**Vision Statement**

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| **S/N** | **Question** | **Answer** |
| 1 | Could you share your strategic business goals for ABT for the 1-3 years? Specifically, what key objectives & outcome are you aiming to achieve with the system? (i.e., how would it contribute to your overall business growth & customer satisfaction?) |  |
| 2 | Could you share your strategic business goals for CRM for the 1-3 years? Specifically, what key objectives & outcome are you aiming to achieve with the system? (i.e., how would it contribute to your overall business growth & customer satisfaction?) |  |
| 3 | Beyond these systems, any other goals you hope to achieve for the large organisation or milestones you would like to hit? |  |

**Problem Statement**

1. People

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| **S/N** | **Question** | **Answer** |
| 1 | From 1 – 5, 5 being the best, how would you rate your employees’ current skills & competencies in managing & optimising the ABT & CRM systems?  Why did you give this rating? |  |
| 2 | What strategies or investments are being considered to enhance their skills & knowledge? |  |
| 3 | What technical skills are most essential for employees managing ABT and CRM systems, and how well-equipped are they in these areas? |  |
| 4 | From 1 – 5, 5 being the best, how would you assess your employees’ ability to adapt to changing circumstances and solve issues/incidents related to ABT and CRM systems? |  |
| 5 | Could you provide us with some insights into the current team structure and reporting lines for employees managing the ABT & CRM systems? |  |
| 6 | What changes or adjustments in the team structure should be made to better support these systems' performance? |  |
| 7 | What do you think about the current level of collaboration and synergy among different departments or teams working with ABT and CRM systems? |  |
| 8 | Are there any specific processes or tools in place to facilitate cross-functional collaboration and communication? |  |
| 9 | What improvements, if any, do you believe can be made to enhance collaboration and streamline workflows among employees managing ABT and CRM systems? |  |
| 10 | Are there any employee feedback mechanisms in place to gather insights and suggestions for improvements in the way they work with these systems? |  |
| 11 | Can you share your perspective on the allocation of resources, both financial and human, to support the management of ABT and CRM systems? |  |

1. Processes (maturity, controls, decision making, compliance)

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| **S/N** | **Question** | **Answer** |
| 1 | From 1 – 5, 5 being the best, how would you rate the current maturity of your processes for managing ABT & CRM systems?  What key indicators / benchmarks does EZ-Link use to make this assessment? |  |
| 2 | Are there areas within your current processes where you see opportunities for improvement to enhance efficiency and effectiveness? |  |
| 3 | In terms of controls and risk management, what do you think about the level of oversight and governance in place for ABT and CRM systems? |  |
| 4 | Are there specific risks or compliance challenges associated with these systems that you consider particularly critical to address.  If so, what measures are being taken to mitigate them? |  |
| 5 | How is the decision-making process structured when it comes to implementing changes / upgrades to ABT and CRM systems? |  |
| 6 | What steps are being taken to ensure that management of ABT and CRM systems complies with relevant industry standards, data privacy regulations, and other legal requirements? |  |
| 7 | Is there a team dedicated to monitoring and verifying ongoing compliance? What strategies are in place to address any potential non-compliance issues? |  |

1. Technology (maturity, adoption)

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| **S/N** | **Question** | **Answer** |
| 1 | How would you assess the maturity of the technology stack currently powering the ABT and CRM systems, and what criteria or benchmarks do you use for this evaluation? |  |
| 2 | Are there specific technologies or tools within the stack that you believe should be replaced / upgraded asap? |  |
| 3 | How well does your team stay informed about adopting emerging technologies and innovations relevant to ABT & CRM systems? | More people or process question |
| 4 | Can you provide examples of recent technology innovations that you believe could be beneficial for the systems? |  |
|  | Can you provide insights into the long-term technology roadmap for the ABT and CRM systems, including upcoming upgrades or innovations? |  |

**Current State Assessment**

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| **S/N** | **Question** | **Answer** |
| 1 | What would you say are the key risks & vulnerabilities of the ABT & CRM systems and what steps are we taking to mitigate these risks? |  |
| 2 | Can you identify any specific threats or challenges that you believe pose a significant risk to the security & stability of these systems, and what measures are in place to address them? |  |
| 3 | How confident are you in the effectiveness of your current DR strategy for ABT & CRM systems, and what measures have been implemented to ensure business continuity in the event of a major system failure or disruption? |  |
| 4 | How do you estimate the IT spend necessary to support the ABT & CRM systems? |  |
| 5 | From 1 – 5, 5 being the best, how would you rate the effectiveness of the current vendors managing and maintaining the ABT, CRM and Azure, and are there any areas that can be improved on? |  |

**Closing Question**

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| **S/N** | **Question** | **Answer** |
| 1 | Lastly, what aspects / areas about ABT and CRM systems weigh deeply on your mind or are of particular concern to you? |  |