

## Raw LLM Outputs – Zero Shot Prompting

### Level 1 Abstraction: Financial Services Industry

Here is a sample set of Level 1 capabilities that can be included in a Business Capability Map (BCM) template for the Financial Services industry:

#### **\*\*Level 1 Capabilities\*\***

1. **\*\*Customer Onboarding\*\***  
\* Capability to onboard new customers, including account opening, KYC/AML checks, and welcome processes.
2. **\*\*Transaction Processing\*\***  
\* Capability to process financial transactions, including payments, deposits, withdrawals, and transfers.
3. **\*\*Risk Management\*\***  
\* Capability to identify, assess, and mitigate risks associated with lending, investments, and other financial activities.
4. **\*\*Compliance & Regulatory Management\*\***  
\* Capability to ensure compliance with relevant laws, regulations, and industry standards.
5. **\*\*Customer Service\*\***  
\* Capability to provide support and services to customers, including inquiries, complaints, and issue resolution.
6. **\*\*Product Development & Management\*\***  
\* Capability to design, develop, and manage financial products and services, such as loans, deposits, investments, and insurance.
7. **\*\*Financial Planning & Advisory\*\***  
\* Capability to provide financial planning and advisory services to customers, including investment advice and portfolio management.
8. **\*\*Accounting & Financial Reporting\*\***  
\* Capability to prepare and present financial statements, reports, and other accounting information.
9. **\*\*IT Infrastructure & Operations\*\***  
\* Capability to design, implement, and operate IT systems, infrastructure, and applications that support business operations.
10. **\*\*Security & Data Protection\*\***  
\* Capability to ensure the confidentiality, integrity, and availability of customer data and prevent cyber threats.

These Level 1 capabilities provide a high-level view of the key business functions required to deliver financial services. They can be further decomposed into more specific Level 2 and Level 3 capabilities as needed.

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## **Level 1 Abstraction: Transportation Industry**

Here is a set of Level 1 capabilities that could be included in a business capability map template for the transportation industry:

### **\*\*Customer Management\*\***

- \* Manage Customer Relationships
- \* Handle Customer Inquiries and Feedback
- \* Provide Customer Support and Service

### **\*\*Transportation Services\*\***

- \* Plan and Schedule Transportation
- \* Execute Transportation Operations (e.g. move goods, people)
- \* Track and Monitor Shipments/Passengers

### **\*\*Vehicle and Equipment Management\*\***

- \* Maintain Vehicle and Equipment Fleet
- \* Manage Vehicle and Equipment Utilization
- \* Ensure Compliance with Regulations and Standards

### **\*\*Freight and Logistics Management\*\***

- \* Plan and Optimize Freight and Logistics Operations
- \* Manage Freight and Logistics Partnerships (e.g. carriers, brokers)
- \* Track and Monitor Freight and Logistics Performance

### **\*\*Financial Management\*\***

- \* Manage Transportation-Related Revenue and Expenses
- \* Process Payments and Invoicing
- \* Analyze Financial Performance of Transportation Operations

### **\*\*Safety and Security\*\***

- \* Ensure Compliance with Safety and Security Regulations
- \* Investigate Incidents and Near-Misses
- \* Implement Safety and Security Procedures and Training

### **\*\*Regulatory Compliance\*\***

- \* Manage Compliance with Transportation-Related Regulations (e.g. permits, licenses)
- \* Stay Up-to-Date on Regulatory Changes and Updates
- \* Audit and Report on Compliance Performance

These Level 1 capabilities provide a high-level view of the key business functions that are critical to the success of a transportation company. They can be further decomposed into more detailed Level 2 and Level 3 capabilities as needed.

Keep in mind that this is just one possible set of Level 1 capabilities, and you may need to modify or add to them based on your specific organization's needs and industry segment (e.g. air, land, sea).

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## **Level 1 Abstraction: Manufacturing Industry**

Here is a set of Level 1 capabilities that can be included in a business capability map template for the manufacturing industry:

**\*\*Level 1 Capabilities:\*\***

1. **\*\*Product Development\*\***
  - \* Design and development of new products
  - \* Product lifecycle management
2. **\*\*Supply Chain Management\*\***
  - \* Sourcing and procurement of raw materials and components
  - \* Inventory management and logistics
3. **\*\*Manufacturing Operations\*\***
  - \* Production planning and scheduling
  - \* Quality control and assurance
4. **\*\*Customer Relationship Management\*\***
  - \* Customer acquisition and retention
  - \* Order management and fulfillment
5. **\*\*Sales and Marketing\*\***
  - \* Market research and analysis
  - \* Sales forecasting and performance management
6. **\*\*Financial Management\*\***
  - \* Financial planning and budgeting
  - \* Accounting and financial reporting
7. **\*\*Human Capital Management\*\***
  - \* Talent acquisition and development
  - \* Employee engagement and retention
8. **\*\*Information Technology\*\***
  - \* IT infrastructure and support
  - \* Business intelligence and analytics
9. **\*\*Regulatory Compliance\*\***
  - \* Regulatory affairs and compliance
  - \* Environmental health and safety (EHS) management
10. **\*\*Risk Management\*\***
  - \* Risk identification and assessment
  - \* Mitigation and response planning

These Level 1 capabilities provide a high-level view of the key business functions that are common to most manufacturing organizations. Each of these capabilities can be further broken down into more specific Level 2 and Level 3 capabilities, depending on the organization's specific needs and requirements.

For example, under "Manufacturing Operations", you could have Level 2 capabilities such as:

- \* Production planning
- \* Quality control
- \* Maintenance and repair

And under "Product Development", you could have Level 2 capabilities such as:

- \* Product design
  - \* Prototyping and testing
  - \* Product launch management
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## **Level 1 Abstraction: Healthcare Industry**

Here are some examples of Level 1 capabilities that could be included in a business capability map template for the healthcare industry:

### **\*\*Patient-Centric Capabilities\*\***

1. **\*\*Patient Engagement\*\***: Ability to interact with patients, provide education, and support patient empowerment.
2. **\*\*Patient Intake and Registration\*\***: Capability to manage patient demographics, insurance, and consent information.
3. **\*\*Care Coordination\*\***: Ability to coordinate care across multiple providers, settings, and services.

### **\*\*Clinical Capabilities\*\***

1. **\*\*Medical Diagnosis and Treatment\*\***: Capability to diagnose and treat medical conditions using evidence-based practices.
2. **\*\*Medication Management\*\***: Ability to manage medication prescriptions, dispensing, and administration.
3. **\*\*Surgical Services\*\***: Capability to provide surgical procedures, pre-operative care, and post-operative recovery.

### **\*\*Operational Capabilities\*\***

1. **\*\*Supply Chain Management\*\***: Ability to procure, store, and distribute medical supplies and equipment.
2. **\*\*Facilities Management\*\***: Capability to maintain and manage healthcare facilities, including infrastructure and utilities.

3. **Staffing and Scheduling**: Ability to plan, schedule, and deploy clinical and support staff.

**Financial Capabilities**

1. **Revenue Cycle Management**: Capability to manage patient billing, insurance claims, and payment processing.
2. **Cost Accounting and Reporting**: Ability to track and analyze healthcare costs, including labor, supplies, and services.
3. **Budgeting and Financial Planning**: Capability to develop and manage budgets, forecasts, and financial plans.

**Data and Analytics Capabilities**

1. **Electronic Health Record (EHR) Management**: Ability to capture, store, and retrieve patient data in electronic health records.
2. **Data Analysis and Reporting**: Capability to analyze and report healthcare data for quality improvement, research, and regulatory compliance.
3. **Population Health Management**: Ability to aggregate and analyze data to identify trends and insights on population health.

These Level 1 capabilities provide a foundation for more detailed Level 2 and Level 3 capabilities that can be added to the business capability map template as needed.

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**Level 1 Abstraction: Insurance Industry**

Here is a set of Level 1 capabilities that could be included in a business capability map template for the insurance industry:

**Customer Management**

- \* CUST01: Customer Onboarding
- \* CUST02: Policyholder Servicing
- \* CUST03: Claims Handling and Resolution
- \* CUST04: Customer Data Management

**Product and Pricing**

- \* PROD01: Product Development and Management
- \* PROD02: Pricing Strategy and Analysis
- \* PROD03: Product Catalogue Maintenance
- \* PROD04: Rating Engine Maintenance

**Sales and Distribution**

- \* S&D01: Agent/Broker Management
- \* S&D02: Direct Sales Channel Management

- \* S&D03: Digital Platform Management (e.g. website, mobile app)
- \* S&D04: Partner Relationship Management (e.g. bancassurance)

**\*\*Underwriting and Risk Assessment\*\***

- \* UND01: Underwriting Rules Engine Maintenance
- \* UND02: Risk Assessment and Modeling
- \* UND03: Policy Issuance and Endorsement
- \* UND04: Reinsurance Management

**\*\*Claims and Loss Adjustment\*\***

- \* CLMS01: Claims Intake and Triage
- \* CLMS02: Loss Adjustment and Investigation
- \* CLMS03: Claims Settlement and Payment
- \* CLMS04: Subrogation and Recovery

**\*\*Finance and Accounting\*\***

- \* FIN01: Premium Billing and Collection
- \* FIN02: Claims Payments and Reserve Management
- \* FIN03: Investment Management (if applicable)
- \* FIN04: Financial Reporting and Compliance

**\*\*Regulatory Compliance and Risk Management\*\***

- \* REG01: Regulatory Research and Advisory
- \* REG02: Compliance Monitoring and Reporting
- \* RISK01: Operational Risk Management
- \* RISK02: Enterprise Risk Management

Note that these Level 1 capabilities are quite broad, and you may want to break them down further into more specific Level 2 or Level 3 capabilities depending on your organization's needs. Additionally, some capabilities might overlap between categories (e.g., claims handling involves both customer management and underwriting), but I've tried to group them in a way that makes the most sense for an insurance company.

I hope this helps! Let me know if you have any questions or need further clarification.

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## **Level 1 Abstraction: Telecommunications Industry**

Here is a set of Level 1 capabilities that can be included in a Business Capability Map (BCM) template for the Telecommunications industry:

### **\*\*Customer Management\*\***

- \* CUS01: Customer Acquisition
- \* CUS02: Customer Onboarding
- \* CUS03: Customer Service and Support
- \* CUS04: Customer Retention and Loyalty

### **\*\*Product and Service Management\*\***

- \* PRO01: Product Development and Innovation
- \* PRO02: Service Catalogue Management
- \* PRO03: Pricing and Packaging
- \* PRO04: Product Lifecycle Management

### **\*\*Sales and Marketing\*\***

- \* SAL01: Sales Channel Management (Retail, Online, etc.)
- \* SAL02: Sales Performance Management
- \* MAR01: Marketing Campaign Management
- \* MAR02: Brand Management

### **\*\*Order and Service Fulfillment\*\***

- \* ORD01: Order Capture and Processing
- \* SER01: Service Provisioning and Activation
- \* SER02: Service Assurance and Quality Management

### **\*\*Billing and Revenue Management\*\***

- \* BIL01: Billing and Charging
- \* REV01: Revenue Recognition and Reporting
- \* REV02: Collections and Credit Management

### **\*\*Network and Infrastructure Management\*\***

- \* NET01: Network Planning and Design
- \* NET02: Network Operations and Maintenance
- \* INF01: Data Centre and Cloud Infrastructure Management

### **\*\*Security and Risk Management\*\***

- \* SEC01: Information Security Management

## \* RIS01: Risk Management and Compliance

These Level 1 capabilities provide a high-level overview of the key business functions within the Telecommunications industry. They can be further decomposed into more detailed Level 2 and Level 3 capabilities to create a comprehensive Business Capability Map.

Note that these capabilities are not exhaustive, and you may need to add or modify them based on your organization's specific requirements and industry nuances.

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### **Level 1 Abstraction: Energy Industry**

Here is a sample set of Level 1 capabilities that can be included in a business capability map template for the energy industry:

#### **\*\*Generation\*\***

1. **\*\*Power Plant Operations\*\***: The ability to operate and maintain power plants, including fossil fuel-based, nuclear, and renewable energy sources.
2. **\*\*Renewable Energy Generation\*\***: The capability to generate electricity from solar, wind, hydro, geothermal, and biomass sources.

#### **\*\*Transmission & Distribution\*\***

3. **\*\*Grid Management\*\***: The ability to manage the transmission and distribution of electricity across the grid, including monitoring, maintenance, and optimization.
4. **\*\*Network Operations\*\***: The capability to operate and maintain the physical infrastructure of the transmission and distribution network.

#### **\*\*Retail & Customer\*\***

5. **\*\*Customer Acquisition & Retention\*\***: The ability to attract, retain, and serve energy customers through various channels (e.g., residential, commercial, industrial).
6. **\*\*Billing & Payment Management\*\***: The capability to manage customer billing, payment processing, and collections.

#### **\*\*Exploration & Production (E&P)\*\***

7. **\*\*Upstream Operations\*\***: The ability to explore, develop, and produce oil and gas reserves.
8. **\*\*Resource Planning & Allocation\*\***: The capability to plan and allocate resources for E&P activities.

#### **\*\*Trading & Risk Management\*\***

9. **\*\*Energy Trading\*\***: The ability to buy and sell energy commodities (e.g., electricity, natural gas, oil) on various markets.



10. **Risk Management**: The capability to identify, assess, and mitigate risks associated with energy trading and market volatility.

**Regulatory & Compliance**

11. **Regulatory Affairs**: The ability to manage relationships with regulatory bodies and comply with relevant laws and regulations.

12. **Compliance Monitoring**: The capability to monitor and report on compliance with industry standards and regulations.

These Level 1 capabilities provide a foundation for building a more detailed business capability map, which can be further decomposed into Level 2 and Level 3 capabilities as needed.

Keep in mind that this is just a sample set of capabilities, and you may need to modify or add to them based on your organization's specific needs and requirements.

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**Level 1 Abstraction: Pharmaceutical Industry**

Here are some example Level 1 capabilities that could be included in a business capability map template for the pharmaceutical industry:

**Research and Development**

- \* R&D Strategy and Portfolio Management
- \* Drug Discovery and Design
- \* Clinical Trials Planning and Execution
- \* Regulatory Affairs and Compliance

**Manufacturing and Supply Chain**

- \* Active Pharmaceutical Ingredient (API) Production
- \* Finished Goods Manufacturing
- \* Packaging and Labeling
- \* Distribution and Logistics

**Commercialization**

- \* Brand Management and Marketing
- \* Sales Force Effectiveness
- \* Market Access and Pricing
- \* Customer Engagement and Experience

**Regulatory Affairs and Quality**

- \* Regulatory Submissions and Approvals
- \* Quality Assurance and Control

- \* Pharmacovigilance and Risk Management
- \* Compliance and Auditing

#### **\*\*Corporate Functions\*\***

- \* Financial Planning and Analysis
- \* Human Resources and Talent Management
- \* Information Technology and Data Management
- \* Corporate Communications and Reputation Management

These Level 1 capabilities are high-level and provide a general framework for organizing the business capabilities of a pharmaceutical company. They can be further decomposed into more specific Level 2 and Level 3 capabilities to provide greater detail and clarity.

Note that these capabilities may not be exhaustive, and you may need to add or remove some based on your organization's specific needs and goals. Additionally, you may want to consider including capabilities related to emerging trends and technologies in the pharmaceutical industry, such as digital health, precision medicine, or gene therapy.

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## **Raw LLM Outputs – Zero Shot Prompting**

### **Level 1 Decomposition: Healthcare Industry**

#### **\*\*Patient Management\*\* - 4**

- \* Patient Data Collection: Ability to gather and store patient information, such as demographics, medical history, and contact details.
- \* Patient Profile Management: Ability to create, update, and manage comprehensive patient profiles, including preferences, experiences, and history.
- \* Patient Engagement: Ability to interact with patients through various channels (e.g., portals, mobile apps), providing them with relevant information, education, and support.
- \* Patient Scheduling: Ability to schedule appointments, procedures, and other healthcare services for patients.

#### **\*\*Healthcare Service Management\*\* - 4**

- \* Service Definition: Ability to design, develop, and maintain descriptions of healthcare services, including scope, goals, and expected outcomes.
- \* Service Delivery: Ability to execute healthcare services, ensuring that they meet the defined standards and patient needs.
- \* Service Quality Assurance: Ability to monitor, evaluate, and improve the quality of healthcare services delivered.
- \* Service Costing and Pricing: Ability to determine the costs associated with delivering healthcare services and establish pricing strategies.

## **\*\*Medical Facility Management\*\* - 4**

- \* Facility Planning and Design: Ability to plan, design, and construct medical facilities that meet regulatory requirements and support high-quality patient care.
- \* Facility Operations: Ability to manage day-to-day operations of medical facilities, including maintenance, security, and environmental services.
- \* Facility Maintenance and Repair: Ability to perform routine maintenance, repairs, and upgrades to ensure medical facilities remain safe and functional.
- \* Space Management: Ability to optimize the use of space within medical facilities, ensuring that it supports efficient workflows and patient care.

## **\*\*Medical Device Management\*\***

- \* Device Procurement: Ability to acquire medical devices from suppliers, considering factors such as quality, cost, and regulatory compliance.
- \* Device Inventory Management: Ability to track and manage medical device inventory, including storage, maintenance, and disposal.
- \* Device Maintenance and Repair: Ability to perform routine maintenance, repairs, and calibration of medical devices.
- \* Device Safety Monitoring: Ability to monitor medical device safety, identifying potential risks and taking corrective action.

## **\*\*Medication Management\*\* - 4**

- \* Medication Inventory Management: Ability to track and manage medication inventory, including storage, expiration dates, and disposal.
- \* Medication Ordering and Procurement: Ability to order and procure medications from suppliers, considering factors such as quality, cost, and regulatory compliance.
- \* Medication Dispensing: Ability to dispense medications to patients, ensuring accurate dosing and administration instructions.
- \* Medication Adherence Monitoring: Ability to track patient adherence to medication regimens, identifying potential issues and providing support.

## **\*\*Healthcare Case Management\*\* - 4**

- \* Case Identification: Ability to identify instances of healthcare cases that require management, such as disease outbreaks or complex conditions.
- \* Case Planning: Ability to develop plans for managing healthcare cases, considering factors such as treatment options, resource allocation, and patient needs.
- \* Case Execution: Ability to execute the case plan, coordinating with various stakeholders, including patients, families, and healthcare providers.
- \* Case Monitoring and Evaluation: Ability to track progress, monitor outcomes, and evaluate the effectiveness of case management strategies.

## **\*\*Health Condition Management\*\* - 4**

- \* Health Condition Surveillance: Ability to monitor and track health conditions, identifying trends, outbreaks, or other issues that impact public health.
  - \* Health Condition Research: Ability to conduct research on various health conditions, including causes, risk factors, and effective treatments.
  - \* Health Condition Education: Ability to educate patients, families, and healthcare providers about specific health conditions, treatment options, and self-management strategies.
  - \* Health Condition Policy Development: Ability to develop policies and guidelines for managing health conditions, considering factors such as prevention, diagnosis, and treatment.
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## **Level 1 Decomposition: Financial Services Industry**

### **\*\*Financial Instrument Management\*\* - 5**

- \* Security Master Data Management: ability to create, update, and maintain accurate and up-to-date information about financial instruments
- \* Valuation and Pricing: ability to determine the value of financial instruments using various methodologies (e.g., mark-to-market, mark-to-model)
- \* Corporate Actions Processing: ability to process events that affect the ownership or value of securities (e.g., dividend payments, stock splits)
- \* Taxation and Compliance: ability to manage tax implications and comply with regulatory requirements related to financial instruments
- \* Settlement and Custody: ability to settle trades and hold financial instruments in custody

### **\*\*Order Management\*\* - 5**

- \* Order Capture and Validation: ability to receive, validate, and process orders from clients or other sources
- \* Order Routing and Execution: ability to route orders to markets, trading venues, or other execution destinations
- \* Trade Matching and Allocation: ability to match trades with counterparties and allocate executions to client accounts
- \* Order Management Workflow: ability to manage the lifecycle of an order, including status updates and alerts
- \* Pre-Trade and Post-Trade Risk Management: ability to assess and manage risk before and after trade execution

### **\*\*Investment Portfolio Management\*\* - 5**

- \* Portfolio Modeling and Construction: ability to create and maintain investment portfolios based on client objectives and constraints
- \* Asset Allocation and Optimization: ability to allocate assets across different classes and optimize portfolio performance
- \* Risk Management and Monitoring: ability to monitor and manage portfolio risk, including market, credit, and operational risks

- \* Performance Measurement and Reporting: ability to calculate and report portfolio performance using various metrics (e.g., returns, Sharpe ratio)
- \* Tax-Efficient Investing: ability to minimize tax liabilities while maximizing investment returns

#### **\*\*Collateral Management\*\* - 5**

- \* Collateral Eligibility and Optimization: ability to determine the eligibility of assets for use as collateral and optimize their allocation
- \* Collateral Valuation and Margining: ability to value collateral and calculate margin requirements
- \* Collateral Movement and Settlement: ability to manage the movement and settlement of collateral between parties
- \* Collateral Reporting and Monitoring: ability to report on collateral positions and monitor collateral usage
- \* Counterparty Risk Management: ability to assess and manage the risk of counterparty default

#### **\*\*Finance Management\*\* - 5**

- \* Financial Planning and Budgeting: ability to plan, budget, and forecast financial performance
- \* Accounting and Financial Reporting: ability to prepare and present financial statements (e.g., balance sheet, income statement)
- \* Treasury and Cash Management: ability to manage cash flows, liquidity, and funding requirements
- \* Risk Management and Compliance: ability to identify, assess, and mitigate financial risks and ensure regulatory compliance
- \* Cost Management and Optimization: ability to optimize costs and improve operational efficiency

These level 2 capabilities provide more specific and detailed functionalities within each level 1 capability. They can be further decomposed into level 3 capabilities if needed.

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### **Level 1 Decomposition: Insurance Industry**

#### **\*\*Claim Management\*\* - 5**

##### **\* Level 2 Capabilities:**

- + Claim Intake and Registration: Ability to receive, record, and verify claim requests from customers or providers.
- + Claim Assessment and Validation: Ability to evaluate the validity of a claim, including reviewing policy terms, assessing coverage, and determining claim worthiness.
- + Claim Investigation and Resolution: Ability to gather information, conduct investigations, and make decisions on claim payouts or denials.

- + Claim Payment Processing: Ability to process and disburse claim payments to customers or providers.
- + Claim Closure and Archiving: Ability to formally close claims, update records, and archive documentation.

#### **\*\*Case Management\*\* - 5**

##### **\* Level 2 Capabilities:**

- + Case Intake and Triage: Ability to receive, categorize, and prioritize case requests from various sources (e.g., customer, provider, or internal teams).
- + Case Research and Analysis: Ability to gather information, conduct research, and analyze data to inform case decisions.
- + Case Planning and Recommendation: Ability to develop and propose plans of action for addressing case needs or demands.
- + Case Execution and Monitoring: Ability to implement plans, track progress, and adjust course as needed.
- + Case Closure and Evaluation: Ability to formally close cases, assess outcomes, and identify areas for process improvement.

#### **\*\*Evidence Management\*\* - 5**

##### **\* Level 2 Capabilities:**

- + Evidence Identification and Collection: Ability to recognize, gather, and document relevant evidence from various sources (e.g., customer statements, medical records, or policy documents).
- + Evidence Storage and Preservation: Ability to securely store, protect, and preserve evidence in accordance with regulatory requirements.
- + Evidence Organization and Categorization: Ability to structure and classify evidence for efficient retrieval and analysis.
- + Evidence Access Control and Security: Ability to manage access permissions, ensure confidentiality, and maintain the integrity of evidence.
- + Evidence Presentation and Exhibition: Ability to prepare and present evidence in a clear, concise manner for use in investigations, claims processing, or legal proceedings.

These suggested level 2 capabilities provide more specific and detailed functions that support the higher-level capabilities. They can help organizations better understand their strengths, weaknesses, and areas for improvement within each capability area.

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## **Level 1 Decomposition: Strategic Capabilities (common across industries)**

### **\*\*Brand Management\*\***

- \* Brand Identity Management: Ability to create and maintain consistent visual and tone-of-voice identity across all channels.
- \* Brand Positioning Management: Ability to define and communicate unique value proposition and differentiators.
- \* Brand Performance Monitoring: Ability to track and analyze brand metrics, such as brand awareness and reputation.
- \* Brand Governance Management: Ability to establish and enforce brand guidelines and policies.

### **\*\*Business Entity Management\*\***

- \* Business Structure Definition: Ability to design and implement organizational structure, including departments and roles.
- \* Business Registration and Licensing: Ability to obtain necessary licenses and registrations for business operations.
- \* Business Compliance Management: Ability to ensure compliance with regulatory requirements and industry standards.
- \* Business Closure Management: Ability to plan and execute business closure or divestiture.

### **\*\*Campaign Management\*\***

- \* Campaign Planning and Design: Ability to develop campaign objectives, strategies, and tactics.
- \* Campaign Execution and Delivery: Ability to launch and deliver campaigns through various channels.
- \* Campaign Performance Monitoring and Analysis: Ability to track and analyze campaign metrics, such as response rates and conversion rates.
- \* Campaign Optimization and Improvement: Ability to refine and improve campaigns based on performance data.

### **\*\*Initiative Management\*\***

- \* Initiative Prioritization and Selection: Ability to evaluate and prioritize initiatives based on strategic alignment and impact.
- \* Initiative Planning and Resource Allocation: Ability to develop initiative plans and allocate resources, including budget and personnel.
- \* Initiative Execution and Monitoring: Ability to track progress and performance of initiatives.
- \* Initiative Closure and Evaluation: Ability to formally close initiatives and evaluate their success.

## **\*\*Intellectual Property Rights Management\*\***

- \* Patent Management: Ability to apply for, maintain, and enforce patents.
- \* Trademark Management: Ability to register, maintain, and enforce trademarks.
- \* Copyright Management: Ability to obtain, maintain, and enforce copyrights.
- \* Intellectual Property Infringement Management: Ability to detect and respond to intellectual property infringement.

## **\*\*Market Management\*\***

- \* Market Research and Analysis: Ability to gather and analyze data on market trends, customer needs, and competitor activity.
- \* Market Segmentation and Targeting: Ability to identify and prioritize target markets and customer segments.
- \* Product/Service Development and Launch: Ability to develop and launch products or services that meet market needs.
- \* Pricing Strategy Management: Ability to develop and manage pricing strategies that balance revenue goals with market competitiveness.

## **\*\*Message Management\*\***

- \* Message Creation and Approval: Ability to craft and approve messages, including content and tone.
- \* Message Channel Selection and Management: Ability to select and manage channels for message dissemination, such as social media or email.
- \* Message Dissemination and Tracking: Ability to distribute messages and track engagement metrics.
- \* Crisis Communications Management: Ability to respond to crisis situations with effective messaging.

## **\*\*Plan Management\*\***

- \* Plan Development and Approval: Ability to create and approve plans, including objectives, strategies, and tactics.
- \* Plan Execution and Monitoring: Ability to track progress against plan goals and objectives.
- \* Plan Adjustment and Revision: Ability to refine and update plans based on performance data or changing circumstances.
- \* Plan Closure and Evaluation: Ability to formally close plans and evaluate their success.

## **\*\*Policy Management\*\***

- \* Policy Development and Approval: Ability to create and approve policies, including principles and guidelines.
- \* Policy Communication and Training: Ability to disseminate policies and provide training on policy compliance.



- \* Policy Compliance Monitoring and Enforcement: Ability to track and enforce policy adherence.
- \* Policy Review and Update: Ability to regularly review and update policies to ensure relevance and effectiveness.

#### **\*\*Research Management\*\***

- \* Research Planning and Design: Ability to develop research objectives, methodologies, and timelines.
- \* Data Collection and Analysis: Ability to gather and analyze data to support research objectives.
- \* Research Findings Interpretation and Reporting: Ability to interpret research results and communicate findings in a clear and actionable way.
- \* Research Dissemination and Utilization: Ability to share research findings with stakeholders and integrate insights into decision-making processes.

#### **\*\*Strategy Management\*\***

- \* Strategy Development and Approval: Ability to create and approve strategies, including goals, objectives, and action plans.
- \* Strategy Execution and Monitoring: Ability to track progress against strategy goals and objectives.
- \* Strategy Adjustment and Revision: Ability to refine and update strategies based on performance data or changing circumstances.
- \* Strategy Evaluation and Review: Ability to regularly evaluate and review strategies to ensure alignment with organizational goals.

Note that these are just possible Level 2 capabilities, and the actual capabilities may vary depending on the organization's specific needs and context.

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### **Level 1 Decomposition: Support Capabilities (common across industries)**

#### **\*\*Competency Management\*\***

- \* Competency Framework Development: Define and maintain a framework for organizing and structuring competencies
- \* Competency Gap Analysis: Identify gaps between current and desired competency levels
- \* Competency Assessment Tool Management: Develop and maintain tools for assessing individual competency levels
- \* Competency Roadmap Development: Create plans for developing and improving competencies over time

#### **\*\*Meeting Management\*\***

- \* Meeting Scheduling Management: Coordinate and manage the scheduling of meetings, including invitations and reminders
- \* Meeting Minutes Management: Record, distribute, and archive meeting minutes and action items
- \* Virtual Meeting Support: Provide technical support for virtual meetings, including audio and video conferencing
- \* Meeting Evaluation Management: Assess the effectiveness of meetings and gather feedback from attendees

#### **\*\*Facility Management\*\***

- \* Space Planning: Optimize the use of physical space within a facility
- \* Maintenance Scheduling: Coordinate and manage routine maintenance activities
- \* Facility Security Management: Ensure the safety and security of people and assets within the facility
- \* Energy Efficiency Management: Monitor and optimize energy consumption within the facility

#### **\*\*Human Resource Management\*\***

- \* Recruitment Process Management: Develop and implement processes for attracting, selecting, and hiring new employees
- \* Employee Onboarding Management: Coordinate activities to ensure a smooth transition for new hires
- \* Performance Evaluation Management: Develop and implement processes for evaluating employee performance
- \* Benefits Administration: Manage employee benefits programs, including enrollment and claims processing

#### **\*\*Incident Management\*\***

- \* Incident Reporting Management: Establish procedures for reporting incidents, including documentation and escalation
- \* Incident Analysis Management: Conduct root cause analysis to identify underlying causes of incidents
- \* Corrective Action Management: Develop and implement corrective actions to prevent future incidents
- \* Lessons Learned Management: Document and disseminate lessons learned from incident investigations

#### **\*\*Information Management\*\***

- \* Data Governance Management: Establish policies and procedures for managing data quality, security, and compliance
- \* Data Warehousing Management: Design, develop, and maintain data warehouses for business intelligence and reporting

- \* Metadata Management: Create and manage metadata to provide context and meaning to data
- \* Information Lifecycle Management: Develop processes for managing the lifecycle of information assets

#### **\*\*Inquiry Management\*\***

- \* Inquiry Routing Management: Establish procedures for routing inquiries to the correct personnel or departments
- \* Inquiry Tracking Management: Monitor and track inquiry status, including response times and resolution rates
- \* Knowledge Base Management: Create and maintain a knowledge base to support inquiry responses
- \* Feedback Analysis Management: Analyze feedback from inquiries to identify trends and areas for improvement

#### **\*\*Job Management\*\***

- \* Job Description Development: Create and maintain job descriptions that outline roles, responsibilities, and expectations
- \* Job Classification Management: Develop and maintain job classification systems to ensure consistency and equity
- \* Job Evaluation Management: Conduct job evaluations to determine relative value and compensation levels
- \* Succession Planning Management: Identify and develop future leaders to fill key positions

#### **\*\*Language Management\*\***

- \* Language Translation Management: Coordinate translation services for documents, websites, and other content
- \* Terminology Management: Develop and maintain a common vocabulary and terminology across the organization
- \* Interpretation Services Management: Provide interpretation services for spoken language
- \* Multilingual Support Management: Ensure that systems and processes support multiple languages

#### **\*\*Legal Proceeding Management\*\***

- \* Legal Document Management: Create, review, and manage legal documents, including contracts and agreements
- \* Litigation Management: Coordinate with internal stakeholders and external counsel to manage litigation
- \* Regulatory Compliance Management: Monitor and ensure compliance with relevant laws, regulations, and industry standards
- \* Intellectual Property Management: Protect and manage intellectual property assets

## **\*\*Location Management\*\***

- \* Geospatial Data Management: Create and maintain geospatial data to support location-based analysis and decision-making
- \* Address Validation Management: Verify the accuracy of addresses for various purposes, including mailings and deliveries
- \* Mapping Services Management: Provide mapping services to support navigation and orientation
- \* Proximity Analysis Management: Analyze proximity relationships between locations

## **\*\*Content Management\*\***

- \* Content Creation Management: Develop and maintain processes for creating high-quality content
- \* Content Review Management: Establish procedures for reviewing and approving content before publication
- \* Content Distribution Management: Coordinate the distribution of content across various channels, including social media and websites
- \* Digital Asset Management: Create and maintain a centralized repository for digital assets

## **\*\*Training Course Management\*\***

- \* Training Needs Assessment: Identify training needs based on job requirements and performance gaps
- \* Training Curriculum Development: Develop training curricula that align with business objectives
- \* Training Delivery Management: Coordinate the delivery of training programs, including logistics and facilitation
- \* Training Evaluation Management: Assess the effectiveness of training programs

## **\*\*Work Management\*\***

- \* Task Assignment Management: Assign tasks to individuals or teams based on workload, skills, and priorities
- \* Workload Balancing Management: Monitor and adjust workloads to ensure a balance between capacity and demand
- \* Resource Allocation Management: Allocate resources, including personnel, equipment, and budget, to support work activities
- \* Workflow Optimization Management: Analyze and optimize workflows to improve efficiency and productivity

## **\*\*Time Management\*\***

- \* Scheduling Management: Create and manage schedules for various purposes, including meetings and appointments

- \* Time Tracking Management: Monitor and track time spent on tasks, projects, and other activities
  - \* Leave Management: Manage leave requests, including vacation, sick leave, and family leave
  - \* Deadline Management: Establish and communicate deadlines to ensure timely completion of work.
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## **Level 1 Decomposition: Common core capabilities**

### **\*\*Agreement Management\*\***

#### **\* Level 2 Capabilities:**

- + Contract Creation: Ability to create new agreements with terms and conditions.
- + Contract Review: Ability to review, analyze, and validate existing agreements.
- + Obligation Management: Ability to track and manage obligations under agreements.
- + Dispute Resolution: Ability to resolve disputes arising from agreements.

### **\*\*Asset Management\*\***

#### **\* Level 2 Capabilities:**

- + Asset Acquisition: Ability to acquire new assets through purchase or lease.
- + Asset Maintenance: Ability to perform routine maintenance on existing assets.
- + Asset Tracking: Ability to track asset location, condition, and usage.
- + Asset Disposal: Ability to dispose of assets at the end of their life cycle.

### **\*\*Channel Management\*\***

#### **\* Level 2 Capabilities:**

- + Channel Selection: Ability to select the most effective channels for product or service delivery.
- + Channel Configuration: Ability to configure channel settings for optimal performance.
- + Channel Monitoring: Ability to monitor channel performance and adjust as needed.
- + Channel Optimization: Ability to optimize channel usage to improve efficiency.

### **\*\*Conveyor Management\*\***

#### **\* Level 2 Capabilities:**

- + Conveyor Design: Ability to design conveyor systems to meet specific requirements.
- + Conveyor Procurement: Ability to acquire new conveyors or replacement parts.
- + Conveyor Maintenance: Ability to perform routine maintenance on conveyors.
- + Conveyor Disposal: Ability to dispose of conveyors at the end of their life cycle.

### **\*\*Customer Management\*\***

\* Level 2 Capabilities:

- + Customer Onboarding: Ability to onboard new customers and set up accounts.
- + Customer Profile Management: Ability to manage customer profiles, preferences, and history.
- + Customer Communication: Ability to communicate with customers through various channels.
- + Customer Feedback Management: Ability to collect, analyze, and act on customer feedback.

**\*\*Incident Management\*\***

\* Level 2 Capabilities:

- + Incident Detection: Ability to detect and identify incidents as they occur.
- + Incident Reporting: Ability to report incidents in a timely and accurate manner.
- + Incident Analysis: Ability to analyze incident causes and impact.
- + Incident Resolution: Ability to resolve incidents efficiently and effectively.

**\*\*Facility Management\*\***

\* Level 2 Capabilities:

- + Facility Design: Ability to design facilities to meet specific requirements.
- + Facility Maintenance: Ability to perform routine maintenance on facilities.
- + Facility Security: Ability to ensure facility security and access control.
- + Facility Upgrade/Downgrade: Ability to upgrade or downgrade facilities as needed.

**\*\*Material Management\*\***

\* Level 2 Capabilities:

- + Material Sourcing: Ability to source materials from suppliers or other sources.
- + Material Inventory Management: Ability to manage material inventory levels and track usage.
- + Material Quality Control: Ability to ensure material quality meets specifications.
- + Material Disposal: Ability to dispose of materials at the end of their life cycle.

**\*\*Message Management\*\***

\* Level 2 Capabilities:

- + Message Creation: Ability to create messages for internal or external communication.
- + Message Approval: Ability to approve messages for dissemination.
- + Message Distribution: Ability to distribute messages through various channels.
- + Message Tracking: Ability to track message delivery and response.

**\*\*Network Management\*\***

\* Level 2 Capabilities:

- + Network Planning: Ability to plan network architecture and design.
- + Network Configuration: Ability to configure network settings for optimal performance.
- + Network Monitoring: Ability to monitor network performance and adjust as needed.
- + Network Security: Ability to ensure network security and access control.

#### **\*\*Operation Management\*\***

##### **\* Level 2 Capabilities:**

- + Operation Planning: Ability to plan operations to achieve specific objectives.
- + Operation Execution: Ability to execute operations according to plans.
- + Operation Monitoring: Ability to monitor operation performance and adjust as needed.
- + Operation Evaluation: Ability to evaluate operation effectiveness and identify areas for improvement.

#### **\*\*Order Management\*\***

##### **\* Level 2 Capabilities:**

- + Order Receipt: Ability to receive orders from customers or other sources.
- + Order Processing: Ability to process orders accurately and efficiently.
- + Order Fulfillment: Ability to fulfill orders according to customer requirements.
- + Order Cancellation: Ability to cancel orders as needed.

#### **\*\*Partner Management\*\***

##### **\* Level 2 Capabilities:**

- + Partner Identification: Ability to identify potential partners for collaboration.
- + Partner Engagement: Ability to engage with partners to establish relationships.
- + Partner Collaboration: Ability to collaborate with partners on joint projects or initiatives.
- + Partner Performance Management: Ability to manage partner performance and evaluate effectiveness.

#### **\*\*Product Management\*\***

##### **\* Level 2 Capabilities:**

- + Product Conceptualization: Ability to conceptualize new product ideas.
- + Product Design: Ability to design products to meet specific requirements.
- + Product Development: Ability to develop products according to designs.
- + Product Launch: Ability to launch products in the market.

Please note that these are just suggestions and may need to be adjusted or refined based on your organization's specific needs and requirements.

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## **Level 1 Decomposition: Energy Industry**

### **\*\*Customer Relationships\*\***

- \* Customer Engagement: managing interactions with customers through various channels
- \* Customer Insights: gathering and analyzing customer data to inform business decisions
- \* Account Management: managing relationships with key accounts and identifying new sales opportunities
- \* Customer Support: providing assistance and resolving issues for customers

### **\*\*Enterprise Support\*\***

- \* Human Resources: recruiting, training, and developing employees
- \* Information Technology: managing IT infrastructure, systems, and applications
- \* Facilities Management: maintaining and optimizing physical workspaces
- \* Procurement: sourcing and purchasing goods and services

### **\*\*Finance\*\***

- \* Financial Planning & Analysis: developing financial plans, forecasts, and models
- \* Accounting & Reporting: preparing financial statements, reports, and compliance filings
- \* Treasury & Cash Management: managing cash flow, funding, and investments
- \* Risk Management: identifying and mitigating financial risks

### **\*\*Marketing & Sales\*\***

- \* Brand Management: developing and maintaining the company's brand identity
- \* Market Research: gathering insights on market trends, competitors, and customer needs
- \* Sales Operations: managing sales processes, performance metrics, and incentives
- \* Digital Marketing: creating and executing online marketing campaigns

### **\*\*Product & Service Development\*\***

- \* Product Design: designing new products or services to meet customer needs
- \* Research & Development: conducting research and testing new product ideas
- \* Product Launch: planning and executing the launch of new products or services
- \* Service Quality Management: ensuring high-quality service delivery

### **\*\*Strategic Management\*\***

- \* Strategy Development: developing and refining the company's overall strategy
- \* Business Planning: creating business plans, goals, and objectives



- \* Mergers & Acquisitions: evaluating and executing mergers, acquisitions, and partnerships
- \* Innovation Management: fostering a culture of innovation and experimentation

### **\*\*Energy Generation\*\***

- \* Power Plant Operations: managing the day-to-day operations of power plants
- \* Renewable Energy Development: developing new renewable energy sources (e.g., wind, solar)
- \* Fossil Fuel Generation: operating and maintaining fossil fuel-based power plants
- \* Nuclear Generation: operating and maintaining nuclear power plants

### **\*\*Energy Transmission\*\***

- \* Grid Management: managing the transmission grid to ensure reliable energy delivery
- \* Transmission Infrastructure Planning: planning and building new transmission infrastructure
- \* Energy Trading & Scheduling: managing energy trading, scheduling, and settlements
- \* System Operations: monitoring and controlling the transmission system in real-time

### **\*\*Energy Distribution\*\***

- \* Network Operations: managing the day-to-day operations of the distribution network
- \* Outage Management: responding to outages and restoring power quickly
- \* Metering & Billing: managing metering systems and billing processes
- \* Distribution Infrastructure Planning: planning and building new distribution infrastructure

### **\*\*Energy Management\*\***

- \* Energy Efficiency: promoting energy efficiency among customers and within the organization
- \* Demand Response: managing demand response programs to balance supply and demand
- \* Load Forecasting: forecasting energy demand to inform resource allocation decisions
- \* Smart Grid Development: developing smart grid technologies to enhance energy management

### **\*\*Energy Trading\*\***

- \* Trading Operations: executing trades, managing positions, and monitoring market risks
- \* Market Analysis: analyzing energy markets to inform trading decisions
- \* Risk Management: identifying and mitigating market and credit risks
- \* Compliance & Regulation: ensuring compliance with regulatory requirements

### **\*\*Energy Services\*\***

- \* Energy Auditing: conducting energy audits for customers to identify efficiency opportunities
- \* Energy Consulting: providing consulting services on energy management, sustainability, and efficiency
- \* Project Development: developing and implementing energy-related projects (e.g., solar installations)
- \* Energy Efficiency Program Management: managing programs to promote energy efficiency among customers

Note that these are just suggestions, and actual Level 2 capabilities may vary depending on the specific organization and industry context.

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## **Level 1 Decomposition: Manufacturing Industry**

### **\*\*Procurement\*\***

- \* Sourcing and Supplier Management (e.g., supplier selection, contract management)
- \* Purchasing and Inventory Control (e.g., purchase order management, inventory optimization)
- \* Category Management (e.g., spend analysis, category strategy development)
- \* Compliance and Risk Management (e.g., ensuring regulatory compliance, mitigating supply chain risks)

### **\*\*Product Management\*\***

- \* Product Development and Launch (e.g., new product introduction, product lifecycle management)
- \* Product Portfolio Management (e.g., product rationalization, portfolio optimization)
- \* Product Costing and Pricing (e.g., cost estimation, pricing strategy development)
- \* Product Quality and Reliability (e.g., quality control, reliability engineering)

### **\*\*Production\*\***

- \* Manufacturing Process Design and Improvement (e.g., process mapping, lean manufacturing)
- \* Production Planning and Scheduling (e.g., production scheduling, capacity planning)
- \* Quality Control and Assurance (e.g., inspection and testing, quality certification)
- \* Maintenance and Asset Management (e.g., preventive maintenance, asset performance management)

### **\*\*Supply Chain\*\***

- \* Demand Planning and Forecasting (e.g., demand forecasting, sales and operations planning)
- \* Inventory Management and Optimization (e.g., inventory optimization, warehouse management)

- \* Logistics and Transportation Management (e.g., transportation planning, freight audit and payment)
- \* Distribution Network Design and Optimization (e.g., network design, distribution center management)

Note that these are just suggestions, and the actual Level 2 capabilities may vary depending on the specific industry, company, or market. Additionally, some of these Level 2 capabilities might overlap across multiple Level 1 capabilities.

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## **Level 1 Decomposition: Pharmaceutical Industry**

### **\*\*Level 1 Capability: Drug Discovery\*\***

#### **\* Level 2 Capabilities:**

- + Target Identification and Validation
- + Hit Generation and Screening
- + Lead Optimization and Selection
- + Preclinical Pharmacology and Toxicology
- + Biomarker Development and Analysis

These Level 2 capabilities break down the drug discovery process into specific areas of expertise, from identifying potential targets to optimizing lead compounds.

### **\*\*Level 1 Capability: Process Research and Development\*\***

#### **\* Level 2 Capabilities:**

- + Route Scouting and Selection
- + Process Optimization and Scale-up
- + Impurity Control and Purification
- + Analytical Method Development and Validation
- + Technology Transfer and Implementation

These Level 2 capabilities focus on the development of efficient, scalable, and controlled processes for manufacturing pharmaceuticals.

### **\*\*Level 1 Capability: Manufacturing\*\***

#### **\* Level 2 Capabilities:**

- + Active Pharmaceutical Ingredient (API) Production
- + Finished Dosage Formulation and Packaging
- + Supply Chain Management and Logistics
- + Quality Control and Assurance
- + Continuous Improvement and Operational Excellence

These Level 2 capabilities highlight the various aspects of pharmaceutical manufacturing, from producing APIs to delivering finished products.

**\*\*Level 1 Capability: Regulatory Management\*\***

**\* Level 2 Capabilities:**

- + Regulatory Strategy and Planning
- + Submission Document Preparation and Review
- + Agency Interactions and Communications
- + Compliance Monitoring and Auditing
- + Labeling and Packaging Regulatory Affairs

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**Level 1 Decomposition: Financial Services Industry (LeanIX)**

**\*\*Retail Banking\*\***

- \* Account Management (e.g., account opening, maintenance, closure)
- \* Deposit and Withdrawal Services (e.g., transaction processing, ATM management)
- \* Lending Services (e.g., loan origination, servicing, collections)
- \* Payment Processing (e.g., credit/debit card processing, online payments)
- \* Customer Service and Support

**\*\*Digital Banking\*\***

- \* Online and Mobile Banking Platforms (e.g., development, maintenance, user experience)
- \* Digital Payments and Wallets (e.g., integration with payment gateways, wallet management)
- \* Digital Lending and Credit Assessment (e.g., automated credit scoring, loan decisioning)
- \* Data Analytics and Personalization (e.g., customer behavior analysis, targeted marketing)
- \* Cybersecurity and Fraud Detection

**\*\*Investment Banking\*\***

- \* Mergers and Acquisitions Advisory (e.g., deal origination, structuring, execution)
- \* Equity and Debt Capital Markets (e.g., IPOs, bond issuance, equity research)
- \* Corporate Finance and Restructuring (e.g., financial modeling, restructuring advisory)
- \* Investment Research and Analysis (e.g., market analysis, stock recommendations)
- \* Transaction Execution and Settlement

**\*\*Commercial Banking\*\***

- \* Cash Management Services (e.g., account management, cash pooling, sweeps)
- \* Trade Finance and Supply Chain Solutions (e.g., letter of credit, factoring, invoice financing)

- \* Commercial Lending and Credit Management (e.g., loan origination, servicing, risk assessment)
- \* Treasury and Risk Management Advisory (e.g., interest rate, FX, commodity hedging)
- \* Relationship Management and Sales

#### **\*\*Claims Management\*\***

- \* Claims Intake and Processing (e.g., claims receipt, registration, assignment)
- \* Claims Investigation and Assessment (e.g., evidence gathering, damage evaluation)
- \* Claims Settlement and Payouts (e.g., settlement negotiation, payment processing)
- \* Claims Data Analysis and Reporting (e.g., claims trending, loss ratio analysis)
- \* Claims Quality Assurance and Compliance

#### **\*\*Insurance Underwriting\*\***

- \* Risk Assessment and Selection (e.g., underwriting guidelines, risk evaluation)
- \* Policy Issuance and Administration (e.g., policy creation, endorsement management)
- \* Premium Collection and Billing (e.g., invoicing, payment processing)
- \* Coverage Verification and Validation (e.g., coverage review, validation checks)
- \* Underwriting Guidelines Development and Maintenance

#### **\*\*Governance, Risk, and Compliance\*\***

- \* Regulatory Compliance and Reporting (e.g., compliance monitoring, regulatory filings)
- \* Risk Management Frameworks and Models (e.g., risk identification, assessment, mitigation)
- \* Internal Audit and Assurance (e.g., audit planning, execution, reporting)
- \* Policy Governance and Management (e.g., policy development, review, approval)
- \* Ethics and Conduct Oversight

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## **Raw LLM Outputs – Few Shot Prompting**

### **Level 1 Abstraction: Manufacturing Industry**

#### **\*\*Product and Service Capabilities\*\***

- \* Product Design and Development
- \* Product Life Cycle Management
- \* Supply Chain Management
- \* Production Planning and Scheduling
- \* Quality Control and Assurance

#### **\*\*Manufacturing Operations Capabilities\*\***

- \* Factory Floor Management
- \* Equipment Maintenance and Repair

- \* Inventory Management
- \* Warehouse and Logistics Management
- \* Shipping and Receiving Management

**\*\*Procurement and Sourcing Capabilities\*\***

- \* Supplier Relationship Management
- \* Procurement Planning and Execution
- \* Contract Management
- \* Strategic Sourcing
- \* Spend Analysis and Optimization

**\*\*Sales and Distribution Capabilities\*\***

- \* Sales Order Management
- \* Customer Service and Support
- \* Channel Partner Management
- \* Distribution Network Management
- \* Pricing and Revenue Management

**\*\*Research and Development Capabilities\*\***

- \* Innovation Management
- \* Research and Development Project Management
- \* Intellectual Property Protection
- \* Technology Scouting and Acquisition
- \* Product Testing and Validation

**\*\*Health, Safety, and Environment (HSE) Capabilities\*\***

- \* HSE Policy and Procedure Management
- \* Risk Assessment and Mitigation
- \* Incident Reporting and Investigation
- \* Compliance Management
- \* Sustainability and Environmental Stewardship

**\*\*Financial Management Capabilities\*\***

- \* Financial Planning and Analysis
- \* Accounting and Reporting
- \* Treasury and Cash Management
- \* Tax Management
- \* Audit and Internal Control

This is not an exhaustive list, but it should give you a good starting point for creating a business capability map template for the manufacturing industry.

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## **Level 1 Abstraction: Financial Services Industry**

### **\*\*Financial Operations\*\***

1. Transaction Processing
2. Payment Management
3. Cash Management
4. Liquidity Management
5. Risk Management
6. Compliance Management
7. Financial Reporting
8. Accounting Management
9. Tax Management
10. Treasury Management

### **\*\*Investment and Wealth Management\*\***

11. Investment Portfolio Management
12. Asset Allocation Management
13. Securities Trading Management
14. Wealth Planning Management
15. Retirement Plan Management

### **\*\*Customer and Relationship Management\*\***

16. Customer Onboarding Management
17. Account Management
18. Loan Origination Management
19. Deposit Account Management
20. Credit Card Management

### **\*\*Financial Planning and Analysis\*\***

21. Financial Modeling Management
22. Budgeting and Forecasting Management
23. Financial Performance Analysis
24. Strategic Planning Management
25. Market Research and Analysis

### **\*\*Operational Efficiency\*\***

26. Process Automation Management
27. Change Management
28. Operational Risk Management
29. IT Service Management
30. Vendor Management

These Level 1 capabilities provide a foundation for creating a business capability map template specific to the finance industry. You can further drill down into Level 2 and Level 3 capabilities to create more detailed maps.

Note that some of these capabilities might overlap with other industries, but they are particularly relevant to the finance sector.

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## **Level 1 Abstraction: Insurance Industry**

### **\*\*Customer Capabilities\*\***

- \* Customer Acquisition
- \* Customer Retention
- \* Policyholder Management
- \* Claims Management

### **\*\*Product and Pricing Capabilities\*\***

- \* Product Development
- \* Product Portfolio Management
- \* Pricing Strategy Management
- \* Underwriting Management

### **\*\*Risk and Compliance Capabilities\*\***

- \* Risk Assessment and Mitigation
- \* Regulatory Compliance Management
- \* Audit and Assurance Management
- \* Financial Reporting and Governance

### **\*\*Sales and Distribution Capabilities\*\***

- \* Sales Channel Management
- \* Agent and Broker Management
- \* Direct-to-Consumer Sales Management
- \* Cross-Selling and Upselling Management

### **\*\*Service and Support Capabilities\*\***

- \* Policy Administration
- \* Claims Processing and Settlement
- \* Customer Service and Support
- \* Billing and Payment Management

### **\*\*Infrastructure and Operations Capabilities\*\***

- \* IT Infrastructure Management



- \* Data Management and Analytics
- \* Facilities and Real Estate Management
- \* Procurement and Vendor Management

These Level 1 capabilities are designed to be high-level and overarching, providing a foundation for more detailed Level 2 and Level 3 capabilities that can be used to further decompose each area. Note that some of these capabilities may overlap or have similar names to those in the common reference model you provided, but they are tailored specifically to the insurance industry.

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## **Level 1 Abstraction: Healthcare Industry**

### **\*\*Patient-Centric Capabilities\*\***

1. Patient Engagement Management
2. Patient Data Management
3. Care Coordination Management
4. Health Education Management
5. Patient Experience Management

### **\*\*Clinical Operations Capabilities\*\***

1. Clinical Decision Support Management
2. Medical Record Management
3. Medication Management
4. Surgical Services Management
5. Diagnostic Imaging Management

### **\*\*Financial Operations Capabilities\*\***

1. Billing and Insurance Management
2. Revenue Cycle Management
3. Claims Processing Management
4. Payment Processing Management
5. Financial Reporting Management

### **\*\*Supply Chain and Logistics Capabilities\*\***

1. Medical Supply Chain Management
2. Equipment Maintenance Management
3. Inventory Management
4. Procurement Management
5. Distribution Management

### **\*\*Workforce and Talent Capabilities\*\***

1. Staff Scheduling Management
2. Employee Education and Training Management
3. Performance Management
4. Benefits Administration Management
5. Time-Off Management

**\*\*Infrastructure and Technology Capabilities\*\***

1. Network Infrastructure Management
2. Cybersecurity Management
3. Data Analytics Platform Management
4. Telehealth Services Management
5. Electronic Health Record (EHR) System Management

**\*\*Quality and Safety Capabilities\*\***

1. Quality Improvement Program Management
2. Patient Safety Incident Reporting Management
3. Accreditation and Certification Management
4. Infection Prevention and Control Management
5. Risk Management

These Level 1 capabilities provide a foundation for creating a comprehensive business capability map for the healthcare industry. Each capability can be further decomposed into more detailed Level 2 and Level 3 capabilities to create a richer map of the organization's capabilities.

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**Level 1 Abstraction: Transportation Industry**

1. **\*\*Network Management\*\***: Managing routes, schedules, and capacity across different modes of transportation.
2. **\*\*Vehicle Management\*\***: Overseeing the maintenance, operation, and deployment of vehicles, including cars, trucks, buses, trains, and aircraft.
3. **\*\*Freight Management\*\***: Coordinating the movement of goods, including warehousing, inventory management, and logistics.
4. **\*\*Passenger Management\*\***: Managing passenger services, including ticketing, boarding, and customer support.
5. **\*\*Safety and Security Management\*\***: Ensuring compliance with safety regulations, managing risk, and maintaining secure transportation operations.
6. **\*\*Route Optimization\*\***: Analyzing and optimizing routes to reduce costs, improve efficiency, and enhance customer experience.
7. **\*\*Fleet Maintenance Management\*\***: Overseeing the maintenance and repair of vehicles to ensure they are roadworthy and meet regulatory requirements.
8. **\*\*Driver Management\*\***: Managing driver recruitment, training, scheduling, and performance.
9. **\*\*Transportation Infrastructure Management\*\***: Maintaining and improving transportation infrastructure, including roads, bridges, airports, and seaports.

10. **\*\*Regulatory Compliance Management\*\***: Ensuring compliance with relevant laws, regulations, and industry standards governing the transportation sector.
11. **\*\*Cargo Management\*\***: Managing cargo operations, including loading, unloading, and storage.
12. **\*\*Traveler Experience Management\*\***: Designing and delivering services to enhance the traveler experience, including amenities, Wi-Fi, and entertainment.

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## **Level 1 Abstraction: Telecommunications Industry**

### **\*\*Customer-Centric Capabilities\*\***

- \* Customer Acquisition and Retention
- \* Customer Service and Support
- \* Customer Data Management
- \* Billing and Revenue Assurance
- \* Loyalty Program Management

### **\*\*Product and Service Management Capabilities\*\***

- \* Product Development and Launch
- \* Service Provisioning and Fulfillment
- \* Network Planning and Optimization
- \* Content Management (e.g., video, music, etc.)
- \* IoT Device Management

### **\*\*Network Operations Capabilities\*\***

- \* Network Monitoring and Maintenance
- \* Fault Detection and Resolution
- \* Performance Management
- \* Capacity Planning and Optimization
- \* Security and Risk Management

### **\*\*Sales, Marketing, and Channels Capabilities\*\***

- \* Sales Channel Management (e.g., retail, online, etc.)
- \* Marketing Campaign Management
- \* Lead Generation and Conversion
- \* Partner and Affiliate Management
- \* E-commerce Platform Management

### **\*\*IT and Data Analytics Capabilities\*\***

- \* IT Service Management (e.g., incident, problem, change)
- \* Data Warehouse and Business Intelligence
- \* Predictive Analytics and Insights

- \* Cloud Services Management
- \* Cybersecurity Operations

**\*\*Financial and Operational Management Capabilities\*\***

- \* Financial Planning and Analysis
  - \* Procurement and Supply Chain Management
  - \* Asset Management (e.g., infrastructure, equipment)
  - \* Human Capital Management (e.g., HR, talent management)
  - \* Compliance and Risk Management
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**Level 1 Abstraction: Energy Industry**

**\*\*Generation and Supply\*\***

- \* Asset Performance Management
- \* Energy Production Management
- \* Fuel Sourcing Management
- \* Generation Capacity Management
- \* Grid Operations Management

**\*\*Transmission and Distribution\*\***

- \* Network Operations Management
- \* Outage Management
- \* Power Quality Management
- \* Transmission Planning Management
- \* Distribution System Management

**\*\*Customer and Market\*\***

- \* Customer Information Management
- \* Billing and Payment Management
- \* Energy Trading Management
- \* Load Forecasting Management
- \* Retail Market Management

**\*\*Regulatory and Compliance\*\***

- \* Regulatory Affairs Management
- \* Compliance Monitoring Management
- \* Permitting and Licensing Management
- \* Safety and Security Management
- \* Environmental Management

**\*\*Support Functions\*\***

- \* Financial Planning and Analysis Management
  - \* Human Capital Management
  - \* Information Technology Management
  - \* Procurement and Supply Chain Management
  - \* Risk Management
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## **Level 1 Abstraction: Pharmaceutical Industry**

### **\*\*Research and Development\*\***

- \* Research Management
- \* Clinical Trial Management
- \* Compound Management
- \* Patent Management
- \* Intellectual Property Rights Management

### **\*\*Product Lifecycle Management\*\***

- \* Product Development Management
- \* Regulatory Affairs Management
- \* Quality Assurance Management
- \* Supply Chain Management
- \* Product Launch Management

### **\*\*Commercial Operations\*\***

- \* Brand Management
- \* Market Access Management
- \* Pricing and Reimbursement Management
- \* Sales Force Management
- \* Customer Relationship Management

### **\*\*Manufacturing and Distribution\*\***

- \* Manufacturing Operations Management
- \* Quality Control Management
- \* Inventory Management
- \* Logistics and Shipping Management
- \* Warehouse Management

### **\*\*Regulatory Compliance\*\***

- \* Regulatory Affairs Management
- \* Pharmacovigilance Management

- \* Compliance Monitoring Management
- \* Auditing and Inspection Management
- \* Reporting and Submission Management

**\*\*Finance and Administration\*\***

- \* Financial Planning and Analysis Management
- \* Accounting and Reporting Management
- \* Procurement and Sourcing Management
- \* Human Resource Management
- \* Facility Management

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## **Raw LLM Outputs – Chain of Thought Prompting**

### **Level Abstraction: Manufacturing Industry**

1. **\*\*Product Development\*\***: The ability to design, develop, and test new products or product lines.
2. **\*\*Supply Chain Management\*\***: The capability to procure raw materials, manage inventory, and coordinate logistics.
3. **\*\*Manufacturing Operations\*\***: The ability to produce goods efficiently and effectively using various manufacturing processes.
4. **\*\*Quality Assurance\*\***: The capability to ensure that products meet quality standards through testing, inspection, and certification.
5. **\*\*Customer Engagement\*\***: The ability to interact with customers, understand their needs, and provide support throughout the product lifecycle.
6. **\*\*Sales and Order Management\*\***: The capability to manage sales channels, process orders, and fulfill customer demands.
7. **\*\*Inventory and Warehouse Management\*\***: The ability to store, track, and manage inventory levels across various warehouses or distribution centers.
8. **\*\*Regulatory Compliance\*\***: The capability to comply with relevant laws, regulations, and industry standards related to manufacturing operations.

These Level 1 capabilities provide a solid foundation for your Business Capability Map template in the manufacturing industry. They represent broad areas of focus that can be further decomposed into more specific Level 2 and Level 3 capabilities as needed.

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## **Level 1 Abstraction: Financial Services Industry**

### **### \*\*Financial Operations\*\***

1. **\*\*Cash and Liquidity Management\*\***: Ability to manage cash inflows and outflows efficiently.
2. **\*\*Accounting and Financial Reporting\*\***: Capability to prepare accurate financial reports, including balance sheets, income statements, etc.
3. **\*\*Tax Planning and Compliance\*\***: Ability to plan for tax liabilities and ensure compliance with all tax laws.

### **### \*\*Investment and Wealth Management\*\***

4. **\*\*Portfolio Management\*\***: Capability to manage investment portfolios on behalf of clients or the organization itself.
5. **\*\*Risk Management\*\***: Ability to identify, assess, and mitigate financial risks associated with investments.

### **### \*\*Client Services\*\***

6. **\*\*Customer Onboarding\*\***: Capability to efficiently onboard new customers while ensuring compliance with regulatory requirements.
7. **\*\*Transaction Processing\*\***: Ability to securely and quickly process various types of transactions (e.g., payments, transfers).
8. **\*\*Financial Advisory Services\*\***: Capability to provide personalized financial advice to clients.

### **### \*\*Digital Transformation\*\***

9. **\*\*Digital Payment Solutions\*\***: Ability to offer secure digital payment options to clients.
10. **\*\*Digital Banking Platforms\*\***: Capability to provide comprehensive online banking services through user-friendly platforms.
11. **\*\*Data Analytics for Financial Insights\*\***: Ability to collect, analyze, and interpret large data sets to inform financial decisions.

### **### \*\*Regulatory Compliance\*\***

12. **\*\*Anti-Money Laundering (AML) and Know-Your-Customer (KYC)\*\***: Capability to implement effective AML/KYC measures to prevent illegal activities.
13. **\*\*Compliance with Financial Regulations\*\***: Ability to stay updated on and comply with changing financial laws and regulations.

### **### \*\*IT and Cybersecurity\*\***

14. **\*\*Infrastructure Management\*\***: Capability to maintain secure, reliable IT infrastructure.
15. **\*\*Cybersecurity Measures\*\***: Ability to implement robust cybersecurity measures to protect against data breaches and cyber threats.



## **Level 1 Abstraction: Insurance Industry**

### **1. \*\*Product Development\*\***

- Capability to design and develop new insurance products or modify existing ones to meet market needs.

### **2. \*\*Policy Administration\*\***

- Ability to manage policies throughout their lifecycle, from issuance through renewal or cancellation.

### **3. \*\*Claims Management\*\***

- Capability to process claims efficiently and effectively, ensuring timely resolution for policyholders.

### **4. \*\*Distribution & Sales\*\***

- Ability to sell insurance products through various channels, including agents, brokers, direct sales, and digital platforms.

### **5. \*\*Risk Assessment & Underwriting\*\***

- Capability to assess the risk profile of potential customers accurately and make informed underwriting decisions.

### **6. \*\*Customer Service & Support\*\***

- Provision of high-quality service and support to policyholders, ensuring satisfaction and retention.

### **7. \*\*Financial Management\*\***

- Ability to manage financial transactions related to policies (premium collection, payouts), investments, and other financial activities.

### **8. \*\*Regulatory Compliance\*\***

- Capability to comply with all relevant insurance laws, regulations, and industry standards.

### **9. \*\*Technology & Data Management\*\***

- Ability to leverage technology for efficient operations, data management, analytics, and digital transformation.

### **10. \*\*Risk Management\*\***

- Capability to identify, assess, monitor, and mitigate various types of risks (market risk, operational risk, credit risk) associated with insurance business.





## **Level 1 Abstraction: Healthcare Industry**

### **### 1. \*\*Patient Engagement\*\***

- **Definition**: The ability to attract, retain, and interact with patients across all touchpoints, ensuring they are engaged in their care.
- **Sub-capabilities**:
  - Patient Communication Management
  - Personalized Health Information Management
  - Patient Experience Feedback and Improvement

### **### 2. \*\*Care Provision\*\***

- **Definition**: The capability to provide high-quality medical treatment and services that meet the evolving needs of patients.
- **Sub-capabilities**:
  - Clinical Care Delivery (Surgical, Non-Surgical)
  - Diagnostic Services Management
  - Therapeutic Intervention Planning

### **### 3. \*\*Clinical Excellence\*\***

- **Definition**: The ability to ensure that clinical practices are evidence-based, up-to-date, and aligned with the latest medical research.
- **Sub-capabilities**:
  - Clinical Guidelines Development and Adoption
  - Continuous Medical Education for Staff
  - Quality of Care Monitoring and Improvement

### **### 4. \*\*Operational Efficiency\*\***

- **Definition**: The capability to optimize healthcare operations through effective management of resources, processes, and technology.
- **Sub-capabilities**:
  - Supply Chain Management
  - Facility and Equipment Maintenance
  - Workflow Optimization

### **### 5. \*\*Data-Driven Insights\*\***

- **Definition**: The ability to collect, analyze, and utilize health data for improving patient outcomes, operational efficiency, and strategic decision-making.
- **Sub-capabilities**:
  - Health Information Systems Management
  - Data Analytics and Reporting
  - Compliance with Privacy Regulations

### ### 6. \*\*Financial Management\*\*

- **Definition**: The capability to manage financial resources effectively, ensuring sustainability and the ability to invest in growth initiatives.
- **Sub-capabilities**:
  - Revenue Cycle Management
  - Cost Control and Reduction Strategies
  - Investment Planning for Growth Initiatives

### ### 7. \*\*Regulatory Compliance

- **Definition**: The ability to ensure that all healthcare services are delivered in compliance with legal, regulatory, and accreditation standards.
- **Sub-capabilities**:
  - Regulatory Framework Awareness
  - Auditing and Risk Management Practices
  - Continuous Compliance Improvement Initiatives

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## Level 1 Abstraction: Transportation Industry

### **Planning and Management**

1. **Transportation Network Planning**: Define and manage routes, schedules, and capacity to meet customer demand.
2. **Fleet Management**: Plan, acquire, maintain, and optimize vehicles, equipment, and personnel to ensure efficient operations.
3. **Freight and Passenger Management**: Coordinate and manage the movement of goods and people across different modes of transportation.

### **Operations**

1. **Transportation Execution**: Execute transportation plans, including pickup, delivery, and transit activities.
2. **Warehouse and Terminal Operations**: Manage storage, handling, and processing of goods at warehouses and terminals.
3. **Maintenance and Repair**: Perform routine maintenance and repairs to ensure the safe and efficient operation of vehicles and equipment.

### **Customer Engagement**

1. **Sales and Marketing**: Promote transportation services to attract new customers and retain existing ones.
2. **Booking and Reservation Management**: Manage customer requests for transportation services, including quotes, bookings, and reservations.

3. **Customer Service and Support**: Provide assistance and support to customers before, during, and after their journey.

**Enabling Functions**

1. **Financial Management**: Manage financial transactions, including invoicing, payments, and accounting.
  2. **Human Resources Management**: Recruit, train, and manage personnel to ensure a skilled and efficient workforce.
  3. **Technology and Infrastructure**: Develop, implement, and maintain the technology infrastructure required to support transportation operations.
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**Level 1 Abstraction: Telecommunications Industry**

**Customer-Facing Capabilities**

1. **Customer Acquisition**: Attract and acquire new customers through various channels (e.g., online, retail stores, telesales).
2. **Customer Service**: Provide support and assistance to customers via multiple channels (e.g., phone, email, chat, social media).
3. **Order Management**: Manage customer orders from receipt to fulfillment, including order capture, processing, and provisioning.

**Product and Service Management**

4. **Product Development**: Design, develop, and launch new telecommunications products and services (e.g., mobile plans, internet services, TV packages).
5. **Service Provisioning**: Activate and configure telecommunications services for customers (e.g., phone numbers, data plans, internet connectivity).

**Network and Infrastructure Management**

6. **Network Operations**: Manage the operation of telecommunications networks, including maintenance, monitoring, and troubleshooting.
7. **Infrastructure Management**: Oversee the planning, deployment, and maintenance of telecommunications infrastructure (e.g., cell towers, fiber optic cables).

**Billing and Revenue Management**

8. **Billing and Charging**: Generate and manage customer bills, including rating, charging, and invoicing for telecommunications services.
9. **Revenue Assurance**: Ensure accurate revenue recognition and collection through monitoring and control of billing and payment processes.

**Information Technology and Data Management**

10. **IT Service Management**: Provide IT support and services to internal stakeholders, including incident management, problem management, and change management.

11. **Data Management**: Collect, store, process, and analyze data related to telecommunications operations (e.g., customer data, network performance data).

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## **Level 1 Abstraction: Energy Industry**

### **Generation**

1. **Power Plant Operations**: Manage and operate power plants to generate electricity.
2. **Fuel Sourcing and Supply Chain Management**: Source and manage fuel supplies for power generation.

### **Transmission and Distribution**

1. **Grid Operations and Management**: Operate, maintain, and manage the transmission and distribution grid.
2. **Network Planning and Development**: Plan, design, and develop the transmission and distribution network.

### **Retail and Sales**

1. **Customer Acquisition and Management**: Acquire and manage customer relationships for energy sales.
2. **Billing and Revenue Management**: Manage billing and revenue processes for energy sales.

### **Operations and Maintenance**

1. **Asset Maintenance and Repair**: Maintain and repair energy assets, such as power plants and transmission lines.
2. **Field Operations and Services**: Provide field operations and services for energy infrastructure.

### **Exploration and Production (for oil and gas companies)**

1. **Exploration and Appraisal**: Explore and appraise new oil and gas fields.
2. **Production Operations and Management**: Operate, maintain, and manage oil and gas production assets.

### **Sustainability and Renewables**

1. **\*\*Renewable Energy Development\*\***: Develop renewable energy sources, such as wind and solar power.
  2. **\*\*Energy Efficiency and Sustainability\*\***: Implement energy-efficient practices and promote sustainability in operations.
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### **Level 1 Abstraction: Pharmaceutical Industry**

1. **\*\*Research and Development (R&D)\*\***: Discovery, development, and testing of new medicines.
  2. **\*\*Manufacturing and Supply Chain\*\***: Production, packaging, distribution, and delivery of pharmaceutical products.
  3. **\*\*Regulatory Affairs and Compliance\*\***: Ensuring compliance with regulatory requirements, managing submissions, and interacting with regulatory agencies.
  4. **\*\*Commercialization and Sales\*\***: Marketing, sales, and market access for pharmaceutical products.
  5. **\*\*Medical and Scientific Affairs\*\***: Providing medical expertise, conducting clinical trials, and engaging with healthcare professionals.
  6. **\*\*Patient Support and Services\*\***: Delivering patient-centric services, including patient assistance programs, education, and support.
  7. **\*\*Business Development and Licensing\*\***: Identifying, evaluating, and executing partnerships, acquisitions, and licensing opportunities.
  8. **\*\*Finance and Accounting\*\***: Managing financial planning, budgeting, accounting, and reporting.
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### **Level 1 Decomposition: Healthcare Industry**

#### **\*\*Patient Management\*\***

##### **\* Level 2 Capabilities:**

- + Patient Data Management: ability to collect, store, and manage patient demographic data, medical history, and preferences.
- + Patient Engagement Management: ability to interact with patients through various channels (e.g., portals, mobile apps), providing them with relevant information and services.
- + Patient Consent Management: ability to obtain, track, and manage patient consent for treatment, research, or other purposes.
- + Patient Communication Management: ability to facilitate secure communication between patients, healthcare providers, and other stakeholders.

#### **\*\*Healthcare Service Management\*\***

##### **\* Level 2 Capabilities:**

- + Service Definition and Design: ability to define, design, and configure healthcare services (e.g., clinical pathways, care bundles).

- + Service Scheduling and Resource Allocation: ability to schedule and allocate resources (e.g., staff, equipment) for healthcare services.
- + Service Delivery and Execution: ability to deliver and execute healthcare services according to defined protocols and standards.
- + Service Quality Management: ability to monitor, evaluate, and improve the quality of healthcare services.

## **\*\*Medical Facility Management\*\***

### **\* Level 2 Capabilities:**

- + Facility Planning and Design: ability to plan, design, and configure medical facilities (e.g., hospitals, clinics).
- + Facility Operations and Maintenance: ability to manage the day-to-day operations and maintenance of medical facilities.
- + Facility Safety and Security Management: ability to ensure a safe and secure environment for patients, staff, and visitors.
- + Facility Compliance Management: ability to ensure compliance with regulatory requirements and standards (e.g., HIPAA, Joint Commission).

## **\*\*Medical Device Management\*\***

### **\* Level 2 Capabilities:**

- + Device Acquisition and Procurement: ability to procure and acquire medical devices from suppliers.
- + Device Inventory Management: ability to track, manage, and optimize the inventory of medical devices.
- + Device Maintenance and Repair: ability to perform routine maintenance, repairs, and calibration of medical devices.
- + Device Disposal and Decommissioning: ability to safely dispose of or decommission medical devices at the end of their life cycle.

## **\*\*Medication Management\*\***

### **\* Level 2 Capabilities:**

- + Medication Inventory Management: ability to track, manage, and optimize the inventory of medications.
- + Medication Ordering and Fulfillment: ability to order and fulfill medication requests from healthcare providers.
- + Medication Administration and Monitoring: ability to administer and monitor medications according to defined protocols and standards.
- + Medication Safety and Adverse Event Management: ability to detect, report, and manage adverse events related to medication use.

## **\*\*Healthcare Case Management\*\***

### **\* Level 2 Capabilities:**

- + Case Definition and Assignment: ability to define, assign, and prioritize healthcare cases (e.g., patient episodes).
- + Case Planning and Coordination: ability to develop, coordinate, and execute care plans for patients.
- + Case Monitoring and Progress Tracking: ability to track patient progress, monitor outcomes, and adjust care plans as needed.
- + Case Closure and Discharge Management: ability to manage the transition of patients from one care setting to another or to discharge.

## **\*\*Health Condition Management\*\***

### **\* Level 2 Capabilities:**

- + Health Condition Identification and Diagnosis: ability to identify, diagnose, and classify health conditions (e.g., diseases, injuries).
- + Health Condition Research and Analysis: ability to research, analyze, and interpret data related to health conditions.
- + Health Condition Monitoring and Surveillance: ability to monitor and track the occurrence of health conditions within a population.
- + Health Condition Prevention and Intervention: ability to develop, implement, and evaluate interventions aimed at preventing or mitigating health conditions.

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## **Level 1 Decomposition: Financial Services Industry**

## **\*\*Financial Instrument Management\*\***

### **\* Level 2 Capabilities:**

- + Security Master Data Management: Ability to create, maintain, and update master data records for financial instruments.
- + Valuation and Pricing: Ability to determine the value of financial instruments using various pricing models and methodologies.
- + Position Keeping and Reporting: Ability to track and report on the ownership positions of financial instruments.
- + Corporate Action Processing: Ability to process and respond to corporate actions such as dividend payments, stock splits, and mergers.
- + Taxation and Withholding: Ability to calculate and apply taxes and withholding on financial instrument transactions.

## **\*\*Order Management\*\***

### **\* Level 2 Capabilities:**

- + Order Capture and Validation: Ability to receive, validate, and confirm orders from clients or internal systems.
- + Trade Execution and Routing: Ability to execute trades on various markets, exchanges, or trading platforms.
- + Order Matching and Allocation: Ability to match buy and sell orders, and allocate trades to clients or internal accounts.

- + Post-Trade Processing and Settlement: Ability to process and settle trades, including confirmation, clearing, and settlement instructions.
- + Order Management Analytics: Ability to provide real-time analytics and reporting on order management activities.

#### **\*\*Investment Portfolio Management\*\***

##### **\* Level 2 Capabilities:**

- + Portfolio Strategy and Planning: Ability to define and implement investment strategies, including asset allocation and risk management.
- + Security Selection and Research: Ability to select and research individual securities for inclusion in portfolios.
- + Portfolio Optimization and Rebalancing: Ability to optimize portfolio performance, including rebalancing and tax-loss harvesting.
- + Risk Management and Monitoring: Ability to monitor and manage portfolio risk, including stress testing and scenario analysis.
- + Performance Measurement and Reporting: Ability to measure and report on portfolio performance, including returns, volatility, and attribution.

#### **\*\*Collateral Management\*\***

##### **\* Level 2 Capabilities:**

- + Collateral Eligibility and Acceptance: Ability to determine the eligibility and acceptability of collateral for margining or lending purposes.
- + Collateral Valuation and Pricing: Ability to value and price collateral, including determination of haircuts and margins.
- + Collateral Monitoring and Reporting: Ability to monitor and report on collateral positions, including valuations and margin calls.
- + Collateral Optimization and Allocation: Ability to optimize collateral allocation across multiple portfolios or counterparties.
- + Collateral Administration and Settlement: Ability to administer and settle collateral transactions, including custody and delivery.

#### **\*\*Finance Management\*\***

##### **\* Level 2 Capabilities:**

- + Financial Planning and Budgeting: Ability to plan and budget for financial resources, including forecasting and variance analysis.
  - + Treasury Operations and Cash Management: Ability to manage cash and liquidity, including funding and investing surplus funds.
  - + Accounting and Financial Reporting: Ability to prepare and report on financial statements, including balance sheets, income statements, and cash flow statements.
  - + Taxation and Compliance: Ability to manage tax obligations, including planning, compliance, and reporting.
  - + Risk Management and Internal Controls: Ability to identify, assess, and mitigate financial risks, including internal controls and audit management.
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## **Level 1 Decomposition: Insurance Industry**

### **\*\*Claim Management\*\***

Level 1: Claim Management - Ability to identify, track, and respond to a demand, or request to indemnify a customer or a provider of services under the terms of an agreement.

Possible Level 2 Capabilities:

1. **\*\*Claim Intake\*\***: Receive and process new claims, including data capture, verification, and validation.
2. **\*\*Claim Assessment\*\***: Evaluate the validity of a claim, determine coverage, and identify potential issues or discrepancies.
3. **\*\*Claim Settlement\*\***: Calculate and disburse payments to customers or providers in accordance with policy terms and conditions.
4. **\*\*Claim Communication\*\***: Provide timely updates and notifications to stakeholders, including customers, agents, and internal teams.
5. **\*\*Claims Workflow Management\*\***: Manage the end-to-end claims process, ensuring that all necessary steps are taken and that service level agreements (SLAs) are met.

### **\*\*Case Management\*\***

Level 1: Case Management - Ability to define, research, assess, recommend a plan of action for, act on, report on, resolve, or otherwise address an instance of a need or demand that requires resolution.

Possible Level 2 Capabilities:

1. **\*\*Case Intake and Triage\*\***: Receive and evaluate new cases, determining the type and level of support required.
2. **\*\*Investigation and Research\*\***: Gather information, conduct research, and consult with experts to inform case decisions.
3. **\*\*Action Planning and Recommendation\*\***: Develop a plan of action for addressing the case, including recommendations for next steps.
4. **\*\*Case Execution and Monitoring\*\***: Implement the planned actions, track progress, and adjust course as necessary.
5. **\*\*Case Resolution and Closure\*\***: Ensure that cases are resolved in accordance with policy and regulatory requirements.

### **\*\*Evidence Management\*\***

Level 1: Evidence Management - Ability to identify, define, collect, catalog, preserve, store, organize, control access to, and exhibit a supported body of facts.

Possible Level 2 Capabilities:

1. **\*\*Evidence Identification and Collection\*\***: Identify relevant evidence sources, gather data, and document findings.
  2. **\*\*Evidence Cataloging and Storage\*\***: Organize, categorize, and securely store collected evidence for easy retrieval.
  3. **\*\*Access Control and Security\*\***: Implement measures to ensure authorized access to sensitive information and maintain confidentiality.
  4. **\*\*Chain of Custody Management\*\***: Document and preserve the chain of custody for physical or digital evidence.
  5. **\*\*Exhibition and Presentation\*\***: Prepare and present evidence in a clear, concise manner for use in claims, case management, or other business processes.
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## **Level 1 Decomposition: Strategic Capabilities (common across industries)**

### **\*\*Brand Management\*\***

\* Ability to establish, organize, analyze, administer, and report on all aspects of a name, symbol, or design that identifies and differentiates products, offerings, or organizational identities.

\* Possible Level 2 capabilities:

- + Brand Identity Creation: Ability to create visual and linguistic elements that represent the brand.
- + Brand Positioning: Ability to define the unique value proposition and market niche for the brand.
- + Brand Asset Management: Ability to manage the usage and consistency of brand assets across various channels.
- + Brand Performance Monitoring: Ability to track and measure brand performance metrics, such as brand awareness and reputation.

### **\*\*Business Entity Management\*\***

\* Ability to create, structure, and govern the legal body or bodies that comprises or comprise a single organization.

\* Possible Level 2 capabilities:

- + Corporate Structuring: Ability to define and establish the organizational hierarchy and governance model.
- + Business Registration: Ability to register the business entity with relevant authorities and obtain necessary licenses.
- + Compliance Management: Ability to ensure adherence to laws, regulations, and industry standards.
- + Entity Governance: Ability to manage the roles, responsibilities, and decision-making processes within the organization.

### **\*\*Campaign Management\*\***

\* Ability to identify the need for, plan, design, execute, and measure the effectiveness of an outreach activity that targets a specific population; for example, customers, human resources, partners, and patients, to achieve a certain goal, such as marketing awareness, hiring activities, and health awareness.

\* Possible Level 2 capabilities:

- + Campaign Planning: Ability to define campaign objectives, target audience, messaging, and tactics.

- + Campaign Execution: Ability to launch and manage the campaign across various channels.

- + Campaign Performance Monitoring: Ability to track and measure campaign performance metrics, such as reach, engagement, and conversion rates.

- + Campaign Optimization: Ability to analyze results and adjust the campaign strategy to improve effectiveness.

## **\*\*Initiative Management\*\***

\* Ability to organize, plan, direct, and communicate progress against a coordinated collection of temporary endeavors undertaken to create a unique outcome.

\* Possible Level 2 capabilities:

- + Initiative Planning: Ability to define initiative objectives, scope, timeline, budget, and resource allocation.

- + Initiative Execution: Ability to manage the day-to-day activities and progress toward initiative goals.

- + Stakeholder Management: Ability to identify, engage, and communicate with stakeholders throughout the initiative lifecycle.

- + Initiative Closure: Ability to formally close initiatives, document lessons learned, and evaluate outcomes.

## **\*\*Intellectual Property Rights Management\*\***

\* Ability to define, establish, validate, value, register, obtain, and dispose of legal protections such as patents, trademarks, and copyrights.

\* Possible Level 2 capabilities:

- + IP Asset Identification: Ability to identify potential intellectual property assets within the organization.

- + Patent Management: Ability to manage the patent application, prosecution, and maintenance process.

- + Trademark Management: Ability to manage trademark registration, renewal, and enforcement.

- + Copyright Management: Ability to manage copyright protection, licensing, and royalty tracking.

## **\*\*Market Management\*\***

\* Ability to define, identify, quantify, qualify, analyze, segment, address, and create demand for existing or future products and services.

\* Possible Level 2 capabilities:

- + Market Research: Ability to conduct research to gather data on market trends, customer needs, and competitor activity.
- + Market Segmentation: Ability to divide the market into distinct groups based on demographics, behavior, or other characteristics.
- + Product Positioning: Ability to define the unique value proposition for products or services within a specific market segment.
- + Demand Generation: Ability to create demand for products or services through various marketing and sales tactics.

## **\*\*Message Management\*\***

- \* Ability to define, craft, frame, vet, disseminate, and track a verbal, written, recorded, or digitally-represented communication, including missives, notifications, alerts, and other internally or externally targeted communication about the organization's mission, products, plans, activities, and other focal points.
- \* Possible Level 2 capabilities:
  - + Message Creation: Ability to craft clear, concise messages that resonate with target audiences.
  - + Channel Management: Ability to select and manage various channels for message dissemination (e.g., email, social media, press releases).
  - + Message Tracking: Ability to monitor and analyze the effectiveness of messages across different channels.
  - + Messaging Governance: Ability to establish and enforce messaging policies and guidelines.

## **\*\*Plan Management\*\***

- \* Ability to define, develop, validate, maintain, and coordinate a set of activities to achieve a result.
- \* Possible Level 2 capabilities:
  - + Plan Development: Ability to create plans that align with organizational objectives and goals.
  - + Resource Allocation: Ability to assign resources (e.g., personnel, budget) to support plan execution.
  - + Progress Monitoring: Ability to track progress against plan milestones and adjust course as needed.
  - + Plan Maintenance: Ability to review and update plans to ensure continued relevance and effectiveness.

## **\*\*Policy Management\*\***

- \* Ability to establish, maintain, comply with, and administer a course or principle of action adopted or proposed by an organization.
- \* Possible Level 2 capabilities:
  - + Policy Development: Ability to create policies that align with organizational objectives and industry regulations.

- + Policy Review: Ability to regularly review and update policies to ensure continued relevance and effectiveness.
- + Compliance Management: Ability to ensure adherence to established policies across the organization.
- + Policy Communication: Ability to effectively communicate policies to stakeholders.

#### **\*\*Research Management\*\***

- \* Ability to conduct systematic investigation into materials and sources in order to establish facts and reach conclusions that comprise a result.
- \* Possible Level 2 capabilities:
  - + Research Planning: Ability to define research objectives, scope, methodology, and timelines.
  - + Data Collection: Ability to gather data through various methods (e.g., surveys, interviews, experiments).
  - + Data Analysis: Ability to analyze and interpret data to draw meaningful conclusions.
  - + Research Reporting: Ability to effectively communicate research findings and recommendations.

#### **\*\*Strategy Management\*\***

- \* Ability to define and disseminate an integrated pattern and perspective that aligns an organization's goals, objectives, and action sequences into a cohesive whole.
- \* Possible Level 2 capabilities:
  - + Strategic Planning: Ability to develop strategic plans that align with organizational vision and mission.
  - + Goal Setting: Ability to establish specific, measurable, achievable, relevant, and time-bound (SMART) goals.
  - + Initiative Alignment: Ability to ensure initiatives and projects are aligned with overall strategy.
  - + Strategy Monitoring: Ability to track progress against strategic objectives and adjust course as needed.

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### **Level 1 Decomposition: Support Capabilities (common across industries)**

#### **\*\*Competency Management\*\***

- \* Level 2 Capabilities:
  - + Competency Framework Development: Ability to create a structured approach to defining and categorizing competencies.
  - + Skills Assessment and Validation: Ability to design and implement methods for evaluating employee skills and knowledge.

- + Career Pathing and Succession Planning: Ability to identify and develop future leaders within the organization.

- + Training Needs Analysis: Ability to determine training requirements based on competency gaps.

## **\*\*Meeting Management\*\***

### **\* Level 2 Capabilities:**

- + Scheduling and Coordination: Ability to manage meeting invitations, reminders, and cancellations.

- + Agenda Setting and Distribution: Ability to create, share, and track meeting agendas.

- + Virtual Meeting Facilitation: Ability to host and facilitate online meetings using various collaboration tools.

- + Post-Meeting Follow-up and Action Item Tracking: Ability to document and assign action items from meetings.

## **\*\*Facility Management\*\***

### **\* Level 2 Capabilities:**

- + Space Planning and Allocation: Ability to optimize physical space usage within the organization.

- + Maintenance Scheduling and Coordination: Ability to manage routine maintenance activities for facilities.

- + Access Control and Security: Ability to ensure secure access to facilities and equipment.

- + Utilities and Energy Management: Ability to monitor and control energy consumption.

## **\*\*Human Resource Management\*\***

### **\* Level 2 Capabilities:**

- + Recruitment and Hiring: Ability to attract, select, and onboard new employees.

- + Performance Management: Ability to set goals, evaluate performance, and provide feedback.

- + Employee Relations and Engagement: Ability to foster a positive work environment and resolve conflicts.

- + Benefits Administration: Ability to manage employee benefits programs.

## **\*\*Incident Management\*\***

### **\* Level 2 Capabilities:**

- + Incident Reporting and Classification: Ability to document and categorize incidents.

- + Root Cause Analysis: Ability to identify underlying causes of incidents.

- + Corrective Action Planning: Ability to develop and implement plans to prevent future incidents.

- + Lessons Learned Documentation and Dissemination: Ability to share knowledge gained from incidents.

## **\*\*Information Management\*\***

### **\* Level 2 Capabilities:**

- + Data Governance and Quality Control: Ability to ensure data accuracy, completeness, and consistency.
- + Information Architecture Design: Ability to create a structured approach to organizing and integrating information.
- + Search and Retrieval Functionality: Ability to design and implement effective search capabilities.
- + Data Security and Access Control: Ability to protect sensitive information from unauthorized access.

## **\*\*Inquiry Management\*\***

### **\* Level 2 Capabilities:**

- + Inquiry Routing and Escalation: Ability to direct inquiries to the correct departments or personnel.
- + Response Development and Tracking: Ability to create and manage responses to inquiries.
- + Feedback Analysis and Reporting: Ability to analyze feedback from inquiries and provide insights.
- + Knowledge Base Management: Ability to maintain a repository of answers to common inquiries.

## **\*\*Job Management\*\***

### **\* Level 2 Capabilities:**

- + Job Description Development: Ability to create accurate and comprehensive job descriptions.
- + Role-Based Access Control: Ability to manage access rights based on job roles.
- + Task Assignment and Tracking: Ability to allocate tasks and monitor progress.
- + Performance Metrics Definition: Ability to establish metrics for evaluating job performance.

## **\*\*Language Management\*\***

### **\* Level 2 Capabilities:**

- + Language Translation Services: Ability to translate text, speech, or other forms of communication.
- + Terminology Standardization: Ability to maintain a consistent set of terms and definitions.
- + Multilingual Support Development: Ability to design and implement multilingual support systems.

- + Communication Style Guide Creation: Ability to establish guidelines for clear and effective communication.

## **\*\*Legal Proceeding Management\*\***

### **\* Level 2 Capabilities:**

- + Case Filing and Tracking: Ability to manage the filing process and track case progress.
- + Document Preparation and Review: Ability to create, review, and edit legal documents.
- + Hearing Scheduling and Coordination: Ability to coordinate hearing dates and times with parties involved.
- + Evidence Management: Ability to collect, organize, and preserve evidence.

## **\*\*Location Management\*\***

### **\* Level 2 Capabilities:**

- + Geographic Information System (GIS) Development: Ability to create a structured approach to managing geographic data.
- + Location-Based Data Analysis: Ability to analyze data related to specific locations.
- + Address Standardization: Ability to maintain a consistent set of addresses and location formats.
- + Spatial Planning and Optimization: Ability to optimize the use of physical space.

## **\*\*Content Management\*\***

### **\* Level 2 Capabilities:**

- + Content Creation and Review: Ability to design, create, review, and edit content.
- + Digital Asset Management: Ability to manage digital assets such as images, videos, and documents.
- + Taxonomy Development: Ability to establish a structured approach to categorizing and tagging content.
- + Workflow Automation: Ability to automate content-related workflows.

## **\*\*Training Course Management\*\***

### **\* Level 2 Capabilities:**

- + Curriculum Development: Ability to create comprehensive training curricula.
- + Training Materials Design and Development: Ability to design, create, review, and edit training materials.
- + Instructional Delivery Methods Development: Ability to develop effective instructional methods.
- + Evaluation and Assessment Tools Development: Ability to establish tools for evaluating training effectiveness.

## **\*\*Work Management\*\***



\* Level 2 Capabilities:

- + Task Prioritization and Scheduling: Ability to prioritize and schedule tasks effectively.
- + Workload Balancing: Ability to distribute workload evenly across teams or individuals.
- + Project Planning and Coordination: Ability to plan, coordinate, and execute projects.
- + Time Tracking and Reporting: Ability to monitor and report on time spent on tasks.

**\*\*Time Management\*\***

\* Level 2 Capabilities:

- + Scheduling and Calendar Management: Ability to manage calendars and schedule events effectively.
- + Time Zone Awareness and Management: Ability to accommodate different time zones in scheduling and coordination.
- + Deadline Tracking and Reminders: Ability to track deadlines and send reminders.
- + Time Blocking and Reservation: Ability to reserve blocks of time for specific tasks or activities.

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**Level 1 Decomposition: Core Capabilities (Common across industries)**

**\*\*Agreement Management\*\***

- \* Contract Creation: Ability to create new agreements with legal entities.
- \* Agreement Administration: Ability to organize, analyze, and report on existing agreements.
- \* Obligation Management: Ability to track and manage obligations arising from agreements.
- \* Compliance Management: Ability to ensure adherence to agreement terms and conditions.

**\*\*Asset Management\*\***

- \* Asset Acquisition: Ability to acquire new assets through purchase or other means.
- \* Asset Inventory Management: Ability to track and record asset information, including location and condition.
- \* Maintenance Scheduling: Ability to schedule and manage maintenance activities for assets.
- \* Disposal Management: Ability to dispose of assets at the end of their life cycle.

## **\*\*Channel Management\*\***

- \* Channel Selection: Ability to choose the most effective channels for product or service delivery.
- \* Channel Configuration: Ability to set up and configure channels for optimal performance.
- \* Channel Monitoring: Ability to track channel usage, performance, and effectiveness.
- \* Channel Optimization: Ability to continuously improve channel performance and efficiency.

## **\*\*Conveyor Management\*\***

- \* Conveyor Sourcing: Ability to acquire conveyors through purchase or other means.
- \* Conveyor Maintenance: Ability to perform routine maintenance on conveyors.
- \* Conveyor Utilization: Ability to optimize conveyor usage for maximum efficiency.
- \* Conveyor Disposal: Ability to dispose of conveyors at the end of their life cycle.

## **\*\*Customer Management\*\***

- \* Customer Onboarding: Ability to establish relationships with new customers.
- \* Customer Information Management: Ability to collect, store, and manage customer data.
- \* Customer Interaction Management: Ability to respond to and resolve customer inquiries and issues.
- \* Customer Retention: Ability to retain existing customers through proactive engagement.

## **\*\*Incident Management\*\***

- \* Incident Detection: Ability to identify potential incidents or disruptions.
- \* Incident Reporting: Ability to document and report incidents in a timely manner.
- \* Incident Resolution: Ability to resolve incidents promptly and efficiently.
- \* Incident Analysis: Ability to analyze incident causes and implement preventive measures.

## **\*\*Facility Management\*\***

- \* Facility Acquisition: Ability to acquire new facilities through purchase or other means.
- \* Facility Maintenance: Ability to perform routine maintenance on facilities.
- \* Facility Utilization: Ability to optimize facility usage for maximum efficiency.
- \* Facility Disposal: Ability to dispose of facilities at the end of their life cycle.

## **\*\*Material Management\*\***

- \* Material Sourcing: Ability to acquire materials through purchase or other means.
- \* Material Inventory Management: Ability to track and record material information, including quantity and quality.

- \* Material Quality Control: Ability to ensure materials meet required standards.
- \* Material Distribution: Ability to equitably distribute materials as needed.

#### **\*\*Message Management\*\***

- \* Message Creation: Ability to craft and define messages for various audiences.
- \* Message Approval: Ability to review and approve messages before dissemination.
- \* Message Dissemination: Ability to send messages through chosen channels.
- \* Message Tracking: Ability to monitor message delivery and effectiveness.

#### **\*\*Network Management\*\***

- \* Network Planning: Ability to design and plan network architecture.
- \* Network Configuration: Ability to set up and configure networks for optimal performance.
- \* Network Monitoring: Ability to track network usage, performance, and security.
- \* Network Optimization: Ability to continuously improve network performance and efficiency.

#### **\*\*Operation Management\*\***

- \* Operation Planning: Ability to define and plan specific objectives and workflows.
- \* Operation Execution: Ability to instantiate and run operations according to plans.
- \* Operation Monitoring: Ability to track operation progress and performance.
- \* Operation Evaluation: Ability to assess operation effectiveness and identify areas for improvement.

#### **\*\*Order Management\*\***

- \* Order Receipt: Ability to receive and process orders from customers.
- \* Order Fulfillment: Ability to match orders with available inventory or services.
- \* Order Shipment: Ability to deliver ordered goods or services to customers.
- \* Order Settlement: Ability to finalize order transactions, including payment processing.

#### **\*\*Partner Management\*\***

- \* Partner Identification: Ability to identify potential partners for collaboration.
- \* Partner Engagement: Ability to establish and maintain relationships with partners.
- \* Partner Collaboration: Ability to work together with partners on joint initiatives.
- \* Partner Performance Monitoring: Ability to track partner performance and adjust strategies accordingly.

#### **\*\*Product Management\*\***

- \* Product Conceptualization: Ability to define product ideas and requirements.
- \* Product Design: Ability to create product specifications and designs.
- \* Product Development: Ability to build and test products according to designs.

- \* Product Maintenance: Ability to update and refine existing products.

#### **\*\*Route Management\*\***

- \* Route Planning: Ability to research and plan optimal routes for various purposes.
  - \* Route Optimization: Ability to continuously improve route efficiency and effectiveness.
  - \* Route Monitoring: Ability to track route usage, performance, and security.
  - \* Route Adjustment: Ability to adjust routes in response to changes or disruptions.
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### **Level 1 Decomposition: Energy Industry**

#### **\*\*Customer Relationships\*\***

- \* Customer Insights: Analyze customer data to identify trends and preferences
- \* Customer Engagement: Develop strategies for interacting with customers through various channels (e.g., social media, email, phone)
- \* Account Management: Manage existing customer relationships to ensure satisfaction and loyalty
- \* New Customer Acquisition: Identify and pursue new business opportunities

#### **\*\*Enterprise Support\*\***

- \* Information Technology (IT): Provide technical infrastructure and support for the organization's operations
- \* Human Resources (HR): Manage employee recruitment, development, and benefits
- \* Facilities Management: Oversee the maintenance and operation of company facilities
- \* Supply Chain Management: Procure goods and services necessary for business operations

#### **\*\*Finance\*\***

- \* Financial Planning & Analysis: Develop financial forecasts and analyze performance metrics
- \* Accounting & Reporting: Prepare and present financial statements (e.g., balance sheet, income statement)
- \* Risk Management: Identify and mitigate potential financial risks
- \* Treasury Management: Oversee cash management, funding, and investment activities

#### **\*\*Marketing & Sales\*\***

- \* Brand Management: Develop and maintain the organization's brand identity
- \* Marketing Communications: Create and disseminate marketing campaigns across various channels (e.g., advertising, social media)

- \* Sales Strategy: Develop plans for acquiring new customers and growing existing relationships
- \* Pricing & Revenue Management: Optimize pricing strategies to maximize revenue

#### **\*\*Product & Service Development\*\***

- \* Research & Development (R&D): Conduct research to identify new business opportunities and develop innovative products/services
- \* Product/Service Design: Create detailed designs and specifications for new offerings
- \* Testing & Quality Assurance: Validate product/service quality before launch
- \* Launch Planning: Coordinate the introduction of new products/services to market

#### **\*\*Strategic Management\*\***

- \* Strategic Planning: Develop long-term plans for achieving business objectives
- \* Market Analysis: Analyze industry trends, competitors, and market conditions
- \* Performance Monitoring: Track key performance indicators (KPIs) to measure progress toward goals
- \* Change Management: Implement organizational changes necessary to achieve strategic objectives

#### **\*\*Energy Generation\*\***

- \* Power Plant Operations: Oversee the operation and maintenance of power generation facilities (e.g., thermal, nuclear, renewable)
- \* Fuel Sourcing: Procure fuels necessary for energy generation (e.g., coal, natural gas, uranium)
- \* Energy Storage: Develop and implement strategies for storing excess energy generated
- \* Generation Planning: Coordinate energy production to meet demand forecasts

#### **\*\*Energy Transmission\*\***

- \* Grid Operations: Manage the flow of electricity across transmission lines
- \* Transmission System Maintenance: Perform routine maintenance on transmission infrastructure (e.g., towers, substations)
- \* Congestion Management: Identify and mitigate congestion points in the transmission grid
- \* Interconnection Planning: Coordinate with other market participants to ensure seamless energy exchange

#### **\*\*Energy Distribution\*\***

- \* Network Operations: Oversee the distribution of electricity from substations to end-users
- \* Metering & Billing: Measure and bill customers for their energy consumption

- \* Distribution System Maintenance: Perform routine maintenance on distribution infrastructure (e.g., poles, transformers)
- \* Outage Management: Respond to and restore power during outages

#### **\*\*Energy Management\*\***

- \* Demand Response: Develop strategies for managing energy demand from end-users
- \* Energy Efficiency: Implement programs for improving energy efficiency among customers
- \* Load Forecasting: Predict future energy demand to optimize resource allocation
- \* Renewable Integration: Integrate renewable energy sources into the grid

#### **\*\*Energy Trading\*\***

- \* Market Analysis: Analyze market trends and price fluctuations to inform trading decisions
- \* Position Management: Monitor and adjust trading positions in response to market changes
- \* Risk Management: Identify and mitigate potential trading risks (e.g., credit, liquidity)
- \* Counterparty Management: Develop and maintain relationships with other market participants

#### **\*\*Energy Services\*\***

- \* Energy Auditing: Conduct energy audits for customers to identify opportunities for improvement
- \* Energy Efficiency Solutions: Offer solutions for improving energy efficiency among customers (e.g., LED lighting, HVAC upgrades)
- \* Demand Response Programs: Implement demand response programs to manage peak demand periods
- \* Customer Education & Support: Educate and support customers in optimizing their energy usage

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### **Level 1 Decomposition: Manufacturing Industry**

#### **\*\*Level 1 Capability: Procurement\*\***

- \* Possible Level 2 Capabilities:
  - + Sourcing and Supplier Management (e.g., identifying, evaluating, and managing suppliers)
  - + Purchasing and Inventory Management (e.g., ordering, receiving, storing, and managing inventory)

- + Contract Negotiation and Management (e.g., negotiating prices, terms, and conditions with suppliers)
- + Spend Analysis and Optimization (e.g., analyzing procurement data to identify areas for cost reduction)

**\*\*Level 1 Capability: Product Management\*\***

**\* Possible Level 2 Capabilities:**

- + Product Development and Design (e.g., designing, testing, and iterating on new products)
- + Product Life Cycle Management (e.g., managing the introduction, growth, maturity, and decline of products)
- + Product Portfolio Management (e.g., evaluating and prioritizing product offerings)
- + Technical Documentation and Support (e.g., creating and maintaining user manuals, technical specifications, etc.)

**\*\*Level 1 Capability: Production\*\***

**\* Possible Level 2 Capabilities:**

- + Manufacturing Operations Planning (e.g., scheduling, capacity planning, and resource allocation)
- + Quality Control and Assurance (e.g., inspecting, testing, and certifying products)
- + Maintenance and Repair (e.g., maintaining equipment, performing routine maintenance, and repairing breakdowns)
- + Production Process Optimization (e.g., analyzing and improving production workflows)

**\*\*Level 1 Capability: Supply Chain\*\***

**\* Possible Level 2 Capabilities:**

- + Demand Planning and Forecasting (e.g., predicting demand, managing inventory levels)
- + Order Fulfillment and Shipping (e.g., processing orders, picking, packing, and shipping products)
- + Inventory Management and Warehousing (e.g., storing, tracking, and managing inventory)
- + Transportation and Logistics Management (e.g., arranging transportation, managing carriers)

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## **Level 1 Decomposition: Pharmaceutical Industry**

**\*\*Level 1 Capability: Drug Discovery\*\***

**\* Possible Level 2 Capabilities:**

- + Target Identification and Validation
- + Hit Generation and Lead Optimization

- + High-Throughput Screening (HTS) and Assay Development
- + Structural Biology and Computational Modeling
- + Biomarker Identification and Validation

These Level 2 capabilities support the overall goal of identifying new drug candidates through various scientific approaches, including experimental and computational methods.

#### **\*\*Level 1 Capability: Process Research and Development\*\***

##### **\* Possible Level 2 Capabilities:**

- + Route Scouting and Chemical Synthesis
- + Process Optimization (e.g., yield, purity, cost)
- + Scale-Up and Technology Transfer
- + Analytical Method Development and Validation
- + Crystallization and Particle Engineering

These Level 2 capabilities focus on developing efficient, scalable, and controlled processes for manufacturing pharmaceuticals.

#### **\*\*Level 1 Capability: Manufacturing\*\***

##### **\* Possible Level 2 Capabilities:**

- + Active Pharmaceutical Ingredient (API) Production
- + Formulation Development (e.g., tablets, capsules, injectables)
- + Filling and Packaging Operations
- + Quality Control (QC) and Quality Assurance (QA) Systems
- + Supply Chain Management and Logistics

These Level 2 capabilities involve the actual production of pharmaceuticals, including API synthesis, formulation, filling, packaging, and ensuring quality control.

#### **\*\*Level 1 Capability: Regulatory Management\*\***

##### **\* Possible Level 2 Capabilities:**

- + Regulatory Strategy Development
- + Submission Preparation (e.g., NDA, BLA, MAA)
- + Compliance with cGMP, GLP, and GCP Regulations
- + Pharmacovigilance and Risk Management
- + Labeling and Packaging Compliance

These Level 2 capabilities focus on ensuring compliance with regulatory requirements throughout the product lifecycle, from development to post-marketing.





## **Level 1 Decomposition: Financial Services Industry (LeanIX)**

### **\*\*Retail Banking\*\***

#### **\* Level 2 Capabilities:**

- + Account Management (e.g., account opening, closing, maintenance)
- + Payment Processing (e.g., transactions, transfers, bill pay)
- + Lending Services (e.g., personal loans, credit cards, mortgages)
- + Deposit Services (e.g., checking, savings, CDs)
- + Customer Support (e.g., branch banking, call center support)

### **\*\*Digital Banking\*\***

#### **\* Level 2 Capabilities:**

- + Online Account Management (e.g., online banking, mobile banking apps)
- + Digital Payment Solutions (e.g., online bill pay, person-to-person payments)
- + Mobile Wallet Services (e.g., Apple Pay, Google Pay integration)
- + Digital Lending Platforms (e.g., online loan applications, digital credit scoring)
- + Omni-Channel Customer Support (e.g., chatbots, social media support)

### **\*\*Investment Banking\*\***

#### **\* Level 2 Capabilities:**

- + Corporate Finance Advisory Services (e.g., M&A, equity/debt capital markets)
- + Trading and Market Making (e.g., equities, fixed income, commodities)
- + Asset Management Services (e.g., portfolio management, investment research)
- + Risk Management Solutions (e.g., hedging, derivatives trading)
- + Transaction Banking Services (e.g., cash management, trade finance)

### **\*\*Commercial Banking\*\***

#### **\* Level 2 Capabilities:**

- + Cash Management Services (e.g., account management, payment processing)
- + Trade Finance Solutions (e.g., letters of credit, factoring)
- + Supply Chain Financing (e.g., invoice financing, inventory financing)
- + Corporate Lending Services (e.g., term loans, lines of credit)
- + Treasury Management Services (e.g., cash pooling, investment management)

### **\*\*Claims Management\*\***

#### **\* Level 2 Capabilities:**

- + Claim Intake and Processing (e.g., first notice of loss, claims adjudication)
- + Loss Adjustment and Investigation (e.g., damage assessment, evidence collection)
- + Claim Settlement and Payment (e.g., payment processing, reserve management)
- + Claims Analytics and Reporting (e.g., claim metrics, trend analysis)

- + Subrogation and Recovery Services (e.g., recovering funds from third parties)

## **\*\*Insurance Underwriting\*\***

### **\* Level 2 Capabilities:**

- + Risk Assessment and Evaluation (e.g., data collection, risk modeling)
- + Policy Quoting and Issuance (e.g., policy generation, binding authority)
- + Underwriting Guidelines Development (e.g., establishing underwriting rules, criteria)
- + Portfolio Management and Monitoring (e.g., portfolio analysis, risk aggregation)
- + Reinsurance Placement and Management (e.g., reinsurance treaty management, facultative reinsurance)

## **\*\*Governance, Risk, and Compliance\*\***

### **\* Level 2 Capabilities:**

- + Regulatory Compliance Management (e.g., regulatory monitoring, reporting)
- + Risk Management Frameworks (e.g., risk identification, assessment, mitigation)
- + Audit and Assurance Services (e.g., internal audit, external audit management)
- + Compliance Training and Awareness (e.g., employee training, policy awareness)
- + Governance Structure and Oversight (e.g., board governance, committee oversight)

These are just some possible Level 2 capabilities for each Level 1 capability. The actual breakdown may vary depending on the specific organization and industry context.

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## **Raw LLM Outputs – Chain of Thought Prompting**

### **Level Decomposition: Healthcare Industry**

## **\*\*Patient Management\*\***

- \* Patient Demographic Management: Ability to collect, maintain, and analyze patient demographic information.
- \* Patient History Management: Ability to document, track, and analyze a patient's medical history, including diagnoses, treatments, and outcomes.
- \* Patient Preference Management: Ability to capture, store, and apply patient preferences, such as communication preferences or treatment options.
- \* Patient Experience Management: Ability to design, deliver, and evaluate experiences that meet patient needs and expectations.
- \* Patient Information Exchange Management: Ability to securely exchange patient information with authorized parties.

## **\*\*Healthcare Service Management\*\***

- \* Healthcare Offering Definition: Ability to define and describe the healthcare services offered by the organization.
- \* Service Delivery Planning: Ability to plan and coordinate the delivery of healthcare services, including scheduling and resource allocation.
- \* Service Quality Management: Ability to monitor, evaluate, and improve the quality of healthcare services delivered.
- \* Service Utilization Management: Ability to track, analyze, and optimize the use of healthcare services.
- \* Service Innovation Management: Ability to identify opportunities for innovation in healthcare service delivery.

#### **\*\*Medical Facility Management\*\***

- \* Facility Design and Construction: Ability to design, build, and renovate medical facilities that meet regulatory requirements and support high-quality patient care.
- \* Facility Operations Management: Ability to manage the day-to-day operations of medical facilities, including maintenance, security, and housekeeping.
- \* Space Management: Ability to optimize the use of space within medical facilities, including allocation of rooms and resources.
- \* Asset Management: Ability to track, maintain, and dispose of medical facility assets, such as equipment and furniture.
- \* Sustainability Management: Ability to reduce the environmental impact of medical facilities through sustainable practices.

#### **\*\*Medical Device Management\*\***

- \* Device Procurement: Ability to acquire medical devices that meet clinical needs and regulatory requirements.
- \* Device Inventory Management: Ability to track and manage medical device inventory, including storage and disposal.
- \* Device Maintenance and Repair: Ability to maintain and repair medical devices to ensure they are functioning properly and safely.
- \* Device Safety Management: Ability to identify and mitigate risks associated with medical devices.
- \* Device Utilization Analysis: Ability to analyze data on medical device usage to optimize resource allocation.

#### **\*\*Medication Management\*\***

- \* Medication Formulary Management: Ability to develop, maintain, and manage a list of approved medications that meet clinical needs and regulatory requirements.
- \* Medication Inventory Management: Ability to track and manage medication inventory, including storage and disposal.

- \* Medication Dispensing: Ability to safely and accurately dispense medications to patients.
- \* Medication Adherence Monitoring: Ability to track and analyze patient adherence to medication regimens.
- \* Medication Side Effect Management: Ability to identify and mitigate risks associated with medication side effects.

#### **\*\*Healthcare Case Management\*\***

- \* Case Definition and Assignment: Ability to define, assign, and prioritize healthcare cases based on clinical needs and resource availability.
- \* Care Planning: Ability to develop, implement, and monitor individualized care plans that address patient needs and goals.
- \* Service Coordination: Ability to coordinate the delivery of healthcare services across disciplines and settings.
- \* Case Progress Monitoring: Ability to track and analyze case progress, including outcomes and quality metrics.
- \* Discharge Planning: Ability to plan and coordinate the transition of patients from one level of care to another or to home.

#### **\*\*Health Condition Management\*\***

- \* Health Issue Identification: Ability to identify and document health issues that impact patient well-being.
- \* Research and Development: Ability to stay up-to-date on the latest research, guidelines, and best practices for managing specific health conditions.
- \* Care Pathway Development: Ability to design and implement evidence-based care pathways for common health conditions.
- \* Patient Education: Ability to educate patients and their families about health conditions, treatment options, and self-management strategies.
- \* Outcomes Analysis: Ability to analyze data on patient outcomes to identify opportunities for quality improvement.

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### **Level Decomposition: Financial Services Industry**

#### **\*\*Financial Instrument Management\*\***

- \* Financial Instrument Definition: Ability to define and classify financial instruments (e.g., stocks, bonds, futures)
- \* Financial Instrument Valuation: Ability to determine the value of financial instruments
- \* Financial Instrument Reporting: Ability to generate reports on financial instrument holdings, valuations, and transactions
- \* Financial Instrument Administration: Ability to manage the lifecycle of financial instruments, including issuance, trading, and settlement

#### **\*\*Order Management\*\***

- \* Order Capture: Ability to receive and process orders from clients or internal systems
- \* Order Routing: Ability to direct orders to relevant markets, exchanges, or execution venues
- \* Order Matching: Ability to match buy and sell orders, either internally or externally
- \* Order Settlement: Ability to finalize and settle trades, including payment and delivery processing

#### **\*\*Investment Portfolio Management\*\***

- \* Investment Strategy Definition: Ability to define and maintain investment strategies, including asset allocation and risk tolerance
- \* Portfolio Construction: Ability to create and manage investment portfolios, including security selection and optimization
- \* Portfolio Monitoring: Ability to track and analyze portfolio performance, including returns, risks, and compliance
- \* Portfolio Rebalancing: Ability to adjust portfolios to maintain target asset allocations and risk profiles

#### **\*\*Collateral Management\*\***

- \* Collateral Eligibility: Ability to determine the eligibility of assets for use as collateral
- \* Collateral Valuation: Ability to value collateral assets, including market valuation and haircuts
- \* Collateral Monitoring: Ability to track and report on collateral positions, including margin calls and collateral usage
- \* Collateral Optimization: Ability to optimize collateral allocation and usage across multiple agreements and counterparties

#### **\*\*Finance Management\*\***

- \* Financial Planning: Ability to develop and manage financial plans, including budgeting and forecasting
- \* Financial Reporting: Ability to generate and analyze financial reports, including income statements and balance sheets
- \* Treasury Management: Ability to manage an organization's cash, funding, and liquidity
- \* Risk Management: Ability to identify, assess, and mitigate financial risks, including market risk, credit risk, and operational risk

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### **Level Decomposition: Insurance Industry**

#### **\*\*Claim Management\*\***

1. Claim Intake: Ability to receive and process claims from various channels (e.g., phone, email, online portal).

2. Claim Assessment: Ability to evaluate the validity of a claim and determine the necessary next steps.
3. Claim Investigation: Ability to gather information and evidence to support or deny a claim.
4. Claim Resolution: Ability to settle or deny a claim based on the outcome of the investigation.
5. Claim Payment Processing: Ability to process payments for approved claims.

#### **\*\*Case Management\*\***

1. Case Intake: Ability to receive and document new cases, including gathering initial information and assigning case workers.
2. Needs Assessment: Ability to evaluate the customer's or provider's needs and determine the necessary course of action.
3. Care Planning: Ability to develop a plan of action to address the identified needs, in collaboration with relevant stakeholders.
4. Case Coordination: Ability to manage and coordinate the various activities and services required to resolve the case.
5. Progress Monitoring: Ability to track and report on the progress of the case towards resolution.

#### **\*\*Evidence Management\*\***

1. Evidence Collection: Ability to gather and document evidence from various sources (e.g., witnesses, documents, physical items).
2. Evidence Storage and Preservation: Ability to securely store and preserve evidence in accordance with relevant regulations and standards.
3. Evidence Organization and Indexing: Ability to categorize, label, and index evidence for easy retrieval and analysis.
4. Access Control and Security: Ability to control access to sensitive evidence and ensure its security and integrity.
5. Evidence Exhibition and Presentation: Ability to prepare and present evidence in a clear and compelling manner for various audiences (e.g., courts, investigators).

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### **Level Decomposition: Strategic Capabilities (common across industries)**

#### **\*\*Brand Management\*\***

- \* Brand Positioning: Ability to identify and articulate the unique value proposition and personality of a brand.
- \* Brand Identity Management: Ability to create and manage the visual and tonal elements that represent a brand, such as logos, color schemes, and typography.
- \* Brand Asset Management: Ability to catalog, store, and distribute brand assets, such as images, videos, and documents.
- \* Brand Performance Monitoring: Ability to track and analyze key performance indicators (KPIs) related to brand health, such as awareness, preference, and loyalty.

\* Brand Governance: Ability to establish and enforce policies, procedures, and guidelines for brand usage across the organization.

#### **\*\*Business Entity Management\*\***

\* Corporate Structure Definition: Ability to define and maintain the legal structure of an organization, including subsidiaries, partnerships, and joint ventures.

\* Business Registration and Licensing: Ability to obtain and maintain necessary licenses and registrations to operate a business.

\* Governance and Compliance: Ability to establish and enforce policies, procedures, and guidelines for corporate governance, risk management, and regulatory compliance.

\* Entity Data Management: Ability to collect, store, and manage data related to business entities, such as company profiles, ownership structures, and financial information.

\* Mergers and Acquisitions Support: Ability to provide support for mergers and acquisitions activities, including due diligence, integration planning, and post-merger integration.

#### **\*\*Campaign Management\*\***

\* Campaign Planning and Design: Ability to plan, design, and scope campaigns across various channels and tactics.

\* Campaign Execution and Delivery: Ability to execute and deliver campaigns through various channels, such as email, social media, and advertising.

\* Campaign Measurement and Analysis: Ability to track and analyze campaign performance using metrics such as open rates, click-through rates, and conversion rates.

\* Campaign Optimization: Ability to use data and insights to optimize campaign performance and improve future campaign results.

\* Stakeholder Management: Ability to manage stakeholders involved in campaigns, including internal teams, external partners, and vendors.

#### **\*\*Initiative Management\*\***

\* Initiative Definition and Scope: Ability to define and scope initiatives, including goals, objectives, timelines, and resources required.

\* Initiative Planning and Organization: Ability to plan and organize initiatives, including defining roles and responsibilities, creating project schedules, and allocating resources.

\* Initiative Execution and Monitoring: Ability to execute and monitor initiatives, including tracking progress, identifying risks, and making adjustments as needed.

\* Initiative Closure and Evaluation: Ability to formally close initiatives and evaluate their success, including documenting lessons learned and identifying areas for improvement.

\* Stakeholder Management: Ability to manage stakeholders involved in initiatives, including internal teams, external partners, and vendors.

## **\*\*Intellectual Property Rights Management\*\***

- \* Intellectual Property Identification: Ability to identify and classify intellectual property (IP) assets, such as patents, trademarks, copyrights, and trade secrets.
- \* IP Protection and Registration: Ability to protect and register IP assets, including filing patent applications, trademark registrations, and copyright registrations.
- \* IP Portfolio Management: Ability to manage the IP portfolio, including monitoring IP asset status, identifying potential infringement risks, and making strategic decisions about IP asset maintenance and enforcement.
- \* IP Licensing and Monetization: Ability to license and monetize IP assets, including negotiating agreements, managing royalties, and tracking revenue.
- \* IP Enforcement and Litigation: Ability to enforce IP rights and engage in litigation to protect IP assets.

## **\*\*Market Management\*\***

- \* Market Research and Analysis: Ability to conduct market research and analysis to understand customer needs, preferences, and behaviors.
- \* Market Segmentation and Targeting: Ability to segment markets and identify target audiences for products or services.
- \* Demand Generation and Lead Management: Ability to generate demand for products or services and manage leads through the sales funnel.
- \* Market Positioning and Messaging: Ability to position products or services in the market and develop messaging that resonates with target audiences.
- \* Competitor Analysis: Ability to analyze competitors, including their strengths, weaknesses, strategies, and market positions.

## **\*\*Message Management\*\***

- \* Message Strategy and Planning: Ability to develop message strategies and plans that align with organizational goals and objectives.
- \* Content Creation and Curation: Ability to create and curate content across various channels and formats, including written, visual, and audio content.
- \* Channel Selection and Optimization: Ability to select and optimize communication channels to reach target audiences effectively.
- \* Message Delivery and Distribution: Ability to deliver and distribute messages through various channels, including email, social media, and advertising.
- \* Message Measurement and Analysis: Ability to track and analyze message performance using metrics such as open rates, click-through rates, and engagement metrics.



## **\*\*Plan Management\*\***

- \* Plan Development and Documentation: Ability to develop and document plans that align with organizational goals and objectives.
- \* Plan Execution and Monitoring: Ability to execute and monitor plans, including tracking progress, identifying risks, and making adjustments as needed.
- \* Plan Adjustment and Revision: Ability to adjust and revise plans in response to changes in the internal or external environment.
- \* Plan Closure and Evaluation: Ability to formally close plans and evaluate their success, including documenting lessons learned and identifying areas for improvement.
- \* Stakeholder Management: Ability to manage stakeholders involved in plans, including internal teams, external partners, and vendors.

## **\*\*Policy Management\*\***

- \* Policy Development and Documentation: Ability to develop and document policies that align with organizational goals and objectives.
- \* Policy Communication and Training: Ability to communicate policies to relevant stakeholders and provide training on policy implementation.
- \* Policy Monitoring and Compliance: Ability to monitor and ensure compliance with policies across the organization.
- \* Policy Review and Revision: Ability to review and revise policies in response to changes in the internal or external environment.
- \* Policy Archive and Retrieval: Ability to archive and retrieve policies for future reference.

## **\*\*Research Management\*\***

- \* Research Planning and Design: Ability to plan and design research studies, including identifying research questions, selecting methodologies, and determining sample sizes.
- \* Data Collection and Analysis: Ability to collect and analyze data using various methods and tools, including surveys, interviews, and statistical analysis software.
- \* Research Findings Interpretation: Ability to interpret research findings and identify implications for the organization or stakeholders.
- \* Research Dissemination and Communication: Ability to disseminate and communicate research findings through various channels, including reports, presentations, and publications.
- \* Research Ethics and Compliance: Ability to ensure compliance with research ethics guidelines and regulations.

## **\*\*Strategy Management\*\***

- \* Strategy Development and Documentation: Ability to develop and document strategies that align with organizational goals and objectives.
- \* Strategic Planning and Alignment: Ability to plan and align strategy with other organizational functions, including operations, finance, and human resources.

- \* Strategy Execution and Monitoring: Ability to execute and monitor strategy, including tracking progress, identifying risks, and making adjustments as needed.
  - \* Strategic Analysis and Evaluation: Ability to analyze and evaluate the effectiveness of strategies using metrics such as key performance indicators (KPIs).
  - \* Stakeholder Management: Ability to manage stakeholders involved in strategy development and execution, including internal teams, external partners, and vendors.
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### **Level Decomposition: Support Capabilities (Common across industries)**

#### **\*\*Competency Management\*\***

- \* Competency Framework Development: Define and maintain a framework for identifying and categorizing competencies.
- \* Job Role Profiling: Create profiles of job roles to identify required skills, knowledge, and behaviors.
- \* Competency Assessment: Develop methods to assess employee competencies against established standards.
- \* Gap Analysis: Identify gaps between current and desired competency levels.
- \* Development Planning: Create plans to address competency gaps through training, mentoring, or other development activities.

#### **\*\*Meeting Management\*\***

- \* Scheduling Coordination: Coordinate meeting schedules with attendees, resources, and facilities.
- \* Agenda Preparation: Prepare agendas for meetings, including identification of required attendees and materials.
- \* Meeting Facilitation: Ensure effective facilitation of meetings, including management of discussion and decision-making processes.
- \* Action Item Tracking: Track action items assigned during meetings to ensure completion.
- \* Evaluation and Review: Evaluate the effectiveness of meetings and review outcomes.

#### **\*\*Facility Management\*\***

- \* Space Planning: Plan and optimize use of physical space within facilities.
- \* Maintenance Coordination: Coordinate maintenance activities, including scheduling and resource allocation.
- \* Asset Management: Manage facility assets, including inventory and disposal processes.
- \* Safety and Security: Ensure compliance with safety and security regulations and standards.
- \* Environmental Sustainability: Implement sustainable practices to reduce environmental impact.

## **\*\*Human Resource Management\*\***

- \* Recruitment: Attract, select, and hire candidates to fill job openings.
- \* Employee Onboarding: Design and implement effective onboarding processes for new employees.
- \* Performance Evaluation: Develop and manage performance evaluation processes to assess employee performance.
- \* Compensation Administration: Administer compensation programs, including salary, benefits, and incentives.
- \* Separation Management: Manage the separation process for departing employees.

## **\*\*Incident Management\*\***

- \* Incident Reporting: Establish a process for reporting incidents in a timely and accurate manner.
- \* Investigation and Analysis: Conduct investigations and analysis to determine incident causes and impact.
- \* Resolution Development: Develop plans to resolve incidents, including corrective actions and preventative measures.
- \* Communication Coordination: Coordinate communication with stakeholders regarding incident status and resolution.
- \* Review and Improvement: Review incident management processes and identify areas for improvement.

## **\*\*Information Management\*\***

- \* Data Governance: Establish policies and procedures for data management, security, and compliance.
- \* Information Architecture: Design and maintain an information architecture to support business needs.
- \* Content Creation: Create high-quality content to meet business objectives.
- \* Search and Retrieval: Develop search capabilities to facilitate access to information assets.
- \* Knowledge Management: Identify, capture, and share knowledge across the organization.

## **\*\*Inquiry Management\*\***

- \* Inquiry Capture: Establish a process for capturing inquiries from various channels (e.g., phone, email, web).
- \* Inquiry Routing: Route inquiries to the appropriate personnel or teams for response.
- \* Response Development: Develop responses to inquiries in a timely and accurate manner.
- \* Escalation Procedures: Establish procedures for escalating complex or high-priority inquiries.
- \* Analysis and Reporting: Analyze inquiry trends and report insights to support business decision-making.

## **\*\*Job Management\*\***

- \* Job Definition: Define job roles, responsibilities, and expectations.
- \* Job Grading: Develop job grading systems to ensure equitable compensation.
- \* Performance Metrics: Establish performance metrics to measure job success.
- \* Role-Based Access Control: Implement role-based access control to ensure secure access to resources.
- \* Workload Analysis: Analyze workload patterns to optimize job assignments.

## **\*\*Language Management\*\***

- \* Language Support Services: Provide language support services, including translation and interpretation.
- \* Content Localization: Develop processes for localizing content for global audiences.
- \* Terminology Management: Establish a terminology management process to ensure consistency across languages.
- \* Communication Protocol Development: Develop communication protocols for multilingual teams.
- \* Training and Support: Provide training and support on language-related issues.

## **\*\*Legal Proceeding Management\*\***

- \* Case Intake: Manage the intake process for new cases, including data collection and triage.
- \* Document Preparation: Prepare legal documents, including contracts, agreements, and pleadings.
- \* Research and Analysis: Conduct research and analysis to support case preparation.
- \* Trial Preparation: Coordinate trial preparation activities, including evidence management and witness preparation.
- \* Settlement Negotiation: Negotiate settlements with opposing parties.

## **\*\*Location Management\*\***

- \* Location Identification: Identify locations for business operations, events, or meetings.
- \* Mapping and Directions: Provide mapping and directions services to facilitate navigation.
- \* Space Allocation: Allocate space within facilities based on business needs.
- \* Logistical Support: Coordinate logistical support for events or meetings at various locations.
- \* Location Intelligence: Gather location intelligence to inform business decisions.

## **\*\*Content Management\*\***

- \* Content Strategy Development: Develop content strategies aligned with business objectives.
- \* Creation and Authoring: Create high-quality, engaging content across formats (e.g., text, images, video).
- \* Review and Approval: Establish review and approval processes for content quality control.
- \* Publishing and Distribution: Publish and distribute content through various channels (e.g., web, social media, print).
- \* Analytics and Reporting: Analyze content performance metrics to inform future content strategies.

## **\*\*Training Course Management\*\***

- \* Curriculum Development: Develop training curricula aligned with business objectives.
- \* Course Creation: Create high-quality training courses in various formats (e.g., classroom, online).
- \* Delivery and Facilitation: Deliver and facilitate training sessions, ensuring effective learning transfer.
- \* Evaluation and Assessment: Evaluate training effectiveness through participant feedback and assessment data.
- \* Continuous Improvement: Continuously improve training programs based on evaluation results.

## **\*\*Work Management\*\***

- \* Task Management: Manage tasks across projects, including assignment, prioritization, and tracking.
- \* Workflow Optimization: Analyze workflows to identify opportunities for optimization and improvement.
- \* Project Planning: Develop project plans, including resource allocation and timeline management.
- \* Progress Monitoring: Monitor work progress against plans, identifying areas for corrective action.
- \* Reporting and Analytics: Provide reporting and analytics capabilities to inform business decisions.

## **\*\*Time Management\*\***

- \* Time Tracking: Track time spent on tasks, projects, or activities across the organization.
- \* Scheduling: Develop scheduling processes to optimize resource utilization.
- \* Calendar Management: Manage organizational calendars, including event coordination and notification.

- \* Availability Monitoring: Monitor employee availability for meetings, tasks, or projects.
  - \* Deadlines and Reminders: Set deadlines and reminders for upcoming events, milestones, or deliverables.
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### **Level Decomposition: Core Capabilities (Common across industries)**

#### **\*\*Agreement Management\*\***

- \* Contract Creation: Ability to draft, review, and finalize legally binding agreements.
- \* Obligation Tracking: Ability to monitor and report on obligations and commitments outlined in agreements.
- \* Dispute Resolution: Ability to manage and resolve disputes arising from agreements.
- \* Agreement Renewal: Ability to renegotiate and renew existing agreements.
- \* Compliance Management: Ability to ensure adherence to laws, regulations, and standards related to agreements.

#### **\*\*Asset Management\*\***

- \* Asset Acquisition: Ability to purchase or acquire new assets.
- \* Asset Maintenance: Ability to perform routine maintenance and repairs on existing assets.
- \* Asset Disposal: Ability to sell, donate, or dispose of unwanted or obsolete assets.
- \* Asset Inventory: Ability to track and manage asset inventory levels.
- \* Depreciation Management: Ability to calculate and record depreciation expenses for assets.

#### **\*\*Channel Management\*\***

- \* Channel Selection: Ability to choose the most effective channels for product delivery or communication.
- \* Channel Configuration: Ability to set up and configure channels for optimal performance.
- \* Channel Monitoring: Ability to track channel usage, performance, and customer feedback.
- \* Channel Optimization: Ability to analyze and improve channel effectiveness.
- \* Channel Security: Ability to ensure secure data transmission and protect against unauthorized access.

#### **\*\*Conveyor Management\*\***

- \* Vehicle Acquisition: Ability to purchase or lease new conveyors (e.g., trucks, cars).
- \* Vehicle Maintenance: Ability to perform routine maintenance and repairs on existing conveyors.
- \* Route Planning: Ability to plan and optimize routes for efficient transportation.
- \* Driver Management: Ability to manage driver schedules, training, and performance.
- \* Load Management: Ability to manage cargo loading and unloading.

## **\*\*Customer Management\*\***

- \* Customer Onboarding: Ability to set up new customer accounts and provide initial support.
- \* Customer Profile Management: Ability to collect, update, and analyze customer information.
- \* Customer Interaction Management: Ability to track and respond to customer inquiries and issues.
- \* Customer Feedback Management: Ability to collect and act on customer feedback.
- \* Loyalty Program Management: Ability to design and manage loyalty programs to retain customers.

## **\*\*Incident Management\*\***

- \* Incident Reporting: Ability to document and report incidents in a timely manner.
- \* Incident Analysis: Ability to investigate and analyze the root cause of incidents.
- \* Incident Resolution: Ability to resolve incidents quickly and effectively.
- \* Incident Escalation: Ability to escalate incidents to higher-level teams or management when necessary.
- \* Lessons Learned Management: Ability to document and apply lessons learned from incidents.

## **\*\*Facility Management\*\***

- \* Facility Maintenance: Ability to perform routine maintenance and repairs on facilities.
- \* Space Planning: Ability to plan and optimize facility layout for efficient use.
- \* Utility Management: Ability to manage utility consumption (e.g., water, electricity).
- \* Security Management: Ability to ensure secure access to facilities and protect against unauthorized entry.
- \* Compliance Management: Ability to ensure adherence to laws, regulations, and standards related to facilities.

## **\*\*Material Management\*\***

- \* Material Sourcing: Ability to procure materials from suppliers or vendors.
- \* Inventory Management: Ability to track and manage material inventory levels.
- \* Quality Control: Ability to inspect and test materials for quality and defects.
- \* Waste Management: Ability to dispose of waste materials in an environmentally responsible manner.
- \* Recycling Management: Ability to recycle materials when possible.

## **\*\*Message Management\*\***

- \* Message Creation: Ability to craft clear, concise messages for various audiences.
- \* Message Approval: Ability to review and approve messages before dissemination.
- \* Message Dissemination: Ability to send messages through various channels (e.g., email, social media).

- \* Message Tracking: Ability to track message delivery and response rates.
- \* Message Analytics: Ability to analyze message effectiveness and adjust messaging strategies accordingly.

#### **\*\*Network Management\*\***

- \* Network Planning: Ability to plan and design network infrastructure for optimal performance.
- \* Network Configuration: Ability to set up and configure network devices and protocols.
- \* Network Monitoring: Ability to track network usage, performance, and security.
- \* Network Troubleshooting: Ability to identify and resolve network issues quickly.
- \* Network Security: Ability to ensure secure data transmission and protect against unauthorized access.

#### **\*\*Operation Management\*\***

- \* Operation Planning: Ability to plan and schedule operations for efficient execution.
- \* Resource Allocation: Ability to assign resources (e.g., personnel, equipment) to operations.
- \* Operation Execution: Ability to execute operations according to plan.
- \* Operation Monitoring: Ability to track operation performance and progress.
- \* Operation Review: Ability to review operation effectiveness and identify areas for improvement.

#### **\*\*Order Management\*\***

- \* Order Receipt: Ability to receive and process orders from customers or other parties.
- \* Order Fulfillment: Ability to fulfill orders by delivering goods or services.
- \* Order Tracking: Ability to track order status and update customers accordingly.
- \* Order Cancellation: Ability to cancel orders when necessary (e.g., due to inventory issues).
- \* Refund Management: Ability to process refunds for cancelled orders.

#### **\*\*Partner Management\*\***

- \* Partner Identification: Ability to identify potential partners and assess their fit with the organization.
- \* Partnership Development: Ability to develop partnerships through negotiations and agreements.
- \* Partner Performance Tracking: Ability to track partner performance and adjust strategies accordingly.
- \* Partner Communication: Ability to communicate effectively with partners.
- \* Conflict Resolution: Ability to resolve conflicts or issues that may arise in partnerships.



## **\*\*Product Management\*\***

- \* Product Conceptualization: Ability to define product vision, goals, and requirements.
- \* Product Design: Ability to design products that meet customer needs and market trends.
- \* Product Development: Ability to develop products through prototyping, testing, and iteration.
- \* Product Launch: Ability to launch products successfully in the market.
- \* Product Maintenance: Ability to maintain and update products over their lifecycle.

## **\*\*Route Management\*\***

- \* Route Planning: Ability to plan routes for efficient transportation or logistics.
- \* Route Optimization: Ability to optimize routes for reduced costs, improved safety, and increased efficiency.
- \* Route Execution: Ability to execute routes according to plan.
- \* Route Monitoring: Ability to track route performance and progress.
- \* Route Review: Ability to review route effectiveness and identify areas for improvement.

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## **Level Decomposition: Energy Industry**

### **\*\*Customer Relationships\*\***

- \* Customer Acquisition (e.g., lead generation, customer onboarding)
- \* Customer Retention (e.g., loyalty programs, complaint resolution)
- \* Customer Service (e.g., billing and payment processing, issue resolution)
- \* Customer Insights (e.g., data analysis, market research)
- \* Account Management (e.g., key account management, relationship building)

### **\*\*Enterprise Support\*\***

- \* IT Infrastructure (e.g., network administration, cybersecurity)
- \* Facilities Management (e.g., real estate, maintenance)
- \* Human Resources (e.g., talent acquisition, benefits administration)
- \* Procurement and Sourcing (e.g., supplier management, contract negotiation)
- \* Business Continuity Planning (e.g., disaster recovery, emergency response)

### **\*\*Finance\*\***

- \* Financial Planning and Analysis (e.g., budgeting, forecasting)
- \* Accounting and Reporting (e.g., financial statements, compliance)
- \* Treasury Management (e.g., cash management, funding)
- \* Risk Management (e.g., insurance, hedging)
- \* Taxation and Compliance (e.g., tax planning, regulatory reporting)

## **\*\*Marketing & Sales\*\***

- \* Brand Management (e.g., marketing campaigns, brand identity)
- \* Market Research and Analysis (e.g., customer segmentation, competitor analysis)
- \* Sales Channel Management (e.g., direct sales, indirect sales)
- \* Product Pricing and Promotion (e.g., pricing strategy, promotional planning)
- \* Sales Performance Management (e.g., sales forecasting, performance metrics)

## **\*\*Product & Service Development\*\***

- \* New Product Development (e.g., ideation, prototyping)
- \* Service Design (e.g., service blueprinting, experience design)
- \* Product Lifecycle Management (e.g., product maintenance, end-of-life planning)
- \* Innovation Management (e.g., innovation pipeline management, idea generation)
- \* Technical Research and Development (e.g., R&D investments, partnerships)

## **\*\*Strategic Management\*\***

- \* Strategy Development (e.g., strategic planning, goal setting)
- \* Performance Monitoring and Evaluation (e.g., KPI tracking, balanced scorecard)
- \* Change Management (e.g., organizational design, cultural transformation)
- \* Stakeholder Engagement (e.g., investor relations, government affairs)
- \* Merger and Acquisition Integration (e.g., due diligence, post-merger integration)

## **\*\*Energy Generation\*\***

- \* Power Plant Operations (e.g., generation scheduling, plant maintenance)
- \* Fuel Sourcing and Management (e.g., fuel procurement, inventory management)
- \* Renewable Energy Development (e.g., solar, wind, hydro development)
- \* Energy Storage Management (e.g., battery storage, pumped hydro storage)
- \* Generation Asset Management (e.g., asset performance monitoring, predictive maintenance)

## **\*\*Energy Transmission\*\***

- \* Grid Operations (e.g., transmission scheduling, grid management)
- \* Transmission Infrastructure Management (e.g., line maintenance, substation operations)
- \* Power Flow Optimization (e.g., power flow analysis, optimization algorithms)
- \* Energy Loss Reduction (e.g., energy efficiency initiatives, loss reduction programs)
- \* Smart Grid Development (e.g., advanced metering infrastructure, smart grid applications)

## **\*\*Energy Distribution\*\***

- \* Network Operations (e.g., distribution scheduling, network management)

- \* Distribution Infrastructure Management (e.g., line maintenance, substation operations)
- \* Energy Efficiency and Demand Response (e.g., energy efficiency initiatives, demand response programs)
- \* Metering and Billing (e.g., meter data management, billing and payment processing)
- \* Electric Vehicle Charging Infrastructure (e.g., EV charging station deployment, network management)

#### **\*\*Energy Management\*\***

- \* Energy Usage Analysis (e.g., energy consumption monitoring, analysis)
- \* Energy Efficiency Programs (e.g., energy audits, retrofitting)
- \* Demand Response and Load Management (e.g., demand response programs, load management systems)
- \* Building Automation Systems (e.g., BAS integration, automation)
- \* Sustainability Reporting (e.g., sustainability metrics tracking, reporting)

#### **\*\*Energy Trading\*\***

- \* Energy Market Analysis (e.g., market research, analysis)
- \* Risk Management (e.g., hedging, trading strategy development)
- \* Trade Execution and Settlement (e.g., trade capture, confirmation, settlement)
- \* Counterparty Credit Risk Management (e.g., credit assessment, collateral management)
- \* Regulatory Compliance (e.g., regulatory reporting, compliance monitoring)

#### **\*\*Energy Services\*\***

- \* Energy Auditing and Consulting (e.g., energy audits, energy efficiency consulting)
- \* Energy Efficiency Project Development (e.g., project development, financing)
- \* Renewable Energy System Design and Installation (e.g., solar, wind system design and installation)
- \* Building Commissioning and Testing (e.g., building commissioning, testing, and balancing)
- \* Energy Management System Integration (e.g., energy management system integration, automation)

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### **Level Decomposition: Manufacturing Industry**

#### **\*\*Procurement\*\***

- \* Sourcing and Supplier Management
- \* Contract Management
- \* Purchasing and Ordering
- \* Inventory Management
- \* Cost Optimization and Negotiation

## \* Quality Control and Assurance of Supplies

These level 2 capabilities break down the high-level Procurement capability into more specific areas, such as finding and managing suppliers, negotiating contracts, and ensuring quality control.

## \*\*Product Management\*\*

- \* Product Development and Design
- \* Product Life Cycle Management
- \* Product Portfolio Management
- \* Product Configuration and Customization
- \* Product Data Management (PDM)
- \* Regulatory Compliance and Intellectual Property Management

These level 2 capabilities decompose the Product Management capability into areas such as developing new products, managing product life cycles, and ensuring regulatory compliance.

## \*\*Production\*\*

- \* Production Planning and Scheduling
- \* Manufacturing Execution and Control
- \* Quality Control and Assurance in Production
- \* Maintenance and Repair Operations (MRO)
- \* Production Cost Management
- \* Workplace Safety and Environmental Management

These level 2 capabilities break down the Production capability into areas such as planning production runs, executing manufacturing processes, and ensuring workplace safety.

## \*\*Supply Chain\*\*

- \* Demand Planning and Forecasting
- \* Inventory Optimization and Management
- \* Logistics and Transportation Management
- \* Warehousing and Distribution Management
- \* Supply Chain Visibility and Analytics
- \* Risk Management and Business Continuity in the Supply Chain

These level 2 capabilities decompose the Supply Chain capability into areas such as forecasting demand, managing inventory levels, and mitigating supply chain risks.

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## **Level Decomposition: Pharmaceutical Industry**

### **\*\*Drug Discovery\*\***

- \* Target Identification: Identifying potential therapeutic targets for drug development
- \* Compound Screening: Designing and executing screens to identify lead compounds
- \* Hit-to-Lead Optimization: Optimizing lead compounds through medicinal chemistry efforts
- \* Lead Characterization: Characterizing the pharmacological, toxicological, and pharmaceutical properties of lead compounds
- \* Biomarker Identification: Identifying biomarkers that can be used to monitor drug efficacy or safety

### **\*\*Process Research and Development\*\***

- \* Route Scouting: Identifying efficient synthetic routes for new compounds
- \* Process Optimization: Optimizing chemical processes for scale-up and commercialization
- \* Analytical Method Development: Developing analytical methods to support process development and manufacturing
- \* Scale-Up and Tech Transfer: Transferring processes from small-scale to large-scale manufacturing
- \* Continuous Improvement: Continuously improving existing processes through innovation and experimentation

### **\*\*Manufacturing\*\***

- \* Production Planning: Planning and scheduling production activities to meet demand
- \* Materials Management: Managing the receipt, storage, and use of raw materials
- \* Quality Control and Assurance: Ensuring that products meet quality standards through testing and inspection
- \* Packaging and Labeling: Designing and executing packaging and labeling operations for finished products
- \* Supply Chain Management: Managing relationships with suppliers and partners to ensure timely delivery of goods

### **\*\*Regulatory Management\*\***

- \* Regulatory Strategy Development: Developing regulatory strategies to support product development and approval
- \* Submission Preparation: Preparing and submitting regulatory filings (e.g., NDAs, ANDAs) to health authorities
- \* Inspection Readiness: Ensuring that manufacturing facilities are ready for inspections by health authorities
- \* Post-Marketing Surveillance: Monitoring the safety of products after they have been approved and marketed

- \* Compliance Management: Ensuring compliance with applicable regulations and laws governing pharmaceuticals.
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## **Level Decomposition: Financial Services Industry (LeanIX)**

### **\*\*Retail Banking\*\***

- \* Account Management (e.g., account opening, closing, maintenance)
- \* Deposit and Withdrawal Services
- \* Loan Origination and Servicing
- \* Credit Card Management
- \* Branch and ATM Operations
- \* Customer Relationship Management

### **\*\*Digital Banking\*\***

- \* Online and Mobile Banking Platforms
- \* Digital Payment Processing
- \* Digital Lending and Credit Assessment
- \* Digital Account Opening and Onboarding
- \* Digital Identity Verification and Authentication
- \* API and Open Banking Integration

### **\*\*Investment Banking\*\***

- \* Mergers and Acquisitions Advisory
- \* Equity and Debt Capital Markets
- \* Restructuring and Insolvency Services
- \* Corporate Finance and Advisory
- \* Securities Trading and Brokerage
- \* Investment Research and Analysis

### **\*\*Commercial Banking\*\***

- \* Cash Management and Treasury Services
- \* Trade Finance and Letters of Credit
- \* Asset-Based Lending and Factoring
- \* Commercial Real Estate Finance
- \* Supply Chain Finance and Inventory Management
- \* Business Account Management

### **\*\*Claims Management\*\***

- \* Claims Intake and Processing
- \* Loss Adjustment and Investigation
- \* Claims Settlement and Payment

- \* Claims Litigation Management
- \* Claims Fraud Detection and Prevention
- \* Customer Communication and Support

**\*\*Insurance Underwriting\*\***

- \* Risk Assessment and Policy Pricing
- \* Policy Quoting and Issuance
- \* Underwriting Guidelines and Rules Engine
- \* Insurance Product Development and Management
- \* Actuarial Analysis and Modeling
- \* Reinsurance Arrangement and Management

**\*\*Governance, Risk, and Compliance (GRC)\*\***

- \* Regulatory Compliance Monitoring
  - \* Enterprise Risk Management Framework
  - \* Audit and Assurance Services
  - \* Policy Governance and Management
  - \* Training and Awareness Programs
  - \* Incident Response and Crisis Management
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