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.**

9. **Beware of unforeseen responsibilities inherent in digitization.**

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.**