

Mapping the Blueprint for Your Organization's Digital Transformation Agenda

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Agenda

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Enterprise Origami™

What is Enterprise Origami™?

Low-cost, paper
prototyping method
grounded in service
design, applied to the
enterprise context

- Low fidelity
- Easy to learn
- Good for visualizing complex relationships
- Works for modeling multi-modal scenarios
- Understand your blind spots

For this session, you need:

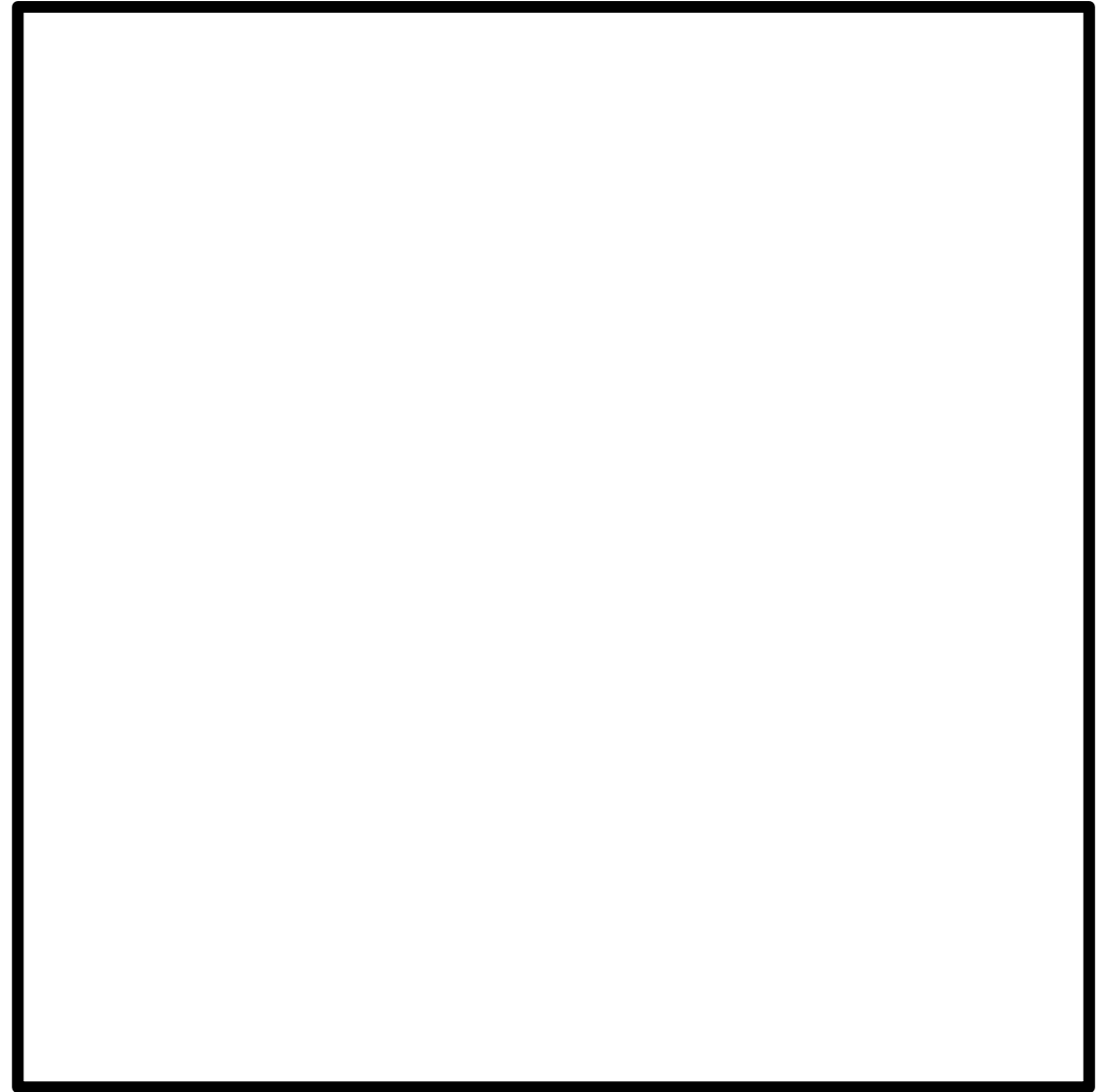
- 1 x large sheet of paper
- 1 x Enterprise origami kit™
 - Deck of custom cards (24 custom cards + 6 blank)
 - 24 game card standees
 - Dry erase marker for labeling the cards
 - Sharpie for everything else
 - Post-it notes
 - Sheet of colored dots



People
Products
Places
Tools
Time

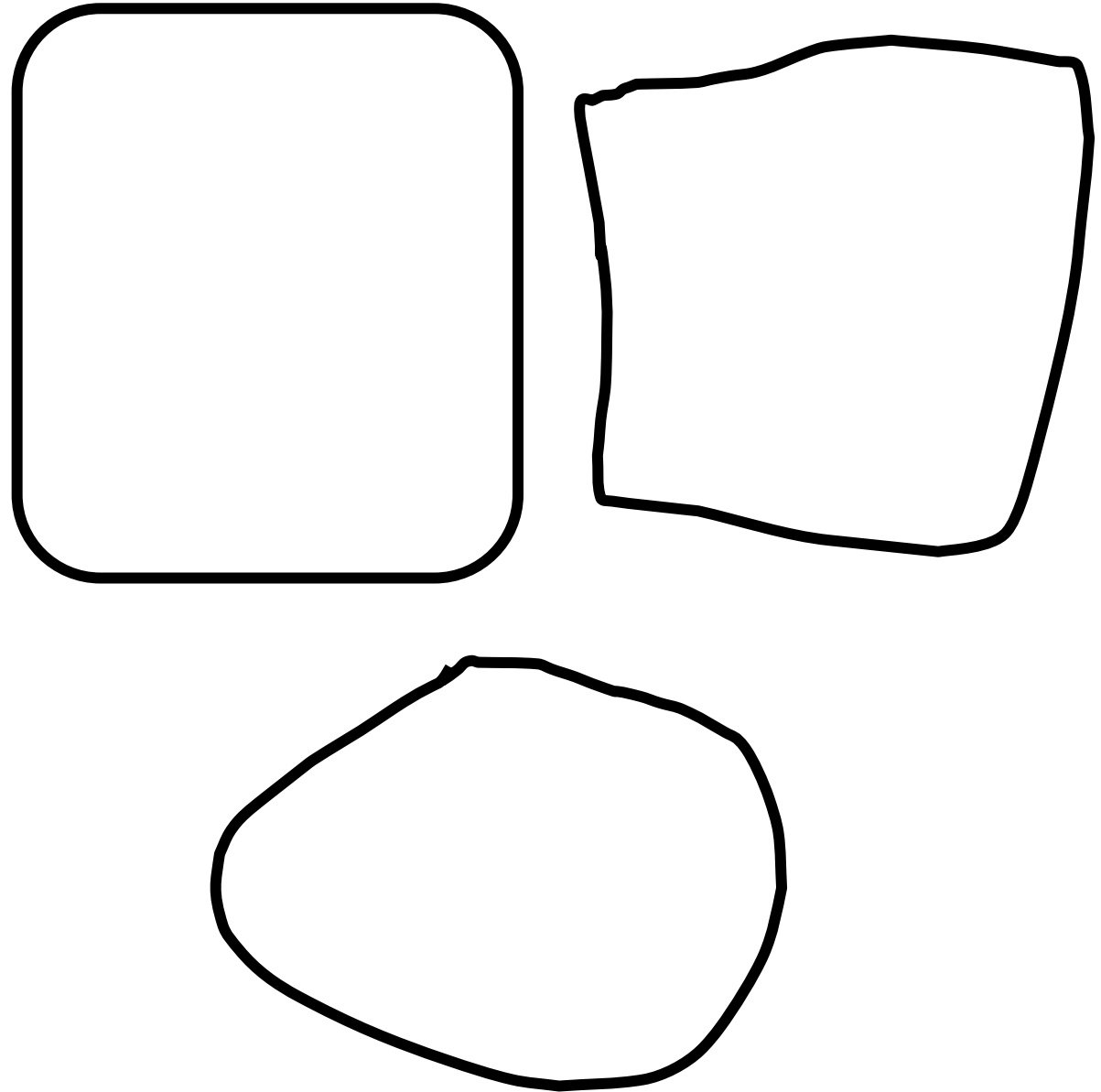
The Canvas

- This the **stage** for the entire process.
- A canvas can be completely blank, or it can include background information like descriptions of a specific context or relevant background
- Primary goal is to capture a person or a team's **journey** through an org process, such as building a Copilot for a given job.



Areas

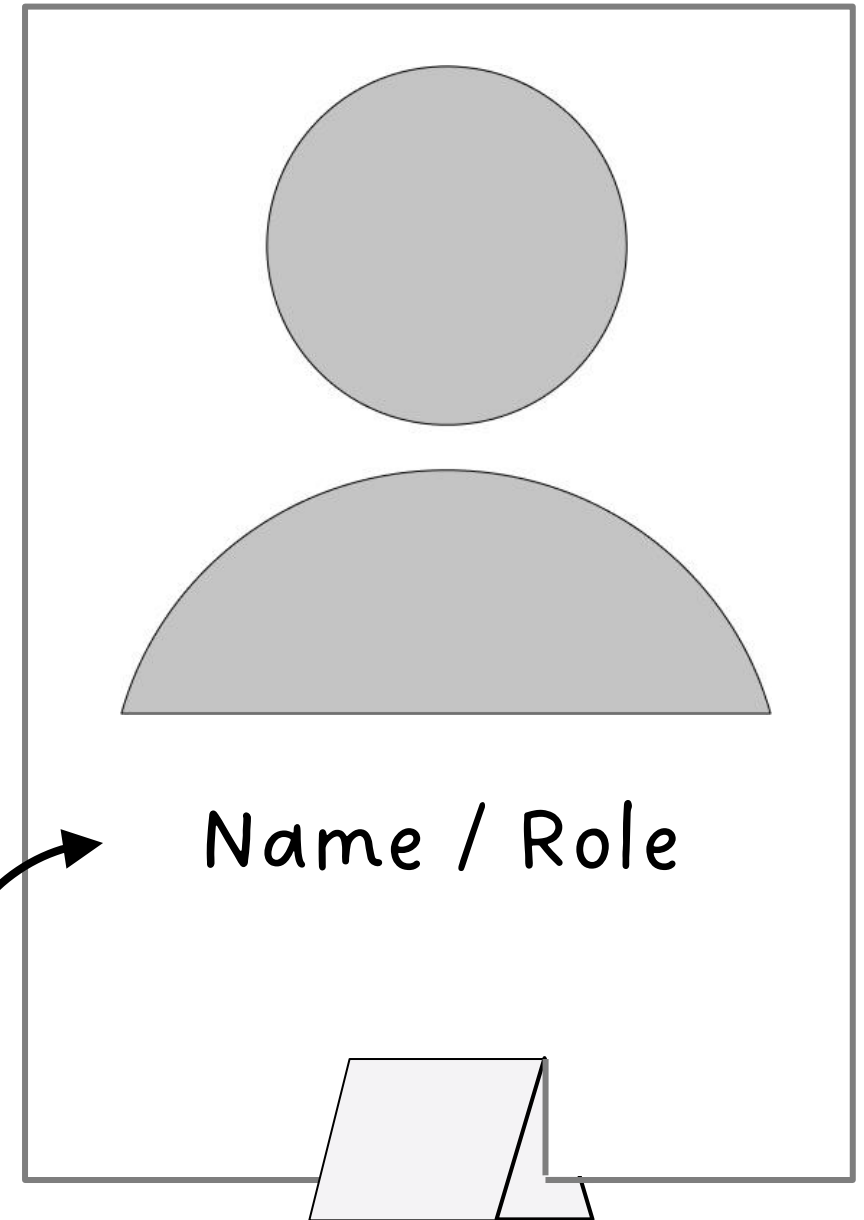
- Show **boundaries** on the canvas.
- Items in the same area can interact directly with each other.
- Pieces in different areas require some tool/medium to connect.
- E.g. Areas may represent an IT department in one area, and customer support department as another area.



People

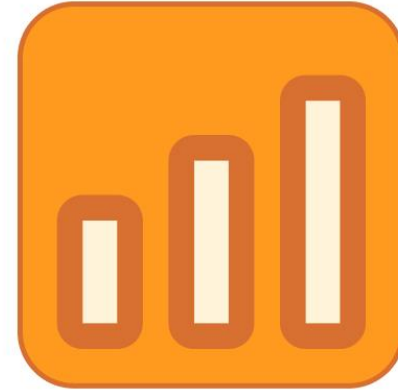
- Can be represented as individuals or as groups of people.
- For most interactions, **individuals** are better for storytelling and journey specificity – groups are too vague.

Use the **dry erase marker** to write your custom labels so you can reuse them!

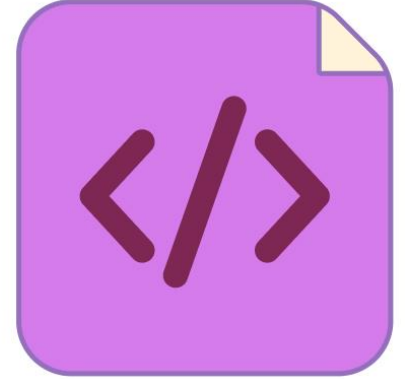


Things

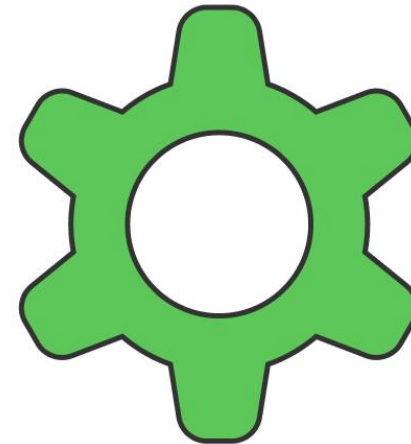
- Things can represent objects or **assets** and **tools** that people trade (with each another) or interact with on the canvas.
- It helps to add additional details in the scene, such as a staging area for reviews, or event halls where team activity may take place.



Analytics



Code



Knowledge



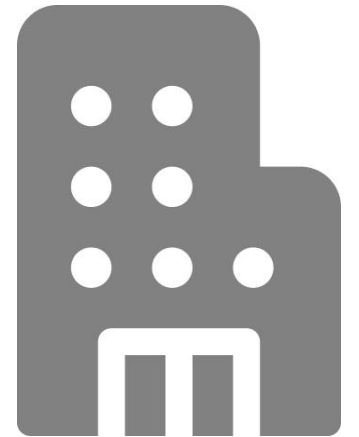
Document

Places

- We can locate **where people are** on the canvas.
- An area may contain several places.
- Places are often represented by buildings people occupy.
- In other contexts, a place may be a physical place such as one's home office, or an office where people come together.



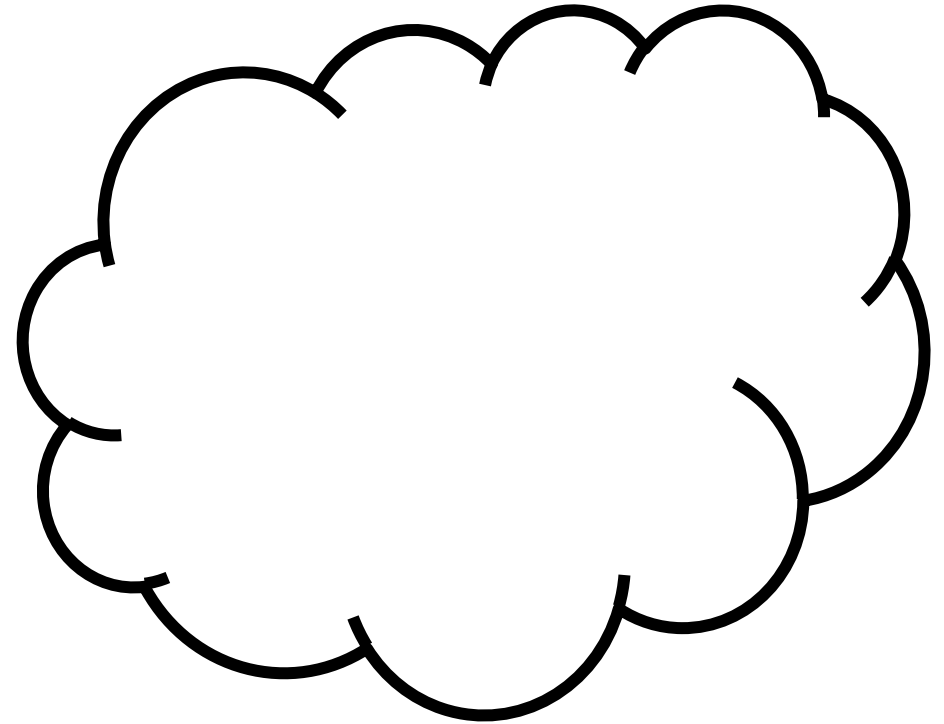
Home



Office

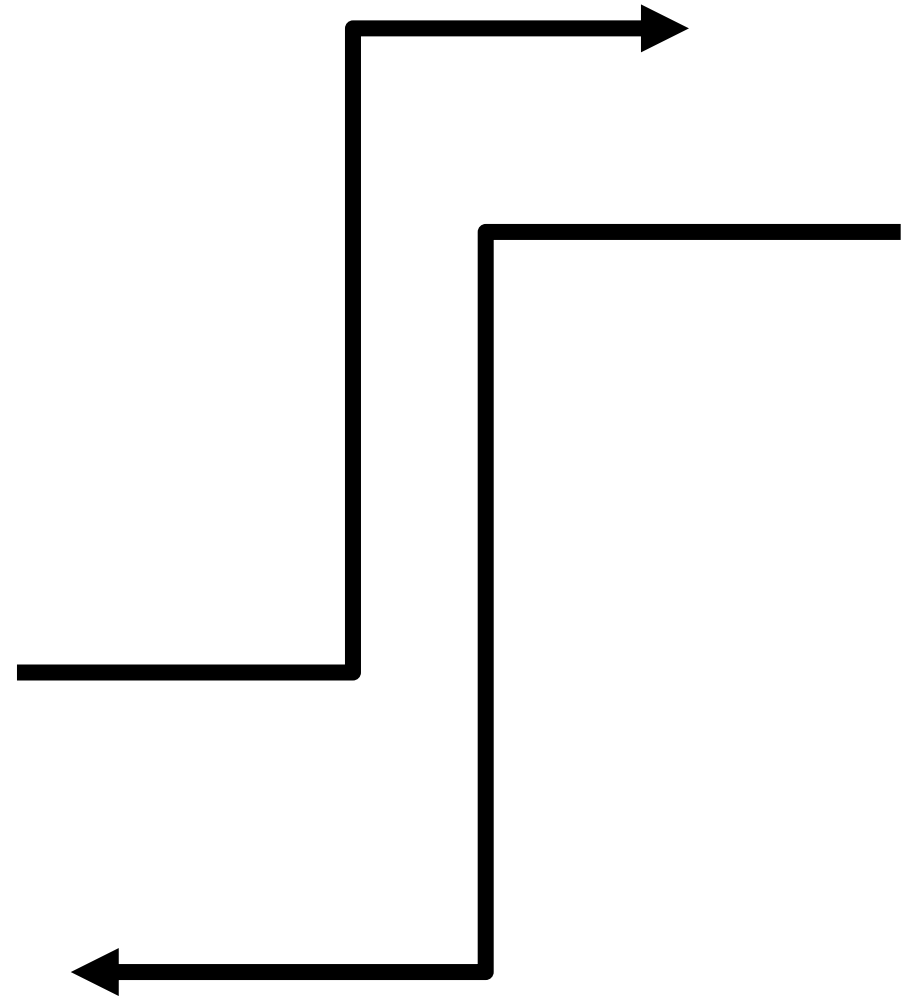
Clouds

- This shape can be used to represent any **undefined** areas of the system.
- Use clouds for out-of-scope areas, when you are not sure due to lack of data or clarity
- Clouds let you address parts of the system without having to take time detailing how they work.



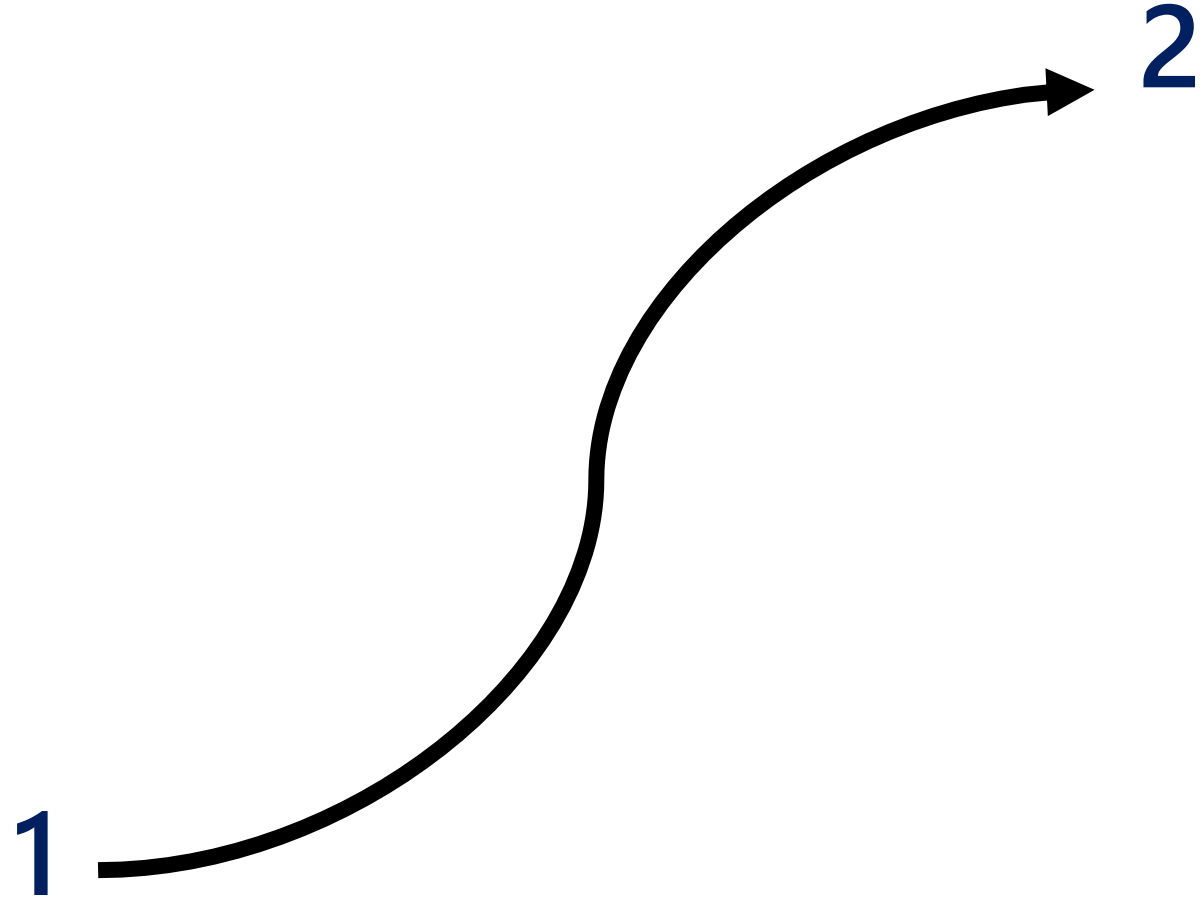
(Inter)Actions

- Arrows are used to show how people interact with either each other or with other elements on the canvas (i.e. things, places, etc)
- Actions are almost always **two-way**, to show both the action and the response.



Narrative Flows

- Represents the overall movement through the **stories** or **scenarios** on the canvas.
- It is **story-dependent**. People and things may move from one place to another over the course of the story.
- You may also **number the steps** in a flow for clarity if they happen in a sequence.



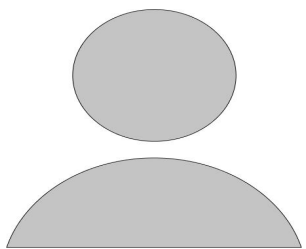
Value Exchange

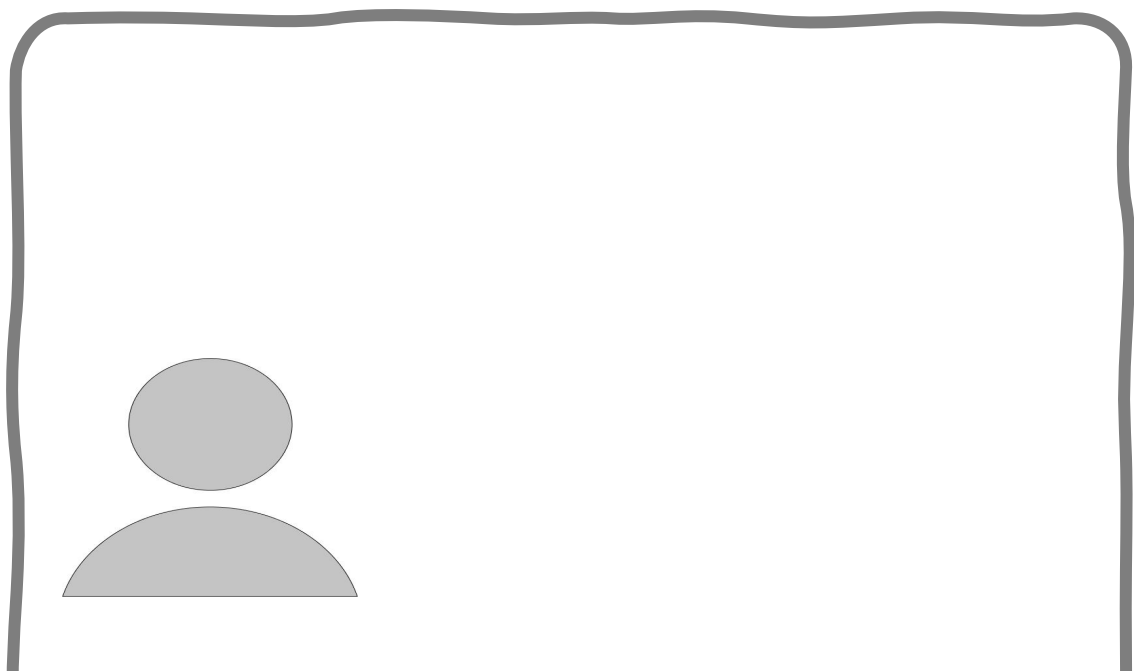
- The post-its can be used to show what **specific value is created for each party** in an interaction.
- This is an explicit declaration for each interaction and may include financial or social and emotional value.

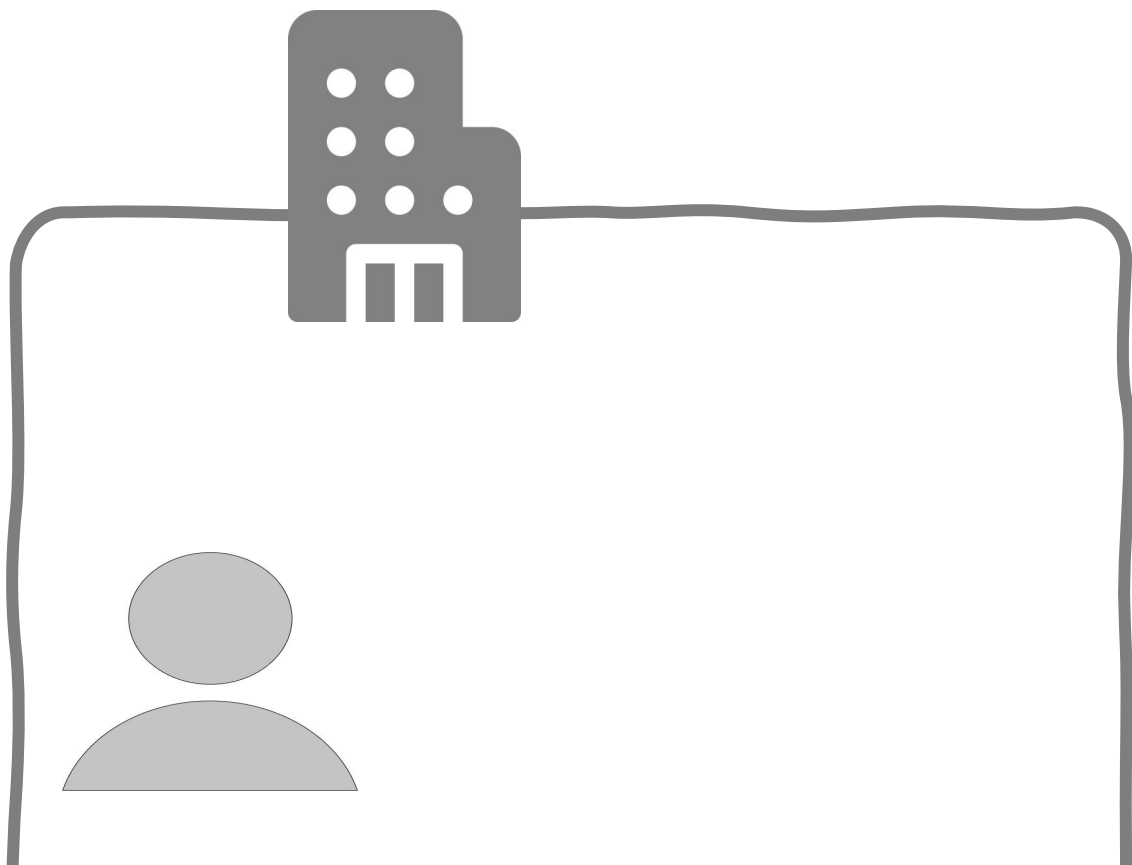


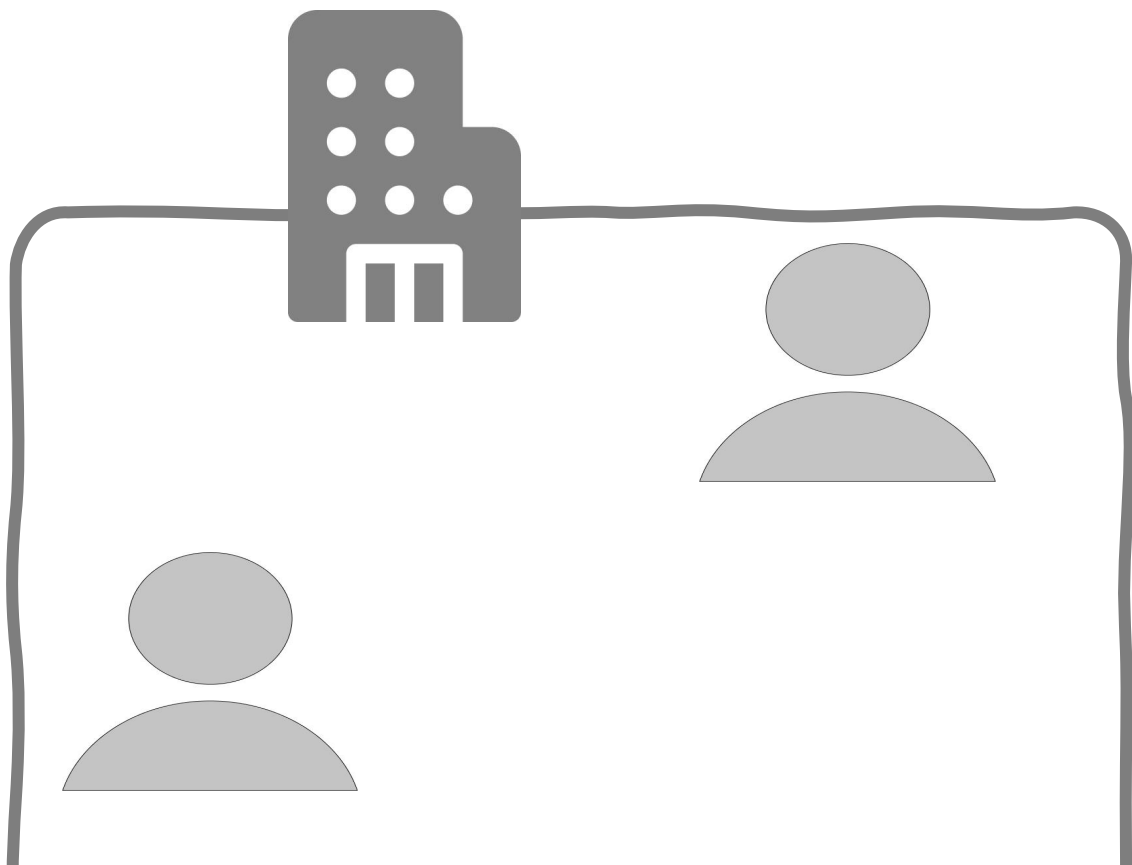
Demo

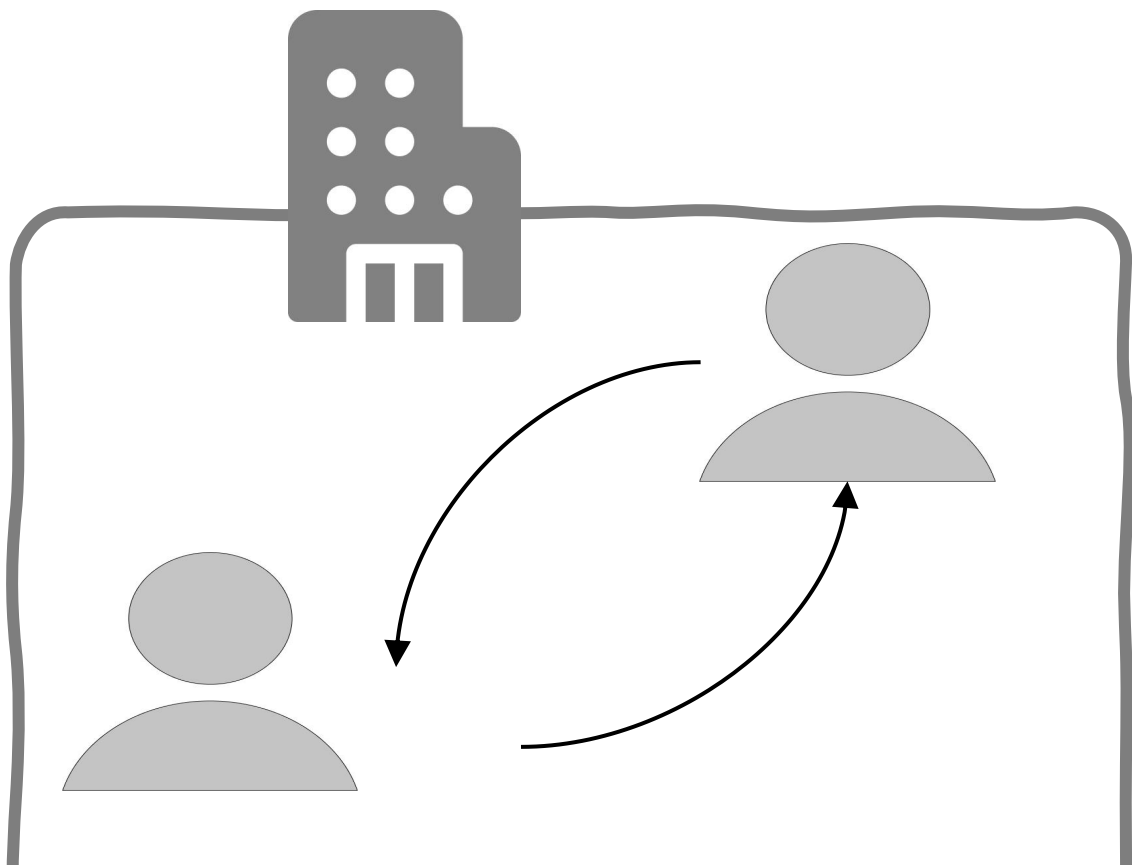
Let's build a quick model

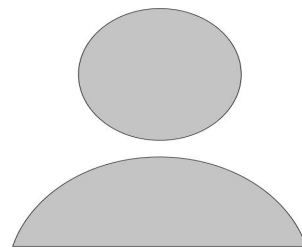
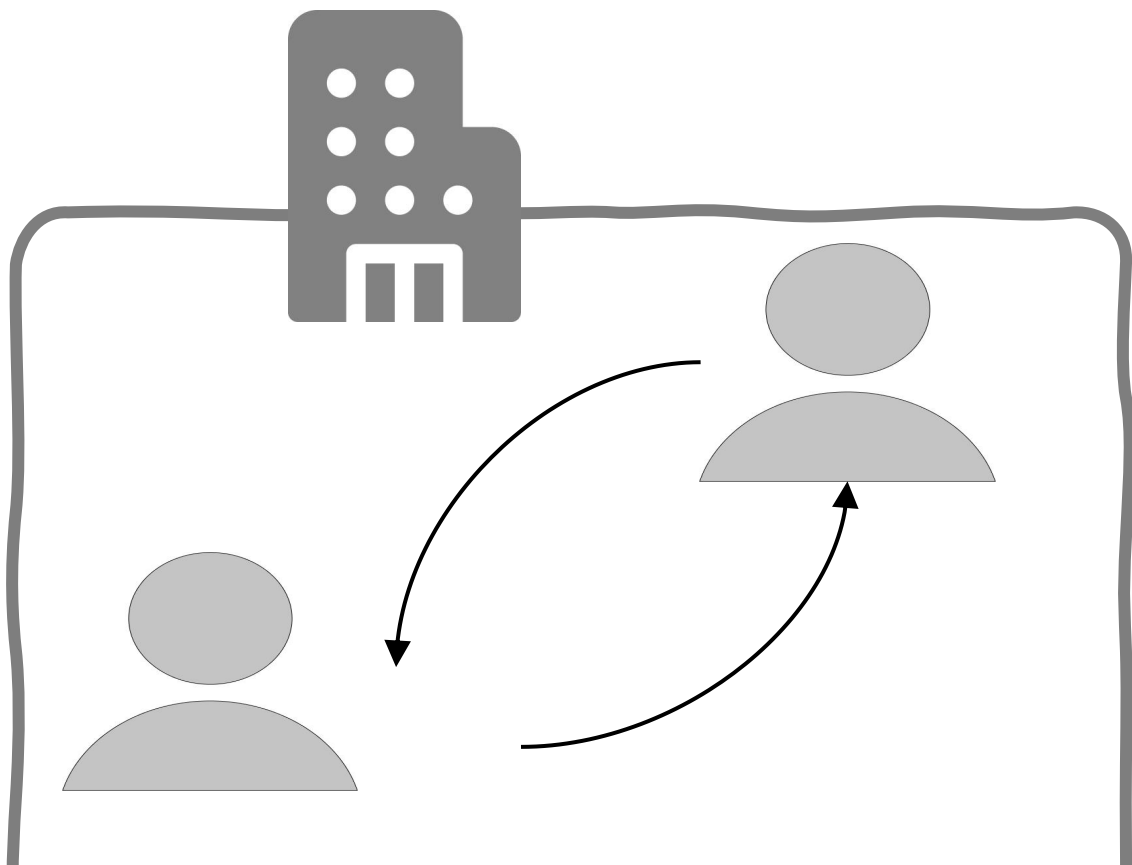


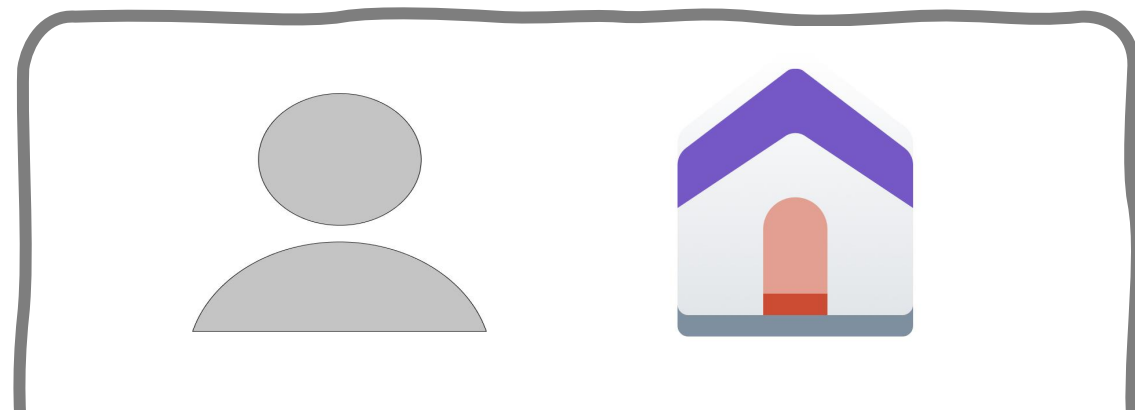
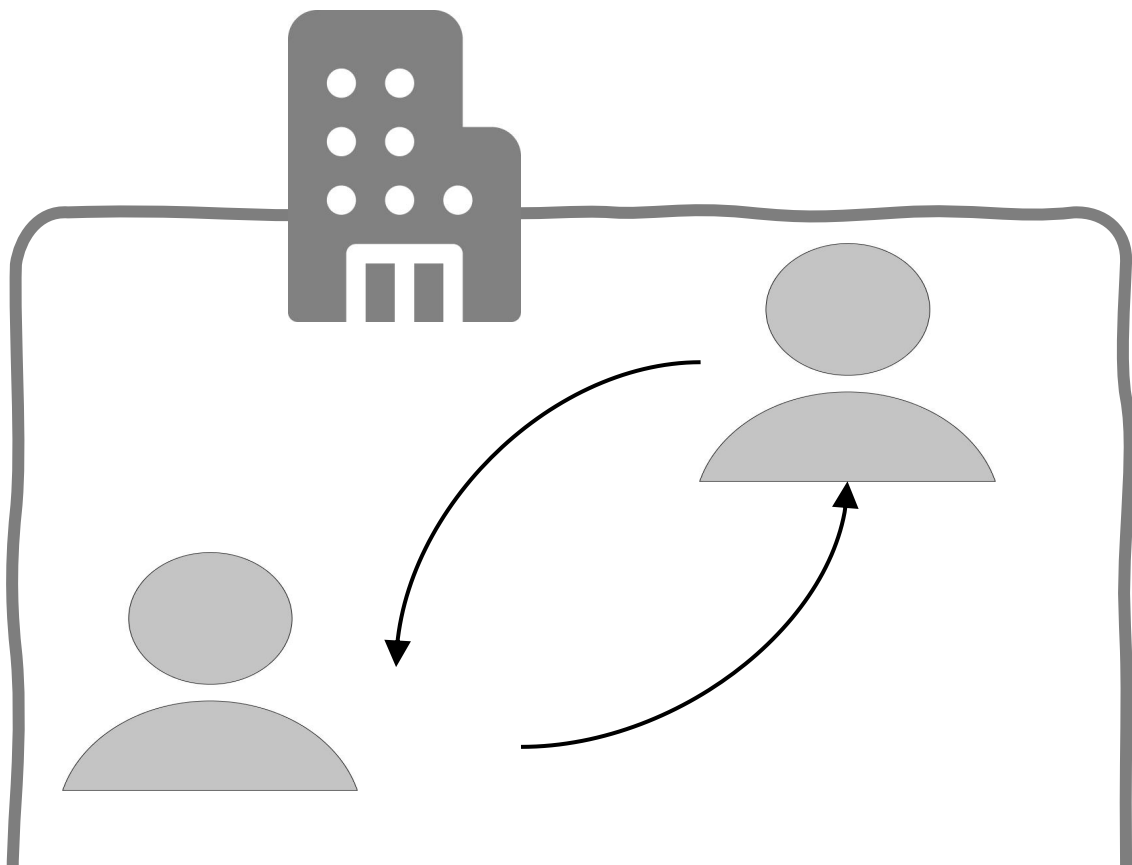


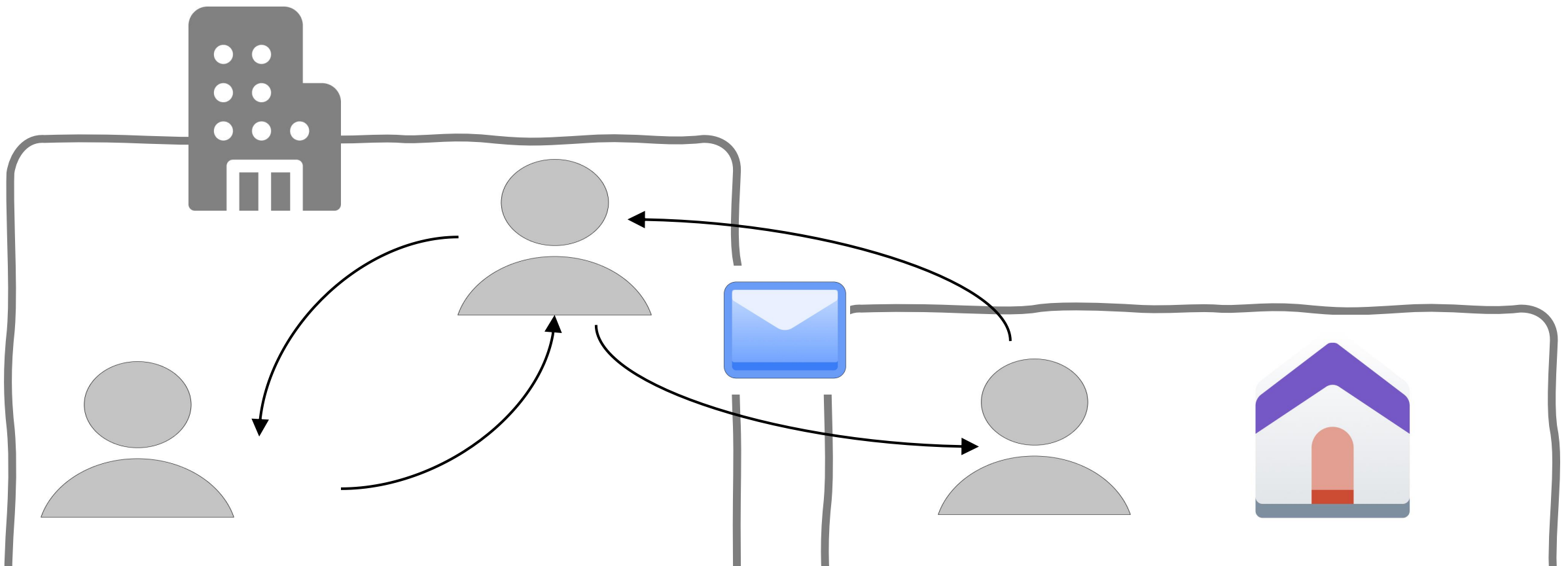


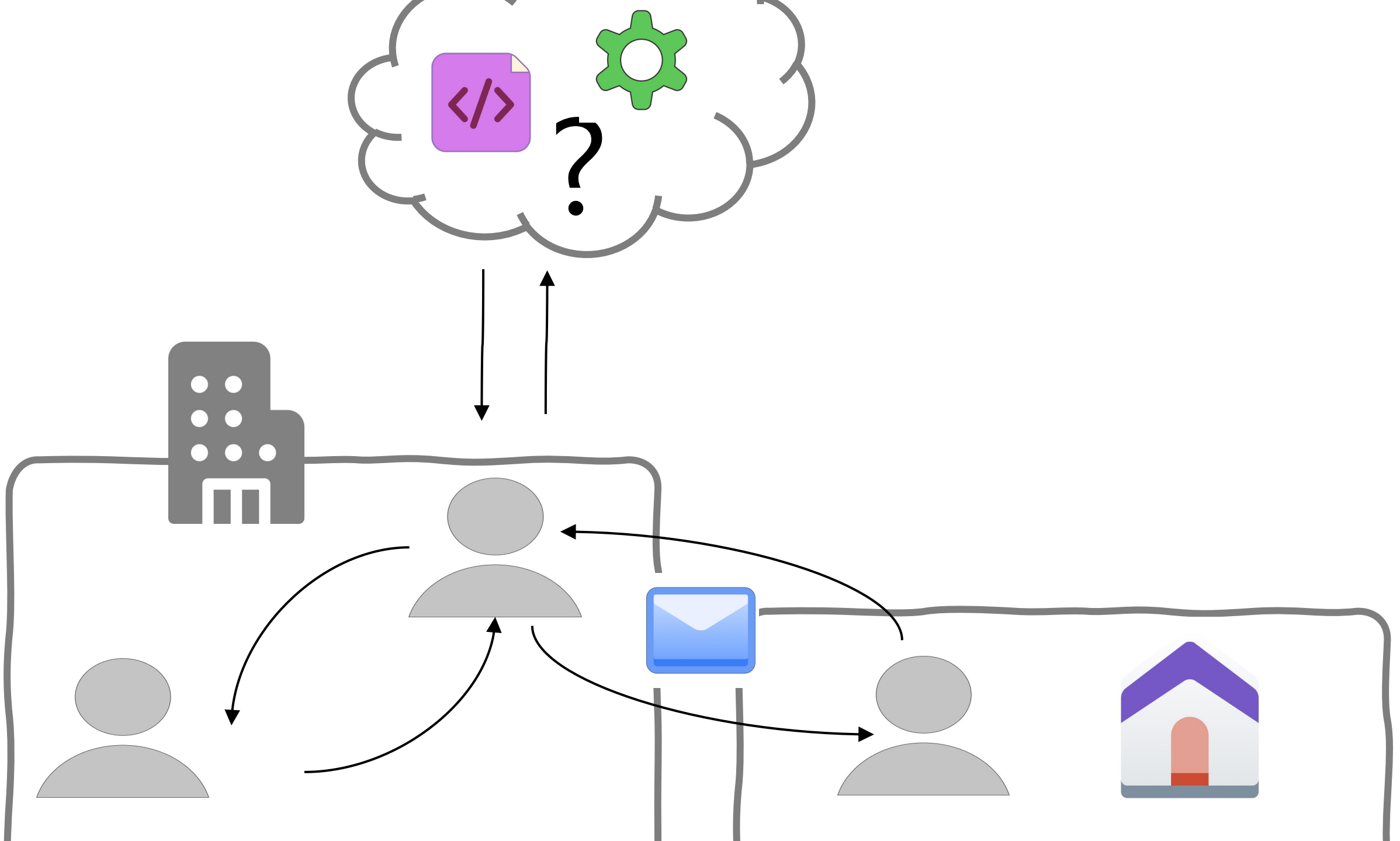


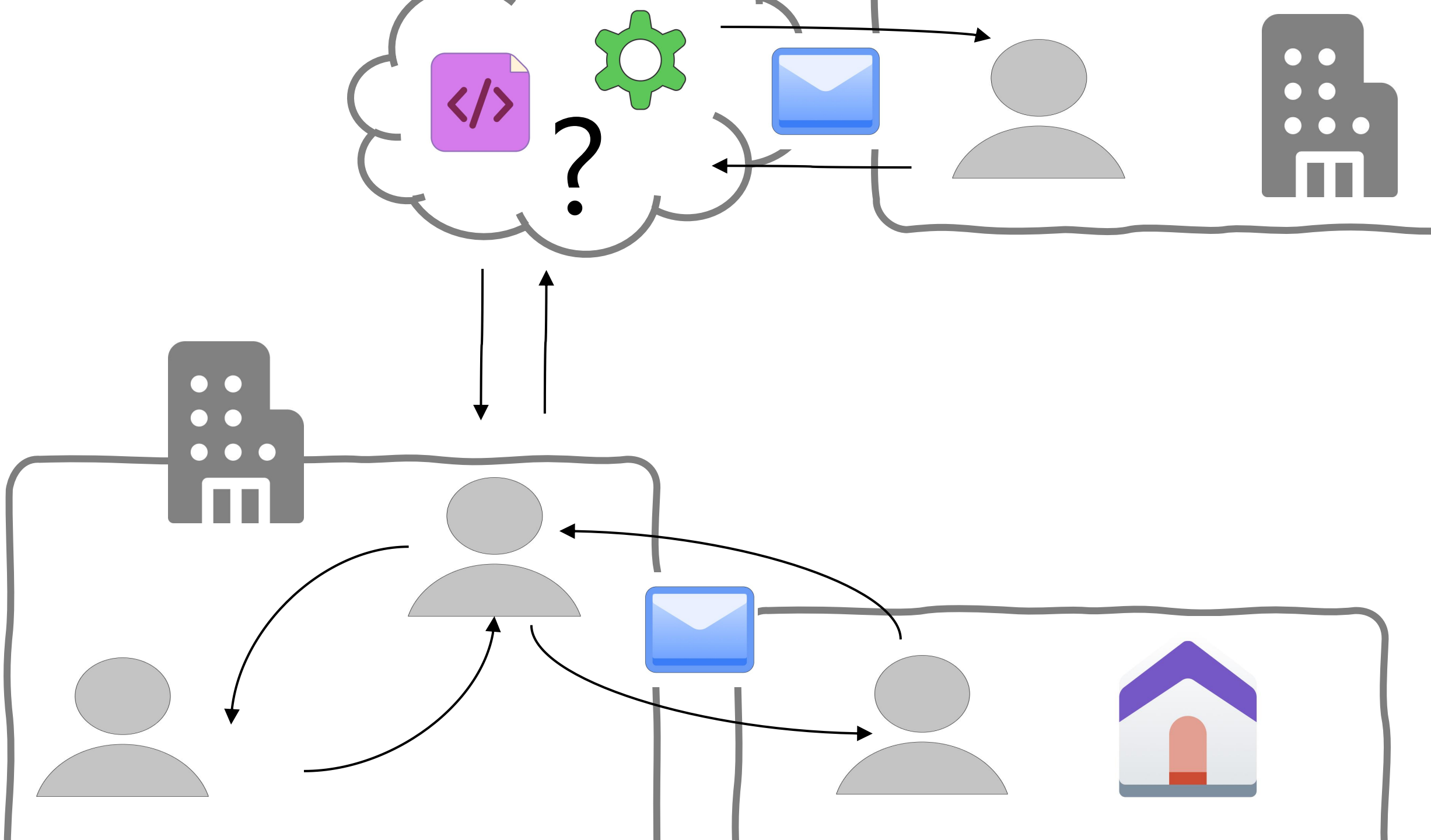


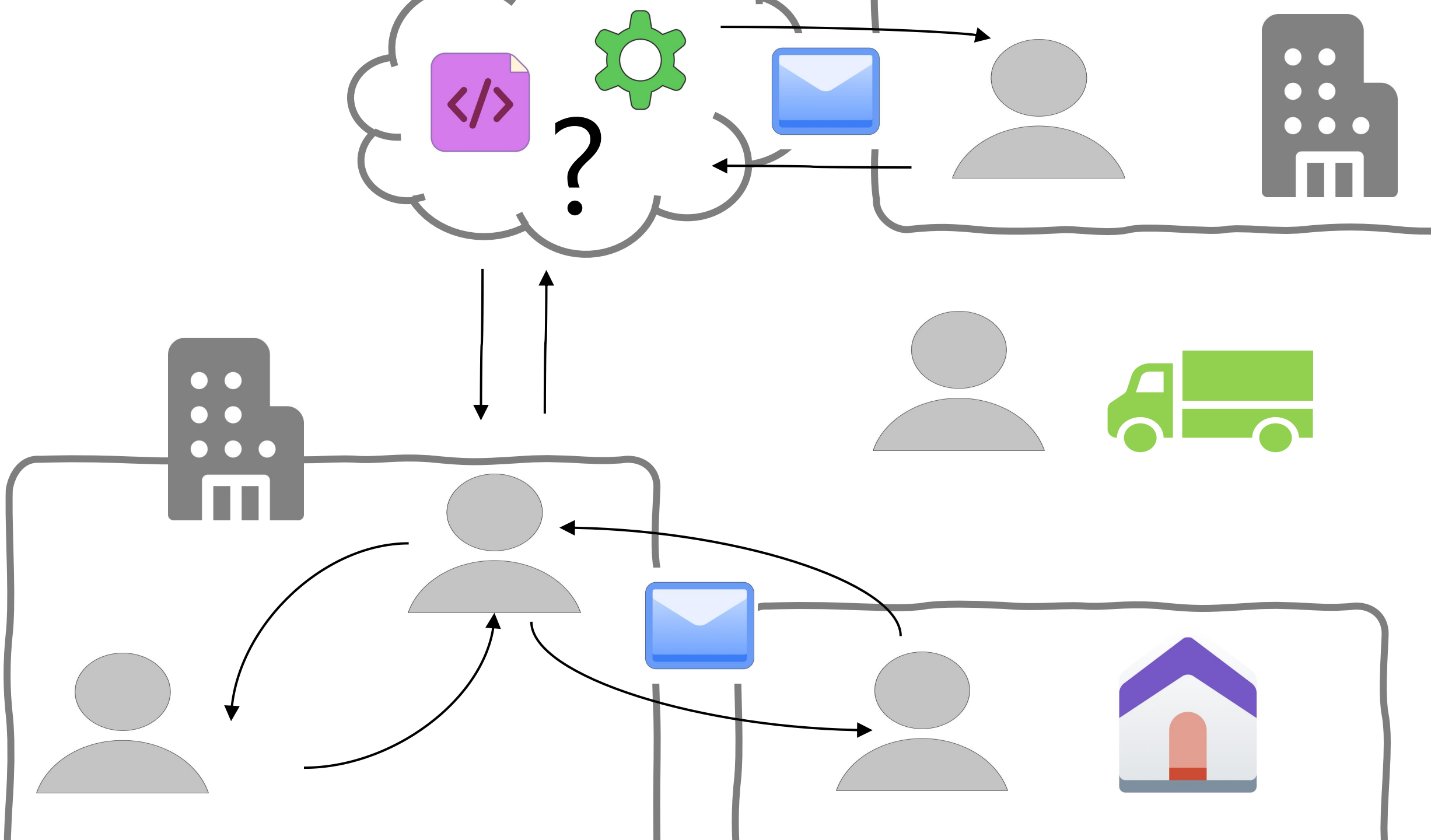








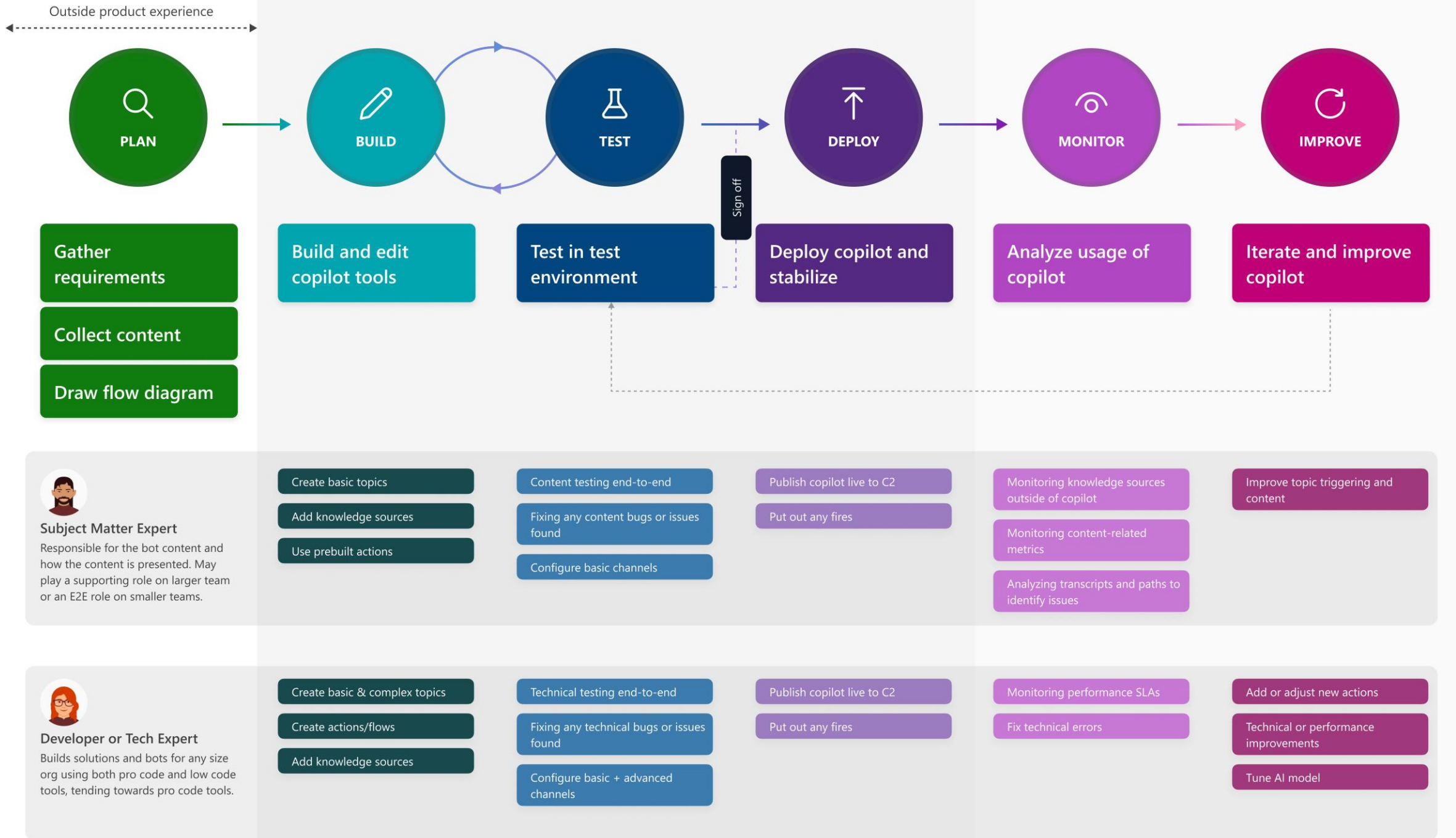


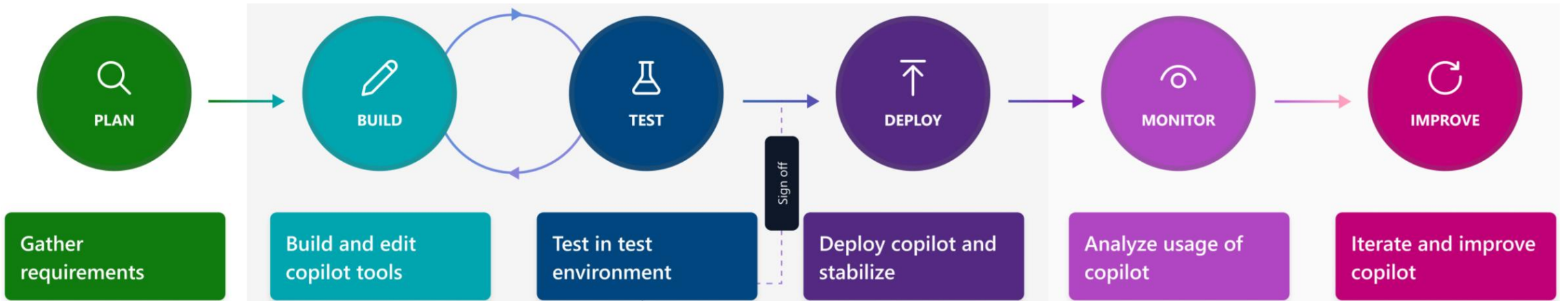


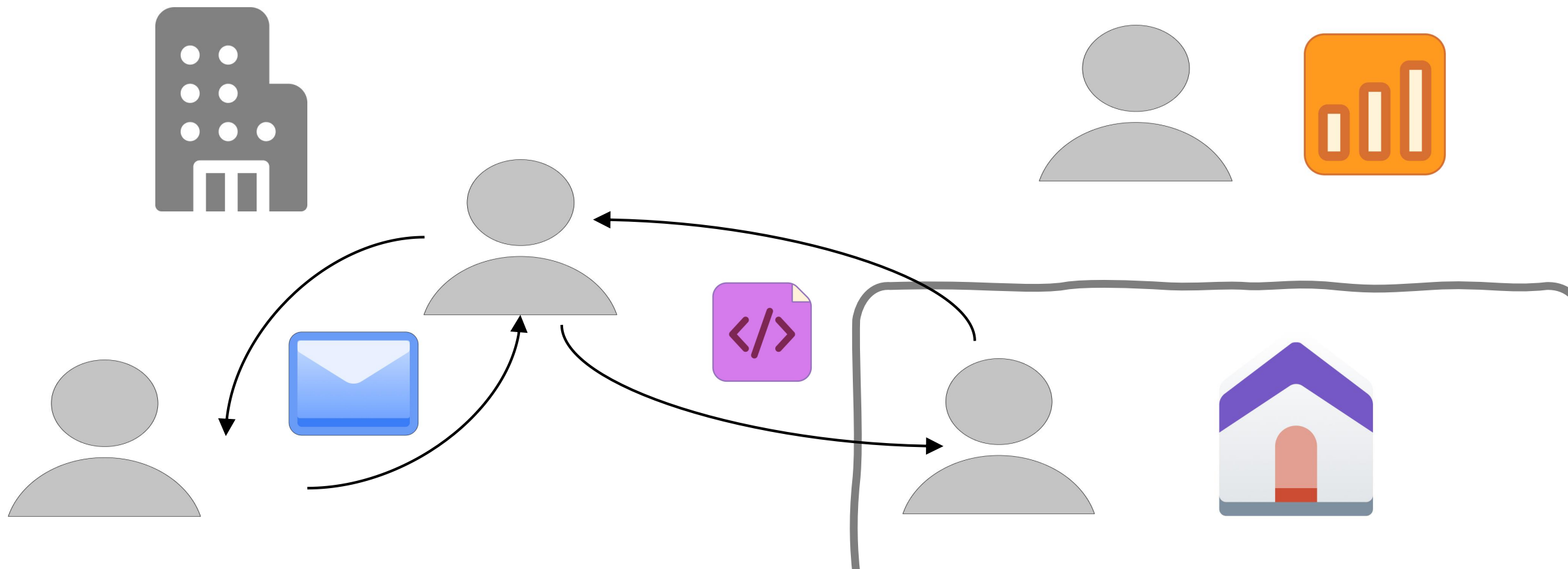
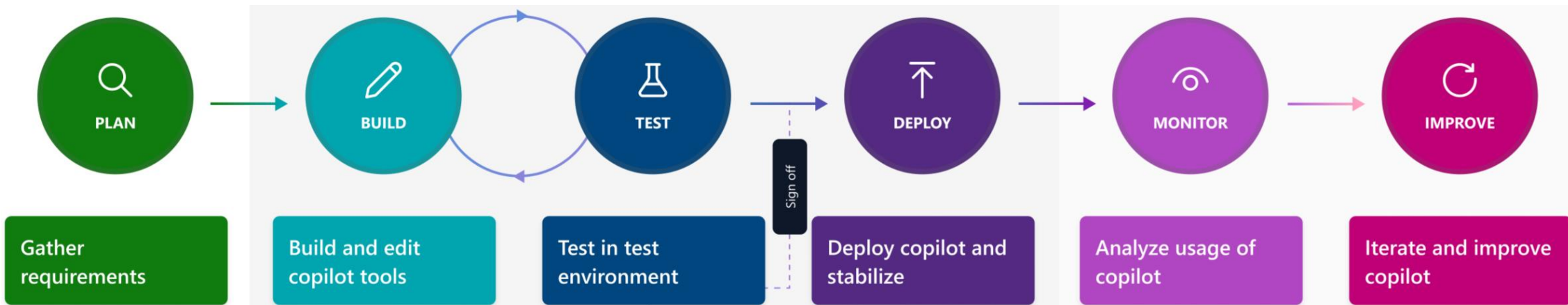
It's your turn!

Check your supplies:

- 1 x large sheet of paper
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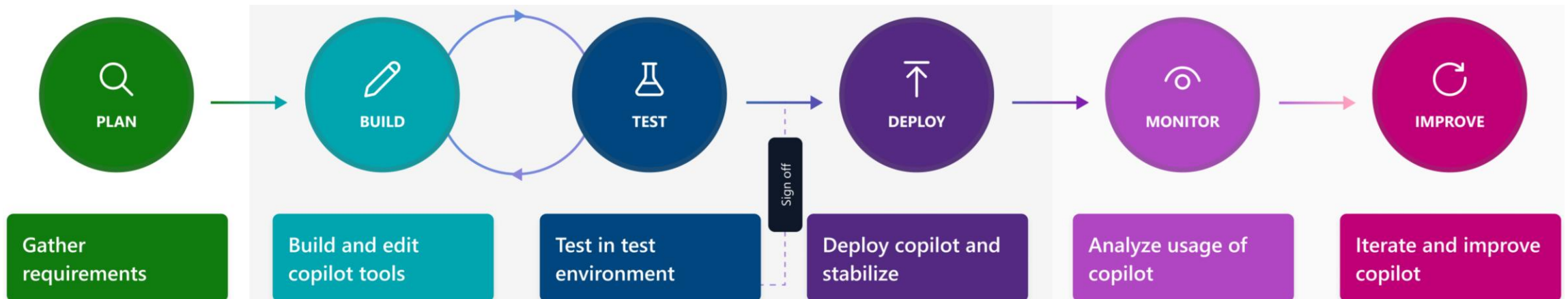






How do(es) your product team(s) complete a project from start to finish?

- **Ownership** – does it vary by project/dept?
- **People** – name specific stakeholders/roles
- **Things** – what tools do you work with?
- **Places** – when, where and how do you collab?
- **Clouds** – what are some fuzzy areas/unknowns?
- **Activities** – how do you currently communicate?
- **Flow** – how do you move through different stages of engagement?
- **Value Exchange** – what specific value is created from your interactions?



Let's take it up a notch

Responsibility Assignment Matrix (RAM) aka “RA(S)CI”

Responsible: the person who does the work for the problem / project.

Accountable: the person who signs off on the work.

Supporting: can provide resources or play a supporting role in implementation

Consulted – has information or capability necessary to complete the work to a set standard

Informed: needs to be notified of results, but doesn't need to be consulted. (out of scope for this activity)

Label each action arrow on your canvas

Use the colored dots corresponding to each person's role in the process
Then flag any areas you need to clarify, any gaps that need filling

Responsible ●

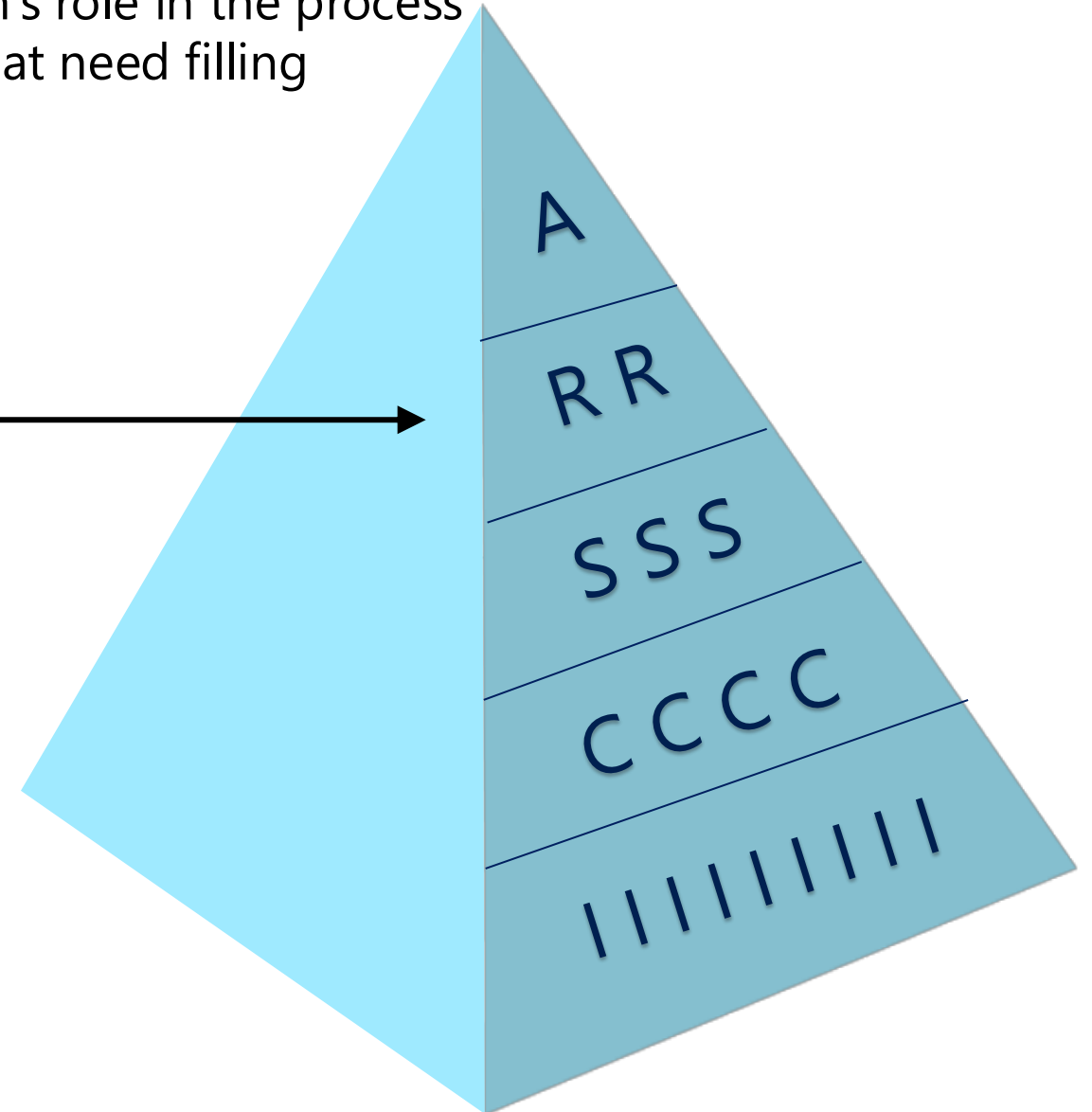
Accountable ●

Supporting ●

Consulted ●

Informed

Where do you
and your
product
stakeholders
fit?



Come and see us in the Community Lounge! (Level 3)

- See the power platform product lifecycle maps
- Share your feedback with Copilot Studio product team
- See what other community members are saying about their Copilot adoption journey



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Thank you

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