

## Raw LLM Outputs: Zero-Shot Prompting

### Level 1 Abstraction: Financial Services Industry

1. Customer Acquisition and Onboarding: Attracting new customers, assessing their needs, and onboarding them into the organization.
2. Financial Product Offerings: Developing, marketing, and managing a diverse range of financial products and services tailored to customer needs, such as loans, credit cards, investments, and insurance.
3. Credit Risk Assessment: Evaluating the creditworthiness of customers, setting credit limits, and monitoring risk exposure.
4. Fraud Detection and Prevention: Identifying and preventing fraudulent activities to protect the organization's assets and reputation.
5. Regulatory Compliance: Ensuring adherence to legal, regulatory, and industry standards, including anti-money laundering (AML), know your customer (KYC), and data privacy regulations.
6. Financial Management: Planning, budgeting, forecasting, and reporting financial performance to stakeholders.
7. Risk Management: Identifying, assessing, and mitigating operational, market, credit, and liquidity risks.
8. Payments Processing: Facilitating transactions between customers, merchants, and financial institutions.
9. Customer Service and Support: Providing assistance to customers for account inquiries, problem resolution, and general support.
10. Sales and Distribution Channels: Developing and managing channels through which financial products and services are sold, such as branches, online platforms, and third-party partnerships.
11. Marketing and Customer Engagement: Promoting the organization's products and services, building brand awareness, and fostering customer loyalty.
12. Human Resources Management: Recruiting, hiring, training, and managing talent within the organization.
13. IT Infrastructure and Security: Ensuring the availability, reliability, and security of the organization's technology systems and data.
14. Physical Security and Facilities Management: Protecting the organization's premises, assets, and employees through measures such as access control, surveillance, and disaster recovery planning.

These Level 1 capabilities can be further broken down into more detailed sub-capabilities to create a comprehensive business capability map for your financial services organization.



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

1. Passenger Transportation Management
  - \* Booking and reservations
  - \* Seat assignment and allocation
  - \* Customer information management
  - \* Ticketing and fare collection
2. Freight Transportation Management
  - \* Shipment planning and scheduling
  - \* Load optimization and consolidation
  - \* Carrier selection and negotiation
  - \* Billing and invoicing
3. Vehicle Maintenance and Tracking
  - \* Preventative maintenance scheduling
  - \* Real-time vehicle tracking
  - \* Fault diagnosis and troubleshooting
  - \* Inventory management for spare parts
4. Traffic Management and Optimization
  - \* Real-time traffic monitoring
  - \* Incident detection and response
  - \* Route optimization and planning
  - \* Congestion management
5. Customer Service and Support
  - \* Inquiry handling and response
  - \* Complaint resolution
  - \* Feedback collection and analysis
  - \* Information dissemination
6. Sales and Marketing Management
  - \* Product promotion and advertising
  - \* Pricing strategy development
  - \* Sales channel management
  - \* Customer segmentation and targeting
7. Financial Management
  - \* Revenue forecasting and budgeting
  - \* Expense tracking and control
  - \* Invoicing and payment processing
  - \* Financial reporting and analysis
8. Regulatory Compliance and Reporting
  - \* Permitting and licensing management
  - \* Safety and environmental compliance
  - \* Incident reporting and investigation
  - \* Data privacy and security adherence
9. Human Resources Management
  - \* Recruitment and selection
  - \* Training and development
  - \* Performance evaluation and feedback
  - \* Employee engagement and retention

## 10. Supply Chain Management

- \* Vendor selection and negotiation
- \* Inventory management and control
- \* Order processing and fulfillment
- \* Transportation planning and execution

These level 1 capabilities represent a comprehensive list of functions within the transportation industry. By creating a business capability map using these categories, organizations can better understand their internal competencies and identify areas for improvement or investment.

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

A business capability map is a visual representation that identifies and organizes an organization's key capabilities, which are the unique skills, resources, and competencies required to achieve its objectives. For the manufacturing industry, level 1 capabilities represent high-level areas of expertise or functional domains. Here is a list of suitable Level 1 capabilities for a business capability map template:

1. Production Planning and Control
2. Process Engineering and Optimization
3. Quality Management and Compliance
4. Materials Management and Procurement
5. Manufacturing Execution Systems (MES) and Automation
6. Inventory and Warehouse Management
7. Lean and Continuous Improvement
8. Supply Chain Management
9. Workforce Training and Development
10. Environmental, Health, and Safety (EHS) Management
11. Research and Development (R&D)
12. Product Design and Development
13. Manufacturing Sales and Customer Relationship Management
14. Financial Management and Control
15. Regulatory Compliance and Reporting

These Level 1 capabilities provide a comprehensive overview of the core competencies in the manufacturing industry, offering a solid foundation for creating a business capability map tailored to your organization's specific needs and goals.

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## Level 1 Abstraction: Healthcare Industry

# | Capability Category | Description |

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| 1 | Patient Registration | The ability to collect and store patient demographic information, verify insurance eligibility, and assign unique identifiers. |

| 2 | Appointment Scheduling | The ability to manage appointment dates, times, and locations for patients, as well as notify patients of upcoming appointments. |

| 3 | Electronic Health Records (EHR) Management | The ability to maintain, update, and access patient health records, including medical history, diagnoses, medications, and lab results. |

| 4 | Billing and Insurance Processing | The ability to process insurance claims, manage payments, generate invoices, and monitor outstanding balances for patients and third-party payers. |

| 5 | Diagnostic Test Ordering and Results Management | The ability to request, track, and interpret diagnostic tests, such as laboratory work, imaging studies, and other specialized testing. |

| 6 | Treatment Planning and Monitoring | The ability to develop, document, and monitor patient treatment plans, including medication management, therapy programs, and follow-up care instructions. |

| 7 | Care Coordination and Communication | The ability to facilitate communication among healthcare providers, patients, and their families through secure messaging, notifications, and collaboration tools. |

| 8 | Patient Education and Engagement | The ability to provide patients with resources and information to help them understand their conditions, treatments, and self-care strategies. |

| 9 | Population Health Management | The ability to analyze patient data at the population level to identify trends, risks, and opportunities for improving overall health outcomes. |

| 10 | Regulatory Compliance | The ability to adhere to federal and state regulations governing privacy, security, and patient rights, such as HIPAA, HITECH, and ACA provisions. |

These level 1 capabilities provide a comprehensive framework for creating a business capability map in the healthcare industry. Each of these capabilities can be expanded into more detailed sub-capabilities, processes, and resources, depending on the specific needs and goals of your organization.

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## Level 1 Abstraction: Insurance Industry

1. Underwriting and Risk Assessment: The ability to accurately assess risks, determine pricing, and define the terms and conditions of insurance policies. This capability is essential for creating an appropriate balance between risk exposure and profitability.

2. Claims Management: The ability to efficiently process, evaluate, and settle insurance claims in a timely manner while ensuring fairness and adherence to regulatory

requirements. A well-managed claims process enhances customer satisfaction and trust in the organization.

3. Distribution Channels: The ability to effectively distribute insurance products through various channels such as direct sales, brokers, agents, and digital platforms. This capability ensures that the organization's offerings reach a wide range of customers and markets.

4. Customer Relationship Management (CRM): The ability to cultivate and maintain strong customer relationships by providing personalized service, support, and communication. A robust CRM capability is crucial for retaining clients, encouraging policy renewals, and generating referrals.

5. Regulatory Compliance: The ability to adhere to insurance industry regulations and standards set by government agencies and industry bodies. This capability ensures that the organization operates ethically, transparently, and within the bounds of applicable laws and guidelines.

6. Financial Management: The ability to effectively manage the organization's financial resources, including capital allocation, investment strategies, and risk management practices. A strong financial management capability contributes to the organization's overall stability and growth.

7. Data Analytics and Business Intelligence: The ability to harness data from various sources, analyze it, and transform it into actionable insights that inform decision-making processes. This capability helps the organization identify trends, risks, and opportunities in the marketplace.

8. Digital Transformation: The ability to leverage technology to streamline operations, enhance customer experience, and drive innovation. A strong digital transformation capability enables the organization to stay competitive in a rapidly evolving industry landscape.

9. Talent Management and Organizational Development: The ability to attract, develop, and retain a skilled workforce capable of delivering on the organization's strategic objectives. Investing in talent management and organizational development ensures that the company has the right people with the right skills in place to drive success.

10. Supplier and Partner Management: The ability to establish and maintain effective relationships with key suppliers, partners, and vendors, ensuring the seamless delivery of products and services to customers. A robust supplier and partner management capability contributes to operational efficiency and overall customer satisfaction.

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

1. Network Infrastructure Management
2. Service Delivery & Assurance
3. Customer Relationship Management
4. Billing & Revenue Management
5. Product Development & Innovation
6. Regulatory Compliance & Governance
7. Marketing, Sales, & Customer Acquisition
8. Workforce Planning & Talent Management
9. Supply Chain Management & Sourcing

10. Information Security & Risk Management
11. Business Intelligence & Analytics
12. Corporate Social Responsibility & Sustainability

These Level 1 capabilities encompass the primary areas of focus for a telecommunications company, providing a solid foundation for creating a business capability map template. Each capability can be further broken down into sub-capabilities and supporting processes, systems, and resources as needed.

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### Level 1 Abstraction: Energy Industry

Capability ID	Capability Name	Description
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1001	Energy Generation	The ability to produce electricity from various sources such as fossil fuels, renewable energy, and nuclear power.
1002	Transmission & Distribution	The capacity to transmit and distribute electricity through power lines and grids, ensuring its reliable delivery to consumers.
1003	Energy Trading & Risk Management	The capability to buy, sell, and manage the risks associated with energy commodities in deregulated markets.
1004	Customer Relationship Management	The ability to acquire, serve, and maintain relationships with customers, ensuring their satisfaction and loyalty.
1005	Energy Efficiency & Conservation	The capacity to promote and implement energy-efficient practices, technologies, and behaviors to reduce overall energy consumption.
1006	Renewable Energy Development	The capability to identify, develop, and deploy renewable energy sources such as solar, wind, hydro, and biomass to generate electricity.
1007	Carbon Management & Emissions Trading	The ability to monitor, reduce, and manage carbon emissions, including participation in emissions trading schemes.
1008	Smart Grid & Advanced Technologies	The capacity to implement advanced technologies such as smart grids, demand-side management, and distributed energy resources.
1009	Regulatory Compliance & Policy Development	The capability to navigate complex regulatory environments and contribute to the development of energy policies and standards.
1010	Workforce Training & Development	The ability to build a skilled and knowledgeable workforce through targeted training and development initiatives.

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### Level 1 Abstraction: Pharmaceutical Industry

1. Research and Development (R&D)
2. Regulatory Compliance
3. Intellectual Property Management
4. Product Manufacturing
5. Quality Control and Assurance

6. Supply Chain Management
7. Sales and Marketing
8. Customer Relationship Management
9. Financial Management
10. Human Resources Management
11. Business Development
12. Strategic Planning
13. Compliance and Risk Management
14. Data Analytics and Insights
15. Digital Transformation and Innovation

These level 1 capabilities encompass the main areas of activity in the pharmaceutical industry, providing a comprehensive foundation for further decomposition into lower-level capabilities.

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

#### **1. Patient Management:**

- a. Patient Data Consolidation - Combining data from multiple sources into a single, comprehensive patient record.
- b. Patient Communication - Effectively communicating with patients through various channels (phone, email, etc.).
- c. Appointment Scheduling - Managing appointments for consultations, treatments, and follow-ups.
- d. Billing and Insurance Management - Handling patient billing, insurance claims, and payment processing.
- e. Patient Feedback Collection - Gathering and analyzing patient feedback to improve care quality.

#### **2. Healthcare Service Management:**

- a. Treatment Plan Development - Creating detailed plans for patient care, including treatment options and timelines.
- b. Care Coordination - Ensuring seamless transitions between different healthcare providers and services.
- c. Continuing Education - Providing ongoing training and development for healthcare professionals.
- d. Quality Assurance - Monitoring and ensuring the quality of healthcare services provided.
- e. Performance Metrics Analysis - Evaluating service performance based on key metrics and industry benchmarks.

#### **3. Medical Facility Management:**

- a. Space Optimization - Maximizing the use of available space in medical facilities for patient care and operations.
- b. Infrastructure Maintenance - Ensuring medical equipment and facility infrastructure are well-maintained and functional.
- c. Environmental Safety - Implementing measures to maintain a safe and clean environment in healthcare facilities.

- d. Accessibility and Navigation - Designing facilities for easy access and navigation for patients, visitors, and staff.
  - e. Security and Privacy - Ensuring patient data and physical facilities are protected from unauthorized access.
  - 4. Medical Device Management:
    - a. Device Procurement - Acquiring medical devices through appropriate channels and at competitive prices.
    - b. Device Calibration and Maintenance - Ensuring medical devices are calibrated, maintained, and serviced as needed.
    - c. Device Training - Providing training on the proper use and maintenance of medical devices for healthcare staff.
    - d. Device Recall Management - Monitoring and addressing recalls or safety alerts related to medical devices.
    - e. Disposal and Repurposing - Managing the disposal or repurposing of obsolete or unwanted medical devices.
  - 5. Medication Management:
    - a. Pharmacovigilance - Monitoring the safe use of medications, identifying side effects, and reporting adverse events.
    - b. Drug Interaction Analysis - Assessing potential interactions between multiple medications a patient is taking.
    - c. Personalized Medicine - Tailoring medication prescriptions to individual patients based on their genetic or other unique factors.
    - d. Medication Adherence - Encouraging and monitoring patient compliance with prescribed medication regimens.
    - e. Pharmaceutical Supply Chain Management - Ensuring the efficient procurement, storage, and distribution of pharmaceuticals.
  - 6. Healthcare Case Management:
    - a. Case Assessment - Evaluating the complexity and severity of healthcare cases to determine appropriate treatment plans.
    - b. Care Plan Development - Creating detailed plans for addressing patient needs in a timely manner.
    - c. Care Coordination - Facilitating communication and collaboration among healthcare professionals involved in a case.
    - d. Progress Monitoring - Tracking patient progress and adjusting care plans as needed.
    - e. Case Resolution and Follow-up - Ensuring cases are successfully resolved and appropriate follow-up care is provided.
  - 7. Health Condition Management:
    - a. Disease Prevention - Implementing measures to prevent the occurrence or spread of specific health conditions.
    - b. Early Detection and Diagnostics - Utilizing advanced diagnostic tools and techniques for early detection of health conditions.
    - c. Treatment Innovation - Researching, developing, and implementing new treatment options for existing health conditions.
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## Level 1 Decomposition: Financial Services Industry

### 1. Financial Instrument Management (Level 1):

- \* Identifying financial instruments suitable for client investment goals
- \* Monitoring market trends and economic indicators to inform investment decisions
- \* Evaluating risk and return characteristics of various financial instruments
- \* Executing trades in a timely and cost-efficient manner
- \* Ensuring regulatory compliance and adherence to internal policies

### 2. Order Management (Level 1):

- \* Capturing client investment preferences and objectives
- \* Generating trade orders based on clients' risk tolerance, financial goals, and market outlook
- \* Executing and confirming trades with counterparties
- \* Monitoring order status and ensuring timely settlement
- \* Providing post-trade reporting and analysis to clients

### 3. Investment Portfolio Management (Level 1):

- \* Assessing clients' risk tolerance, financial goals, and investment horizons
- \* Developing diversified portfolios tailored to individual client needs
- \* Periodically reviewing and rebalancing portfolios to maintain targeted asset allocation
- \* Monitoring performance and reporting to clients on a regular basis
- \* Adjusting portfolios in response to market conditions or client needs

### 4. Collateral Management (Level 1):

- \* Identifying appropriate collateral types based on credit quality, liquidity, and value stability
- \* Establishing adequate collateral levels to minimize risk exposure
- \* Monitoring collateral values and ensuring compliance with regulatory requirements
- \* Facilitating collateral substitutions or releases when appropriate
- \* Providing timely reporting on collateral positions to relevant stakeholders

### 5. Finance Management (Level 1):

- \* Developing financial plans, budgets, and projections based on organizational goals and market conditions
  - \* Ensuring proper allocation of resources to support business objectives and growth
  - \* Monitoring cash flow and liquidity positions to maintain optimal working capital levels
  - \* Managing short-term and long-term borrowings to fund operations and investments
  - \* Preparing financial reports and ensuring compliance with relevant accounting standards
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## **Level 1 Decomposition: Insurance Industry**

### **1. Claim Management Level 2 Capabilities:**

- a. First notice of loss (FNOL) handling - Ability to efficiently process and record initial reports of losses or damages.
- b. Claim investigation and evaluation - Ability to gather information, assess the validity of claims, and determine appropriate compensation.
- c. Claim settlement negotiation - Ability to negotiate fair settlements between insurers and claimants.
- d. Claim payment and disbursement - Ability to process and issue payments for approved claims.
- e. Claim follow-up and closure - Ability to monitor the progress of claim resolution and close cases after completion.

### **2. Case Management Level 2 Capabilities:**

- a. Intake and assessment - Ability to gather information about a case, evaluate its complexity, and assign appropriate resources.
- b. Legal research and analysis - Ability to conduct comprehensive research on relevant laws, regulations, and precedents for case development.
- c. Document management - Ability to organize, store, and retrieve case-related documents, such as contracts, correspondence, and evidence.
- d. Communication and collaboration - Ability to facilitate effective communication among stakeholders, including clients, attorneys, and expert witnesses.
- e. Trial preparation and presentation - Ability to prepare cases for trial, including drafting motions, preparing exhibits, and developing strategies.

### **3. Evidence Management Level 2 Capabilities:**

- a. Collection and preservation - Ability to gather relevant evidence in a manner that maintains its integrity and admissibility.
  - b. Documentation and classification - Ability to accurately record and organize evidence according to established systems and protocols.
  - c. Security and access control - Ability to protect sensitive evidence from unauthorized access, tampering, or destruction.
  - d. Chain of custody management - Ability to maintain a clear and traceable record of evidence handling and transfer.
  - e. Evidence presentation - Ability to effectively present evidence in legal proceedings, ensuring its admissibility and persuasiveness.
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## **Level 1 Decomposition: Strategic Capabilities (Common across industries)**

### **. Brand Management:**

- a. Brand Positioning: Ability to identify and articulate the unique position of a brand within its market segment.
- b. Brand Identity Development: Ability to create and maintain a consistent visual and verbal identity for a brand.
- c. Brand Messaging: Ability to craft and communicate a unified message across all brand touchpoints.
- d. Brand Monitoring: Ability to track, analyze, and respond to brand-related conversations and trends.

## 2. Business Entity Management:

- a. Legal Structuring: Ability to determine the appropriate legal structure for an organization or business unit.
- b. Regulatory Compliance: Ability to ensure adherence to relevant laws, regulations, and industry standards.
- c. Corporate Governance: Ability to establish and maintain a system of policies, procedures, and controls that guide an organization's operations.
- d. Risk Management: Ability to identify, assess, and mitigate potential risks and vulnerabilities within the business entity.

## 3. Campaign Management:

- a. Audience Segmentation: Ability to divide a target audience into distinct groups based on shared characteristics.
- b. Channel Selection: Ability to choose the most appropriate communication channels for reaching the campaign's target audience.
- c. Metrics and KPIs: Ability to establish and track measurable objectives and performance indicators for a marketing campaign.
- d. Content Development: Ability to create engaging, relevant content tailored to the specific needs and preferences of the target audience.

## 4. Initiative Management:

- a. Project Planning: Ability to define objectives, scope, timelines, and resources required for a specific initiative.
- b. Work Breakdown Structure (WBS): Ability to decompose a project into smaller, manageable tasks or work packages.
- c. Resource Allocation: Ability to assign and coordinate human, financial, and material resources for an initiative's successful completion.
- d. Performance Monitoring: Ability to track progress against predefined milestones and adjust plans as needed.

## 5. Intellectual Property Rights Management:

- a. IP Portfolio Strategy: Ability to develop a comprehensive plan for protecting and leveraging an organization's intellectual property assets.
- b. Freedom-to-Operate Analysis: Ability to assess whether an organization can commercialize a product or service without infringing on the intellectual property rights of others.
- c. Licensing and Partnerships: Ability to negotiate and manage agreements with third parties for the use of intellectual property assets.
- d. IP Enforcement: Ability to identify, pursue, and resolve cases of intellectual property infringement.

## 6. Market Management:

- a. Customer Segmentation: Ability to divide a market into distinct groups based on shared characteristics, such as demographics, psychographics, or behavioral patterns.
- b. Value Proposition Development: Ability to create and communicate a unique and compelling offering that addresses the specific needs and preferences of target customers.
- c. Market Penetration Strategy: Ability to develop and execute plans for increasing an organization's share of a given market.
- d. Market Expansion Strategy: Ability to identify, enter, and grow in new markets or segments.

7. Message Management:

- a. Tone and Voice Guidelines: Ability to establish and enforce consistent guidelines for the tone and voice used in all organizational communications.
- b. Content Approval Process: Ability to create and implement a system for reviewing, approving, and disseminating organization-wide messages.
- c. Message Archiving and Retention: Ability to maintain a repository of past messages for reference and compliance purposes.
- d. Multilingual Communications: Ability to craft and deliver messages in multiple languages to accommodate diverse audiences.

8. Plan Management:

- a. Strategic Planning: Ability to develop long-term plans that align with an organization's mission, vision, and goals.
  - b. Operational Planning: Ability
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**Level 1 Decomposition: Core Capabilities (Common across industries)**

1. Agreement Management:

- a. Contract Creation and Negotiation
- b. Contract Administration and Monitoring
- c. Contract Dispute Resolution
- d. Contract Termination and Renewal

2. Asset Management:

- a. Asset Acquisition and Procurement
- b. Asset Tracking and Inventory Management
- c. Asset Maintenance and Repair
- d. Asset Disposal and Decommissioning

3. Channel Management:

- a. Channel Selection and Strategy
- b. Content Creation and Curation
- c. Channel Optimization and Performance Monitoring
- d. Customer Engagement and Retention

4. Conveyor Management:

- a. Transportation Mode Selection
- b. Vehicle Design, Procurement, and Maintenance
- c. Route Planning and Optimization
- d. Cargo Handling and Security

5. Customer Management:

- a. Customer Acquisition and Onboarding
- b. Customer Segmentation and Personalization
- c. Customer Support and Retention
- d. Customer Feedback and Analysis

6. Incident Management:

- a. Incident Identification and Reporting
- b. Incident Triage and Prioritization
- c. Incident Resolution and Recovery
- d. Incident Review and Improvement

7. Facility Management:

- a. Facility Design, Planning, and Construction
  - b. Facility Maintenance and Repair
  - c. Facility Security and Safety
  - d. Facility Utilities and Environmental Controls
  - 8. Material Management:
    - a. Supply Chain Management and Procurement
    - b. Inventory Management and Optimization
    - c. Quality Control and Standards Compliance
    - d. Waste Management and Sustainability
  - 9. Message Management:
    - a. Message Development and Approval
    - b. Message Dissemination and Broadcasting
    - c. Message Monitoring and Evaluation
    - d. Crisis Communication and Response
  - 10. Network Management:
    - a. Network Design, Planning, and Implementation
    - b. Network Maintenance and Monitoring
    - c. Network Security and Risk Management
    - d. Network Optimization and Performance Analysis
  - 11. Operation Management:
    - a. Process Design and Standardization
    - b. Resource Allocation and Scheduling
    - c. Quality Assurance and Control
    - d. Continuous Improvement and Innovation
  - 12. Order Management:
    - a. Order Capture and Validation
    - b. Order Fulfillment and Processing
    - c. Order Settlement and Financial Transaction Management
    - d. Order Cancellation and Returns
  - 13. Partner Management:
    - a. Partner Identification, Onboarding, and Offboarding
    - b. Partner Collaboration and Communication
    - c. Partner Performance Monitoring and Evaluation
    - d. Partner Risk Management and Compliance
  - 14. Product Management:
    - a. Product Conceptualization, Research, and Validation
    - b. Product Design, Development, and Testing
    - c. Product Launch and Marketing Strategy
    - d. Product Maintenance, Updates, and Retirement
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## **Level 1 Decomposition: Support Capabilities (Common across industries)**

### **Competency Management:**

- \* Identifying critical skills for specific roles
- \* Developing training programs to enhance competencies
- \* Aligning competencies with organizational goals and strategies
- \* Implementing competency-based performance management systems
- \* Assessing employee progress and providing feedback

### **Meeting Management:**

- \* Preparing agendas and setting objectives for meetings
- \* Coordinating schedules and venues for physical and virtual gatherings
- \* Facilitating effective communication during meetings
- \* Managing meeting minutes and follow-up actions
- \* Evaluating meeting outcomes and identifying areas of improvement

### **Facility Management:**

- \* Space planning and allocation
- \* Maintenance and repair of facilities and equipment
- \* Safety and security management
- \* Energy and environmental management
- \* Facility usage monitoring and reporting

### **Human Resource Management:**

- \* Recruitment, selection, and onboarding of employees
- \* Performance appraisal and goal-setting
- \* Employee training and development programs
- \* Conflict resolution and disciplinary actions
- \* Compliance with employment laws and regulations

### **Incident Management:**

- \* Identifying and categorizing incidents
- \* Prioritizing and assigning incidents to appropriate teams or individuals
- \* Tracking incident resolution progress
- \* Communicating incident updates to relevant stakeholders
- \* Analyzing incident data for process improvement

### **Information Management:**

- \* Establishing data governance policies
- \* Implementing data security and privacy measures
- \* Developing taxonomies, metadata, and other information structures

- \* Managing data quality and integrity
- \* Ensuring data compliance with regulations and industry standards

#### Inquiry Management:

- \* Receiving, categorizing, and prioritizing inquiries
- \* Assigning inquiries to appropriate teams or individuals for response
- \* Tracking inquiry resolution progress
- \* Communicating inquiry updates to relevant stakeholders
- \* Analyzing inquiry data for process improvement

#### Job Management:

- \* Defining job roles and responsibilities
- \* Allocating resources for specific jobs
- \* Assigning tasks and objectives to employees
- \* Monitoring employee performance against job requirements
- \* Evaluating and adjusting job structures as needed

#### Language Management:

- \* Identifying language requirements and preferences
- \* Developing translation, localization, and internationalization strategies
- \* Managing multilingual content creation and editing
- \* Ensuring linguistic consistency and accuracy in communications
- \* Implementing cultural sensitivity and awareness training

#### Legal Proceeding Management:

- \* Identifying legal requirements and risks
- \* Developing compliance and risk management strategies
- \* Coordinating with internal and external legal counsel
- \* Ensuring adherence to legal procedures and protocols
- \* Managing legal documentation and records

#### Location Management:

- \* Acquiring and maintaining location data
- \* Geospatial analysis and mapping
- \* Developing location-based services and applications
- \* Ensuring location data privacy and security
- \* Integrating location data with other information systems

#### Content Management:

- \* Creating, editing, and reviewing content
- \* Managing content lifecycle (creation, publication, archival)

- \* Coordinating interdepartmental collaboration on content creation
- \* Ensuring content quality, consistency, and relevance
- \* Analyzing content performance and user feedback

#### Training Course Management:

- \* Developing course curriculum and learning objectives
  - \* Sourcing or creating training materials and resources
  - \* Scheduling and delivering training sessions
  - \* Evaluating participant progress and providing feedback
  - \* Monitoring and updating course content as needed
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### **Level 1 Decomposition: Energy Industry**

1. Customer Relationships:
  - a. Customer segmentation and targeting
  - b. Personalized marketing campaigns
  - c. Customer feedback analysis and improvement
  - d. Loyalty program management
  - e. Customer support and service quality assurance
2. Enterprise Support:
  - a. Human resources management
  - b. IT infrastructure and cybersecurity
  - c. Legal and regulatory compliance
  - d. Corporate social responsibility initiatives
  - e. Risk assessment and mitigation strategies
3. Finance:
  - a. Budgeting and financial planning
  - b. Cost control and optimization
  - c. Revenue forecasting and analysis
  - d. Cash flow management
  - e. Capital investment decision-making
4. Marketing & Sales:
  - a. Market research and analysis
  - b. Pricing strategy development
  - c. Channel partnership management
  - d. Promotional campaign execution
  - e. Sales team performance evaluation and coaching
5. Product & Service Development:
  - a. Market needs assessment
  - b. Ideation and conceptualization
  - c. Research & development (R&D)
  - d. Prototyping and testing
  - e. Product/service launch and market introduction
6. Strategic Management:
  - a. Vision and mission formulation
  - b. SWOT analysis and strategic planning



- c. KPI setting and performance monitoring
  - d. Competitive analysis and benchmarking
  - e. Change management and organizational development
  - 7. Energy generation:
    - a. Fossil fuel power plants (coal, natural gas)
    - b. Nuclear power plants
    - c. Renewable energy sources (solar, wind, hydro, geothermal)
    - d. Combined heat and power (CHP) systems
    - e. Energy storage technologies (batteries, pumped hydro, etc.)
  - 8. Energy transmission:
    - a. High-voltage direct current (HVDC) lines
    - b. High-voltage alternating current (HVAC) lines
    - c. Transmission line maintenance and upgrades
    - d. Smart grid technology integration
    - e. Energy theft prevention measures
  - 9. Energy distribution:
    - a. Grid infrastructure management
    - b. Power transformers and substations
    - c. Metering and billing systems
    - d. Demand response programs
    - e. Distribution automation and smart grids
  - 10. Energy management:
    - a. Energy efficiency initiatives
    - b. Load shedding and demand side management
    - c. Energy audits and assessments
    - d. Building energy management systems (BEMS)
    - e. Industrial energy optimization strategies
  - 11. Energy trading:
    - a. Spot market trading
    - b. Futures and forward contracts
    - c. Swaps and options
    - d. Emission allowances and carbon credits
    - e. Physical and financial energy derivatives
  - 12. Energy services:
    - a. Energy consulting and advisory services
    - b. Energy auditing and assessments
    - c. Renewable energy system design and installation
    - d. Energy efficiency retrofitting and upgrades
    - e. Demand response program management
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## **Level 1 Decomposition: Manufacturing Industry**

- 1. Procurement:
  - a. Raw material procurement
  - b. Component procurement
  - c. Services procurement
  - d. Supplier relationship management

- e. Inventory management
  - f. Order management
  - g. Logistics and transportation management
  - 2. Product Management:
    - a. Market research and analysis
    - b. Product design and development
    - c. Quality management
    - d. Compliance and regulatory management
    - e. Intellectual property management
    - f. Pricing strategy and optimization
    - g. Channel management and distribution
    - h. Customer feedback and support
  - 3. Production:
    - a. Process planning and control
    - b. Resource allocation and scheduling
    - c. Quality assurance and control
    - d. Equipment maintenance and management
    - e. Environmental, health, and safety management
    - f. Lean manufacturing and continuous improvement
    - g. Cost optimization and efficiency improvements
    - h. Production reporting and analytics
  - 4. Supply Chain:
    - a. Demand forecasting and planning
    - b. Inventory management and control
    - c. Order fulfillment and delivery
    - d. Transportation and logistics management
    - e. Warehouse and storage management
    - f. Customer service and support
    - g. Risk management and contingency planning
    - h. Performance measurement and analytics
    - i. Supply chain visibility and transparency
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## **Level 1 Decomposition: Pharmaceutical Industry**

### **Drug Discovery (Level 1):**

- \* Target identification and validation
- \* Hit identification and lead optimization
- \* In vitro and in vivo pharmacological profiling
- \* Structure-activity relationship analysis

### **Level 2 Capabilities for Drug Discovery:**

- \* Advanced computational methods (e.g., AI, machine learning)
- \* High-throughput screening and automation
- \* Protein crystallography and nuclear magnetic resonance spectroscopy

- \* Biomarker discovery and validation

#### Process Research and Development (Level 1):

- \* Process design and optimization
- \* Scale-up and technology transfer
- \* Formulation development
- \* Quality by design (QbD) principles

#### Level 2 Capabilities for Process Research and Development:

- \* Continuous processing and flow chemistry
- \* Solid state characterization and crystallization control
- \* Advanced analytical methods (e.g., spectroscopy, chromatography)
- \* Equipment design and fabrication

#### Manufacturing (Level 1):

- \* Active pharmaceutical ingredient (API) production
- \* Drug product manufacturing (tablets, capsules, solutions, etc.)
- \* Aseptic processing and containment
- \* Quality control and assurance

#### Level 2 Capabilities for Manufacturing:

- \* Single-use technologies and disposables
- \* Continuous process verification and monitoring
- \* Robotics and automation in manufacturing
- \* Process analytical technology (PAT) tools

#### Regulatory Management (Level 1):

- \* Regulatory strategy development
- \* Documentation and submissions preparation
- \* Interactions with regulatory authorities
- \* Compliance and inspection readiness

#### Level 2 Capabilities for Regulatory Management:

- \* Global regulatory intelligence and strategy
  - \* Risk management and benefit-risk assessment
  - \* Clinical trial design and execution in compliance with regulations
  - \* Post-approval commitments and regulatory obligations
  - \* Patient advocacy and health technology assessment
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## **Level 1 Decomposition: Financial Services Industry (LeanIX)**

### **A.1. Retail Banking:**

- a. Deposit Accounts Management
- b. Loan Origination and Processing
- c. Credit Card Management
- d. Customer Onboarding and KYC
- e. Branch Operations Management
- f. ATM Management
- g. Overdraft Privilege Management
- h. Automated Savings Programs
- i. Financial Education and Counseling
- j. Wealth Management Services

### **B.1. Digital Banking:**

- a. Mobile Banking App Development
- b. Online Banking Platform Management
- c. Chatbot and AI-driven Customer Support
- d. Biometric Authentication Implementation
- e. Digital Wallet Integration
- f. Instant Messaging Payments
- g. Blockchain and Distributed Ledger Technology Integration
- h. API Development and Management
- i. Cybersecurity and Fraud Detection Systems
- j. Responsive Web Design and User Experience Optimization

### **C.1. Investment Banking:**

- a. IPO Advisory Services
- b. Mergers and Acquisitions Advisory Services
- c. Debt Capital Markets Services
- d. Equity Capital Markets Services
- e. Leveraged Finance Services
- f. Corporate Restructuring Services
- g. Infrastructure and Project Finance Services
- h. Asset Management and Fund Administration Services
- i. Research and Market Analysis Services
- j. Trading Floor Operations Management

### **D.1. Commercial Banking:**

- a. Business Checking Accounts Management
- b. Savings Accounts for Businesses Management
- c. Credit Lines and Loans for Businesses Origination and Processing
- d. Payroll Services Management
- e. Treasury Management Services
- f. International Trade Finance Services
- g. Commercial Real Estate Financing Services
- h. Equipment Financing and Leasing Services

- i. Invoice Factoring and Purchase Order Financing Services
- j. Business Consulting and Advisory Services

E.1. Claims Management:

- a. Claim Submission and Review Processes
- b. Claim Assessment and Evaluation Procedures
- c. Claim Approval and Disapproval Determinations
- d. Claim Settlement and Payment Processes
- e. Fraud Detection and Prevention Measures
- f. Claim Documentation and Record Maintenance
- g. Customer Communication and Notification Procedures
- h. External Vendor Management for Claims Handling
- i. Regulatory Compliance and Reporting
- j. Continuous Improvement Initiatives and Best Practices

F.1. Insurance Underwriting:

- a. Risk Assessment and Selection Processes
- b. Premium Calculation Methods
- c. Coverage Determination Procedures
- d. Policy Terms and Conditions Development
- e. Underwriting Guidelines and Standards Compliance
- f. Reinsurance Placement and Management
- g. Portfolio Diversification and Risk Distribution Strategies
- h. Regulatory Compliance and Reporting
- i. Data Analytics and Predictive Modeling Techniques
- j. Insurance Product Development and Innovation

G.1. Governance:

- a. Board of Directors' Responsibilities and Authority
  - b. Corporate Policies and Procedures Development
  - c. Compliance Program Management
  - d. Risk Management Framework Implementation
  - e. Internal Controls System Oversight
  - f. Ethics and Business Conduct Standards Enforcement
  - g. Regulatory Compliance and Reporting
  - h. Enterprise Risk Management Processes
  - i. Stakeholder Communication and Relationship Management
  - j. Sustainability and Corporate Social Responsibility Initiatives
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## **Level 1 Decomposition: Core Capabilities (Common across industries)**

### **Level 1 Capability: Work Management**

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

- a. Task prioritization - Ability to rank tasks based on urgency, importance, and resources available.
- b. Collaboration - Ability to work effectively with others in a team environment.
- c. Time management - Ability to plan and allocate time for completing tasks efficiently.
- d. Decision-making - Ability to make informed decisions based on available information.
- e. Progress monitoring - Ability to track the status of tasks and adjust plans as needed.
- f. Performance evaluation - Ability to assess individual and team performance in task completion.
- g. Continuous improvement - Ability to learn from past experiences and refine work management processes.

### **Level 1 Capability: Time Management**

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

- a. Deadline planning - Ability to set realistic deadlines for tasks and projects.
- b. Time allocation - Ability to apportion time effectively between various activities.
- c. Priority setting - Ability to identify and prioritize tasks based on their urgency and importance.
- d. Flexibility - Ability to adapt to changing schedules and time constraints.
- e. Time tracking - Ability to monitor and record the usage of time for specific activities or projects.
- f. Efficiency analysis - Ability to assess the efficiency of time management processes and identify areas for improvement.
- g. Training and development - Ability to enhance individual and organizational time management skills through training programs and resources.

### **Level 1 Capability: Route Management**

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

- a. Network design - Ability to create efficient routes considering factors such as distance, traffic, and available resources.
- b. Vehicle selection - Ability to choose appropriate vehicles for specific routes, taking into account size, capacity, and fuel efficiency.
- c. Route optimization - Ability to improve route efficiency by analyzing data and implementing changes.
- d. Real-time adaptation - Ability to adjust routes in response to unexpected events or changing conditions.
- e. Cost analysis - Ability to evaluate the cost implications of different routes, including fuel consumption, vehicle maintenance, and labor costs.
- f. Sustainability - Ability to consider environmental impacts and incorporate sustainable practices into route management.
- g. Quality assurance - Ability to ensure that routes meet safety, regulatory, and quality standards.

#### Level 1 Capability: Shipment Management

##### Level 2 Capabilities:

- a. Packaging selection - Ability to choose appropriate packaging materials and methods for specific shipments, considering protection, efficiency, and environmental impact.
- b. Freight classification - Ability to categorize freight according to size, weight, value, or other factors affecting shipping costs and requirements.
- c. Carrier selection - Ability to choose suitable carriers or logistics providers based on factors such as cost, reliability, and service offerings.
- d. Shipment tracking - Ability to monitor the status of shipments in real-time, providing visibility into the transportation process.
- e. Risk management - Ability to identify and mitigate potential risks associated with shipments, such as damage, loss, or theft.
- f. Compliance - Ability to ensure that shipment processes and documentation adhere to relevant regulations, standards, and guidelines.
- g. Performance measurement - Ability to evaluate the effectiveness of shipment management processes and identify areas for improvement.

#### Level 1 Capability: Policy Management

##### Level 2 Capabilities:

- a. Policy development - Ability to research, draft, and revise policies in response to changing needs or circumstances.
- b. Policy communication - Ability to effectively communicate policy information to relevant stakeholders.
- c. Compliance monitoring - Ability to track adherence to policies and identify areas requiring improvement or remediation.
- d. Policy review - Ability to periodically evaluate the effectiveness of policies, gather feedback, and make necessary updates.
- e. Training and awareness - Ability to educate employees and stakeholders on relevant policies and their implications.

#### Research Management - Level 2 Capabilities:

- 1. Literature Review - Conducting comprehensive reviews of existing research to identify relevant theories, concepts, and findings that inform the current investigation.
- 2. Data Collection - Selecting appropriate methods for gathering primary data, such as interviews, surveys, observations, or experiments, based on the research question and context.
- 3. Hypothesis Development - Formulating testable hypotheses or research questions to guide the investigation and facilitate interpretation of results.
- 4. Methodology Design - Developing a rigorous and well-structured approach to data analysis that aligns with the research objectives and accounts for potential biases and confounding factors.
- 5. Data Analysis - Applying appropriate statistical techniques or qualitative methods to analyze the collected data and draw evidence-based conclusions.
- 6. Evaluation of Sources - Critically assessing the credibility, relevance, and reliability of sources, such as academic articles, reports, and case studies, to inform the research.

7. Integrative Thinking - Synthesizing information from multiple sources or perspectives to develop a comprehensive understanding of the research topic and generate novel insights.

8. Reporting & Communication - Presenting research findings in a clear, concise, and well-structured manner that effectively communicates the key messages and implications to relevant stakeholders.

#### Strategy Management - Level 2 Capabilities:

1. Vision Development - Articulating a compelling and inspiring vision for the organization that reflects its purpose, values, and aspirations for the future.

2. Goal Setting - Establishing specific, measurable, achievable, relevant, and time-bound (SMART) goals that align with the organization's vision and priorities.

3. SWOT Analysis - Conducting a comprehensive internal (strengths and weaknesses) and external (opportunities and threats) analysis to identify strategic opportunities and challenges.

4. Strategy Formulation - Developing a coherent strategy that outlines the organization's approach to capitalizing on opportunities, addressing challenges, and achieving its goals.

5. Organizational Alignment - Ensuring that all aspects of the organization, including its structure, culture, processes, and resources, are aligned with and contribute to the achievement of its strategic objectives.

6. Change Management - Leading and managing organizational change initiatives in a way that minimizes resistance, maximizes employee engagement, and ensures the successful implementation of new strategies and processes.

7. Performance Measurement & Monitoring - Establishing systems for tracking and monitoring progress towards strategic goals and objectives, using key performance indicators (KPIs) and other metrics to inform decision-making and drive continuous improvement.

8. Adaptability & Learning - Cultivating a culture of learning and adaptability within the organization that enables it to respond effectively to changes in its internal or external environment and continuously improve its strategic approach.

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### **Raw LLM Outputs: Few-Shot Prompting**

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

For the manufacturing industry, a set of Level 1 capabilities suitable to be included in a business capability map template would include:

1. Production Planning and Control:

\* Capability to create and manage production schedules, plan resources, and monitor progress against established targets.

2. Material Requirements Planning (MRP):

\* Capability to track inventory levels, manage stock availability, and optimize raw material procurement for production processes.

3. Quality Management:



- \* Capability to define, implement, and maintain quality standards across the manufacturing process, including inspection, testing, and corrective actions.
  - 4. Manufacturing Execution Systems (MES):
    - \* Capability to monitor, control, and optimize production processes in real-time, ensuring efficiency and adherence to established guidelines.
  - 5. Machine Maintenance and Reliability:
    - \* Capability to schedule, track, and manage preventive and corrective maintenance activities for manufacturing equipment.
  - 6. Facility Management:
    - \* Capability to manage physical plant resources, including space allocation, asset tracking, and maintenance activities.
  - 7. Equipment and Tooling Management:
    - \* Capability to manage the lifecycle of production equipment and tools, including procurement, usage, maintenance, and disposal.
  - 8. Production Cost Management:
    - \* Capability to track, analyze, and control manufacturing costs, ensuring profitability and efficiency.
  - 9. Inventory Management:
    - \* Capability to manage inventory levels, including raw materials, work-in-progress, and finished goods, to optimize storage space and minimize carrying costs.
  - 10. Production Reporting and Analytics:
    - \* Capability to generate and analyze reports on manufacturing performance, identifying areas for improvement and monitoring progress towards strategic goals.
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### **Level 1 Abstraction: Financial Services Industry**

For the finance industry, a set of Level 1 capabilities suitable to be included in a business capability map template could include the following:

1. Financial Transactions Processing: Managing and processing various financial transactions such as payments, deposits, and withdrawals.
2. Credit Risk Assessment: Evaluating the creditworthiness of customers or counterparties to determine the likelihood of default on financial obligations.
3. Loan Origination and Underwriting: Identifying, evaluating, and approving loan applications, as well as setting appropriate terms and conditions.
4. Investment Management: Selecting and managing investments for clients or institutional accounts to meet specific financial objectives.
5. Portfolio Management: Overseeing a collection of investment assets to achieve optimal risk-adjusted returns for clients or institutions.
6. Financial Analysis and Reporting: Analyzing and reporting on the financial performance, position, and cash flows of an institution or client portfolio.
7. Regulatory Compliance: Ensuring adherence to legal, regulatory, and ethical standards in the financial industry.
8. Customer Relationship Management: Building and maintaining relationships with clients through various channels, such as branch visits, phone calls, and digital platforms.

9. Credit Monitoring and Collections: Tracking customer credit behavior and managing delinquent accounts to minimize losses and maintain portfolio quality.
  10. Treasury Management: Overseeing an organization's liquidity, investments, and risk management in relation to its short-term and long-term financial obligations.
  11. Fraud Detection and Prevention: Identifying, preventing, and responding to fraudulent activities within the financial institution or involving its clients.
  12. Tax Planning and Compliance: Assisting clients or the organization itself with tax planning and compliance to minimize tax liabilities and ensure regulatory adherence.
  13. Financial Planning and Advisory Services: Providing personalized financial advice and strategies to help clients achieve their financial goals.
  14. Trade Finance: Facilitating international trade by providing services such as letters of credit, export financing, and import financing.
  15. Payment Processing: Managing and facilitating various payment methods, including credit/debit card transactions, wire transfers, and ACH transactions.
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### **Level 1 Abstraction: Insurance Industry**

1. Policy Underwriting: The ability to assess, analyze, and determine the risk associated with an insurance policy, as well as establish the appropriate premium rates.
2. Claims Management: The ability to manage insurance claims, including their submission, evaluation, and processing for payment or rejection.
3. Risk Assessment: The ability to identify, analyze, and evaluate potential risks that may impact an insurance policy or portfolio.
4. Customer Relationship Management: The ability to establish, maintain, and manage relationships with customers, including sales, service, and support activities.
5. Distribution Channel Management: The ability to manage and oversee the various distribution channels through which insurance products are sold, such as agents, brokers, or direct sales.
6. Product Development: The ability to create and develop new insurance products and services tailored to customer needs and market demands.
7. Regulatory Compliance: The ability to ensure adherence to relevant laws, regulations, and industry standards that govern the insurance business.
8. Financial Management: The ability to manage the financial aspects of an insurance company, including budgeting, accounting, investment, and risk management.
9. Human Resource Management: The ability to attract, develop, and maintain a skilled workforce to support the needs of the insurance business.
10. Incident Management: The ability to identify, analyze, and address incidents or issues that may impact the insurance company's operations or customer relationships.
11. Information Security: The ability to protect sensitive information and maintain the confidentiality, integrity, and availability of data within the insurance organization.
12. Reinsurance Management: The ability to manage reinsurance programs, which involve sharing risk with other insurers to spread the financial impact of large or complex claims.
13. Sales and Marketing Management: The ability to plan, execute, and monitor sales and marketing strategies to promote insurance products and services to potential customers.

14. Customer Service and Support: The ability to provide effective support and assistance to customers in order to maintain satisfaction and loyalty.
  15. Corporate Governance: The ability to ensure that an insurance company is effectively managed and controlled, with a focus on ethical conduct, transparency, and accountability.
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### **Level 1 Abstraction: Healthcare Industry**

1. Patient Care Management: Oversees the provision of patient care services, including diagnosis, treatment, and follow-up, ensuring high-quality and timely care.
  2. Clinical Operations Management: Manages clinical processes and workflows within healthcare facilities, such as examination rooms, operating theaters, and diagnostic labs.
  3. Medical Records Management: Handles the creation, maintenance, and secure storage of patients' medical records, ensuring data accuracy and compliance with privacy regulations.
  4. Revenue Cycle Management: Manages the financial aspects of healthcare services, including billing, insurance claims, and payment processing.
  5. Supply Chain Management: Oversees the procurement, storage, and distribution of medical supplies, pharmaceuticals, and equipment within healthcare facilities.
  6. Human Resources Management: Manages the recruitment, training, retention, and performance evaluation of healthcare professionals and support staff.
  7. Facility Management: Ensures the efficient operation and maintenance of healthcare facilities, including cleanliness, safety, and accessibility.
  8. Quality Management: Monitors and improves the quality of healthcare services provided, ensuring adherence to industry standards and best practices.
  9. Risk Management: Identifies, assesses, and mitigates potential risks within healthcare organizations, including patient safety, legal liability, and operational disruptions.
  10. Communication Management: Facilitates effective communication among healthcare professionals, patients, and their families, using appropriate channels and technologies.
  11. Research & Development Management: Manages research initiatives within healthcare organizations, focusing on the development of new treatments, diagnostic tools, and medical technologies.
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### **Level 1 Abstraction: Transportation Industry**

1. Fleet Management: Covers asset management, maintenance, and tracking of vehicles and related equipment.
2. Route Optimization: Includes planning and optimization of routes for more efficient transportation.
3. Scheduling and Dispatch: Managing timetables, assigning drivers and crew members, and coordinating logistics.

4. Safety and Compliance Management: Ensuring adherence to safety regulations, standards, and legal requirements.
  5. Customer Relationship Management: Handling customer inquiries, complaints, and feedback, as well as promoting brand loyalty.
  6. Transportation Infrastructure Management: Overseeing the maintenance and improvement of roads, bridges, and other transportation infrastructure.
  7. Environmental Sustainability Management: Focusing on reducing emissions, improving energy efficiency, and promoting eco-friendly practices.
  8. Human Resources Management: Recruiting, training, and managing personnel, as well as ensuring workplace safety and compliance with labor laws.
  9. Financial Management: Budgeting, forecasting, accounting, and financial reporting for transportation operations.
  10. Supply Chain and Logistics Management: Coordinating the movement of goods from suppliers to customers, including warehousing and inventory management.
  11. Risk Management: Identifying, assessing, and mitigating potential risks and hazards in transportation operations.
  12. Marketing and Promotion: Developing marketing strategies, campaigns, and promotional activities to attract customers and promote the brand.
  13. Network and Infrastructure Management: Overseeing the maintenance and improvement of transportation networks, such as airport facilities, rail systems, or bus stations.
  14. Intelligent Transportation Systems (ITS) Management: Implementing advanced technologies to enhance transportation efficiency, safety, and customer experience, such as traffic management systems, smart ticketing, and real-time information sharing.
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### **Level 1 Abstraction: Telecommunications Industry**

Here's a set of Level 1 capabilities suitable for the telecommunications industry:

1. Network Management: Oversees the planning, design, implementation, and maintenance of telecommunication networks.
2. Service Delivery: Manages the development and provision of various services like voice, data, and video to customers.
3. Customer Relationship Management (CRM): Handles customer interactions, support, and retention strategies.
4. Billing and Revenue Management: Manages the billing process, payment collection, and revenue generation for telecommunication services.
5. Regulatory Compliance: Ensures adherence to industry regulations, standards, and legal requirements.
6. Marketing and Promotion: Develops and implements marketing strategies to promote telecommunication products and services.
7. Sales Management: Manages the sales process for telecommunication products and services.
8. Quality Assurance: Ensures the quality of telecommunication services and customer satisfaction.

9. Infrastructure Management: Oversees the installation, maintenance, and upgrade of physical infrastructure like towers, cables, and network equipment.
  10. Supply Chain Management: Manages the procurement, storage, and distribution of materials and resources required for telecommunication services.
  11. Workforce Management: Plans, develops, and manages human resources within the organization.
  12. Project Management: Oversees the planning, execution, and completion of projects related to network expansion, service launches, and other initiatives.
  13. Data Management: Manages the storage, processing, and analysis of data generated by telecommunication services.
  14. Cybersecurity Management: Ensures the protection of telecommunications infrastructure, data, and customer information from cyber threats.
  15. Service Assurance: Monitors and maintains the quality of telecommunication services to ensure optimal performance for customers.
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### **Level 1 Abstraction: Energy Industry**

1. Energy Supply and Distribution Management: Ensuring a reliable and consistent energy supply to customers, including sourcing, production, and distribution of various energy types (e.g., fossil fuels, renewables, and nuclear).
  2. Customer Relationship Management: Building and maintaining strong relationships with customers through various channels, understanding their needs, and providing tailored solutions.
  3. Regulatory Compliance: Ensuring adherence to industry regulations, standards, and guidelines, including environmental, safety, and data privacy requirements.
  4. Risk Management: Identifying, assessing, and mitigating potential risks in the energy sector, such as operational hazards, market volatility, and cyber threats.
  5. Asset Management: Effectively managing energy infrastructure assets (e.g., power plants, transmission lines, and distribution networks) to optimize performance, minimize downtime, and extend lifespan.
  6. Environmental Sustainability: Implementing strategies and initiatives to reduce the environmental impact of energy production and consumption, promoting cleaner and more sustainable energy sources.
  7. Market Analysis and Forecasting: Monitoring and analyzing market trends, competitive landscape, and customer behavior to inform business decisions and develop future-oriented strategies.
  8. Workforce Development: Attracting, retaining, and developing top talent in the energy industry to ensure a skilled and adaptable workforce capable of driving innovation and growth.
  9. Corporate Social Responsibility: Implementing socially responsible initiatives that positively impact communities, employees, and stakeholders while promoting a strong corporate brand.
  10. Strategic Planning and Execution: Developing long-term strategies to guide business growth and success, and effectively implementing them across the organization.
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## **Level 1 Abstraction: Pharmaceutical Industry**

Here is a set of Level 1 capabilities suitable for the pharmaceutical industry. These capabilities are tailored to the specific needs and functions of companies operating within this sector:

1. Drug Discovery Management: Overseeing the process of identifying and developing new drug candidates, including target identification, hit validation, lead optimization, and preclinical studies.
  2. Clinical Trial Management: Managing the planning, execution, and analysis of clinical trials to evaluate the safety and efficacy of drug candidates.
  3. Regulatory Affairs Management: Ensuring compliance with regulatory requirements at each stage of the drug development process, including submitting necessary documentation to relevant agencies.
  4. Quality Assurance Management: Implementing and maintaining quality control processes to ensure that products meet established standards and guidelines.
  5. Manufacturing Management: Overseeing the production of pharmaceutical products, including planning, scheduling, and monitoring processes to ensure efficient and compliant operations.
  6. Supply Chain Management: Managing the procurement, storage, and distribution of raw materials, intermediates, and finished products along with tracking inventory levels and coordinating with suppliers.
  7. Sales and Marketing Management: Developing and executing strategies to promote and sell pharmaceutical products, including market analysis, sales force management, and customer engagement activities.
  8. Customer Relationship Management: Building and maintaining strong relationships with customers, such as healthcare professionals, pharmacies, and hospitals, to understand their needs and provide ongoing support.
  9. Competitive Intelligence Management: Monitoring the competitive landscape, including tracking competitors' products, strategies, and activities, to inform business decisions and maintain a competitive advantage.
  10. Intellectual Property Management: Protecting and managing intellectual property, such as patents, trademarks, and copyrights related to pharmaceutical products and processes.
  11. Compliance Management: Ensuring adherence to legal, regulatory, and ethical guidelines in the pharmaceutical industry, including managing internal policies, training employees, and addressing potential violations.
  12. Corporate Social Responsibility Management: Developing and implementing initiatives that promote ethical practices, environmental sustainability, and community engagement within the pharmaceutical company.
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## Raw LLM Outputs: Chain of Thought Prompting

### Level 1 Abstraction: Manufacturing Industry

1. Product Design and Development
    - \* Conceptualize new products or improvements to existing products
    - \* Develop design specifications and technical documentation
    - \* Collaborate with cross-functional teams (e.g., engineering, marketing, and sales)
  2. Material Sourcing and Procurement
    - \* Identify and select suitable raw materials and components
    - \* Negotiate pricing and delivery terms with suppliers
    - \* Manage inventory levels and coordinate procurement activities
  3. Production Planning and Scheduling
    - \* Develop production schedules and resource allocation plans
    - \* Monitor capacity utilization and optimize production processes
    - \* Implement lean manufacturing principles to reduce waste and improve efficiency
  4. Quality Management
    - \* Establish and maintain quality standards for products and processes
    - \* Conduct regular inspections, audits, and root cause analyses
    - \* Implement corrective and preventive actions to address quality issues
  5. Manufacturing Execution
    - \* Monitor and control production processes in real-time
    - \* Ensure compliance with safety, environmental, and regulatory requirements
    - \* Optimize resource usage (e.g., energy, labor, machinery)
  6. Inventory and Warehouse Management
    - \* Manage inventory levels, including raw materials, work-in-process, and finished goods
    - \* Implement stock rotation systems and minimize storage costs
    - \* Coordinate transportation and logistics for inbound and outbound shipments
  7. Sales and Customer Relationship Management
    - \* Develop and execute sales strategies to achieve revenue targets
    - \* Manage customer accounts, including order processing, billing, and support
    - \* Gather and analyze customer feedback to improve product offerings and customer satisfaction
  8. Financial Management
    - \* Prepare budgets, forecasts, and financial reports
    - \* Monitor costs and ensure compliance with financial controls and regulations
    - \* Analyze financial data to support decision-making and performance improvement initiatives
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### Level 1 Abstraction: Financial Services Industry

- \* Customer Acquisition and Management:
  - + Sales Forecasting and Pipeline Management
  - + Customer Relationship Management (CRM) System Proficiency
  - + Communication Skills
- \* Risk Assessment and Management:

- + Financial Analysis and Modeling
  - + Understanding of Regulatory Standards
  - + Risk Management Software Proficiency
  - \* Financial Reporting and Compliance:
    - + Accounting Knowledge and Skills
    - + Taxation Expertise
    - + Familiarity with Regulatory Reporting Requirements
  - \* Payments and Transactions Processing:
    - + Payment Processing System Proficiency
    - + Attention to Detail and Accuracy
    - + Ability to Identify Suspicious Activities or Discrepancies
  - \* Fraud Detection and Prevention:
    - + Knowledge of Common Fraud Schemes and Techniques
    - + Data Analysis Skills
    - + Investigative Mindset
  - \* Investment Management and Advisory Services:
    - + In-Depth Knowledge of Financial Markets and Instruments
    - + Portfolio Optimization Techniques
    - + Risk Management Expertise
    - + Customer Service Skills
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### **Level 1 Abstraction: Insurance Industry**

1. Policy Underwriting
  2. Policy Issuance and Delivery
  3. Policy Administration and Maintenance
  4. Claims Management
  5. Reinsurance and Risk Management
  6. Customer Relationship Management
  7. Distribution Channels Management
  8. Financial Management and Reporting
  9. Compliance and Regulatory Management
  10. Human Resources Management
  11. Information Technology Management
  12. Corporate Governance and Strategy
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### **Level 1 Abstraction: Healthcare Industry**

1. Patient Care:
  - a. Diagnose and treat medical conditions
  - b. Develop treatment plans
  - c. Monitor patient progress
  - d. Provide patient education and counseling
  - e. Coordinate care with other healthcare professionals



2. Administration and Management:
    - a. Human resources management
    - b. Financial planning and budgeting
    - c. Facility operations and maintenance
    - d. Information technology management
    - e. Strategic planning and execution
  3. Financial Operations:
    - a. Billing and reimbursement
    - b. Financial reporting and analysis
    - c. Cost management and reduction
    - d. Revenue cycle management
    - e. Payroll processing
  4. Regulatory Compliance:
    - a. Ensure compliance with healthcare laws and regulations
    - b. Implement risk management processes
    - c. Manage quality assurance programs
    - d. Participate in accreditation activities
    - e. Oversee ethical and legal business practices
  5. Research and Development:
    - a. Conduct clinical research
    - b. Develop new treatments and technologies
    - c. Evaluate and implement evidence-based practices
    - d. Collaborate with academic and industry partners
    - e. Secure funding and grants for research activities
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### **Level 1 Abstraction: Transportation Industry**

1. Freight Management: The ability to plan, organize, and oversee the transportation of goods from one location to another, ensuring timely delivery and optimal resource utilization.
2. Vehicle Maintenance: The capacity to maintain and repair vehicles, ensuring their safe operation, regulatory compliance, and preventative maintenance scheduling.
3. Route Optimization: The capability to determine the most efficient and cost-effective routes for transporting goods, balancing factors such as distance, time, fuel consumption, and driver fatigue.
4. Customer Service: The ability to effectively communicate with clients, understand their needs, and provide support throughout the transportation process.
5. Regulatory Compliance: The capacity to adhere to industry standards, regulations, and guidelines, ensuring that all operations are conducted within legal bounds.
6. Transportation Infrastructure Management: The capability to manage and maintain physical infrastructure related to transportation, such as roads, bridges, and terminals.
7. Fuel Management: The ability to monitor fuel consumption, optimize fuel usage, and implement strategies to minimize fuel costs and reduce environmental impact.
8. Vehicle Tracking and Telematics: The capacity to track vehicles in real-time, monitor their performance, and gather data to inform decision-making and improve operations.

9. Supply Chain Integration: The ability to collaborate with other transportation stakeholders, such as suppliers, warehouses, and distribution centers, to ensure seamless flow of goods and information.
  10. Workforce Management: The capacity to recruit, train, and manage personnel responsible for transportation operations, ensuring a skilled and motivated workforce.
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### **Level 1 Abstraction: Telecommunications Industry**

Here are some suggested Level 1 capabilities for a telecommunications company:

1. Network Infrastructure Management
  2. Customer Service & Support
  3. Product Development & Innovation
  4. Marketing & Branding
  5. Regulatory Compliance & Governance
  6. Sales & Business Development
  7. Supply Chain Management & Logistics
  8. Financial Management & Reporting
  9. Human Resources Management
  10. Information Technology & Systems Administration
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### **Level 1 Abstraction: Energy Industry**

1. Electricity Generation: The ability to produce electricity through various means such as fossil fuels, renewable energy sources (e.g., solar, wind, hydro), and nuclear power.
2. Transmission and Distribution: The capacity to transport electricity from generation sites to end-users through high-voltage lines, substations, and local distribution networks.
3. Energy Retail and Sales: The capability to sell energy to commercial and residential customers, including billing, customer service, and marketing functions.
4. Energy Trading and Risk Management: The ability to buy and sell energy in wholesale markets, manage price risks through hedging, and optimize the portfolio of energy assets.
5. Grid Operations and Maintenance: The capacity to operate and maintain the transmission and distribution systems, ensuring reliability, safety, and efficiency.
6. Renewable Energy Development: The capability to develop, construct, and manage renewable energy projects, such as solar farms and wind turbines.
7. Environmental and Regulatory Compliance: The ability to comply with environmental regulations, obtain necessary permits, and monitor environmental impacts of energy generation and distribution activities.
8. Smart Grid Technologies: The capacity to implement advanced technologies such as digital meters, distributed energy resources, and real-time data analytics to optimize grid operations, improve customer service, and enhance overall system efficiency.
9. Energy Efficiency Programs: The ability to design, implement, and manage programs aimed at reducing energy consumption and promoting conservation among customers.

10. Customer Service and Engagement: The capability to provide excellent customer service, respond to inquiries, resolve complaints, and maintain strong relationships with customers through various communication channels.

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### **Level 1 Abstraction: Pharmaceutical Industry**

1. Research & Development (R&D): This capability encompasses the discovery and development of new drugs, drug delivery systems, and therapies, as well as the associated pre-clinical and clinical testing processes.
  2. Regulatory Compliance: Ensuring that products and processes meet the regulatory requirements set by agencies such as the FDA, EMA, or other regional pharmaceutical regulators. This includes obtaining necessary approvals, licenses, and certifications.
  3. Quality Management: Maintaining a high level of quality across the entire pharmaceutical value chain, from raw material sourcing to manufacturing, packaging, and distribution. This capability also covers compliance with Good Manufacturing Practices (GMP), Good Laboratory Practices (GLP), and other relevant quality standards.
  4. Intellectual Property Management: Identifying, protecting, and monetizing intellectual property rights related to pharmaceutical products, including patents, trademarks, and trade secrets. This capability also involves managing licensing agreements and collaborations with external partners.
  5. Manufacturing & Supply Chain: Ensuring a consistent and reliable supply of pharmaceutical products by effectively managing the production process, quality control, and distribution networks. This includes optimizing processes to minimize costs, reduce waste, and ensure timely delivery of products.
  6. Sales & Marketing: Promoting and selling pharmaceutical products to healthcare professionals, hospitals, pharmacies, and end-consumers through various channels, such as direct sales, wholesalers, or online platforms. This capability also involves marketing strategies, brand management, and customer relationship management.
  7. Customer Support & Education: Providing support to customers, including healthcare professionals and patients, by answering questions about products, offering technical assistance, and conducting educational programs on the proper use of pharmaceutical products.
  8. Financial Management: Ensuring financial stability and growth through effective management of revenue, expenses, investments, and financing activities. This includes budgeting, forecasting, financial reporting, and regulatory compliance related to financial matters.
  9. Human Resources Management: Attracting, retaining, and developing top talent within the organization by offering competitive compensation packages, providing opportunities for growth and development, and fostering a positive work environment.
  10. Information Technology & Data Management: Leveraging technology and data to support business processes, improve decision-making, and enhance overall organizational performance. This capability includes managing IT infrastructure, data security, and the implementation of digital solutions for various business functions.
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## **Raw LLM Outputs: Few-Shot Prompting**

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

Patient Management:

Level 2 Capabilities:

1. Patient Registration: Ability to collect and verify patient demographic information and insurance details during the initial encounter.
2. Consent Management: Ability to obtain informed consent for treatments, procedures, or studies from patients or their legal guardians.
3. Appointment Scheduling: Ability to manage appointments, reminders, cancellations, and rescheduling for patients across various departments and providers.
4. Electronic Health Records (EHR) Management: Ability to create, maintain, and access comprehensive digital records of patient health information.
5. Patient Communication: Ability to effectively communicate with patients through multiple channels (phone, email, portal), providing timely updates and responding to inquiries.

Healthcare Service Management:

Level 2 Capabilities:

6. Health Assessment: Ability to conduct comprehensive assessments of patient health, including medical history, physical examinations, and diagnostic tests.
7. Treatment Planning: Ability to develop individualized treatment plans based on patient needs, incorporating therapeutic interventions and recommendations for lifestyle changes.
8. Care Coordination: Ability to collaborate with interdisciplinary teams to ensure seamless transitions between healthcare providers, settings, and services.
9. Patient Education: Ability to provide patients with information and resources to understand their conditions, treatments, and self-management strategies.
10. Follow-Up and Monitoring: Ability to schedule and conduct follow-up appointments and assessments, monitoring patient progress and adjusting treatment plans as needed.

Medical Facility Management:

Level 2 Capabilities:

11. Facility Planning and Design: Ability to create layouts, select equipment, and design spaces that optimize patient flow, staff efficiency, and accessibility.

1. Facility Maintenance: Ability to maintain medical facilities, ensuring cleanliness, safety, functionality, and compliance with regulations.
2. Equipment Management: Ability to procure, maintain, and replace medical equipment, ensuring its proper usage and upkeep.
3. Sterilization and Infection Control: Ability to implement protocols for sterilization and infection control to minimize the risk of cross-contamination and hospital-acquired infections.

4. Security and Access Control: Ability to establish and enforce security measures, ensuring patient privacy and protecting sensitive information and materials.
5. Environmental and Sustainability Management: Ability to minimize the environmental impact of medical facilities through energy conservation, waste reduction, and sustainable practices.

#### Medical Device Management:

##### Level 2 Capabilities:

16. Device Inventory Management: Ability to track and maintain an inventory of medical devices, ensuring their availability and proper usage.

1. Device Calibration and Maintenance: Ability to calibrate and maintain medical devices, ensuring their accuracy and reliability.
2. Training and Proficiency: Ability to train staff in the operation and maintenance of medical devices, as well as assess their proficiency in using them.
3. Quality Assurance and Regulatory Compliance: Ability to ensure that medical devices meet regulatory standards and undergo necessary testing, inspection, and documentation.
4. Device Recall and Replacement: Ability to identify, manage, and resolve issues related to recalled or replaced medical devices, minimizing potential risks to patients.
5. Device Disposal and Removal: Ability to safely dispose of or remove expired, damaged, or obsolete medical devices in accordance with regulatory guidelines.

#### Medication Management:

##### Level 2 Capabilities:

21. Medication Inventory Management: Ability to track and maintain an inventory of medications, ensuring their availability and proper storage conditions.

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### Level 1 Decomposition: Financial Services Industry

#### 1. Financial Instrument Management - Level 2 Capabilities:

- \* Equity Security Management
- \* Fixed Income Security Management
- \* Derivative Security Management
- \* Cash Management
- \* Evidence of Ownership Management (e.g., stock certificates)

#### 2. Order Management - Level 2 Capabilities:

- \* Trade Execution Management
- \* Trade Settlement Management
- \* Matching and Reconciliation Management
- \* Order Routing and Aggregation Management
- \* Risk Management for Orders (e.g., limit orders, stop-loss orders)

#### 3. Investment Portfolio Management - Level 2 Capabilities:

- \* Asset Allocation Management
- \* Diversification Management
- \* Risk Management in Investment Portfolios

- \* Performance Measurement and Attribution Management
  - \* Rebalancing and Monitoring of Investment Portfolios
  - 4. Collateral Management - Level 2 Capabilities:
    - \* Collateral Onboarding and Acceptance Management
    - \* Collateral Valuation and Risk Assessment Management
    - \* Collateral Monitoring and Surveillance Management
    - \* Collateral Liquidation and Disposition Management
    - \* Collateral Compliance and Reporting Management
  - 5. Finance Management - Level 2 Capabilities:
    - \* Budgeting and Forecasting Management
    - \* Financial Reporting and Analysis Management
    - \* Cash Flow Management
    - \* Working Capital Management
    - \* Financial Risk Management (e.g., credit risk, market risk, operational risk)
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### **Level 1 Decomposition: Insurance Industry**

- 1. Claim Management:
    - a. First Notice of Loss (FNOL)
    - b. Claim Investigation & Adjustment
    - c. Claim Settlement & Payment
    - d. Fraud Detection & Prevention
    - e. Policy Review & Compliance
    - f. Customer Communication & Support
  - 2. Case Management:
    - a. Legal Case Assessment & Planning
    - b. Evidence Gathering & Analysis
    - c. Negotiation, Settlement, or Litigation
    - d. Document Management & Reporting
    - e. Stakeholder Coordination & Communication
    - f. Compliance Monitoring & Enforcement
  - 3. Evidence Management:
    - a. Physical Evidence Handling & Storage
    - b. Digital Evidence Preservation & Analysis
    - c. Witness Interview & Statement Management
    - d. Expert Opinion & Analysis Management
    - e. Documentary Evidence Cataloging & Control
    - f. Authentication & Chain of Custody Maintenance
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## **Level 1 Decomposition: Strategic Capabilities (Common across industries)**

### **Brand Management:**

1. Brand Identity Development
2. Brand Positioning and Messaging
3. Logo and Visual Identity Design
4. Brand Guidelines and Best Practices
5. Customer Research and Segmentation
6. Competitive Analysis and Benchmarking
7. Advertising and Promotion Strategy
8. Social Media and Digital Marketing
9. Public Relations and Media Outreach
10. Event Planning and Execution

### **Business Entity Management:**

1. Corporate Structure and Governance
2. Legal Compliance and Regulatory Oversight
3. Risk Management and Insurance
4. Intellectual Property Protection
5. Financial Management and Reporting
6. Human Resources Management
7. Procurement and Supply Chain Management
8. Facilities and Asset Management
9. Information Technology and Data Management
10. Quality Assurance and Performance Improvement

### **Campaign Management:**

1. Campaign Goal and Objective Definition
2. Audience Segmentation and Targeting
3. Creative Development and Messaging
4. Media Planning and Buying
5. Campaign Execution and Monitoring
6. Performance Metrics and Analysis
7. Feedback and Improvement
8. Collaboration with External Partners
9. Budget Management and Optimization
10. Crisis and Risk Mitigation

### **Initiative Management:**

1. Initiative Goal and Objective Definition
2. Resource Allocation and Planning
3. Timeline and Milestone Development
4. Stakeholder Engagement and Communication

5. Performance Monitoring and Reporting
6. Change Management and Adaptation
7. Risk Identification and Mitigation
8. Quality Assurance and Compliance
9. Knowledge Sharing and Best Practice Adoption
10. Initiative Closure and Evaluation

#### Intellectual Property Rights Management:

1. Intellectual Property (IP) Identification
2. IP Protection Strategy Development
3. Patent, Trademark, and Copyright Application
4. Licensing and Royalty Management
5. IP Enforcement and Litigation Support
6. IP Portfolio Optimization
7. Internal IP Training and Awareness
8. Collaborative IP Agreements with External Partners
9. Competitive Intelligence and IP Landscape Analysis
10. Continuous IP Strategy Development and Review

#### Market Management:

1. Market Segmentation and Targeting
2. Market Sizing and Forecasting
3. Competitor Analysis and Benchmarking
4. Customer Needs and Preferences Analysis
5. Pricing Strategy Development
6. Distribution Channel Management
7. Promotion and Advertising Strategy
8. Sales Force Optimization and Training
9. Market Intelligence Gathering and Analysis
10. Market Expansion and Penetration Strategies

#### Message Management:

1. Message Content Development
2. Audience Identification and Segmentation
3. Communications Channel Selection
4. Messaging Frequency and Timing
5. Visual and Graphic Design for Messages
6. Message Dissemination and Distribution
7. Feedback Collection and Analysis
8. Crisis and Reputation Management
9. Multi-language and Cultural Adaptation
10. Continuous Improvement and Optimization



## Plan Management:

1. Plan Development and Goal Setting
2. Milestone Identification and Scheduling
3. Resource Allocation and Budgeting
4. Risk Assessment and Mitigation Planning
5. Performance Metrics Establishment
6. Team Member Assignment and Accountability
7. Monitoring and Control Processes
8. Adaptation and Learning from Past Plans
9. Cross-Functional Collaboration and Communication
10. Plan Execution, Evaluation, and Closure

## Policy Management:

1. Policy Identification and Categorization
2. Policy Goal and Objective Definition
3. Stakeholder Engagement and Consultation
4. Regulatory Compliance Analysis

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## Level 1 Decomposition: Support Capabilities (Common across industries)

1. Competency Management
  - \* Skill Assessment
  - \* Knowledge Evaluation
  - \* Competency Development
  - \* Performance Tracking
2. Meeting Management
  - \* Agenda Setting
  - \* Attendee Coordination
  - \* Venue Arrangements
  - \* Time Management
3. Facility Management
  - \* Space Planning
  - \* Maintenance Scheduling
  - \* Equipment Inventory
  - \* Safety Protocols
4. Human Resource Management
  - \* Recruitment and Selection
  - \* Employee Onboarding
  - \* Performance Appraisal
  - \* Compensation and Benefits Administration
5. Incident Management
  - \* Incident Reporting
  - \* Root Cause Analysis
  - \* Corrective Actions

- \* Preventative Measures
- 6. Information Management
  - \* Data Organization
  - \* Data Classification
  - \* Data Security
  - \* Data Dissemination
- 7. Inquiry Management
  - \* Inquiry Tracking
  - \* Feedback Analysis
  - \* Inquiry Resolution
  - \* Report Generation
- 8. Job Management
  - \* Role Definition
  - \* Task Assignment
  - \* Employee Evaluation
  - \* Job Transitions
- 9. Language Management
  - \* Terminology Development
  - \* Translation Services
  - \* Language Training
  - \* Communication Standards
- 10. Legal Proceeding Management
  - \* Claim Investigation
  - \* Legal Compliance
  - \* Litigation Support
  - \* Settlement Negotiation
- 11. Location Management
  - \* Geographic Information System (GIS) Integration
  - \* Site Selection
  - \* Wayfinding Systems
  - \* Routing and Scheduling
- 12. Content Management
  - \* Content Creation
  - \* Version Control
  - \* Archiving
  - \* Publishing
- 13. Training Course Management
  - \* Curriculum Development
  - \* Instructor Coordination
  - \* Course Materials Development
  - \* Assessment and Evaluation
- 14. Work Management
  - \* Task Prioritization
  - \* Resource Allocation
  - \* Time Tracking
  - \* Progress Monitoring
- 15. Time Management

- \* Calendar Maintenance
- \* Time Estimation
- \* Deadline Setting
- \* Time Zone Considerations

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

1. Agreement Management
  - \* Contract Creation and Negotiation
  - \* Contract Administration and Monitoring
  - \* Contract Dispute Resolution
  - \* Contract Termination and Renewal
2. Asset Management
  - \* Asset Acquisition and Procurement
  - \* Asset Tracking and Inventory Management
  - \* Asset Maintenance and Repair
  - \* Asset Disposal and Decommissioning
3. Channel Management
  - \* Content Creation and Curation
  - \* Channel Distribution and Promotion
  - \* User Engagement and Retention
  - \* Performance Monitoring and Optimization
4. Conveyor Management
  - \* Vehicle Design and Manufacturing
  - \* Vehicle Maintenance and Repair
  - \* Routing and Scheduling
  - \* Vehicle Disposal and Recycling
5. Customer Management
  - \* Customer Acquisition and Retention
  - \* Customer Support and Service
  - \* Customer Segmentation and Personalization
  - \* Customer Feedback and Analysis
6. Incident Management
  - \* Incident Identification and Reporting
  - \* Incident Triage and Prioritization
  - \* Incident Resolution and Recovery
  - \* Incident Review and Lessons Learned
7. Facility Management
  - \* Facility Design and Construction
  - \* Facility Maintenance and Repair
  - \* Facility Security and Safety
  - \* Facility Decommissioning and Relocation
8. Material Management
  - \* Raw Material Sourcing and Procurement
  - \* Inventory Management for Production
  - \* Quality Control and Standards Compliance

- \* Waste Reduction and Recycling
  - 9. Message Management
    - \* Message Creation and Approval
    - \* Message Dissemination and Distribution
    - \* Message Tracking and Feedback
    - \* Message Archive and Retention
  - 10. Network Management
    - \* Network Design and Deployment
    - \* Network Monitoring and Maintenance
    - \* Network Security and Compliance
    - \* Network Optimization and Troubleshooting
  - 11. Operation Management
    - \* Process Definition and Standardization
    - \* Resource Allocation and Scheduling
    - \* Performance Measurement and Analysis
    - \* Continuous Improvement and Innovation
  - 12. Order Management
    - \* Order Creation and Capture
    - \* Order Fulfillment and Shipping
    - \* Order Returns and Exchanges
    - \* Order Accounting and Settlement
  - 13. Partner Management
    - \* Partner Identification and Selection
    - \* Partner Onboarding and Integration
    - \* Partner Performance Monitoring
    - \* Partner Relationship Management
  - 14. Product Management
    - \* Product Conceptualization and Design
    - \* Product Development and Testing
    - \* Product Launch and Marketing
    - \* Product Maintenance and Update
  - 15. Route Management
    - \* Route Planning and Optimization
    - \* Route Execution and Monitoring
    - \* Route Analysis and Reporting
    - \* Route Compliance and Security
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## **Level 1 Decomposition: Energy Industry**

1. Customer Relationships:
  - \* Customer Segmentation and Targeting
  - \* Customer Acquisition and Retention Strategies
  - \* Customer Engagement and Communication
  - \* Customer Satisfaction Monitoring and Improvement
2. Enterprise Support:
  - \* Organizational Development and Culture Management

- \* Human Resources Management
  - \* Information Technology Management
  - \* Facilities and Infrastructure Management
3. Finance:
    - \* Investment Definition (as mentioned in the example)
    - \* Investment Valuation
    - \* Investment Risk Management
    - \* Financial Reporting and Compliance
    - \* Cash Flow Management
  4. Marketing & Sales:
    - \* Market Analysis and Segmentation
    - \* Product Positioning and Branding
    - \* Pricing Strategy Development
    - \* Promotion and Advertising Management
    - \* Sales Channel Management and Customer Support
  5. Product & Service Development:
    - \* Market Research and Customer Feedback Analysis
    - \* Idea Generation and Screening
    - \* Product Design and Development
    - \* Quality Assurance and Testing
    - \* Product Launch and Commercialization Strategies
  6. Strategic Management:
    - \* Corporate Vision and Mission Formulation
    - \* SWOT Analysis and Scenario Planning
    - \* Strategy Development and Implementation
    - \* Performance Monitoring and Control
    - \* Change Management and Innovation
  7. Energy generation:
    - \* Power Plant Design and Selection
    - \* Fuel Sourcing and Supply Chain Management
    - \* Generation Unit Maintenance and Optimization
    - \* Emission Reduction and Compliance
    - \* Renewable Energy Integration
  8. Energy transmission:
    - \* Transmission Line Design and Construction
    - \* Transmission System Operations and Control
    - \* Power Grid Stability and Security
    - \* Smart Grid Implementation and Management
    - \* Transmission Tariff Setting and Regulation
  9. Energy distribution:
    - \* Distribution Network Design and Planning
    - \* Distribution Substation Management
    - \* Power Quality Monitoring and Improvement
    - \* Demand Side Management and Energy Efficiency Programs
    - \* Metering and Billing System Management
  10. Energy management:
    - \* Demand Forecasting and Load Analysis

- \* Energy Supply Contract Negotiation
  - \* Risk Management and Hedging Strategies
  - \* Balancing Authority and Grid Operator Coordination
  - \* Market Participation and Bidding Strategies
11. Energy trading:
- \* Trading Strategy Development
  - \* Energy Market Analysis and Forecasting
  - \* Transaction Execution and Settlement
  - \* Risk Management and Compliance
  - \* Counterparty Credit Risk Assessment
12. Energy services:
- \* Customer Support and Service Delivery
  - \* Demand Response Program Implementation
  - \* Energy Efficiency and Conservation Services
  - \* Renewable Energy Integration Services
  - \* Distributed Energy Resources Management Services
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## **Level 1 Decomposition: Pharmaceutical Industry**

Level 1 Capability: Drug Discovery

\* Level 2 Capabilities: Target Identification, Hit Identification, Lead Optimization, Preclinical Testing, Clinical Trial Design

Level 1 Capability: Process Research and Development

\* Level 2 Capabilities: Process Simulation, Scale-up, Process Validation, Continuous Improvement, Quality by Design

Level 1 Capability: Manufacturing

\* Level 2 Capabilities: Active Pharmaceutical Ingredient (API) Production, Drug Product Manufacturing, Sterilization, Packaging, Quality Control

Level 1 Capability: Regulatory Management

\* Level 2 Capabilities: Regulatory Strategy Development, Submission Preparation, Regulatory Agency Communication, Compliance Monitoring, Post-Marketing Surveillance

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

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

#### **Patient Management (Level 1):**

- \* Patient Registration - Register patients into the system.
- \* Demographics Management - Manage patient demographic information.
- \* Insurance Management - Manage patient insurance details and eligibility.
- \* Appointment Scheduling - Schedule, manage, and confirm patient appointments.
- \* Medical History Tracking - Record, update, and maintain patient medical history.
- \* Consent Management - Obtain, record, and manage patient consent forms.
- \* Communication Management - Manage all communication with patients (emails, calls, etc.).

#### **Healthcare Service Management (Level 1):**

- \* Clinical Processes - Define clinical processes for diagnosis, treatment, and prevention of health conditions.
- \* Care Plans - Develop individualized care plans for patients based on their needs.
- \* Resource Allocation - Allocate resources such as personnel, equipment, and rooms for healthcare services.
- \* Service Delivery - Deliver healthcare services to patients in a timely and efficient manner.
- \* Quality Assurance - Monitor and improve the quality of healthcare services provided.

#### **Medical Facility Management (Level 1):**

- \* Facility Planning - Plan and design medical facilities to meet specific needs.
- \* Facility Maintenance - Maintain and repair medical facilities to ensure proper functioning.
- \* Security Management - Implement security measures to protect patients, staff, and assets.
- \* Access Control - Manage access to medical facilities for patients, staff, and visitors.
- \* Environmental Monitoring - Monitor environmental conditions such as temperature, humidity, and air quality in medical facilities.

#### **Medical Device Management (Level 1):**

- \* Acquisition - Purchase or lease medical devices for use in healthcare services.
- \* Inventory Management - Track the availability and location of medical devices within the organization.
- \* Maintenance - Maintain and repair medical devices to ensure proper functioning.
- \* Calibration - Calibrate medical devices to ensure accurate measurements and readings.
- \* Disposition - Retire or dispose of obsolete or unwanted medical devices.

### Medication Management (Level 1):

- \* Medication Acquisition - Purchase or obtain medications for use in healthcare services.
- \* Inventory Management - Track the availability and location of medications within the organization.
- \* Dispensing - Provide medications to patients or staff as prescribed or directed.
- \* Administration - Administer medications to patients as prescribed or directed.
- \* Monitoring - Monitor patient response to medications and adjust as necessary.

### Healthcare Case Management (Level 1):

- \* Case Intake - Assess and accept new cases into the system.
- \* Case Documentation - Document relevant information related to a case, including history, diagnosis, treatment plan, etc.
- \* Care Coordination - Coordinate care among multiple providers and organizations for a specific case.
- \* Progress Monitoring - Track progress towards case resolution.
- \* Outcome Evaluation - Evaluate the outcome of the case and determine any necessary follow-up or adjustments.

### Health Condition Management (Level 1):

- \* Disease Management - Develop and implement plans to manage specific diseases, including prevention, diagnosis, treatment, and ongoing care.
- \* Injury Management - Develop and implement plans to manage injuries, including assessment, treatment, and rehabilitation.
- \* Mental Health Management - Develop and implement plans to manage mental health conditions, including assessment, treatment, and ongoing care.
- \* Nutrition Management - Develop and implement plans to address nutritional needs and issues, including assessment, counseling, and monitoring.
- \* Prenatal and Postnatal Care - Develop and implement plans to support the health of expectant mothers and their infants, including prenatal care, delivery, and postnatal care.
- \* Medication Management - Develop and implement plans for medication use in treating or managing specific health conditions.

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## Level 1 Decomposition: Financial Services Industry

### 1. Financial Instrument Management (Level 1 Capability):

- \* Financial Instrument Classification: Categorizing financial instruments based on their characteristics, such as asset class, maturity, risk level, and liquidity.
- \* Portfolio Diversification: Ensuring a mix of financial instruments across various industries, sectors, and geographies to minimize risk exposure.
- \* Performance Measurement: Tracking and evaluating the performance of different financial instruments against set benchmarks or targets.



\* Risk Management: Assessing, monitoring, and mitigating potential risks associated with specific financial instruments.

## 2. Order Management (Level 1 Capability):

\* Trade Execution: Process of buying or selling financial instruments on behalf of clients or the firm itself.

\* Trade Settlement: Ensuring that the terms of a trade are fulfilled, including the delivery of the traded security and the transfer of funds between parties.

\* Confirmation & Reconciliation: Validating the details of a trade with the counterparty and ensuring the records match.

\* Client Reporting: Providing clients with regular updates on their investments, including transaction confirmations, account statements, and performance reports.

## 3. Investment Portfolio Management (Level 1 Capability):

\* Asset Allocation: Determining the proportion of each asset class in a portfolio to achieve optimal risk-return balance.

\* Security Selection: Choosing individual securities for a portfolio based on factors such as performance, market conditions, and investment objectives.

\* Dividend & Interest Income Management: Ensuring timely collection of income from various investments and proper allocation to clients or reinvestment.

\* Tax Management: Strategically managing investments to minimize tax implications for clients.

## 4. Collateral Management (Level 1 Capability):

\* Collateral Types: Managing different types of collateral, such as real estate, stocks, bonds, cash, or other assets pledged to secure a loan or agreement.

\* Collateral Valuation: Estimating the value of collateral to ensure it is sufficient to cover the associated risk.

\* Collateral Monitoring & Reporting: Regularly monitoring the status and value of collateral, as well as communicating changes or issues to relevant parties.

\* Collateral Enforcement: Navigating the process of liquidating or repossessing collateral in case of default.

## 5. Finance Management (Level 1 Capability):

\* Budgeting & Forecasting: Developing and maintaining financial plans, projections, and scenarios for an organization's future financial performance.

\* Cash Flow Management: Ensuring the organization has sufficient cash flow to meet its short-term and long-term obligations.

\* Financial Reporting & Analysis: Preparing, interpreting, and presenting financial reports that provide insights into the organization's financial performance.

\* Regulatory Compliance: Ensuring the organization complies with relevant financial regulations and industry standards.



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

### **Level 2 Capabilities for Claim Management:**

- 2.1 First Notice of Loss (FNOL) - Ability to receive and record the initial report of a loss or incident.
- 2.2 Claim Assessment - Ability to evaluate the validity, severity, and financial impact of a claim.
- 2.3 Claim Investigation - Ability to gather evidence and information to support or refute a claim.
- 2.4 Negotiation and Settlement - Ability to negotiate settlement amounts with claimants and adjusters.
- 2.5 Payment Processing - Ability to disburse funds for approved claims.
- 2.6 Fraud Detection - Ability to identify and prevent fraudulent claims.
- 2.7 Claim Reporting - Ability to track, analyze, and report on claim data.
- 2.8 Continuous Improvement - Ability to analyze performance metrics and implement changes to improve claim management processes.

### **Level 2 Capabilities for Case Management:**

- 3.1 Intake and Triage - Ability to assess the urgency and complexity of a case and assign appropriate resources.
- 3.2 Documentation and Record Keeping - Ability to maintain accurate, up-to-date records for each case.
- 3.3 Communication and Coordination - Ability to facilitate communication among stakeholders and coordinate efforts.
- 3.4 Legal Research - Ability to conduct research on relevant laws, regulations, and precedents.
- 3.5 Evidence Gathering - Ability to collect and analyze evidence in support of a case.
- 3.6 Negotiation and Advocacy - Ability to negotiate with opposing parties and advocate for client interests.
- 3.7 Dispute Resolution - Ability to utilize alternative dispute resolution methods, such as mediation or arbitration.
- 3.8 Case Closure and Evaluation - Ability to close cases and evaluate outcomes for continuous improvement.

### **Level 2 Capabilities for Evidence Management:**

- 4.1 Collection - Ability to gather relevant evidence, including documents, witness statements, and physical items.
- 4.2 Preservation - Ability to maintain the integrity of evidence and prevent tampering or damage.
- 4.3 Organization - Ability to catalog, index, and store evidence in a systematic and easily accessible manner.
- 4.4 Security and Access Control - Ability to protect sensitive evidence from unauthorized access or disclosure.
- 4.5 Chain of Custody - Ability to document the movement and handling of evidence throughout the management process.
- 4.6 Presentation - Ability to effectively present evidence in a legal or administrative proceeding.

4.7 Retention and Disposition - Ability to determine when and how to dispose of evidence once its retention period has expired.

4.8 Compliance - Ability to ensure adherence to rules, regulations, and best practices governing the management of evidence.

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

Brand Management (Level 1) → Level 2 Capabilities:

1. Brand Identity Development
2. Brand Positioning & Messaging
3. Visual Identity Design
4. Brand Guidelines & Best Practices
5. Brand Communication Strategy
6. Brand Monitoring & Performance Analysis
7. Crisis Management for Brands
8. Social Media & Digital Brand Management
9. Corporate Branding
10. Product Line Branding

Business Entity Management (Level 1) → Level 2 Capabilities:

1. Company Formation & Registration
2. Legal Compliance & Governance
3. Business Structure Development
4. Tax Planning & Optimization
5. Intellectual Property Protection
6. Financial Management & Reporting
7. Human Resources Management
8. Risk Assessment & Mitigation
9. Mergers & Acquisitions
10. Corporate Restructuring

Campaign Management (Level 1) → Level 2 Capabilities:

1. Campaign Goal Setting & KPIs
2. Audience Segmentation & Targeting
3. Creative Development & Content Strategy
4. Media Planning & Buying
5. Integrated Marketing Communications
6. Digital & Social Media Marketing
7. Event Planning & Execution
8. Public Relations & Stakeholder Engagement
9. Campaign Analytics & Reporting
10. Continuous Improvement & Optimization

#### Initiative Management (Level 1) → Level 2 Capabilities:

1. Initiative Definition & Objective Setting
2. Project Scope & Requirements Analysis
3. Work Breakdown Structure (WBS) Development
4. Timeline Planning & Scheduling
5. Resource Allocation & Budgeting
6. Risk Management & Issue Resolution
7. Project Team Building & Collaboration
8. Quality Assurance & Control
9. Progress Monitoring & Reporting
10. Initiative Closure & Evaluation

#### Intellectual Property Rights Management (Level 1) → Level 2 Capabilities:

1. Patent Search, Filing, & Prosecution
2. Trademark Search, Filing, & Prosecution
3. Copyright Registration & Protection
4. Trade Secret Identification & Protection
5. Licensing Agreements & Negotiations
6. IP Enforcement & Litigation Support
7. IP Portfolio Management & Optimization
8. Open Innovation & Collaborative Research
9. Intellectual Property Audits
10. Technology Transfer & Licensing

#### Market Management (Level 1) → Level 2 Capabilities:

1. Market Segmentation & Targeting
2. Market Sizing & Forecasting
3. Competitive Analysis & Positioning
4. Pricing Strategy Development
5. Distribution Channel Management
6. Key Account Management
7. Customer Acquisition, Retention, & Loyalty
8. Market Intelligence & Monitoring
9. Product Line Management
10. Global Marketing Strategy

#### Message Management (Level 1) → Level 2 Capabilities:

1. Message Development & Crafting
2. Audience Analysis & Segmentation
3. Communication Channels & Tools Selection
4. Content Creation, Editing, & Approval
5. Multichannel Campaign Management
6. Measurement & Analytics

7. Crisis Communications Planning
8. Social Media & Digital Communication Strategy
9. Internal Communications & Engagement
10. Stakeholder Relationship Management

Plan Management (Level 1) → Level 2 Capabilities:

1. Plan Development & Documentation
2. Goal Setting & KPI Selection
3. Task Identification & Allocation
4. Resource Allocation & Budgeting
5. Timeline Planning & Scheduling
6. Risk Management & Contingency Planning
7. Performance Monitoring & Control
8. Plan Adaptation & Iteration
9. Stakeholder Engagement & Communication
10. Plan Closure & Evaluation

Policy Management (Level 1) → Level 2 Capabilities:

1. Policy Identification, Development & Documentation
2. Stakeholder Consultation & Approval
3. Policy Implementation Planning & Execution
4. Compliance Monitoring & Enforcement
5. Policy Review, Revision & Archiving
6. Training & Awareness Programs
7. Policy Communication & Reporting
8. Regulatory Compliance Management
9. Policy Risk Assessment & Mitigation
10. Internal Controls & Monitoring

Research Management (Level 1) → Level 2 Capabilities:

1. Research Design & Methodology Selection
2. Data Collection Techniques & Tools
3. Sampling & Population Definition
4. Statistical Analysis & Interpretation
5. Hypothesis Testing & Validation

Agreement Management:

- \* Agreement Creation: Ability to draft and negotiate legally binding agreements.
- \* Agreement Monitoring: Ability to track compliance with agreement terms and conditions.
- \* Agreement Reporting: Ability to generate reports on the status and performance of agreements.
- \* Agreement Dispute Resolution: Ability to resolve disputes arising from agreements.

- \* Agreement Termination: Ability to terminate or renew agreements as needed.

#### Asset Management:

- \* Asset Acquisition: Ability to procure assets necessary for business operations.
- \* Asset Tracking: Ability to track and monitor the location and status of assets.
- \* Asset Maintenance: Ability to maintain and repair assets to ensure optimal performance.
- \* Asset Disposal: Ability to dispose of assets in a responsible and cost-effective manner.
- \* Asset Valuation: Ability to determine the value of assets for accounting and tax purposes.

#### Channel Management:

- \* Channel Selection: Ability to choose appropriate channels for delivering products or services.
- \* Channel Development: Ability to enhance and expand existing channels to improve reach and effectiveness.
- \* Channel Maintenance: Ability to maintain and update channels to ensure continued performance and relevance.
- \* Channel Analytics: Ability to analyze the performance of channels and make data-driven decisions.
- \* Channel Integration: Ability to integrate multiple channels for a seamless customer experience.

#### Conveyor Management:

- \* Conveyor Design: Ability to design conveyors that meet specific business requirements.
- \* Conveyor Procurement: Ability to acquire conveyors and related equipment.
- \* Conveyor Maintenance: Ability to maintain and service conveyors for optimal performance.
- \* Conveyor Disposal: Ability to dispose of conveyors in an environmentally responsible manner.
- \* Conveyor Compliance: Ability to ensure conveyors meet safety, environmental, and regulatory requirements.

#### Customer Management:

- \* Customer Acquisition: Ability to attract new customers and grow the customer base.
- \* Customer Segmentation: Ability to categorize customers based on shared characteristics or behaviors.
- \* Customer Retention: Ability to maintain relationships with existing customers and encourage repeat business.
- \* Customer Engagement: Ability to interact with customers in a way that fosters loyalty and satisfaction.

\* Customer Analytics: Ability to analyze customer data to identify trends, preferences, and opportunities for improvement.

#### Incident Management:

\* Incident Identification: Ability to recognize unexpected or disruptive events that may impact business operations.

\* Incident Triage: Ability to prioritize incidents based on their potential impact on the organization.

\* Incident Resolution: Ability to address and resolve incidents in a timely and effective manner.

\* Incident Communication: Ability to communicate information about incidents to relevant stakeholders.

\* Incident Analysis: Ability to analyze incidents to identify patterns, causes, and opportunities for improvement.

#### Facility Management:

\* Facility Planning: Ability to design and plan facilities that meet business needs and requirements.

\* Facility Design: Ability to create detailed designs and blueprints for facilities.

\* Facility Construction: Ability to oversee the construction or modification of facilities.

\* Facility Maintenance: Ability to maintain and repair facilities to ensure their ongoing functionality and safety.

\* Facility Security: Ability to secure facilities against potential threats and hazards.

#### Material Management:

\* Material Planning: Ability to forecast material needs and ensure the availability of required materials.

\* Material Procurement: Ability to source and acquire necessary materials at the best possible cost.

\* Material Inventory Management: Ability to manage material inventory, including tracking, storage, and rotation.

\* Material Quality Control: Ability to ensure that materials meet specified quality standards and requirements.

\* Material Waste Management: Ability to minimize waste and dispose of material byproducts responsibly.

#### Message Management:

\* Message Development: Ability to craft clear, concise, and effective messages for target audiences.

\* Message Dissemination: Ability to distribute messages through appropriate channels



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

### **1. Competency Management:**

\* Level 2 Capabilities: Competency assessment methods, competency-based job descriptions, performance evaluation tied to competencies, and continuous learning and development plans based on competency gaps.

### **2. Meeting Management:**

\* Level 2 Capabilities: Pre-meeting preparation, virtual meeting platforms and tools management, real-time communication and collaboration during meetings, follow-up actions and minutes documentation, and continuous improvement of meeting processes.

### **3. Facility Management:**

\* Level 2 Capabilities: Space planning and optimization, facility maintenance and repair, safety and security measures, energy management and sustainability, and regulatory compliance.

### **4. Human Resource Management:**

\* Level 2 Capabilities: Recruitment and selection processes, onboarding and offboarding procedures, employee engagement initiatives, compensation and benefits administration, performance appraisal methods, and employee relations management.

### **5. Incident Management:**

\* Level 2 Capabilities: Incident prioritization, root cause analysis, incident resolution strategies, communication and collaboration during incident resolution, and lessons learned documentation for continuous improvement.

### **6. Information Management:**

\* Level 2 Capabilities: Data governance, data quality management, metadata management, information security and privacy, and data lifecycle management.

### **7. Inquiry Management:**

\* Level 2 Capabilities: Inquiry routing and prioritization, response time tracking, customer relationship management (CRM) integration, feedback analysis for process improvement, and communication with stakeholders.

### **8. Job Management:**

\* Level 2 Capabilities: Job analysis and design, role and responsibility definition, employee performance monitoring and coaching, workforce planning and forecasting, and organizational restructuring support.

### **9. Language Management:**

\* Level 2 Capabilities: Multilingual content creation and translation, localization of content for different regions or cultures, language proficiency assessment, and communication training for diverse audiences.

### **10. Legal Proceeding Management:**

\* Level 2 Capabilities: Legal research and analysis, litigation support, compliance with legal requirements, dispute resolution strategies, and collaboration with external legal counsel.

### **11. Location Management:**

\* Level 2 Capabilities: Geospatial data analysis, location-based services, mapping and visualization tools, real-time location tracking, and emergency response planning based on locations.

### **12. Content Management:**



\* Level 2 Capabilities: Content curation and aggregation, version control, content archiving and retention policies, search engine optimization (SEO), and digital asset management.

13. Training Course Management:

\* Level 2 Capabilities: Customized training programs based on learner needs, blended learning approaches (online and offline), evaluation of training effectiveness, and continuous improvement of course content.

14. Work Management:

\* Level 2 Capabilities: Automated workflows, task prioritization based on strategic objectives, resource allocation based on workload, team collaboration tools integration, and real-time visibility into task progress.

15. Time Management:

\* Level 2 Capabilities: Time estimation techniques, time tracking and monitoring tools, deadline management, alignment of personal and organizational time priorities, and continuous improvement of time management processes.

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

1. Customer Relationships:

- \* Personalized customer service
- \* Customer feedback collection and analysis
- \* Targeted marketing campaigns
- \* Online account management
- \* Proactive communication and issue resolution

2. Enterprise Support:

- \* IT infrastructure management
- \* Data security and privacy
- \* Business continuity planning
- \* Internal communication and collaboration tools
- \* Human resources management

3. Finance:

- \* Budgeting and financial forecasting
- \* Cash flow management
- \* Risk assessment and mitigation
- \* Debt management and financing
- \* Regulatory compliance and reporting

4. Marketing & Sales:

- \* Market research and segmentation
- \* Pricing strategy development
- \* Promotional campaigns and events
- \* Channel partnerships and collaborations
- \* Performance measurement and analytics

5. Product & Service Development:

- \* Market analysis and needs assessment
- \* Research and development
- \* Quality assurance and testing

- \* Product and service launch planning
  - \* Continuous improvement and innovation
  - 6. Strategic Management:
    - \* Vision and mission formulation
    - \* SWOT analysis and scenario planning
    - \* KPI identification and tracking
    - \* Performance measurement and benchmarking
    - \* Change management and organizational development
  - 7. Energy Generation:
    - \* Site selection and evaluation
    - \* Technology assessment and deployment
    - \* Fuel procurement and storage
    - \* Plant operations and maintenance
    - \* Emission reduction and environmental compliance
  - 8. Energy Transmission:
    - \* Grid planning and design
    - \* Transmission line construction and maintenance
    - \* Power flow management
    - \* Congestion management and grid optimization
    - \* System security and reliability enhancement
  - 9. Energy Distribution:
    - \* Network design and optimization
    - \* Metering and billing systems management
    - \* Demand-side management programs
    - \* Service quality monitoring and improvement
    - \* Customer satisfaction measurement and analysis
  - 10. Energy Management:
    - \* Consumption data collection and analysis
    - \* Demand forecasting and load profiling
    - \* Energy efficiency program development
    - \* Smart grid integration and technology deployment
    - \* Real-time energy management systems
  - 11. Energy Trading:
    - \* Market monitoring and price analysis
    - \* Risk assessment and hedging strategies
    - \* Contract negotiation and execution
    - \* Transaction processing and settlement
    - \* Compliance with regulatory requirements
  - 12. Energy Services:
    - \* Customer energy audits and consultations
    - \* Energy efficiency program implementation
    - \* Renewable energy system installation and maintenance
    - \* Distributed energy resources integration
    - \* Demand response management
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## **Level 1 Decomposition: Pharmaceutical Industry**

### **1. Drug Discovery:**

- a. Target identification and validation
- b. Hit identification and lead optimization
- c. Structural biology and computational chemistry
- d. Biological assay development and high-throughput screening
- e. Chemical synthesis and medicinal chemistry

### **2. Process Research and Development:**

- a. Process design and simulation
- b. Scale-up and tech transfer
- c. Quality by design (QbD) and process analytical technology (PAT)
- d. Equipment selection, installation, and validation
- e. Continuous process improvement and optimization

### **3. Manufacturing:**

- a. Active pharmaceutical ingredient (API) synthesis
- b. Formulation development
- c. Drug product manufacturing (solids, liquids, semisolids, and parenterals)
- d. Aseptic processing and containment
- e. Packaging and labeling
- f. Quality control and quality assurance

### **4. Regulatory Management:**

- a. Global regulatory strategy and submissions
  - b. Clinical trial applications and approvals
  - c. New drug application (NDA) or marketing authorization application (MAA) preparation
  - d. Orphan drugs, fast track, and breakthrough therapies
  - e. Post-approval commitments and regulatory compliance
  - f. Adverse event reporting and pharmacovigilance
  - g. Life cycle management and product discontinuation
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