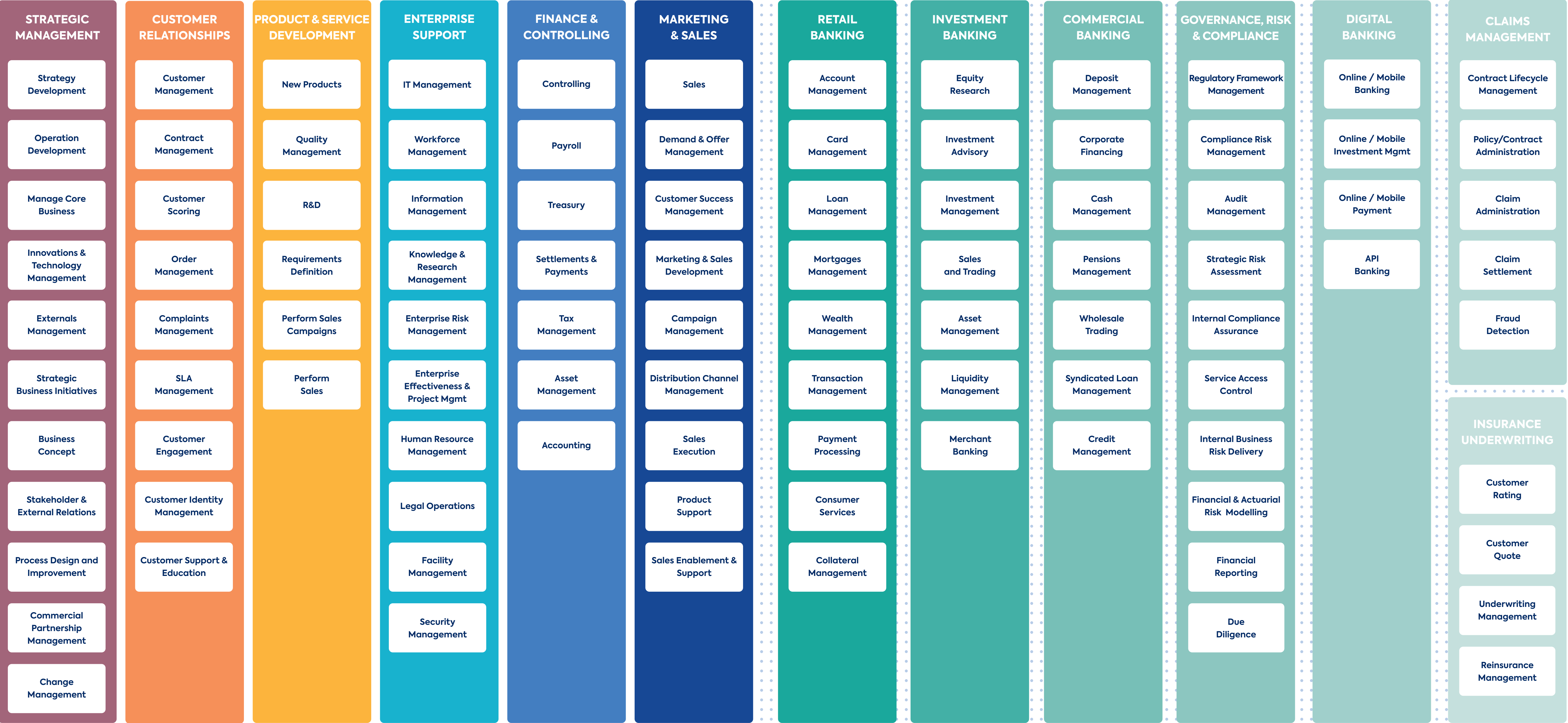


Business Capability Map



Unique for Finance Industry

BEST PRACTICES

Business capability modeling is a technique for the representation of an organization's business anchor model independent of the organization's structure, processes, people, or domains.



Don't overlap
Good capabilities do not overlap; they are mutually exclusive. A good test is to check whether you can assign Level 2 capabilities without ambiguity.



Define "What"; not "How"
Business capabilities encapsulate what a business is doing right now and what it must be doing to meet current and future challenges.



Long-term stability
Properly defined business capabilities are fairly stable over time, persisting throughout any organizational changes. Only major business model updates should affect them.



Cross-organizational
Don't focus too much on business units. Capabilities should remain the same and be independent of the current structure of the organization.



Breadth rather than depth
The highest-level capabilities should be a complete description of your business. Aim to make these categories reflect key aspects of what the business actually does.



Accepted by all stakeholders
The goal of business capabilities is that they become a common basis for discussion and planning. Take every opportunity to anchor your organization's processes to the model.



Linking strategy & execution
Involve those who define the strategies when creating your map. Consider strategy as one input when defining your business capabilities on the highest level.