



# DIGITAL TRANSFORMATION READINESS CHECKLIST

A practical self-assessment for Nigerian business leaders

50 questions · 5 domains · Score your organisation in under 20 minutes  
and discover your clearest next step toward digital success.

5  
Domains

50  
Questions

20 min  
to complete

Free  
Download

Digital transformation is not a single project — it is a journey. This checklist helps you audit your organisation's readiness across **strategy, people, process, technology, and data**, so you can prioritise effort, allocate budget wisely, and avoid the traps that derail most Nigerian companies before they gain momentum.

## HOW TO USE THIS CHECKLIST

- ✓ Read each statement and mark it: **Done, In Progress, or Not Started.**
- ✓ Tally your score in the box at the end of each domain section.
- ✓ Use the scoring guide on the final page to interpret your results.
- ✓ Share with your leadership team as a structured discussion starter.



## 01 STRATEGY & LEADERSHIP

Transformation starts at the top. These questions assess whether your organisation has the strategic clarity and leadership commitment to sustain change.

ITEM	✓ Done	■ In Progress	✗ Not Started
<p><b>We have a documented digital strategy with clear goals and timelines.</b> <i>A strategy deck is not enough — it must include owners and measurable KPIs.</i></p>			
<p><b>Senior leadership actively champions digital transformation initiatives.</b> <i>Not just approving budgets, but visible participation and communication.</i></p>			
<p><b>We conduct regular strategy reviews (at least quarterly) to adapt to market changes.</b> <i>Annual reviews are too slow in Nigeria's fast-moving tech landscape.</i></p>			
<p><b>We have a clear understanding of our competitive landscape and where technology can differentiate us.</b> <i>Know your competition's digital maturity, not just their products.</i></p>			
<p><b>We have allocated a dedicated budget line for technology and digital initiatives.</b> <i>A budget signal from leadership drives organisational alignment.</i></p>			
<p><b>Our board or executive team includes members with digital expertise.</b> <i>Digital literacy at board level is correlated with transformation success.</i></p>			
<p><b>We have a formal digital transformation roadmap for the next 12–24 months.</b> <i>Roadmaps should be living documents, reviewed and updated regularly.</i></p>			
<p><b>We have defined what 'digital success' looks like for our business.</b> <i>Metrics could include cost savings, revenue uplift, or customer satisfaction.</i></p>			
<p><b>We communicate our digital progress clearly to all stakeholders.</b> <i>Internal and external transparency builds momentum and accountability.</i></p>			
<p><b>We treat technology investment as strategic, not just as an IT cost.</b> <i>This mindset shift is fundamental to serious transformation.</i></p>			

Domain 1 Score: \_\_\_\_\_ / 10

Notes / Actions:

## 02 PEOPLE & CULTURE

Technology fails without the right people and a culture that embraces change. Assess your human capital readiness here.

ITEM	✓ Done	■ In Progress	✗ Not Started
<p><b>We have identified digital skills gaps across all departments.</b> <i>A skills audit is the starting point for targeted upskilling plans.</i></p>			



**We have a training programme to build digital literacy across the organisation.**

*This includes non-technical staff — finance, operations, administration, etc.*

**Our HR processes (recruitment, performance management) include digital competency criteria.**

*Hiring for adaptability is as important as hiring for current skills.*

**We have dedicated IT or technology staff with clearly defined roles.**

*Shared IT responsibility often means no real accountability.*

**Employees feel safe to experiment with new tools and suggest improvements.**

*Psychological safety is a prerequisite for sustainable innovation.*

**We have champions or 'digital advocates' embedded in different departments.**

*Peer influence is more effective than top-down mandates.*

**We measure and track employee adoption of new digital tools.**

*Usage metrics matter as much as deployment metrics.*

**We partner with training providers to stay current on emerging technologies.**

*Fytrion's bootcamps are designed exactly for this purpose.*

**Our onboarding programme includes digital tools and processes orientation.**

*New staff should be productive on core digital tools within week one.*

**We have a change management plan for major technology rollouts.**

*Most digital projects fail due to change management, not the technology itself.*


Domain 2 Score: \_\_\_\_\_ / 10

Notes / Actions:



**03 PROCESS & OPERATIONS**

Digital transformation must be grounded in operational reality. Evaluate how well your core processes are documented and optimised.

ITEM	✓ Done	■ In Progress	✗ Not Started
<p><b>Our core business processes are documented and accessible to relevant staff.</b> <i>Undocumented processes cannot be automated or improved systematically.</i></p>			
<p><b>We have identified at least five manual processes that could be automated.</b> <i>Automation ROI is highest in high-volume, rule-based tasks.</i></p>			
<p><b>We have a process improvement culture — staff regularly suggest optimisations.</b> <i>Continuous improvement is a habit, not a periodic event.</i></p>			
<p><b>We use digital tools for project management (e.g. Trello, Jira, Asana, Notion).</b> <i>Spreadsheet-based project tracking is a bottleneck at scale.</i></p>			
<p><b>Our procurement and vendor management process is partially or fully digital.</b> <i>Digital procurement reduces costs and improves audit trails.</i></p>			
<p><b>We have clear SLAs (service level agreements) for internal IT support.</b> <i>Undefined SLAs mean digital tools get abandoned when they break.</i></p>			
<p><b>We conduct regular process audits to identify inefficiencies.</b> <i>At least annually; quarterly is better for high-growth businesses.</i></p>			
<p><b>Workflows between departments are integrated — not siloed with manual handoffs.</b> <i>Integration is the difference between operational efficiency and chaos.</i></p>			
<p><b>We have a formal process for evaluating and onboarding new software tools.</b> <i>Avoid tool sprawl by having a governance framework for new software.</i></p>			
<p><b>Our customer-facing processes (sales, support, onboarding) are digitally enabled.</b> <i>Customer experience is the most visible dimension of digital maturity.</i></p>			

Domain 3 Score: \_\_\_\_\_ / 10

Notes / Actions:

**04 TECHNOLOGY & INFRASTRUCTURE**

A solid technology foundation is the enabler for everything else. Assess the health and scalability of your current stack.

ITEM	✓ Done	■ In Progress	✗ Not Started
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<p><b>We have a reliable, high-speed internet connection across all office locations.</b> <i>Internet reliability is still a primary operational constraint in Nigeria.</i></p>			
<p><b>Our core business systems (ERP, CRM, etc.) are cloud-based or cloud-accessible.</b> <i>On-premise-only systems limit remote work and scalability.</i></p>			
<p><b>We have a documented technology inventory — hardware, software, subscriptions.</b> <i>You cannot manage what you cannot see or measure.</i></p>			
<p><b>We have a cybersecurity policy and conduct at least annual security reviews.</b> <i>Ransomware and phishing attacks are increasingly targeting Nigerian SMEs.</i></p>			
<p><b>We have a data backup and disaster recovery plan that is regularly tested.</b> <i>'Tested' is the key word — untested backups often fail when most needed.</i></p>			
<p><b>Our software licences are current and legally compliant.</b> <i>Pirated software is a liability — security, legal, and operational risk.</i></p>			
<p><b>We use APIs or integrations to connect our key software tools.</b> <i>Manual data re-entry between systems is a red flag for technical debt.</i></p>			
<p><b>We have a mobile strategy — staff can access key systems on mobile devices.</b> <i>Mobile-first is not optional in Nigeria's smartphone-dominant market.</i></p>			
<p><b>We monitor system uptime and receive alerts for outages proactively.</b> <i>Reactive IT is expensive; proactive monitoring is a basic standard.</i></p>			
<p><b>We have a technology roadmap aligned to our business strategy.</b> <i>Technology decisions should follow business goals, not vendor trends.</i></p>			

Domain 4 Score: \_\_\_\_\_ / 10                      Notes / Actions:



05

**DATA & ANALYTICS**

Data is your most durable digital asset. These questions assess your organisation's ability to collect, manage, and act on data.

ITEM	✓ Done	■ In Progress	✗ Not Started
<p><b>We collect structured data on our customers (demographics, purchase history, behaviour).</b> <i>A CRM or customer database is the minimum viable starting point.</i></p>			
<p><b>We have a single source of truth for key business metrics.</b> <i>Conflicting reports from different teams is a common — and costly — problem.</i></p>			
<p><b>We use dashboards or reports to monitor business performance on a regular basis.</b> <i>Decisions driven by data consistently outperform gut-feel decisions.</i></p>			
<p><b>Our data is stored securely and access is controlled by role.</b> <i>Data governance is not just an enterprise concern — all sizes need it.</i></p>			
<p><b>We comply with Nigerian data protection regulations (NDPR / NDPC guidelines).</b> <i>Non-compliance can result in fines and significant reputational damage.</i></p>			
<p><b>We use data to personalise customer communications or product offerings.</b> <i>Even basic segmentation improves conversion and retention significantly.</i></p>			
<p><b>We track and analyse our marketing and sales funnel metrics.</b> <i>CAC, conversion rate, and LTV are the minimum metrics for any growth business.</i></p>			
<p><b>We have defined KPIs for each major business function.</b> <i>What gets measured gets managed — what doesn't gets ignored.</i></p>			
<p><b>We conduct regular data audits to ensure accuracy and completeness.</b> <i>Bad data leads to bad decisions — garbage in, garbage out.</i></p>			
<p><b>We have a plan to leverage AI or machine learning tools to generate insights.</b> <i>AI tools are increasingly accessible — readiness is the real question, not cost.</i></p>			

Domain 5 Score: \_\_\_\_\_ / 10

Notes / Actions:



## SCORING GUIDE

Count the items marked **Done** in each domain. Use the table below to interpret each domain score, then total all five for your overall rating.

Score	Readiness Level	What It Means	Recommended Action
8–10	High	Strong foundation in this domain	Fine-tune and scale
5–7	Moderate	Gaps exist but momentum is building	Prioritise the gaps
3–4	Developing	Limited or inconsistent progress	Structured plan needed
0–2	Early Stage	Little activity or awareness here	Start with quick wins

## YOUR OVERALL SCORE (out of 50)

Total	Overall Readiness	Next Step
40–50	Transformation Ready	Accelerate and innovate
28–39	Digitally Progressing	Close the critical gaps
15–27	Foundation Building	Invest in people & process first
0–14	Early Stage	Start with strategy & quick wins

Domain	Score (/ 10)	Domain	Score (/ 10)
01 Strategy & Leadership	___ / 10	04 Technology & Infrastructure	___ / 10
02 People & Culture	___ / 10	05 Data & Analytics	___ / 10
03 Process & Operations	___ / 10	<b>&lt;b&gt;TOTAL&lt;/b&gt;</b>	<b>___ / 50</b>

## Ready to take the next step?

Our team at Fytrion offers free 30-minute Digital Transformation Discovery Calls for Nigerian businesses. We'll review your checklist results together and outline a concrete roadmap — at no cost to you.

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