Appendix 3: Digitization Best Practices

Source: Leader to Leader Digital MIT Project, December 2010.

1. Organize around compelling problems.
   a. Conduct an inventory of work already underway across the Institute.
   b. Build a community around the new process. Some of the best ideas, solutions and future opportunities will come from the stakeholder community.

2. Keep the process and the project as simple as possible.
   a. Digitization can be done in layers and iterations.
   b. Do not let technology rule the system.

3. Use the ‘why’ test to determine scope, boundaries, success metrics, and actions.
   a. Define clear and measurable goals.
   b. Focus on clear and measurable success metrics.

4. Digitization is about access to and management of data.

5. Digitization is a means of process improvement, not an end.

6. Understand the culture of the organization and use this as a catalyst for change where possible.

7. Identify required resources early in the project.

8. Use stable technology platforms, but plan for forward and backward compatibility.


10. Manage expectations
    a. Define your audience.
    b. Know the planned/perceived impact and an organization’s readiness to a process change

11. Communicate early and often.

12. Remember maintenance costs.