

# Digital capability checklist: Essential digital skills

**Our series of digital capability checklists are designed to help you identify where your business is on its digital journey and which areas would benefit from further attention.**

## How to use this checklist

- Tick each statement that genuinely reflects your current business capability.
- Be accurate – this tool is for your benefit, not for external assessment.
- As you complete the checklists in the series, the categories with fewer ticks are your highest priority areas for improvement.
- Use your results to guide which digital information resource to explore on the SBDC website first ([smallbusiness.wa.gov.au/digital](https://smallbusiness.wa.gov.au/digital)).

I can confidently use common digital tools like email, web browsers, and document software (such as document editors, spreadsheets and presentation software) without assistance.

I can set up and manage basic digital accounts, apps, and settings on my own.

I know how to store, organise, and back up digital files.

If I encounter a technical problem, I can usually troubleshoot it or find a solution without needing help from someone else.

I own or can easily access a suitable device (computer, laptop, or tablet).

I have reliable, fast internet for video calls and online services.

I am confident performing online business tasks such as email, online banking and looking up information on a computer or smartphone.

I can communicate appropriately and professionally in online environments, including via email, messaging, and video calls.

I can adapt to new digital platforms by exploring features and learning independently as I go.

If my device or internet connection fails, I have backup options in place to continue essential business tasks.

I stay up to date on new/emerging digital software and tools that may be relevant to my business.

## Next steps

- Visit [smallbusiness.wa.gov.au/digital](https://smallbusiness.wa.gov.au/digital) for more information on using digital tools in your business.
- As you read through our digital information, complete the self assessment checklists to help you identify areas for improvement.

## Turn to us for business support

The Small Business Development Corporation (SBDC) provides free advice and support to small business owners across Western Australia. Call **133 140** or visit [smallbusiness.wa.gov.au](https://smallbusiness.wa.gov.au) to find out more.