

## **Capability Area Capability Score Date**

COMMUNICATION Channel strategy **2.5** 2019-02-05 15:22:21.835471+00:00

COMMUNICATION Communication strategy **1.25** 2019-02-05 15:22:25.378947+00:00

COMMUNICATION Consistency **3.75** 2019-02-05 15:22:28.379100+00:00

COMMUNICATION Wider perception of organisation **1.25** 2019-02-05 15:22:32.013906+00:00

DATA Data analytics capability **1.5** 2019-02-05 16:08:14.323642+00:00

DATA Data management strategy **4.0** 2019-02-05 16:08:17.772652+00:00

DATA User insights **0.0** 2019-02-05 16:08:20.690612+00:00

PEOPLE & CULTURE Change management **3.0** 2019-02-06 06:17:08.490602+00:00

PEOPLE & CULTURE Cohesion **2.25** 2019-02-06 06:17:13.540268+00:00

PEOPLE & CULTURE Common goals & values **0.75** 2019-02-06 06:17:17.494097+00:00

PEOPLE & CULTURE Confidence in the skills and experience of my team **1.0** 2019-02-06 06:17:21.472897+00:00

PEOPLE & CULTURE Employee retention & satisfaction **2.25** 2019-02-06 06:17:26.123987+00:00

PEOPLE & CULTURE Transparency & access to leadership **1.5** 2019-02-06 06:17:44.921149+00:00

USER EXPERIENCE & SERVICES 360° view of my user **1.0** 2019-02-07 09:37:27.066036+00:00

USER EXPERIENCE & SERVICES Duration of service per user & cost of acquisition/serving (cost of acquisition may not be relevant to all public sector services) **3.0** 2019-02-07 10:17:55.270041+00:00