

RULES OF THUMB FOR IMPACTFUL CAPABILITY MAPS

What, Not How

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

Framed By Its Parents

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

Business-Centric

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

Business Outcomes

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

Pure Business View

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

Clearly Defined

Clearly identified capability helps create a common language.

Unique & Stable

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

Tangible Or Intangible

Capabilities can be composed of tangible or intangible elements.

Mutually Exclusive & Collectively Exhaustive (MECE)

No duplicates, but full coverage of the business.

One-For-All

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

Composite

Capabilities might have a parent or a child capability.

Standalone

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

