

The Six Domains of Value

Local Government ERP Value Realisation Framework

Use this canvas in benefits mapping workshops, steering committee briefings, and executive onboarding sessions to establish a shared language for ERP value across all six dimensions. Use this document as an example and customise it to your organisation's needs.

Domain	What It Covers	Example Metrics	Typical Maturity Journey
Financial	Direct cost reduction and avoidance. Total Cost of Ownership improvement. Infrastructure and licensing savings. FinOps optimisation.	BAU cost reduction (\$) TCO % improvement vs legacy Infrastructure savings Licensing consolidation saving	Level 1-2: Cost data in business case, not tracked Level 3: Annual TCO comparison Level 4: Quarterly hard ROI reporting Level 5: Continuous FinOps optimisation
Operational	Labour productivity and FTE reallocation. Process cycle-time reduction. Automation of manual workflows. Elimination of workarounds and shadow systems.	Month-end close time (days) FTE reallocated Invoice processing time Certificate turnaround days Field workforce digital adoption	Level 1-2: Aspirational claims, no measurement Level 3: Key process metrics tracked Level 4: Whiteboard sessions per phase Level 5: Self-optimising through SaaS updates
Customer & Community	Citizen experience and service responsiveness. Digital channel adoption and channel shift. Complaint reduction. Accessibility and equity of service delivery.	Request misrouting rate (%) Digital channel adoption (%) Call volume reduction (%) Satisfaction score (NPS) 24hr acknowledgment rate	Level 1-2: Not tracked Level 3: Customer metrics in benefits register Level 4: CX team embedded; metrics primary Level 5: Continuous improvement from live data
Technology	Platform simplification and legacy elimination. Technical debt reduction. Integration architecture uplift. Customisation level (lower is better). Security posture improvement.	Legacy apps decommissioned Customisations (target: zero) Integrations reduced Security incidents Shadow systems eliminated	Level 1-2: Legacy persists; debt grows Level 3: Decommission tracking begins Level 4: Clean core enforced as culture Level 5: Zero legacy debt; platform thinking default
Risk & Compliance	Audit outcome improvement. Regulatory reporting accuracy and automation. Cybersecurity posture uplift from SaaS migration. Governance compliance.	Audit findings (year-on-year) Statutory reporting accuracy (%) Regulatory returns automated Security incidents attributable to ERP	Level 1-2: Reactive compliance Level 3: Compliance metrics in register Level 4: Board reporting; targets set Level 5: Automated monitoring; findings near zero
Capability	Organisational and digital maturity. Data quality as a strategic asset. Staff digital literacy and confidence. Speed and accuracy of	Digital literacy score Data quality score (%) Time-to-produce management reports Staff ERP satisfaction	Level 1-2: Poor data quality; manual reporting Level 3: Formal literacy assessment; quality program



management reporting. AI readiness.

AI feature adoption rate

Level 4: Data underpins AI readiness

Level 5: AI analytics via SaaS; continuous improvement

