

# Appendix N

## Frequently Asked Questions about Platform Implementations (FAQ)

Version 1.1 | October 2025

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.

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# Appendix N: Frequently Asked Questions about Platform Implementations (FAQ)

## Introduction

Organizations embarking on a digital platform implementation often face similar questions about scope, timing, governance, and long-term management. This FAQ addresses the most common concerns, providing clarity for leaders and implementation teams as they plan and execute enterprise transformation initiatives.

### **1. What is a digital platform, and how can it benefit my organization?**

A digital platform is a cloud-based solution that unifies business processes, automates workflows, and improves operational efficiency. By consolidating fragmented systems and enabling data-driven decision-making, it enhances productivity, reduces redundancy, and supports faster innovation across the enterprise.

### **2. How long does a typical platform implementation take?**

Implementation timelines vary based on organizational size, complexity, and scope. Smaller deployments may take three to six months, while enterprise-scale programs often extend 12 to 18 months or more. The key to maintaining schedule discipline is defining clear scope boundaries, establishing governance early, and leveraging Agile methodologies to deliver incremental value.

### **3. What are the key success factors for a platform implementation?**

Success depends on alignment between business and IT, executive sponsorship, and disciplined governance. Strong change management, phased execution, and continuous communication help sustain momentum. Success metrics should be defined at the start and revisited regularly to ensure measurable progress toward strategic goals.

### **4. How much customization should we do in the platform?**

Limit customization to what directly supports business differentiation or compliance requirements. Over-customization increases cost, complexity, and upgrade risk. Focus on configuration, automation, and process optimization before building custom functionality.

### **5. How do we integrate the platform with other systems?**

Most modern platforms support multiple integration methods—such as REST and SOAP APIs, integration hubs, and pre-built connectors—to connect with HR, finance, CRM, and IT systems. A structured integration framework ensures data consistency, security, and scalability while minimizing maintenance overhead.

## **6. How do we measure the success of our platform implementation?**

Define KPIs early, aligning them to both business and operational outcomes. Examples include time-to-resolution, automation adoption rate, process efficiency, and user satisfaction. Continuous measurement against these metrics ensures accountability and validates return on investment.

## **7. How often are updates released, and how should we prepare?**

Most enterprise platforms release updates on a predictable schedule—typically bi-annually or quarterly. Establish a structured release management process that includes testing, validation, and communication plans to ensure smooth adoption. Staying current reduces technical debt and improves access to new capabilities.

## **8. What support options are available after implementation?**

Organizations can leverage platform provider support, managed service partners, or internal sustainment teams. Establishing a tiered support structure and defined ownership ensures consistent service delivery, faster issue resolution, and continuous improvement.

## **9. How can we ensure user adoption and engagement?**

Adoption starts with early stakeholder involvement and continues through targeted training and clear communication. Tailor enablement programs to user roles, incorporate feedback loops, and celebrate milestones to reinforce engagement. Sustainable adoption is achieved through continuous learning and visible executive support.

## **10. What are the biggest risks to avoid?**

Common pitfalls include insufficient readiness assessment, lack of governance, and scope creep. Underestimating data quality issues or over-customizing early in the program can derail progress. A structured approach—anchored in governance, readiness, and phased delivery—reduces execution risk and ensures long-term value.

## **Conclusion**

As digital platforms evolve, new questions will continue to emerge. Regularly revisiting these FAQs helps sustain alignment, governance, and adoption across the organization. By maintaining clear communication, structured documentation, and continuous feedback loops, leaders can ensure consistent execution and maximize the long-term value of their platform investment.

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