

Capability Maps – Tips & Tricks

BOC Group - Creating Competitive Advantage Through Digital Advantage



RULES OF THUMB FOR IMPACTFUL CAPABILITY MAPS

What, Not How

Describe what needs to be done, not the process behind it.

Business-Centric

A capability **belongs** to the business and should therefore be clear to everyone involved.

Pure Business View

Automated or not, it's an ability of the business.

Unique & Stable

Capabilities are stable over time and persisting throughout any organizational changes.

Mutually Exclusive & Collectively Exhaustive (MECE)

No duplicates, but full coverage of the business.

Composite

Capabilities might have a parent or a child capability.

Framed By Its Parents

A child capability is a detailed sub-capability of the parent.

Business Outcomes

Each capability should have a clearly identified result (outcome).

Clearly Defined

Clearly identified capability helps create a common language.

Tangible Or Intangible

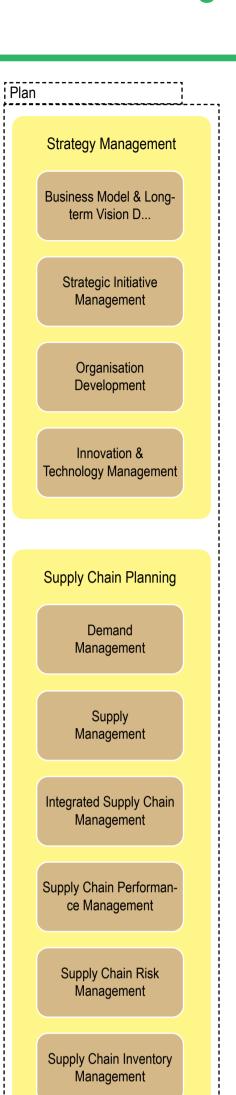
Capabilities can be composed of tangible or intangible elements.

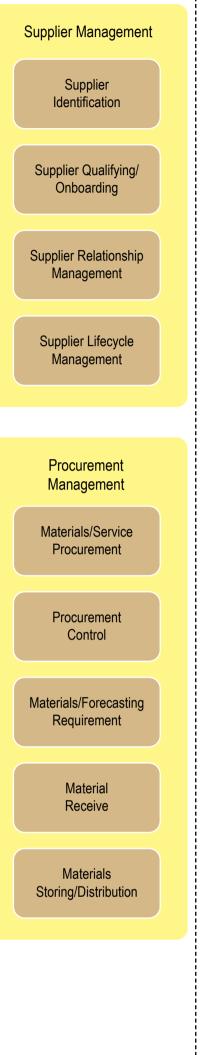
One-For-All

All capabilities of a business should be included in its unique capability map.

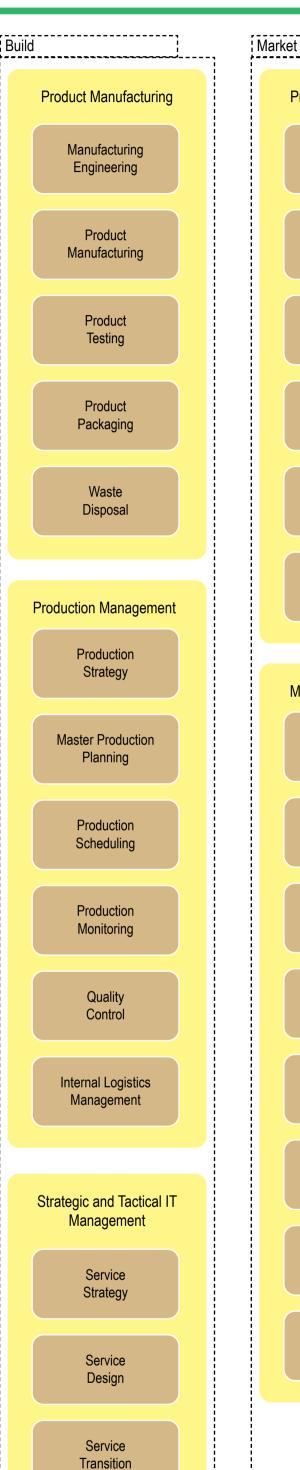
Standalone

The existence of one capability does not depend on other capabilities.





Source



Service

Operation

Continual Service Impro-

