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| Computer infrastructure (server technologies) |  |  | Artificial intelligence |
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| Internet-connected devices |  |  | Automation |

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| Mobile communication technologies |  |  | Cloud computing |
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| Use of digital technologies for collaboration |  |  | Communication and value exchange (e.g. through social media) |
| Digital technologies for planning and management (e.g. enterprise resource planning, customer relationship management) or distributed ledgers (blockchain) |  |  | Digital integration within and across different business functions |
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| Access to and ability to use data analytics to design, develop, commercialize and improve products, including data about the users of the firm’s products and their interactions with such products |  |  | Access to networks and the use of appropriate solutions and architectures (hardware and software)  |

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| Effective management of privacy and cybersecurity risks  |  |  | Adoption of appropriate business models for digital environments, such as e-commerce, participative platforms, etc. |
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