

Find Your Strength

Review your results report and identify the highest scores. These **strength** elements represent an area where your organization has already started applying the thinking or practices necessary to transform in the digital age. This might be an area for you to invest in to accelerate your impact or something you promote to gain credibility and momentum within your organization, with system partners or with customers.

Questions to ask:

- Why is this area a strength for us?
- Have we developed this intentionally, or come by it as a result other areas of our work?
- How might we leverage this strength to advance our efforts or to address a gap/pain-point?
- How does this directly benefit our external and internal customers?

Knowing and leveraging your strength helps you build a case and a foundation for change. Beginning with a strength-based perspective helps staff and colleagues get on board. It can help focus your efforts on the behaviors and attitudes most likely to yield more progress.

Find Your Gap

Review your results report and identify the lowest scores and/or any score of two or below. These elements represent a **gap** or opportunity area. This might be a practice or mindset that requires training investment, research, system mapping, or other forms of exploration to develop and understand. It might be something you tackle as a system.

Questions to ask:

- Why is this area a gap for us?
- Does this gap require our immediate attention to enable our dX efforts to begin or succeed?
- What strengths and resources can we leverage to impact this gap?

A gap that goes unidentified can be a crack in the foundation of a promising dX initiative. When you know where your opportunity areas are, it is easier to determine whether you must address a gap before progress can happen on other fronts. Alternatively, you might be able to set it aside and build on your strengths first, understanding that once those strengths have been leveraged and progress is accumulated, you will be better positioned to address the gap areas as well.

Choose Your Starting Point

There are many ways to start. What is most important is that you start... and when you can, that you don't do it alone. Gather your results report, including the detailed listing of your score on each individual indicator within the five digital transformation elements, what you identify as **strength** and **gap** areas, and a team. Review the information together when possible to determine your first and immediate priority or **starting point**.

You might choose to leverage consensus on a low-risk activity or a strength for a low-effort initiative to make dX progress. You might opt to go after a broad initiative like culture change that reflects your administration's priorities as a collaborative effort, or decide to implement a process improvement that is more narrow in scope to show you can deliver value to customers.

You might be in a position to move forward on your priority right way because it falls within an already established and shared vision, or you might need your Governor and peer leaders to come together and articulate the priority to establish a new effort that fits or supports the practices and guidance noted here.

Set Your Action Plan

Identify short-term actions you can take within the next 30 days.

Identify long-term actions to aim for in the next 12 months.

Explore resources to help you get there.

Because dX has many elements and is about much more than the latest technology improvements, it can feel as though embarking upon dX is a huge and even overwhelming task. The tools and resources assembled here will showcase the doable aspects of dX. This resource directory is live and constantly updated. It will provide you with theory and with practice; with federal, state, and local voices and cases; with tools and news you can use as you progressively integrate technology and modern strategies to transform how your organization operates and delivers value.

Chart your progress.

Keep track of what you do and how it goes. dX is a journey, not a destination. As you begin to rack up "small wins" and make transformational progress, your momentum and your story helps inform and generate the next action. Tell us about it so we can share or help: witsc@naswa.org

Find Your Strength	Find Your Gap
<p>Check the elements that represents your strength – your highest score among the five, and/or any element with a score of four or above:</p> <p>Urgency (Score: _____)</p> <p>Vision (Score: _____)</p> <p>Discovery (Score: _____)</p> <p>Design (Score: _____)</p> <p>Value Delivery (Score: _____)</p>	<p>Check the elements that represent your gap – the lowest score among the five, and/or any score of two or below:</p> <p>Urgency (Score: _____)</p> <p>Vision (Score: _____)</p> <p>Discovery (Score: _____)</p> <p>Design (Score: _____)</p> <p>Value Delivery (Score: _____)</p>
Choose Your Starting Point	
<p>Review your QSAT Report and identify the priority element/indicator to take on:</p> <p>Urgency</p> <p>Vision</p> <p>Discovery</p> <p>Design</p> <p>Value Delivery</p>	<p>Additional elements/indicators to take on:</p>
Set Your Action Plan	
<p>Short-term Action (30 days):</p>	<p>Long-term Action (12 months):</p>
<p>Resources:</p> <p>Digital Transformation for Workforce System Leaders (Online Course)</p> <p>Curated Articles and Research: Digital Transformation</p> <p>Voices of the System</p>	<p>Notes on Progress:</p>