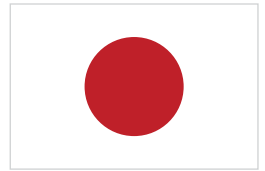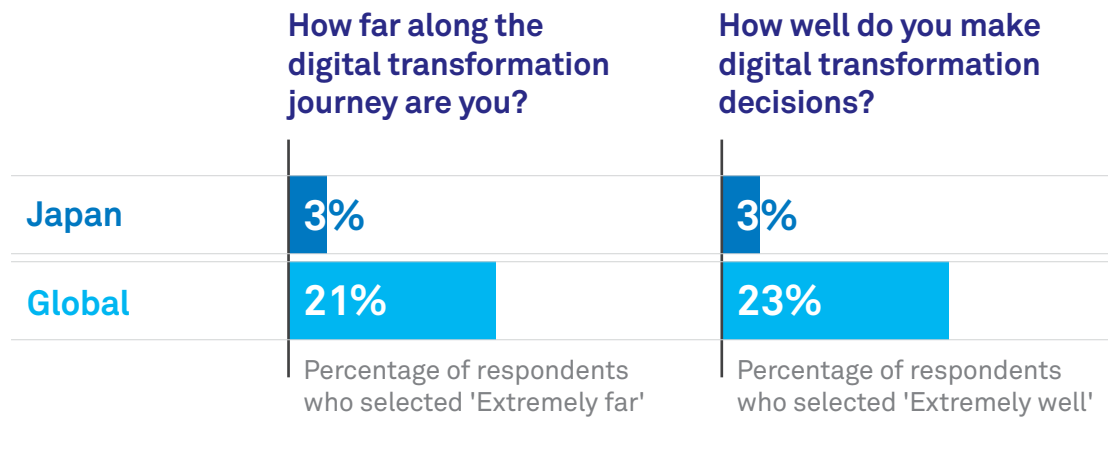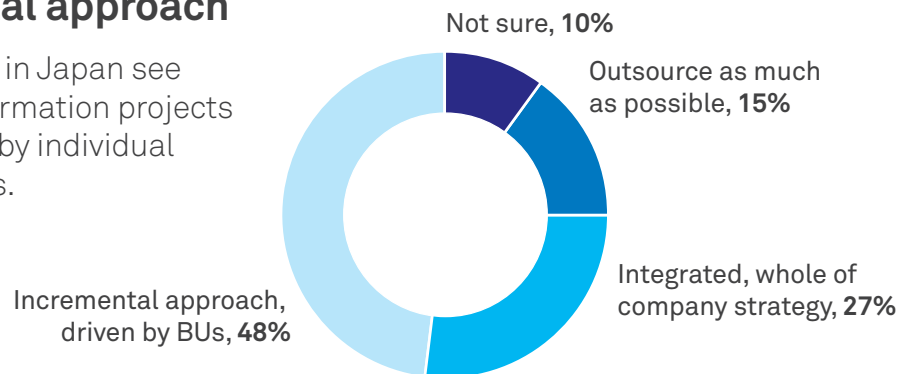# Digital Transformation Decision-Making in Japan

How does decision-making shape digital transformation outcomes in Japan?
To find out, Telstra surveyed **3,810** executives in **14** markets worldwide, including Japan.
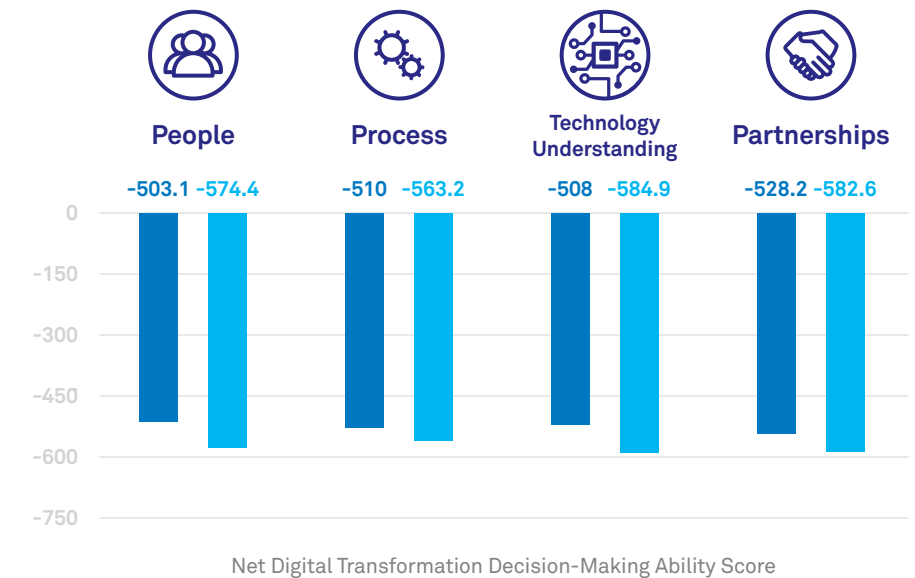
Digital transformation decisions in Japan

	How far along the digital transformation journey are you?	How well do you make digital transformation decisions?
Japan	3%	3%
Global	21%	23%
	Percentage of respondents who selected 'Extremely far'	Percentage of respondents who selected 'Extremely well'

Incremental approach

Organisations in Japan see digital transformation projects driven mainly by individual business units.

Not sure, **10%**

Outsource as much as possible, **15%**

Integrated, whole of company strategy, **27%**

Incremental approach, driven by BUs, **48%**

Driven most by understanding of technology

Organisations in Japan see relatively similar focus on people, processes, technology and partnerships when evaluating their decision-making ability and business performance.

People	Process	Technology Understanding	Partnerships
−503.1 −574.4	−510 −563.2	−508 −584.9	−528.2 −582.6

Net Digital Transformation Decision-Making Ability Score

- **Digital Transformation Process**
- **Business Performance**

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Performance gap in digital priorities

Organisations in Japan struggle to meet their top digital transformation priorities.

Top four digital transformation priorities

#1
Protect our digital assets from cyber threats

Rank in performance
4th out of 17

#2
Ensure we are managing our risk and are compliant

Rank in performance
16th out of 17

#3
Accelerate time to market to remain relevant to customers

Rank in performance
14th out of 17

#4
Make the organisation more agile

Rank in performance
17th out of 17

Top partner attributes

Organisations in Japan demand trust above all other core partner attributes.

Most important digital partner attributes

Someone I trust

Ability to understand my company's technical requirements

**Ability to help determine which IT model best fits my company**

IT spend (USD)

Over half of organisations in Japan say they will increase their IT spend in the next three years. More than a quarter spent more than than $1m in the previous year.

Previous year IT spend

Less than $1,000	**3%**
$1,000 to $9,999	**15%**
$10k to $99k	**28%**
$100k to $499k	**19%**
$500k to $999k	**9%**
$1m to $4.9m	**13%**
More than $5m	**13%**

Expected change in IT spend for next three years
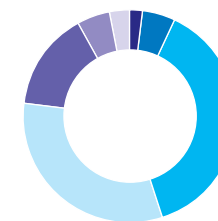
More than -10%	**2%**
-1% to -10%	**5%**
No change	**38%**
+1% to +10%	**32%**
+11% to +20%	**15%**
+21% to +30%	**5%**
More than +30%	**3%**

For more insights, visit **telstraglobal.com/disruptive-decision** to download the Disruptive Decision-Making white paper.

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