy and
Research, IWFM

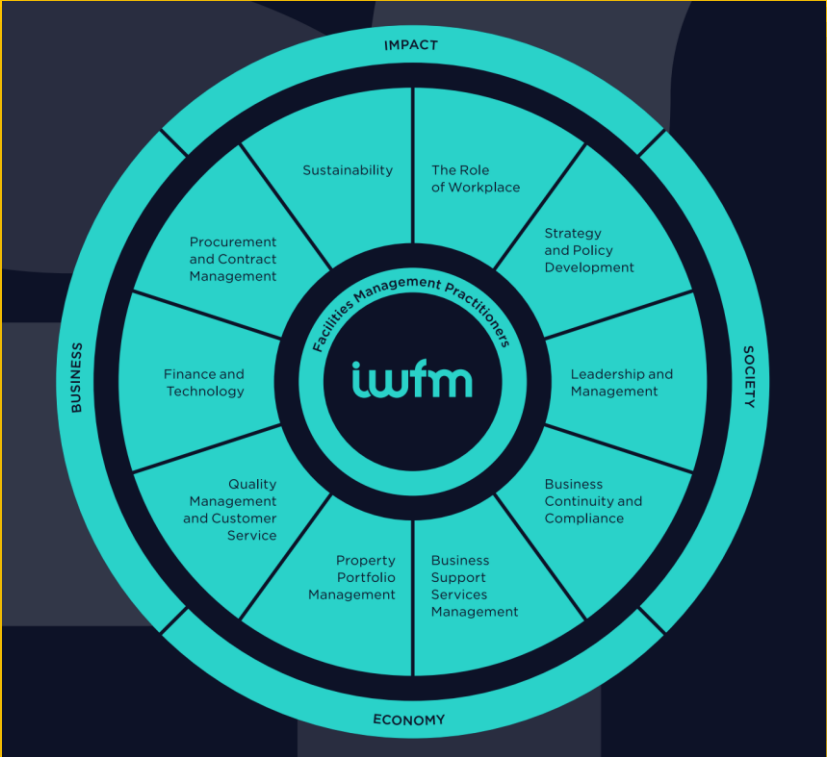


Erik Jaspers
Director of Global Product
Strategy and Innovation,
Planon Software



Gordon Mitchell
Digital Solutions Architect,
Key Facilities Management
and Keystone Workplace
Software

A digital maturity pathway for smart(er) organisations in partnership with Planon - Introduction

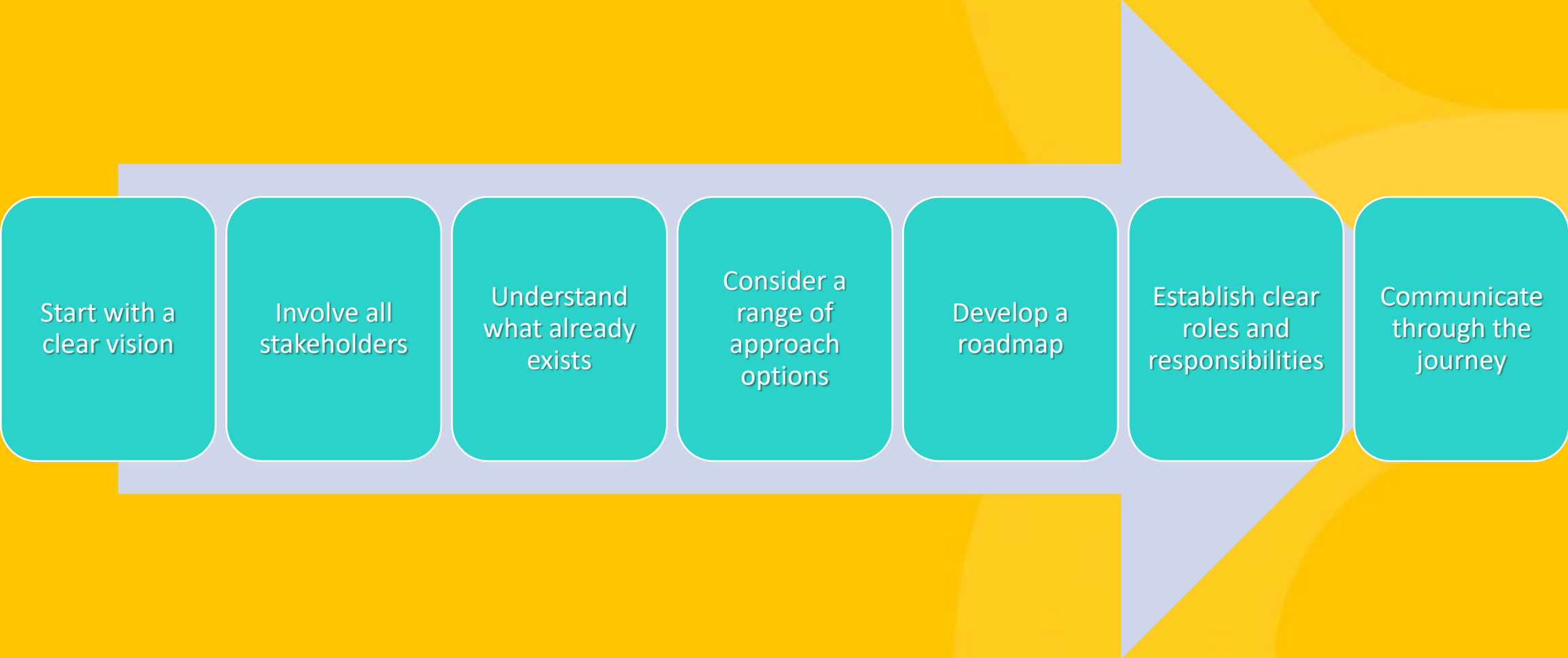


IWFM – Professional Standards Framework

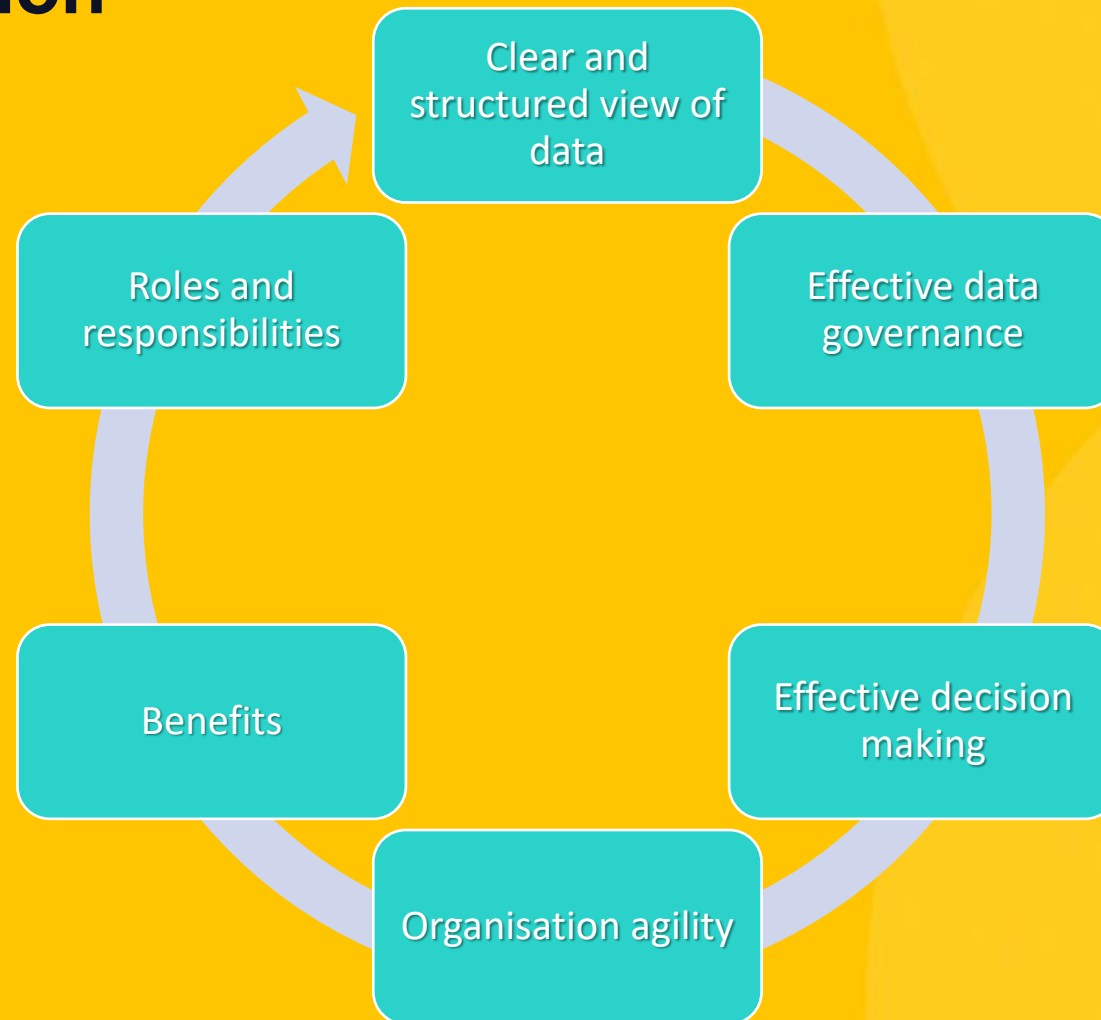


IWFM – Professional Standards Framework
Technology Focus

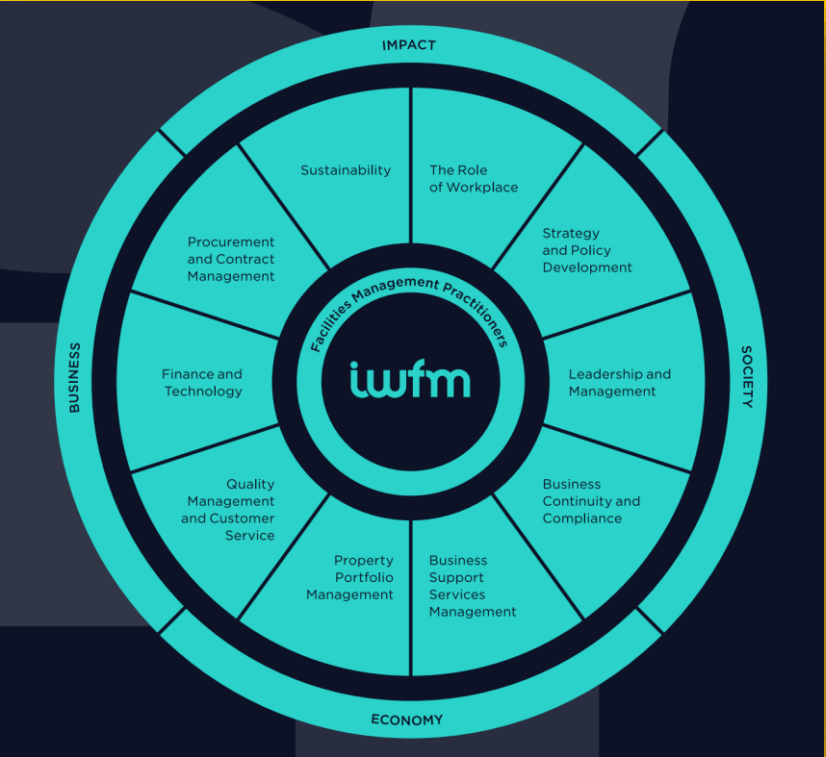
Directing the data journey



How an information model can be leveraged across the organisation



Measuring digital maturity



meets

- ISO 41001 (Facility Management System Standard)
- Context of the organisation.
- Planning.
- Operation.
- Improvement.
- Leadership.
- Support.
- Performance evolution

What is my organisation's current maturity level (and target for the future)?

Level 1: Beginning • Compliance with minimum legal requirements. • Insular approach and siloed working. • Organisation does not see data as valuable for its outcomes. • Lack of defined responsibility and oversight for data. • Very limited knowledge of what data the organisation holds. • Very limited data literacy. • Limitations and restrictions by default rather than by design.

Level 2: Emerging • Data is used but is not a priority. • Data seen as an IT or administrative responsibility. • Use of or access to data is limited to specialist staff. • Lack of awareness about the value of data held in the organisation. • Ownership of and responsibility for data is not well communicated. • Disconnect between business leadership and data leadership. • Focus is on highest profile processes and outputs only.

Level 3: Learning • Data and analytical literacy valued in leadership roles. • Legal and policy requirements are firmly embedded and widely understood. • Senior strategic leaders appreciate the importance of data. • Staff engagement with data extends beyond IT or administrative roles. • Non-expert staff require support from specialist users to work with data. • Broad drive and desire to improve data capability. • Intentional breaking down of silos.

Level 4: Developing • Beginning to embed policies and practices across organisation. • Non-expert data users have little or no reliance on specialist support. • Some external outreach and engagement. • Regular review of policies and practices. • Data consistently seen as a priority. • High levels of engagement with data from all staff. • Deep capability. • Implementation of practices across organisation may be inconsistent.

Level 5: Mastering • Seen as an exemplar. • Consistently proactive. • Organisation-wide implementation. • Strong internal and external engagement. • Clear understanding of needs and proportionate responses. • Future-proofing and prediction of future needs. • Broad and deep capability

These approaches provide a digital maturity framework structure, as below:



Note: language and levels align with the Data Maturity Assessment for Government: Framework (PDF)

Each box within the framework can be assigned a maturity score for People, Process, Place, and Technology.

Here is the example of the role of the workplace against the context of the organisation:

Context of the organisation		
The role of workplace	People	Maturity Level (1-5)
	Process	Maturity Level (1-5)
	Place	Maturity Level (1-5)
	Technology	Maturity Level (1-5)

Context of the organisation

Planning

The role of workplace			
Sector knowledge			
Organisational behaviour			
Strategy and policy development			
Environmental, social and governance (ESG)			

How to apply the maturity model



Your questions



iwfm

WEBINAR SERIES

Navigating turbulent times

A digital maturity pathway for smart(er) organisations in partnership with Planon



**Visit:
iwfm.org.uk/insight
or
scan the code >**



IWFM Professional Standards Framework



Visit:
iwfm.org.uk/about
or
scan the code >



‘All-level masterclass, setting you on your digital maturity journey’

12 - 1.30pm, Tuesday 28 November

Join us and our expert panel for a comprehensive insight of the key issues, actions to drive change and case studies of organisations that have embarked on the digital maturity journey.

Register now >



The CPD number for
today's event is
4609903

iwfm

WEBINAR SERIES

Navigating turbulent times



iwfm

WEBINAR SERIES

Navigating turbulent times

iwfm.org.uk/insight/building-safety.html