



ETAILED SYLLABUS · CT-03 · ADVISORY AND DELIVERY SERVICE

Digital Transformation Services

Advisory and delivery of digital transformation in stages, each tied to its own handover deliverable and acceptance criteria.

Organization	AI Native Lab
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Status	Draft – awaiting confirmation by the organization; not a contractual basis
Total duration	16 weeks, 3 stages
Delivery formats	On-site at the organization; Blended
Class size	Scope set by survey

1. Participants

- a) Leadership and the digital transformation unit of enterprises
- b) Departments, agencies and district- and commune-level People's Committees implementing digital transformation under the province's plan
- c) Public service units that need to digitize their service delivery processes

2. Competency objectives

- 2.1 The organization has a quantified picture of its current state and a digital transformation roadmap by maturity level
- 2.2 At least one core process is digitized, operated in practice and measured
- 2.3 The internal team is able to operate, maintain and extend the results after handover
- 2.4 A complete project file for appraisal, acceptance and reporting

3. Level-based pathway

EVEL 1 · FOUNDATION · 4 WEEKS

3.1. Current-state assessment and roadmap

Survey processes, data and infrastructure; score digital maturity and build a costed roadmap.

CONTENT

- Survey of existing processes, data and infrastructure
- Digital maturity assessment against criteria agreed with the organization
- Setting priorities and building a 12–24 month roadmap
- Budget estimate and delivery plan

MANDATORY DELIVERABLES OF THE LEVEL

- Current-state assessment report
- Digital transformation roadmap with a prioritized list of items and a budget estimate

OUTCOMES (2)

- 1.1 The organization's current state is described by a set of indicators comparable over time – Current-state assessment report; pass threshold: $\geq 90\%$ of core processes surveyed and scored
- 1.2 The roadmap is approved by the organization's leadership with clear items, sequence and budget – Written approval of the roadmap; pass threshold: Approved in writing

EVEL 2 · APPLICATION · 8 WEEKS

3.2. Pilot delivery

Redesign and digitize the selected process, put it into operation with real users and measure the results.

CONTENT

- Redesign of the selected process
- Building or configuring the appropriate digital tools
- User training and trial operation
- Measuring results against the baseline indicators

MANDATORY DELIVERABLES OF THE LEVEL

- A digitized process in real operation with real users
- Pilot results report with before-and-after measurements

OUTCOMES (2)

- 2.1 The pilot process is operated in practice by the organization's users – Operation log and confirmation record; pass threshold: $\geq 80\%$ of intended users use it regularly over 4 weeks
- 2.2 Pilot results are measured with the indicators agreed in stage 1 – Pilot results report; pass threshold: Before-and-after data on all selected indicators

EVEL 3 · MASTERY · 4 WEEKS

3.3. Operation and handover

Standardize operations, train the team taking over and hand over the complete project file.

CONTENT

- Standardizing operating procedures and usage rules
- Training the internal team taking over
- Handing over the system, documentation and project file

MANDATORY DELIVERABLES OF THE LEVEL

- Operating documentation and usage rules
- Handover record and complete project file for acceptance

OUTCOMES (2)

- 3.1 The internal team operates the system on its own after handover – Independent operation check; pass threshold: $\geq 90\%$ of standard operating scenarios handled correctly
- 3.2 The project file is complete under the organization's acceptance requirements – Reconciled file checklist; pass threshold: 100% of mandatory file items present

4. Duration**16 weeks, 3 stages**

Level 1 – Current-state assessment and roadmap	4 weeks
Level 2 – Pilot delivery	8 weeks
Level 3 – Operation and handover	4 weeks

5. Delivery formats

On-site at the organization

Blended

- **On-site at the organization:** Instructors and experts work at the organization's premises on an agreed schedule. Reference pace: 2 sessions/week.
- **Blended:** Theory online; practice, acceptance and data work at the organization. Reference pace: 2 sessions/week.

Prerequisites

- The organization appoints a contact person with the authority to decide on the process selected for the pilot
- The organization provides access to the data and infrastructure needed for the survey

6. Mandatory deliverables

- L1 Current-state assessment report

- L1 Digital transformation roadmap with a prioritized list of items and a budget estimate
- L2 A digitized process in real operation with real users
- L2 Pilot results report with before-and-after measurements
- L3 Operating documentation and usage rules
- L3 Handover record and complete project file for acceptance

7. Pass criteria

- ✓ **Conditional stage transition.** The previous stage's handover deliverable accepted in writing.
- ✓ **All outcomes of each stage achieved.** Each outcome meets its published threshold, with evidence kept on file.
- ✓ **Complete project file.** Reconciled against the file checklist agreed in stage 1.

Outcome ledger – CT-03 · 6 rows

CODE	OUTCOME	VIDENCE	ASS THRESHOLD
CØR-1.1	The organization's current state is described by a set of indicators comparable over time	Current-state assessment report	≥ 90% of core processes surveyed and scored
CØR-1.2	The roadmap is approved by the organization's leadership with clear items, sequence and budget	Written approval of the roadmap	Approved in writing
CØR-2.1	The pilot process is operated in practice by the organization's users	Operation log and confirmation record	≥ 80% of intended users use it regularly over 4 weeks
CØR-2.2	Pilot results are measured with the indicators agreed in stage 1	Pilot results report	Before-and-after data on all selected indicators
CØR-3.1	The internal team operates the system on its own after handover	Independent operation check	≥ 90% of standard operating scenarios handled correctly
CØR-3.2	The project file is complete under the organization's acceptance requirements	Reconciled file checklist	100% of mandatory file items present

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