Business Profile Report
Developed for HRD-Human Resources

Division Head:
Report Owner: ADIB Enterprise Architecture

Preface

What is the Purpose of this Manual?

- This report presents the Business Profile for the HRD-Human Resources Division in ADIB, providing a high-level overview of its structure, the key applications it leverages, and the capabilities it delivers. It also includes a maturity assessment and total cost of ownership analysis to inform strategic planning, resource allocation, and continuous improvement initiatives.

Who should read this Manual?

- This report is intended for ADIB business and IT leaders, capability owners, and governance stakeholders charged with driving departmental performance and transformation. It is also valuable for finance and operations teams evaluating investment priorities and cost optimization opportunities.

How to use this Manual?

- This manual is organized into self-contained sections—covering department context, application footprint, capability mapping, maturity scores, and TCO breakdown. Each section provides context, best practices, and actionable recommendations to support decision-making and implementation. For any questions or clarifications, reach out to the Architecture team.

ADIB

Table of Contents

- Business Profile – Overview
- Business Profile – Capability Maturity
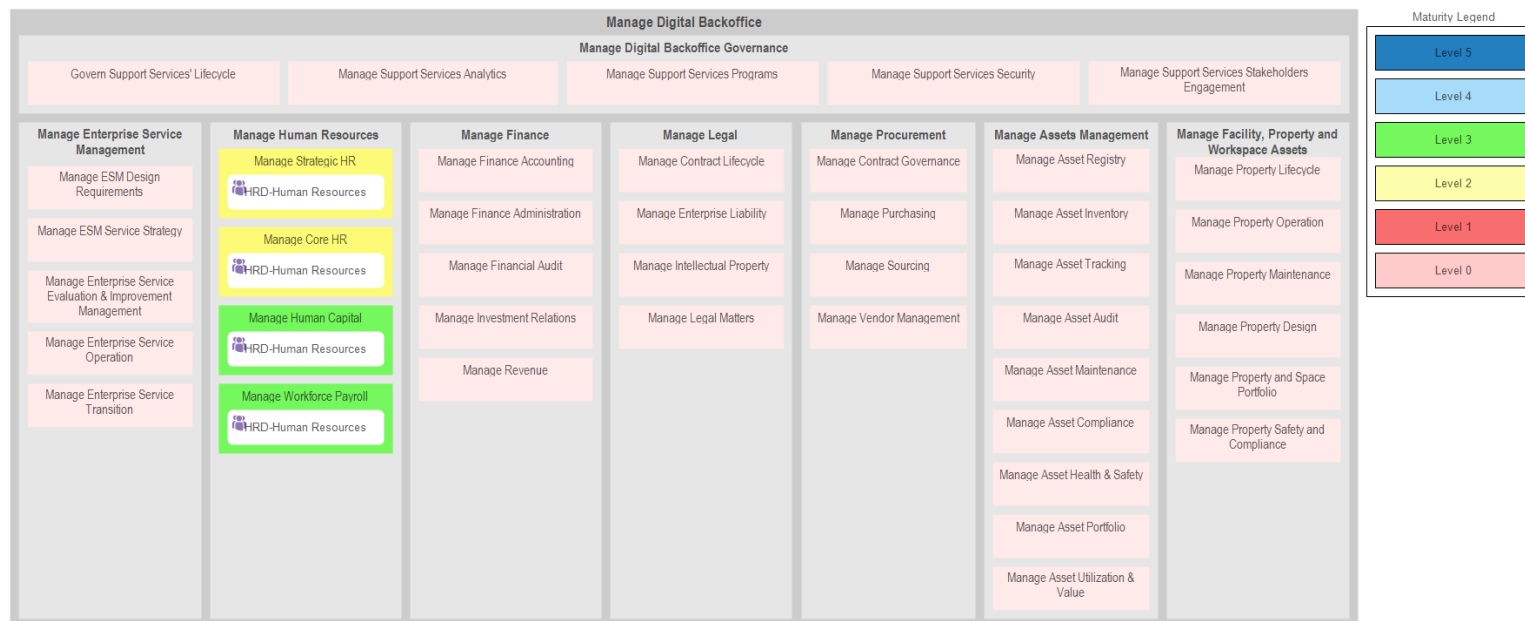- Business Profile – Capability TCO

Overview

This section provides a high-level view of the division's structure, listing its constituent departments and the key applications they leverage. It outlines reporting relationships and the scope of responsibility for each department within ADIB's organizational hierarchy. Use this overview to understand how the division is organized, which systems support its operations, and where hand-offs occur across teams.

Division Information	Description
Division Name	• HRD-Human Resources
Division Description	•
Business Group	• HR And Administration
Head of Division	•
Business Departments	• HRD-Compensation & Benefits, HRD-Emiratization, HRD-Employee Relations, HRD-Government Relations, HRD-HR Operations, HRD-HR Systems, HRD-Human Resources, HRD-Learning & Development, HRD-Onboarding, HRD-Payroll, HRD-Recruitment, HRD-Talent & Performance, HRD-Talent Acquisition, HRD-Workforce Planning & MIS
Related Applications	• Oracle Human Capital Management (HCM)
Related Products	• This division does not directly own Customer Products

Capability Profile

This section presents the division's capability profile, mapping each major capability to its assessed maturity level and the corresponding total cost of ownership. It uses established maturity models alongside TCO analyses to surface strengths, gaps, and investment needs. Refer to this profile to prioritize capability enhancements, optimize resource allocation, and steer strategic planning.

Division Capability Landscape (Maturity View)

Manage Digital Backoffice

Manage Digital Backoffice Governance

Govern Support Services' Lifecycle	Manage Support Services Analytics	Manage Support Services Programs	Manage Support Services Security	Manage Support Services Stakeholders Engagement

Maturity Legend

Manage Enterprise Service Management	**Manage Human Resources**	**Manage Finance**	**Manage Legal**	**Manage Procurement**	**Manage Assets Management**	**Manage Facility, Property and Workspace Assets**
Manage ESM Design Requirements	Manage Strategic HR HRD-Human Resources	Manage Finance Accounting	Manage Contract Lifecycle	Manage Contract Governance	Manage Asset Registry	Manage Property Lifecycle
Manage ESM Service Strategy	Manage Core HR HRD-Human Resources	Manage Finance Administration	Manage Enterprise Liability	Manage Purchasing	Manage Asset Inventory	Manage Property Operation
Manage Enterprise Service Evaluation & Improvement Management	Manage Human Capital HRD-Human Resources	Manage Financial Audit	Manage Intellectual Property	Manage Sourcing	Manage Asset Tracking	Manage Property Maintenance
Manage Enterprise Service Operation	Manage Workforce Payroll HRD-Human Resources	Manage Investment Relations	Manage Legal Matters	Manage Vendor Management	Manage Asset Audit	Manage Property Design
Manage Enterprise Service Transition		Manage Revenue			Manage Asset Maintenance	Manage Property and Space Portfolio
					Manage Asset Compliance	Manage Property Safety and Compliance
					Manage Asset Health & Safety	
					Manage Asset Portfolio	
					Manage Asset Utilization & Value	

Maturity Legend

Level
Level 5
Level 4
Level 3
Level 2
Level 1
Level 0

ADIB

Division Capability Landscape (TCO View)

Manage Digital Backoffice

Manage Digital Backoffice Governance

| Govern Support Services' Lifecycle | Manage Support Services Analytics | Manage Support Services Programs | Manage Support Services Security | Manage Support Services Stakeholders Engagement |

TCO Legend

| Low TCO |
| Average TCO |
| High TCO |

Manage Enterprise Service Management	Manage Human Resources	Manage Finance	Manage Legal	Manage Procurement	Manage Assets Management	Manage Facility, Property and Workspace Assets
Manage ESM Design Requirements	Manage Strategic HR — HRD-Human Resources	Manage Finance Accounting	Manage Contract Lifecycle	Manage Contract Governance	Manage Asset Registry	Manage Property Lifecycle
Manage ESM Service Strategy	Manage Core HR — HRD-Human Resources	Manage Finance Administration	Manage Enterprise Liability	Manage Purchasing	Manage Asset Inventory	Manage Property Operation
Manage Enterprise Service Evaluation & Improvement Management	Manage Human Capital — HRD-Human Resources	Manage Financial Audit	Manage Intellectual Property	Manage Sourcing	Manage Asset Tracking	Manage Property Maintenance
Manage Enterprise Service Operation	Manage Workforce Payroll — HRD-Human Resources	Manage Investment Relations	Manage Legal Matters	Manage Vendor Management	Manage Asset Audit	Manage Property Design
Manage Enterprise Service Transition		Manage Revenue			Manage Asset Maintenance	Manage Property and Space Portfolio
					Manage Asset Compliance	Manage Property Safety and Compliance
					Manage Asset Health & Safety	
					Manage Asset Portfolio	
					Manage Asset Utilization & Value	

Capability Name	Description	TCO	Maturity Level
Manage Strategic HR	Organisation Capability to align HR strategies with business goals, foster a high-performance culture, and support Organisational growth and transformation.	AED45,000.00	L2 - Managed
Manage Human Capital	Organisation Capability to strategically manage and develop the Organisation's workforce, aligning talent with business goals and needs.	AED50,000.00	L3 - Defined
Manage Core HR	Organisation Capability to oversee core HR functions, including employee onboarding, records management, and policy compliance.	AED150,000.00	L2 - Managed
Manage Workforce Payroll	Organisation Capability to efficiently manage workforce payroll, ensuring accurate and timely payment to employees.	AED72,000.00	L3 - Defined

End Report