

# Business Capability Map for SaaS 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 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.

 **7 to 10 capabilities at the top level**  
The highest level capabilities should be a complete description of your business. Aim to make your categories reflect key aspects of what the business actually does.

 **Breadth rather than depth**  
Don't go too deep. Illustrate the breadth of your organization's business capabilities by going no more than three levels down. This will be enough to represent IT landscape of your enterprise.

 **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 and 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.