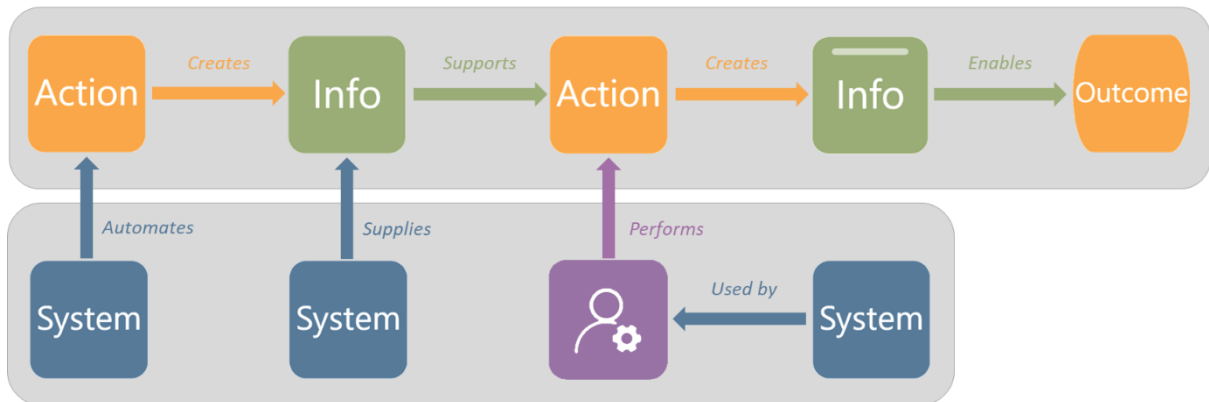# Modelling the Digital Twin of your Organisation

INFORMATION FLOW – THE PURPOSE

SYSTEMS & PEOPLE – THE ENABLERS

Here is a handy checklist of the knowledge you will need to capture to create the Digital Twin of your Organisation…

Information – any content required or produced

☐ What are the information inputs which enable work to be undertaken?

☐ What information outputs are created from work done? Or how does the information change?

☐ What is the value of the information assets created? Is the content believable and trusted? Is it in a system of record? Does it support many business outcomes? Can it be accessed as required?

Actions – any work undertaken, by a person or automated by a system

☐ Who or what is performing the action? Is this an individual, team or role or does a system automate the action?

☐ How long does the action take to perform, e.g. 15 minutes, 2 hours or 5 days?

☐ How often does the action take place, e.g. once per day, 400 times per year?

Roles – the people doing the work

☐ Which role is doing the work – performing the action?

☐ What is their hourly rate?

☐ What is their annual capacity, i.e. are they full or part time?

Systems – technical or otherwise, such as paper

☐ What are the systems (tools) that people use to do their work, e.g. Word, Excel, a CRM, paper?

☐ Which systems automate work, e.g. a CRM automatically sends an email when a contact record is updated?

☐ Which system provides the information required to enable work, e.g. Excel provides the spreadsheet or the CRM provides the account number?