



# Digital Transformation with ePerspectives

## Digital Enterprise Method & Framework

### BASELINING MEASURABLE BUSINESS STRATEGY THE X-MATRIX

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#### Career Roles

- Founder | Eatransform.com
- Global Head of Digital and Consulting | Esplendor Group - UK/Europe
- Head of Consulting Partners, EA & Digital | Wipro - UK/Europe
- Director CIO Advisory, Executive Architect | IBM UK/Europe
- Managing Director | ODC Netherlands
- Head of Enterprise Architecture | DXC Europe
- Senior Consultant | Accenture Sweden
- Practice Leader Object Technology Practice | IBM North America

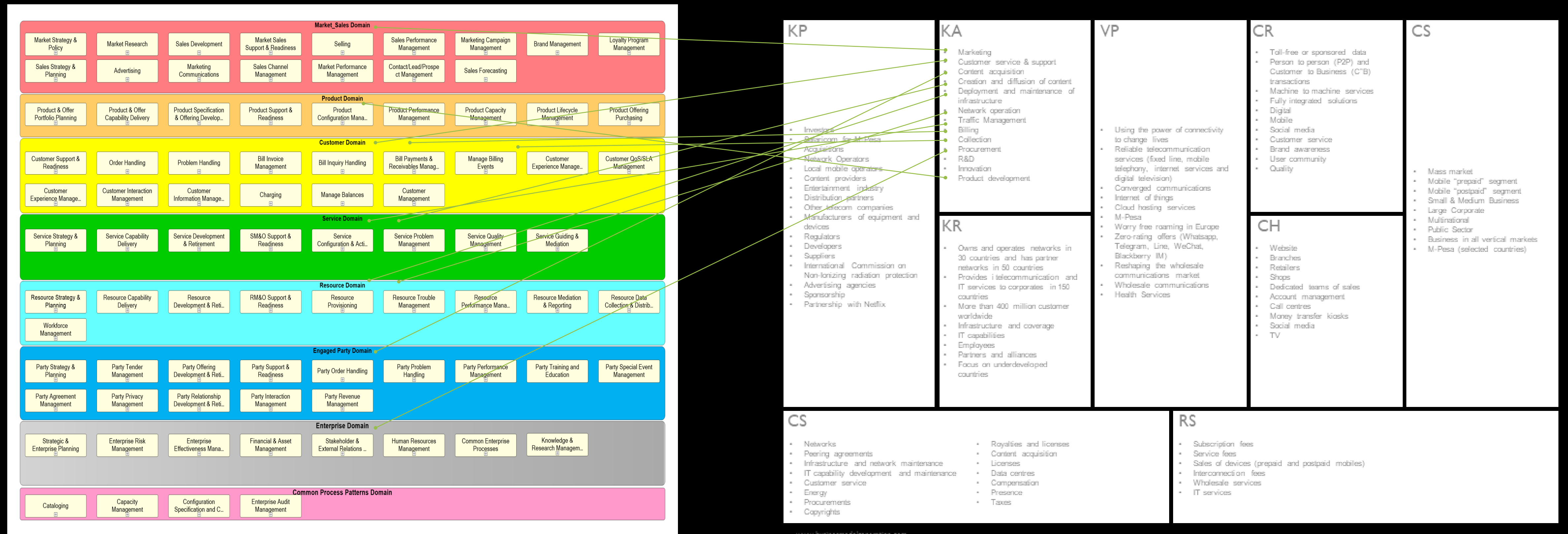


**EA TRANSFORM**

Digital Enterprise Transformation



# STRATEGIC CAPABILITY MODEL (SCM): ETOM MAPPED TO BUSINESS CANVAS



[www.businessmodelgeneration.com](http://www.businessmodelgeneration.com)





# STRATEGIC CAPABILITY MODEL (SCM): ETOM (3) – STRATEGY X-MATRIX

Strategic Objective	Key Process	Strategic Metric	Strategic Value	Strategic Enabler
Growth	New markets and territories reached Increases customer base	65. % Cost of Assurance, of Revenue		
		66. % Problem Reports Resolved Within SLA Time Requirements		
		67. # SLA Violations per SLA		
		68. Service Availability		
		69. % Problem Reports from Customers		
		70. % Customers with SLA		
		71. % Customer Incidents Reported More than Once		
		72. # Minutes per Customer Incident Resolved, by Customer Type		
		73. # Minutes per Customer Incident Resolved, by Severity Type		
		74. % Cost of Future Infrastructure Build, of Revenue		
Service Excellence & Innovation	Introduction of a range of new services of world Access to services at affordable and reasonable Provide latest innovative 5G technology &	75. % Orders Pending Error Fix		
		76. % Orders Requiring Rework		
		77. # Hours per Fulfillment Issue		
		78. % Orders Requiring Rework, by Cause Type		
		79. # Hours per Order, from Ordering to Activation, by Process Type		
		80. # Hours per Order, from Ordering to Activation		
		81. % Cost of Fulfillment per Installation		
		82. % Revenue, by Channel Type		
		83. % Cost of Fulfillment, of Opex		
		84. % Cost of Sales, of Revenue		
Customer Experience	Improved customer loyalty and reduced churn Optimised and unified invoicing Modular flexible product and service selection	85. % Customer Contacts About Usability of Installed Service per. 90. # Orders Delivered by Committed Date		
		86. # Hours per Installation Committed, Between Customer Required and 97. # Hours per Order, from Ordering to Acceptance		
		87. % Cost of Customer Management per Customer Request		
		88. % Cost of Customer Management, of Opex		
		89. % Customer Calls Abandoned		
		90. % Customer Requests Received, by Request Type		
		91. # Customer Requests (x1000) per customer		
		92. First Call Resolution (FCR)		
		93. Average Handle Time		
		94. % Customer Contacts Received, by Channel Type		
Image	Trusted and respected in the marketplace by our partners Recognised and respected in the marketplace, by our partners, employees, and communities Be the industry leader as the next generation	95. % Customer Misaligned		
		96. % Customer Reconciled		
		97. % Data Records Validated		
		98. % Revenue Recovered and Recoverable		
		99. % XDRs Successfully Recovered and Billed After Recycling		
		100. # Days per Revenue Recovery Case		
		101. % Revenue Recoverable		
		102. % Revenue Recovered		
		103. % Revenue Recovered		
		104. % Revenue Overbilled		
105. % Settlement Reports Accepted				
106. % Cost of Standed and Unused Assets, of Revenue				
107. % XDRs for Billing				
108. % Revenue Utilised				
109. % Revenue Lost				
110. % Customers Acquired				
111. % Revenue, by Data Services				
112. % Revenue, by Service and Application Type				
113. % Opex, of Revenue				
114. % Opex, of Capex				
115. Average Revenue per User (ARPU)				
116. Profitability				
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 5px;">Metrics</div> <div style="border: 1px solid black; padding: 5px;">Strategic Objectives</div> <div style="border: 1px solid black; padding: 5px;">Key Processes</div> <div style="border: 1px solid black; padding: 5px;">Stakeholder Values</div> </div>				<p>Speedy accommodation changes to business needs</p> <p>Respond to changes in customer needs, economic conditions and developments</p> <p>Re-allocation of resources to enable cost-effective</p> <p>Management Strategy</p> <p>Compliance with statutory obligations including safety, investment principles and optimised asset investment plans that balance network</p> <p>Modernisation of the network to meet required business and customer outcomes</p> <p>Business performance</p> <p>Optimised Safety</p> <p>Optimised Predictability</p> <p>Optimised productivity</p> <p>Safety</p> <p>Enable real-time direct communication between workers:</p> <p>Enable improved site access security: communications links</p> <p>Enable remote monitoring &amp; control: without the</p> <p>Efficiencies realized through reductions in human</p> <p>Enable teleprotection systems: with reliable, low latency enabling inter-site protection communications with low latency</p> <p>Lighting remote monitoring &amp; control on the primary plant via SCADA</p> <p>OT/IT technology convergence</p> <p>-Operational Technologies or OT) adoption of International</p> <p>Key Challenges</p> <p>Reduce exposure to Cybersecurity threats through</p> <p>Reduce the risk of discontinuance of the service by the</p> <p>Previously stranded data on the OT side of the OT/IT divide</p> <p>Old systems and products based on older circuit switched</p>
MARKETING & OFFER MANAGEMENT				
MARKET STRATEGY & POLICY				
PRODUCT & OFFER PORTFOLIO PLANNING				
PRODUCT & OFFER CAPABILITY DELIVERY				
MARKETING CAPABILITY DELIVERY				
PRODUCT & OFFER DEVELOPMENT & RETIREMENT				
SALES DEVELOPMENT				
PRODUCT MARKETING COMMUNICATIONS & PROMOTION				
SERVICE DEVELOPMENT & MANAGEMENT				
SERVICE STRATEGY & PLANNING				
SERVICE CAPABILITY DELIVERY				
SERVICE DEVELOPMENT & RETIREMENT				
RESOURCE DEVELOPMENT & MANAGEMENT				
RESOURCE STRATEGY & PLANNING				
RESOURCE CAPABILITY DELIVERY				
RESOURCE DEVELOPMENT & RETIREMENT				
SUPPLY CHAIN MANAGEMENT				
SUPPLY CHAIN STRATEGY & PLANNING				
SUPPLY CHAIN CAPABILITY DELIVERY				
SUPPLY CHAIN DEVELOPMENT & CHANGE MANAGEMENT				
CUSTOMER RELATIONSHIP MANAGEMENT				
CRM SUPPORT & READINESS				
CUSTOMER INTERFACE MANAGEMENT				
CUSTOMER MARKETING FULFILLMENT RESPONSE				
CUSTOMER SELLING				
CUSTOMER ORDER HANDLING				
CUSTOMER QoS/SLA MANAGEMENT				
CUSTOMER RETENTION & LOYALTY				
CUSTOMER BILL INVOICE MANAGEMENT				
CUSTOMER BILL PAYMENTS & RECEIVABLES MANAGEMENT				
CUSTOMER BILL INQUIRY HANDLING				





# Thank You!

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