

Appendix O

Additional Resources and Further Reading

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By Mike Allison, author of *Execution Is the Real Challenge: Strategy Is Just the Start*

DigitalOIT, LLC | <https://DigitalOIT.com>

Originally created during a ServiceNow transformation; generalized for any enterprise platform implementation.

Part of the LDEO Framework™ Execution Toolkit

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Appendix O: Additional Resources and Further Reading

Introduction

Staying informed about emerging technologies, evolving best practices, and governance trends is essential for maintaining a high-performing digital platform environment. This section provides a curated list of general and platform-agnostic resources to help leaders and teams continue learning, improving, and adapting their strategies as technology and business needs evolve.

Official Documentation and Knowledge Bases

Description: Comprehensive guides, release notes, and implementation best practices from leading enterprise platform providers.

Examples: Microsoft Learn, Salesforce Help, Workday Community, ServiceNow Docs, or other relevant vendor portals.

Professional Communities and Forums

Description: Engage with peers, exchange insights, and share knowledge through industry communities.

Examples: TechTarget Communities, CIO.com Expert Networks, Reddit r/ITLeaders, and LinkedIn professional groups.

Training and Certification Programs

Description: Access to online courses, certification paths, and technical workshops to enhance platform and process expertise.

Examples: Coursera, Udemy for Business, vendor-accredited programs, and DigitalOIT's upcoming Execution Toolkit courses.

Webinars and Industry Events

Description: Stay informed on current trends, new technologies, and implementation strategies by attending expert-led webinars and summits.

Examples: Gartner IT Symposium, Forrester Technology & Innovation, and DigitalOIT-hosted transformation sessions.

Blogs, Publications, and Case Studies

Description: Learn from real-world implementations, best practices, and lessons learned across industries.

Examples: Harvard Business Review (Technology Strategy), McKinsey Digital, DigitalOIT Insights, and industry partner blogs.

Partner and Research Resources

Description: Explore insights from consulting partners, analysts, and technology research firms.

Examples: Gartner, IDC, Forrester, Deloitte, and PwC Transformation Practices.

Social Media and Thought Leadership Channels

Description: Follow transformation and execution leaders to stay updated on innovation and strategic trends.

Examples: LinkedIn, YouTube, Flipboard, and DigitalOIT's Execution That Scales newsletter.

Best Practices for Continuous Learning

- Schedule regular reviews of vendor release updates and governance frameworks.
- Participate in professional communities and ongoing certification programs.
- Encourage cross-functional knowledge sharing between IT, business, and operations teams.
- Treat learning as a strategic investment in sustaining digital execution excellence.

About the LDEO Framework™

The structured execution model introduced in this book has since been formalized as **The LDEO Framework™**—a trademarked, four-phase methodology developed by Mike Allison and published by DigitalOIT. It enables repeatable transformation at scale through four distinct but interconnected phases: *Laying the Foundation*, *Designing for Execution*, *Execution & Governance*, and *Optimization & Innovation*.

Future materials—including tools, assessments, and training programs—will continue expanding the LDEO Framework™, grounded in the real-world lessons and results shared throughout this guide. For updates or to access execution resources aligned with the framework, visit LDEOFramework.com or DigitalOIT.com.

Conclusion

Organizations should use these resources to maintain alignment between technology strategy and execution capability. Ongoing learning ensures the platform remains optimized, governance stays current, and teams are prepared to take advantage of innovation opportunities as they emerge.

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