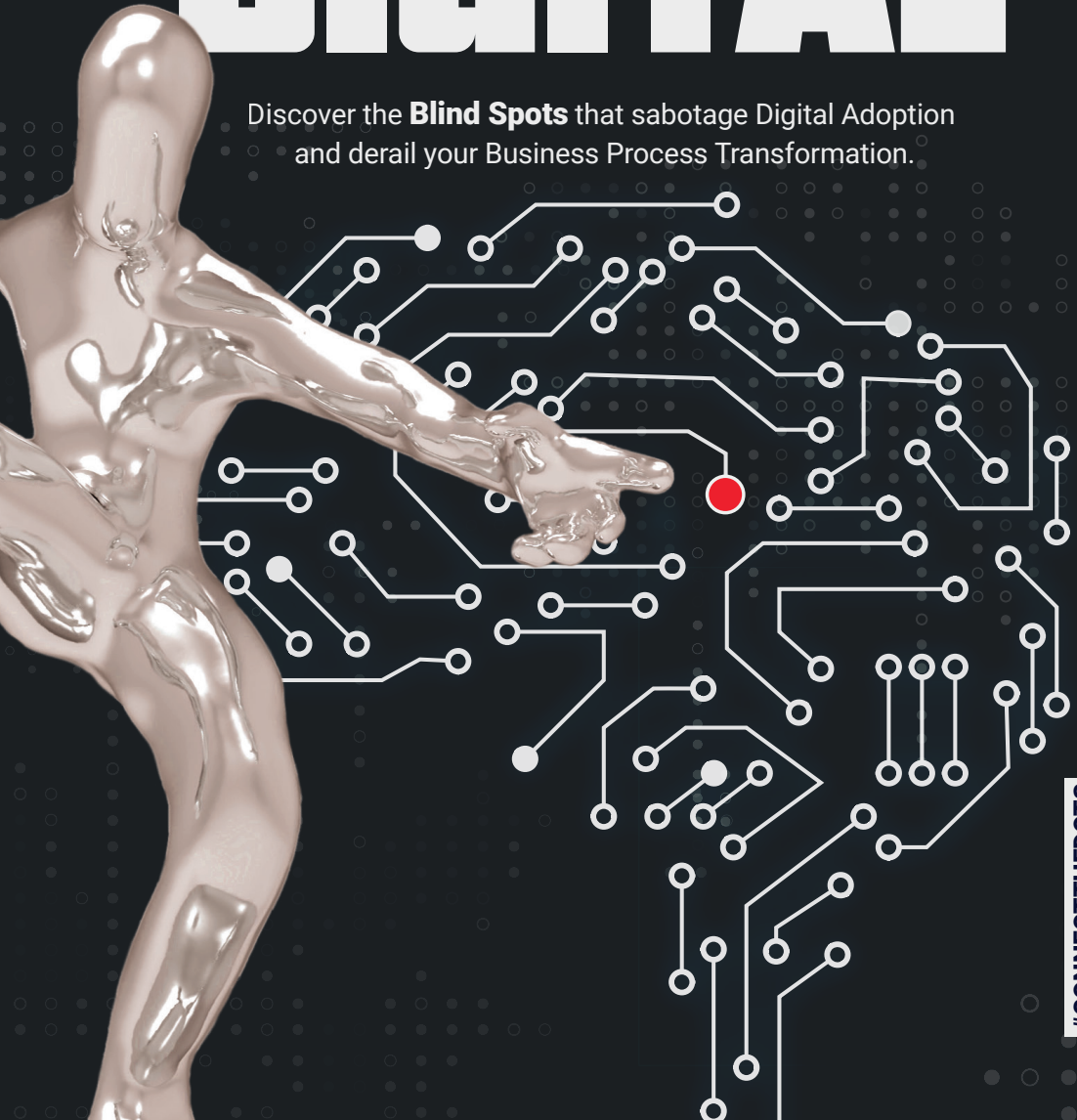


Klaus Imping
Michael Ciatto

TRIBAL *F*CKS UP* DIGITAL

Discover the **Blind Spots** that sabotage Digital Adoption
and derail your Business Process Transformation.



#CONNECTTHEDOTS

TRIBAL F*CKS UP DIGITAL

Discover the Blind Spots that sabotage Digital Adoption
and derail your Business Process Transformation

©2023 Klaus Imping

contact@klausimping.com | klausimping.com

Hardcover ISBN: 978-1-947276-22-2

Paperback ISBN: 978-1-947276-27-7

eBook ISBN: 978-1-947276-20-8

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system – except by a reviewer who may quote brief passages in a review to be printed in a magazine or newspaper – without permission in writing from the author.

Publisher:

EPIC AUTHOR
PUBLISHING

Epic Author Publishing

4437 Roanoak Way

Palm Harbor, FL 34685, United States of America

info@epicauthor.com

Ordering Information:

Quantity sales. Special discounts are available on quantity purchases by corporations, associations, and others. For details, contact the author or the publisher.

First Edition; Released April 2023

TRIBAL F*CKS UP DIGITAL

Discover the **Blind Spots** that sabotage Digital Adoption
and derail your Business Process Transformation.

Klaus Imping
Michael Ciatto

Table of Contents

Executive Summary	1
Intro	7
Part I – The Tribal Phenomenon	21
Klaus' Background Story	23
What Are Tribal Processes?	31
What Is Digital Adoption?	51
Is Tribal a Root Cause or a Symptom?	59
Part II – The Typical Pitfalls for Effective Digital Transformation	69
Poor Adoption Starts Early	71
#1 Missing Vision	75
#2 Saying, but Not Doing End-to-End and Cross-Silo	81
#3 Vertical Scope	87
#4 Unguided Management Expectations	95
#5 The Mighty Middle	103
#6 Technology Focus and Buzzword Belief	111
#7 No Appreciation for Relevant Details	119
#8 Underestimating the Data Challenge	125
#9 Project Mentality without Approaches to Sustain the Change	131
#10 Overstraining Change Management	137
#11 Vendors and Advisors	143
#12 Mechanisms of RFPs and Purchasing	151
Part III – The Path toward Successful Digital Business Process Transformation	155
The Differentness of Digital Transformation	157
Process Areas and Challenges	169
Maturity Model for Process Transformation	181
The Technology Side of the Equation – Calling New Paradigms	219
The People Side of the Equation – Creating Momentum	241
Strategies to Sustain the Change	255
Conclusion	269
Privileged Access to Supporting Resources	282
About the Authors	285

Digital transformation is the next industrial revolution, and it is imperative to corporate success in this day and age. Yet, studies show that only 30 percent of these digital transformations are successful in achieving their objectives. **Many corporations struggle.**

With the acceleration of technological advancement, the heart of innovation and transformation is still PEOPLE. When the people of the organization do not adopt the new processes and technology, it neutralizes enablement and sabotages effectiveness.

The reason? Poor digital adoption due to tribal elements.

Tribal ways of working are the single root cause of poor digital adoption, but it can be easily avoided once it's understood.

In this book, Klaus Imping and Michael Ciatto discuss the proven solutions and tactics that will help you overcome the debilitating tribal factors that cause digital transformation failure.

Whether you are a C-suite leader, senior executive, transformation manager or expert, you'll walk away with high awareness for disruptive influences and red flag warning signs. This book will guide you in maximizing the ROI of your organization's digitalization transformation efforts in today's tech-driven era.

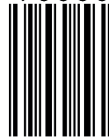
Get it right, or leave it. Anything else is waste.
Money, time, energy invested for nothing.
Your KAIROS, your decisive moment of seeing things differently.



ISBN 978-1-947276-21-5



9 0000 >



9 781947 276215