Exemplar to Activity: Benefits realization plan

## Step 1: Benefits Identification

In your answer template:

* Define three expected benefits of the digital transformation initiative.
* Assign responsibility for each benefit to ensure accountability and effective management.

|  | **Identified Benefits** | **Description** | **Ownership** | **Responsibility** |
| --- | --- | --- | --- | --- |
| **1** | **Increased Customer Satisfaction** | Improved response times and personalized support through the new AI-powered platform. | Product Manager | Overseeing the implementation and effectiveness of the AI-powered customer support platform |
| **2** | **Enhanced Operational Efficiency** | Streamlined project management processes, leading to faster project delivery and reduced costs | Operations Manager | Monitoring and reporting on improvements in project management processes |
| **3** | **Improved Data-Driven Decision-Making** | More accurate and actionable insights from advanced data analytics | Data Analytics Lead | Ensuring the accurate deployment and utilization of new data analytics tools |

## Step 2: Gap and redundancies

* Establish specific metrics and KPIs to evaluate each identified benefit to TechInnovate.

For example:

| **Area** | **Description of the metric** |
| --- | --- |
| Customer Satisfaction Score | Measure improvements in customer satisfaction through post-interaction surveys and feedback. |
| Operational Cost Reduction | Track cost savings resulting from optimized project management and reduced inefficiencies. |
| Data Analytics | Evaluate the accuracy and impact of data-driven decisions through performance metrics and business outcomes. |

* List how youwill communicate the results to TechInnovate’s stakeholders:

1. **Real-Time Dashboards:** Implement dashboards to track real-time data on customer satisfaction and operational performance.
2. **Regular Performance Reports:** Create a schedule for generating detailed reports on the progress of benefit realization and any necessary adjustments.

## Step 3: Benefits Realization Schedule

Using the tools available to you in Word, such as charts and shapes, create a timeline to track the progress of benefit realization, showing projects and their estimated completion dates. It is recommended that you list the projects on the y-axis and your timeline on the x-axis.

