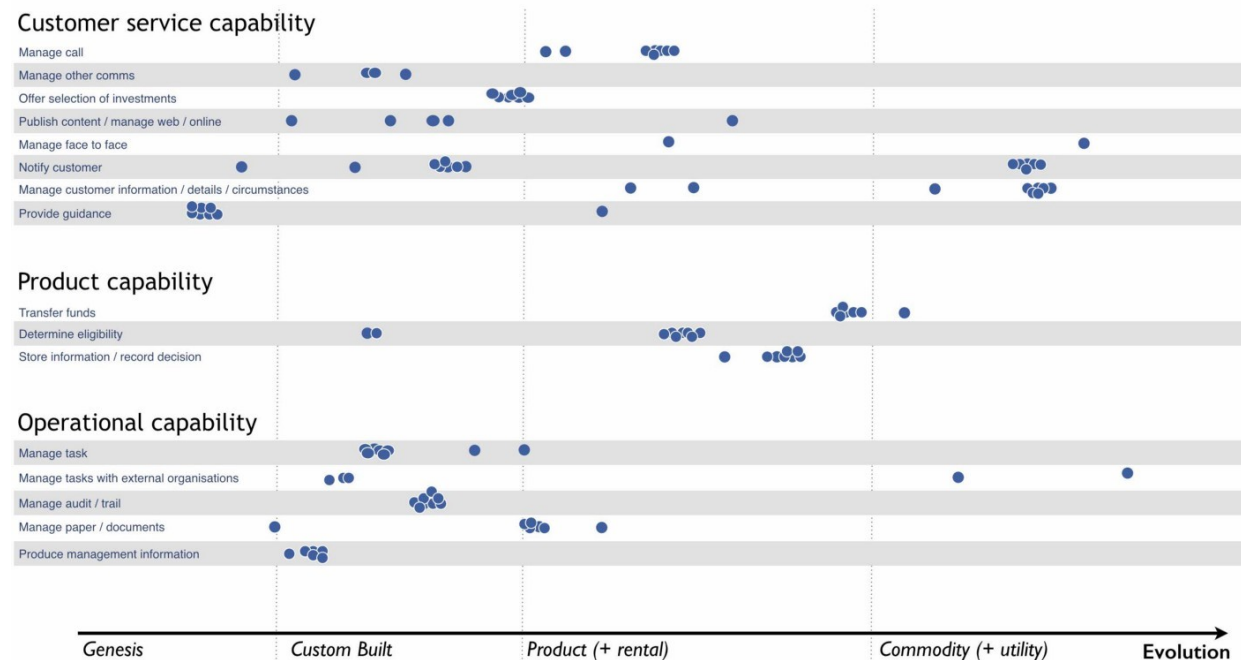


are through a capability profile — see figure 34.

Figure 34 — Capability Profile



You may find that common capabilities are often assumed to be custom (e.g. offer a selection of investments) when in reality they should be far more defined. You may also find that you have a plethora of duplicated and custom built technology providing a single capability which should be streamlined. It never fails to surprise me how a simple business with limited capabilities is made incredibly complex and slow by a smorgasbord of duplicated custom built solutions underneath.

Doctrine: Use appropriate methods

One of the climatic patterns we examined in the figure 22 ([chapter 3](#)) was how no one size fits all method exists. Assuming you are removing bias in your maps either by challenging directly or with the aid of a