Board-Level Business Transformation Pack Enterprise Architecture–Driven Healthcare Transformation

1. Business Implementation Playbook

Defines how enterprise architecture is translated into measurable business outcomes, aligning strategy, operating model, portfolio execution, and technology delivery.

Playbook Phases

Strategy & Capability Alignment → Operating Model Transformation → Platform Enablement → Adoption & Change → Value Realization

2. Business Architecture Model

Capabilities represent what the business does; value streams show how value flows to members, providers, and clinicians.

Core Capability Domains

Care Delivery, Member Experience, Provider Ops, Claims & Finance, Digital Channels, Analytics & AI, Platform Services, Security & Compliance

Value Streams

Acquire Member → Enroll → Serve → Retain | Schedule → Treat → Document → Bill → Pay | Detect Risk → Intervene → Monitor → Improve

3. Target Operating Model

Separates platform from product, enables federated ownership, and aligns funding and accountability to outcomes.

Operating Model Components

Product-aligned teams, platform teams, federated data ownership, centralized security, capability-based funding, outcome-based OKRs

4. Executive Dashboards

Provide continuous visibility into business outcomes, delivery health, reuse, risk, and data trust.

Dashboard Categories

Business outcomes, delivery predictability, platform efficiency, compliance, data & AI trust

5. EA Adoption & Enforcement Plan

Ensures EA is mandatory through portfolio gating, automation, and executive sponsorship.

Enforcement Mechanisms

Architecture compliance score, intake gating, OPA guardrails, time-boxed exceptions, quarterly maturity reviews

6. Board-Level View

Architecture is positioned as a business control system that reduces risk, accelerates delivery, and improves resilience.

Board KPIs

Regulatory risk reduction, time-to-market improvement, reuse %, incident reduction, AI trust score