



INNO PROVEMENT

Interreg Europe



European Union
European Regional
Development Fund

Definition of an Industry 4.0. maturity evaluation matrix for projects



HELLENIC REPUBLIC
REGION OF THESSALY

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INNO PROVEMENT 4th Thematic online Meeting

14 May 2020

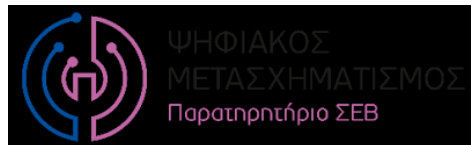


Digital maturity evaluation models for enterprises

SEV Digital Maturity Index



Hellenic Federation of Enterprises (SEV)
Greece's leading business federation



SEV Digital Transformation Observatory
Permanent monitoring mechanism for promoting the digital transformation of Greece

Deloitte.

Deloitte collaborated with SEV
Preparation of the Observatory's inaugural report, which studies Greece's digital maturity

For the purposes of the **Observatory** a new **composite index** was created, **SEV Digital Maturity Index**, consisting of **~100 published key indicators and metrics**



Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

- SEV Digital Maturity Index monitors the country's performance across **7 different dimensions** and **27 sub-dimensions**.
- Provides long-term **comparison** with EU Member States
- Includes key indicators and metrics published by **international organizations** (Digital Economy and Society Index-DESI, World Bank, World Economic Forum, etc.)
- The **7 basic dimensions** are divided into:
 - **Enablers:** factors that are the preconditions and/ or accelerators of digital transformation
 - **Outcomes:** degree of digital maturity in business, public sector and households



Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

7 dimensions of SEV Digital Maturity Index

Enablers



1. ICT / High
Technology Sector



2. Connectivity
Infrastructure



3. Policies & Regulatory
Framework



4. Digital Skills

Outcomes



5. Digital Maturity of
Businesses



6. Digital Maturity of
Society



7. Digital Maturity of
Public Sector



Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

7 dimensions and 27 sub-dimensions

1. ICT / High Technology Sector

| | | |
|-----|--|-----|
| 1.1 | Contribution of ICT | 40% |
| 1.2 | ICT Business activity | 15% |
| 1.3 | ICT R&D | 15% |
| 1.4 | Contribution of high-technology manufacturing sector | 15% |
| 1.5 | Contribution of knowledge intensive services sector | 15% |

2. Connectivity Infrastructure

| | | |
|-----|------------------------------------|-----|
| 2.1 | Broadband coverage | 50% |
| 2.2 | Households' broadband connectivity | 25% |
| 2.3 | Businesses' broadband connectivity | 25% |



Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

7 dimensions and 27 sub-dimensions

3. Policies & Regulatory Framework

| | | |
|-----|---|-----|
| 3.1 | Favorable digital transformation environment | 20% |
| 3.2 | Prioritization of digital transformation | 40% |
| 3.3 | Legislation related to digital transformation | 40% |

4. Digital Skills

| | | |
|-----|--|-----|
| 4.1 | Digital skills of the general population | 50% |
| 4.2 | Digital skills on businesses | 50% |

5. Digital Maturity of Businesses

| | | |
|-----|---|-----|
| 5.1 | Degree of integration of digital technologies and solutions | 45% |
| 5.2 | Degree of adoption of digital solutions | 40% |
| 5.3 | Cyber security | 15% |



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SEV Digital Maturity Index

7 dimensions and 27 sub-dimensions

6. Digital Maturity of Society

| | | |
|-----|--|-----|
| 6.1 | Internet access and usage | 25% |
| 6.2 | Use of online services | 25% |
| 6.3 | E-commerce penetration | 25% |
| 6.4 | Internet access with mobile devices | 15% |
| 6.5 | Degree of information for digital issues | 10% |

7. Digital Maturity of Public Sector

| | | |
|-----|---|-----|
| 7.1 | Degree of digitization of the public sector | 30% |
| 7.2 | Usability of services | 10% |
| 7.3 | Basic conditions for digital services | 10% |
| 7.4 | Mobile-friendliness of services | 10% |
| 7.5 | Open Data | 15% |
| 7.6 | Level of use of services | 25% |



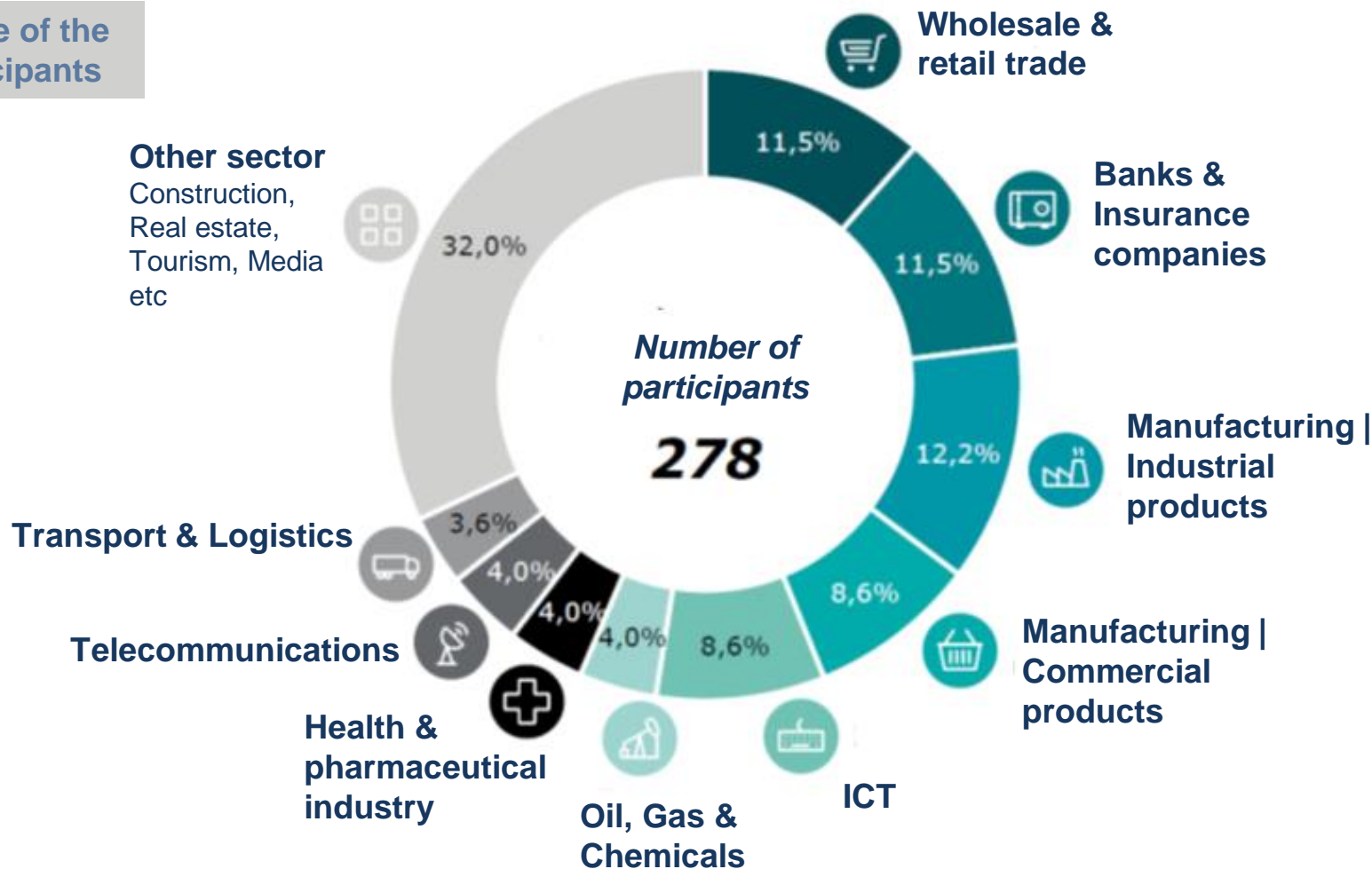
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SEV Digital Maturity Index

- Primary **survey** in **February 2019** to determine the level of **adoption** of digital technologies among Greek businesses (digital integration)
- Participation of **278 C-level** business professionals
- The responders answered a series of questions, grouped in **7 main pillars**:
 1. Digital Strategy, Business Organization, and Investments
 2. Digital skills and Digital Transformation in HR/Talent Management
 3. Technologic Infrastructures in back-office processes
 4. Digital Transformation in the production and supply chain
 5. Customer's journey Digitalization
 6. Cybersecurity and Data Protection
 7. Data Management

SEV Digital Maturity Index

Profile of the participants



SEV Digital Maturity Index

Profile of the
participants



Revenues



Employees



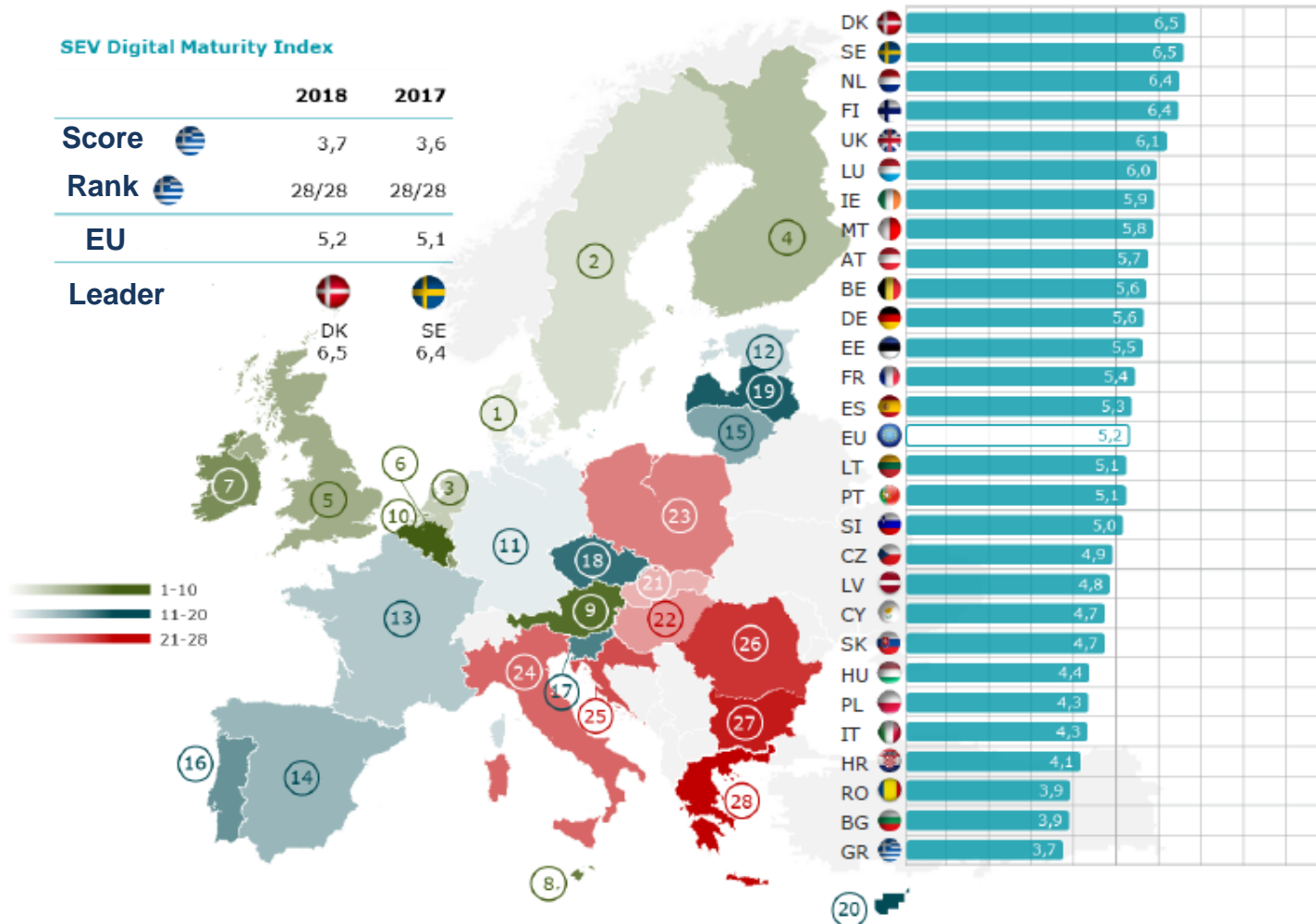


Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

SEV Digital Maturity Index

| | 2018 | 2017 |
|----------|-----------|-----------|
| Score 🇪🇺 | 3,7 | 3,6 |
| Rank 🇪🇺 | 28/28 | 28/28 |
| EU | 5,2 | 5,1 |
| Leader | DK 6,5 | SE 6,4 |





Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

1. ICT / High Technology Sector

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 2,7 | 2,6 |
| Rank | 28/28 | 28/28 |
| EU | 3,7 | 3,7 |

2. Connectivity Infrastructure

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 4,0 | 3,7 |
| Rank | 28/28 | 28/28 |
| EU | 6,0 | 5,6 |

3. Policies & Regulatory Framework

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 3,6 | 3,3 |
| Rank | 27/28 | 28/28 |
| EU | 5,7 | 5,7 |

4. Digital Skills

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 4,8 | 5,0 |
| Rank | 25/28 | 23/28 |
| EU | 5,6 | 5,5 |

5. Digital Maturity of Businesses

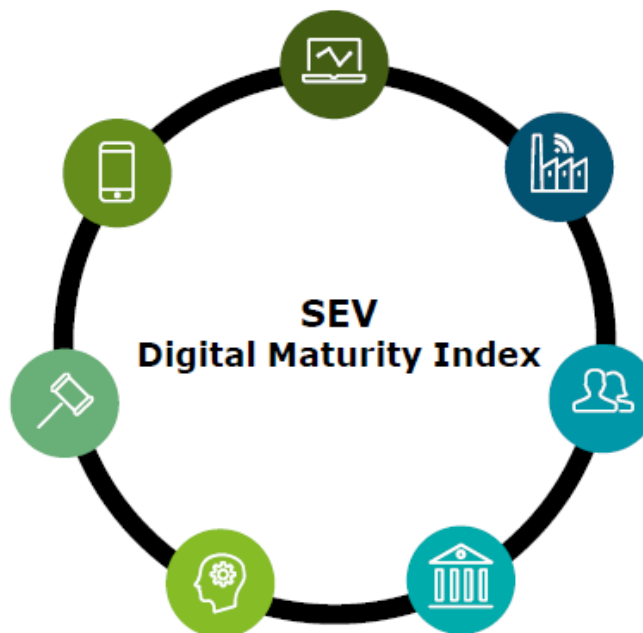
| | 2018 | 2017 |
|-------|-------|-------|
| Score | 3,3 | 3,3 |
| Rank | 26/28 | 24/28 |
| EU | 4,4 | 4,3 |

6. Digital Maturity of Society

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 3,5 | 3,4 |
| Rank | 26/28 | 26/28 |
| EU | 5,1 | 4,8 |

7. Digital Maturity of Public Sector

| | 2018 | 2017 |
|-------|-------|-------|
| Score | 4,3 | 3,9 |
| Rank | 27/28 | 27/28 |
| EU | 6,0 | 5,9 |





Digital maturity evaluation models for enterprises

SEV Digital Maturity Index

Reasons for Greece's low digital technology integration rates



Lack of National Strategy for the I4.0



Limited connection between research and industry



Difficulties in finding high-tech skills staff



Absence of R&D department in most manufacturing companies



Lack of innovation culture and resistance to change (employees/
managers)



Lack of collaborative ecosystems throughout the value chain



Digital maturity evaluation models for enterprises

SEV Programme Industry 4.0

Vision

Development of a modern, competitive and extroverted industry, linked to global value chains and ecosystems of the new economy, through a comprehensive transformation that will utilize the technologies, digital tools and skills of the Industry 4.0

Priority Axes

- I. Speeding up investments in digital technologies
- II. Strengthening innovative business capacity
- III. Development of Partnerships and Cooperation
- IV. Boost digital skills
- V. Improvement of Regulatory framework and cyber security



Digital maturity evaluation models for enterprises

SEV Programme Industry 4.0

Beneficiaries

SMEs and large enterprises of sectors (NACE Rev. 2)

- **Industry (B-E):** Mining and quarrying, manufacturing, electricity, gas, steam, air conditioning and water supply, sewerage, waste management and remediation activities
- **Logistic chain (H):** Transportation and storage
- **ICT (C26):** Manufacture of computer, electronic and optical product & **(J62-J63):** Computer programming, consultancy and related activities - Information service activities

Budget

€2 billion Public & €2 billion Private funds

Timeframe

4 years implementation period



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Thank you!

Questions welcome