



Digital Transformation with ePerspectives

Digital Enterprise Method & Framework

THE EVOLUTION OF X-CAPABILITY MODEL (XCM) SCM (Strategic Capability Model)

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Career Roles

- Founder | EAtransform
- 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

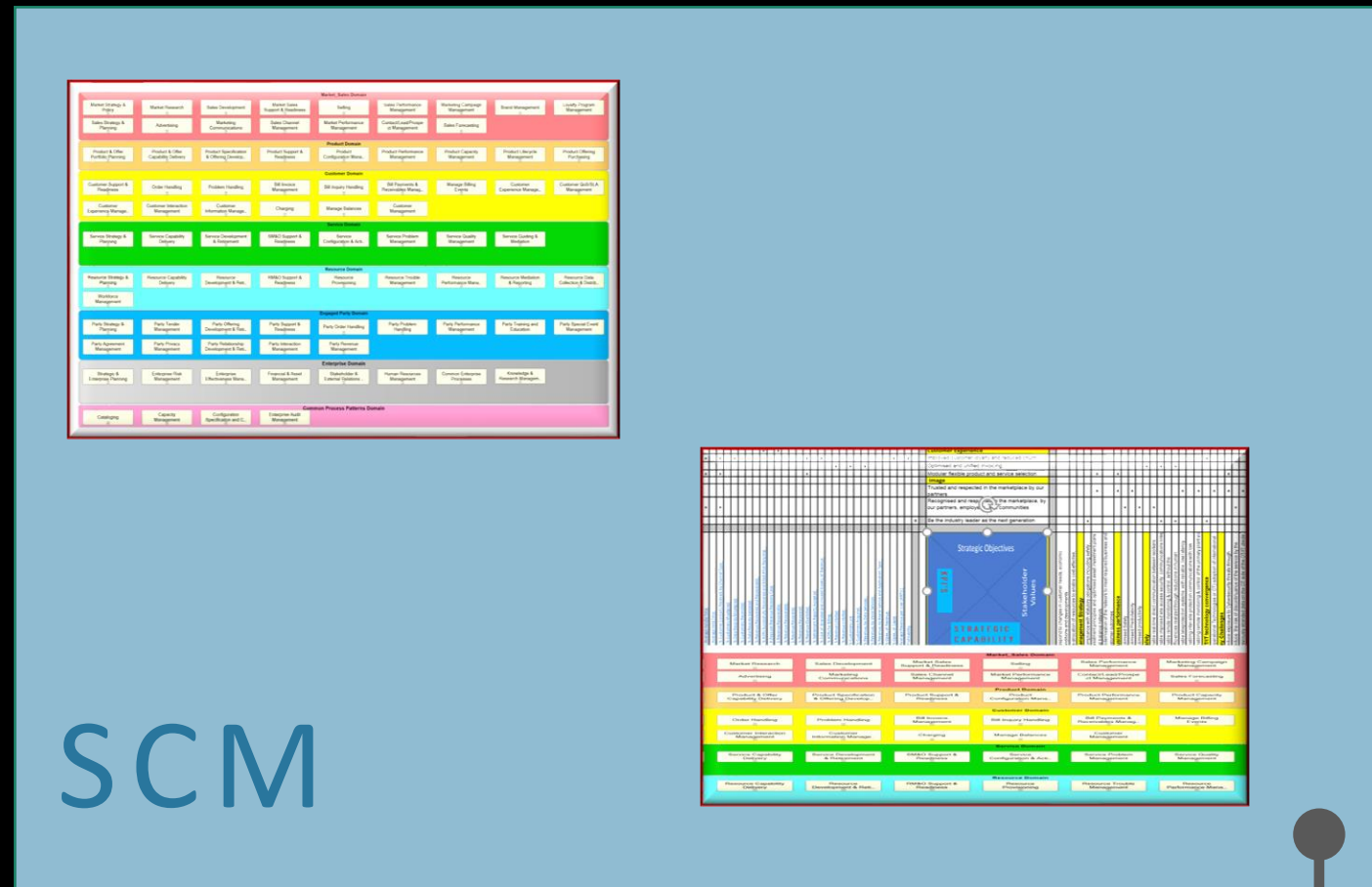
Digital Enterprise Transformation



THE 4-STAGE EVOLUTION OF THE CAPABILITY MODEL (XCM)

1-SCM – WHAT does the Business want to be and do?

What Strategic Capabilities best support key strategic products and services, and how do we measure and monitor fulfillment of target capabilities?



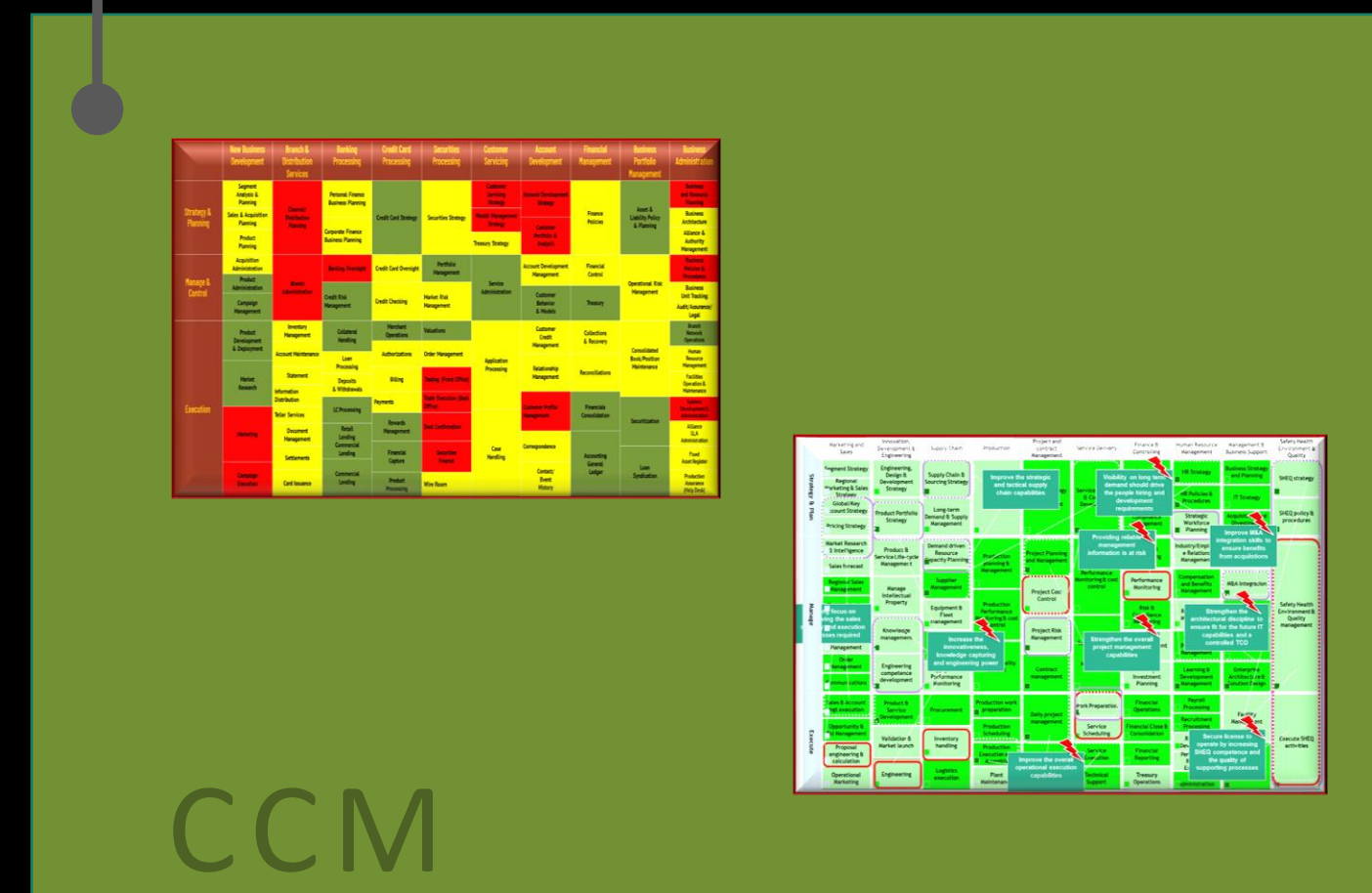
3- ECM - HOW does the Enterprise operate (to optimally accommodate and implement the Business)?

What Enterprise Capabilities best support target Business Capabilities (and hence implicitly Strategic Goals and KPI's) with optimized Organisation, Technology, and Planning, where are the commonalities to leverage to optimize, and, where can we differentiate?



4- CCM – How are changes solutioned and planned to be implemented to make the Business agile and achieve new Business requirements?

Which are the areas for Implementation, Change or Transformation to achieve optimized improvement for change Program to be planned or prioritised?

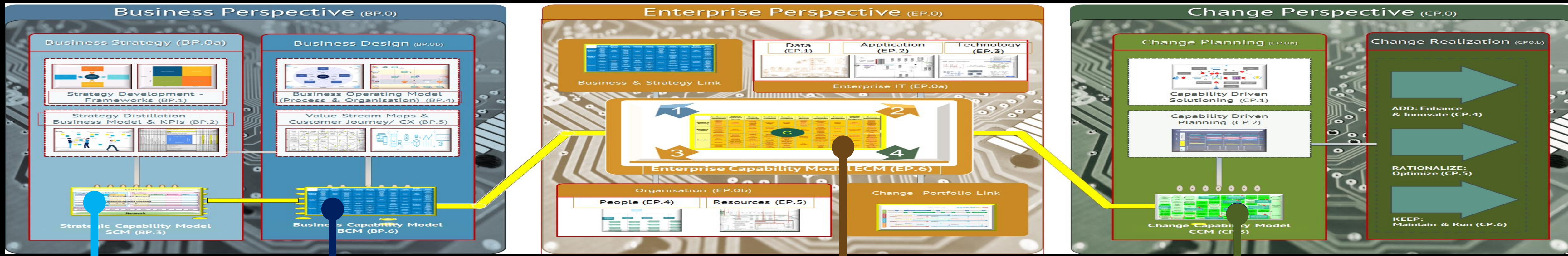


2-BCM – HOW does the Business operate (function & Structure)?

Business Capabilities can best support baselined Strategic Capabilities, what Business Service Capabilities are needed for the Business to operate optimally to fulfill Strategic Goals and KPI's, and, where can we differentiate?



DIGITAL FOUNDATION WITH E-PERSPECTIVES



BP.0	Business Strategy (BP.0a)	Business Design (BP.0b)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
Market Orientation	Strategy Development - Frameworks (BP.1)	Business Operating Model (Process & Organisation) (BP.4)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
Market Orientation	Strategy Distillation - Business Model & KPIs (BP.2)	Value Stream Maps & Customer Journey/ CX (BP.5)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
Market Orientation			Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)

BUSINESS PERSPECTIVE DIGITAL FOUNDATION-BP: CURRENT AND TARGET BUSINESS STRATEGY & DESIGN DIGITAL FOUNDATION BASELINING (ACCELERATED)

BUSINESS STRATEGY REVIEW/REFINEMENT, BUSINESS CANVAS MODELING, X-MATRIX (+ OTHER)

DISTILL AND BASELINE BUSINESS STRATEGY DIGITAL FOUNDATION INTO STRATEGIC CAPABILITY MODEL (SCM BASELINED)

EP.0	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)
Enterprise Architecture EA	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)
Enterprise Architecture EA	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)
Enterprise Architecture EA	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)

ENTERPRISE PERSPECTIVE DIGITAL FOUNDATION-EP: CURRENT AND TARGET ENTERPRISE ARCHITECTURE DIGITAL FOUNDATION BASELINING (ACCELERATED)

ENTERPRISE ARCHITECTURE REVIEW/REFINEMENT, "4+1" 360-DEGREE MAPPING AND PROFILING OF IT ARCHITECTURE, ORGANIZATION & RESOURCING, AS WELL AS CHANGE PORTFOLIO AND BUSINESS VALUE LINK & PROFILE

ESTABLISH CURRENT ARCHITECTURE, HEAT-MAP THE ECM, AND DEFINE TARGET ENTERPRISE ARCHITECTURE

DISTILL DIGITAL ENTERPRISE DIGITAL FOUNDATION INTO ENTERPRISE CAPABILITY MODEL (ECM BASELINED)

CP.0	Change Planning (CP.0a)	Change Realization (CP.0b)
Change Planning (CP.0a)	Change Planning (CP.0a)	Change Realization (CP.0b)
Change Planning (CP.0a)	Change Planning (CP.0a)	Change Realization (CP.0b)
Change Planning (CP.0a)	Change Planning (CP.0a)	Change Realization (CP.0b)

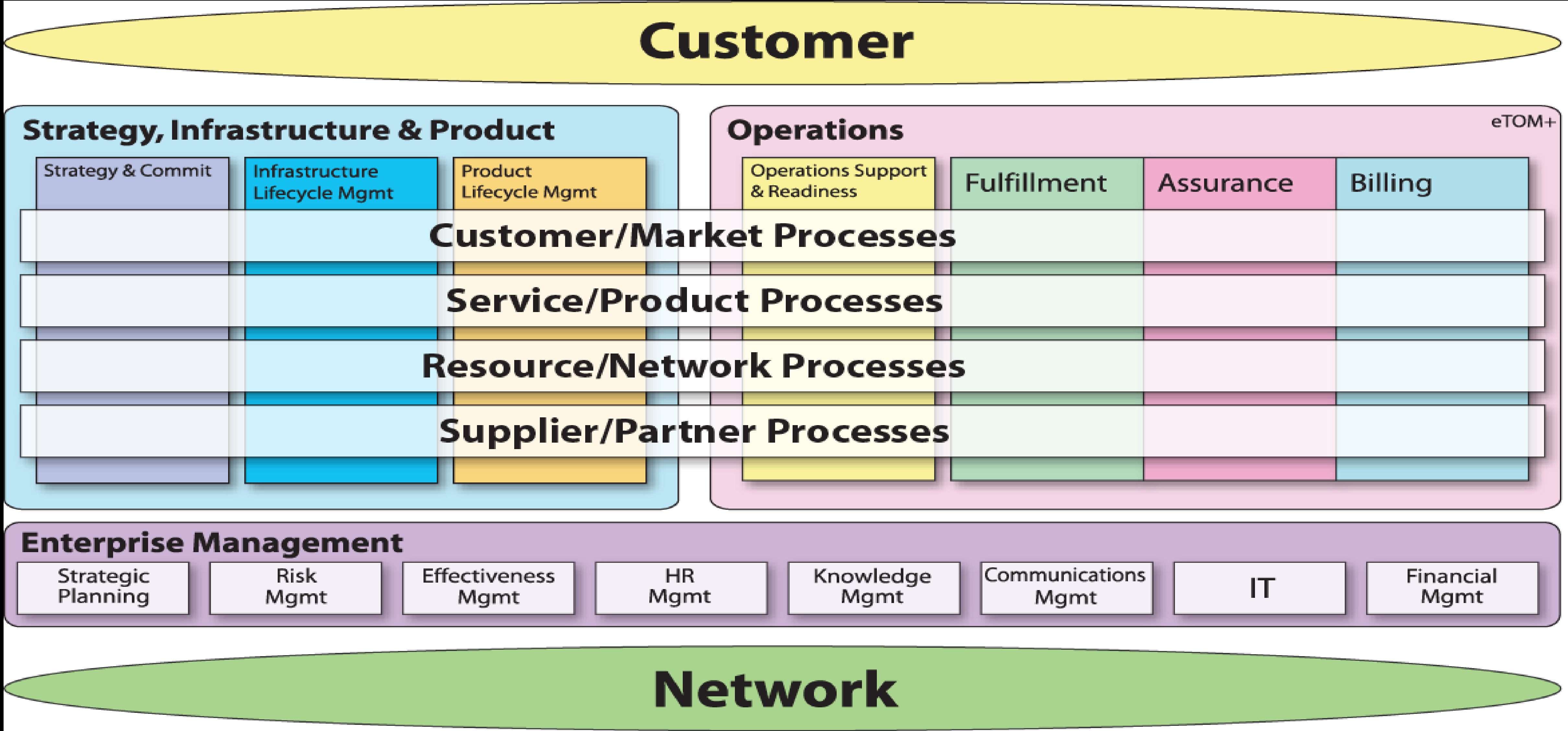
CHANGE PERSPECTIVE DIGITAL FOUNDATION CP: ENTERPRISE-CONSOLIDATED CHANGE PLANNING & SOLUTIONING BASELINING (ACCELERATED)

CHANGE & TRANSFORMATION OUTLOOK REVIEW/REFINEMENT, CHANGE PORTFOLIO AND SOLUTION ARCHITECTURE OPTIMISATION AND HARMONISATION (+OTHER)

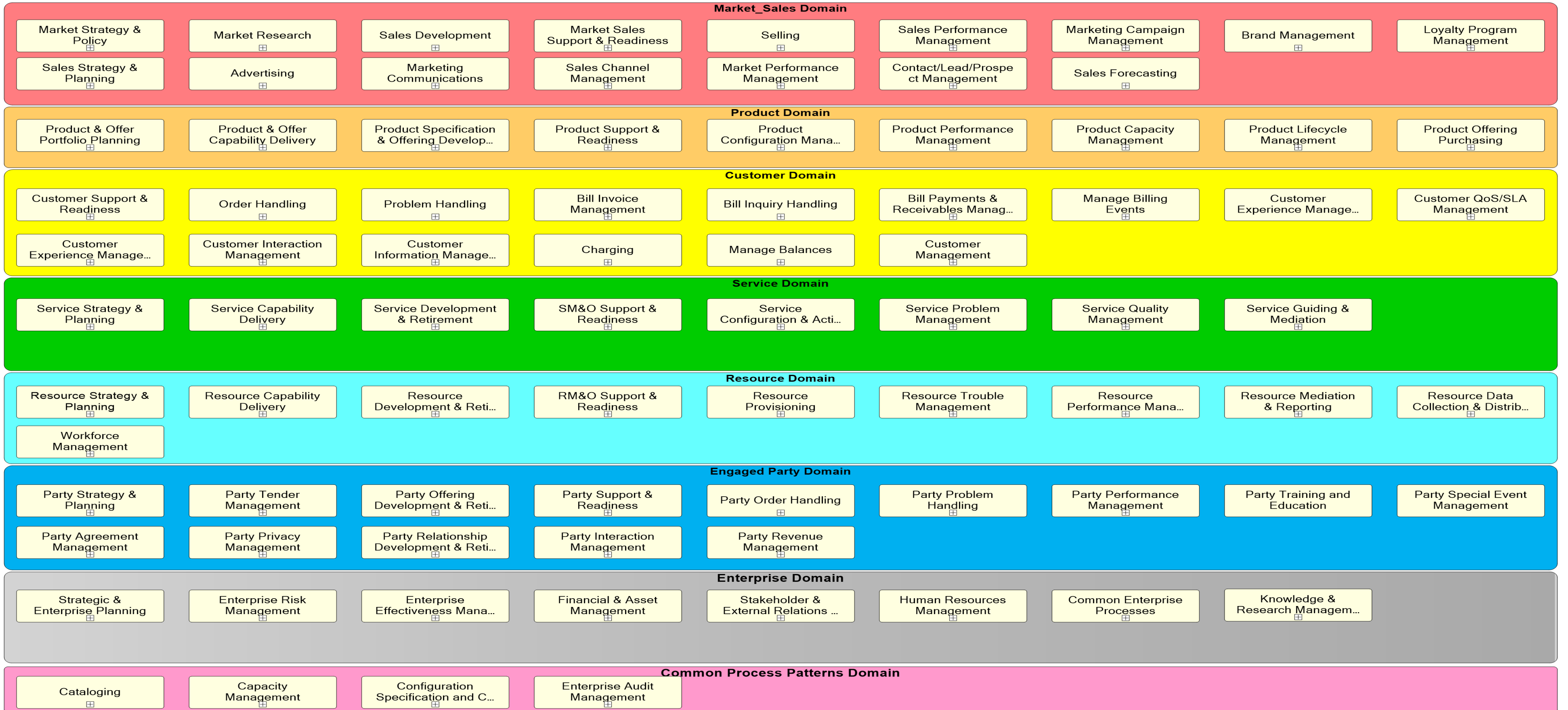
DISTILL AND BASELINE CHANGE PORTFOLIO DIGITAL FOUNDATION INTO CHANGE CAPABILITY MODEL (CCM BASELINED) DIGITAL FOUNDATION



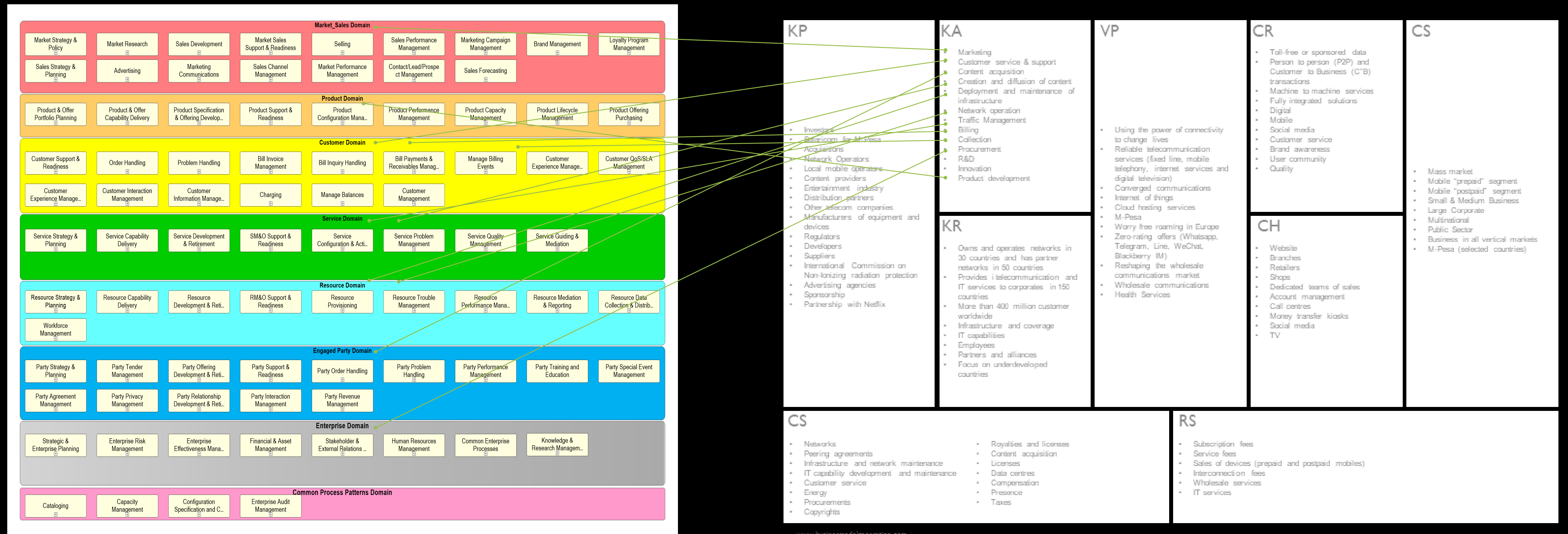
STRATEGIC CAPABILITY MODEL (SCM): ETOM (1)



STRATEGIC CAPABILITY MODEL (SCM): ETOM (2)

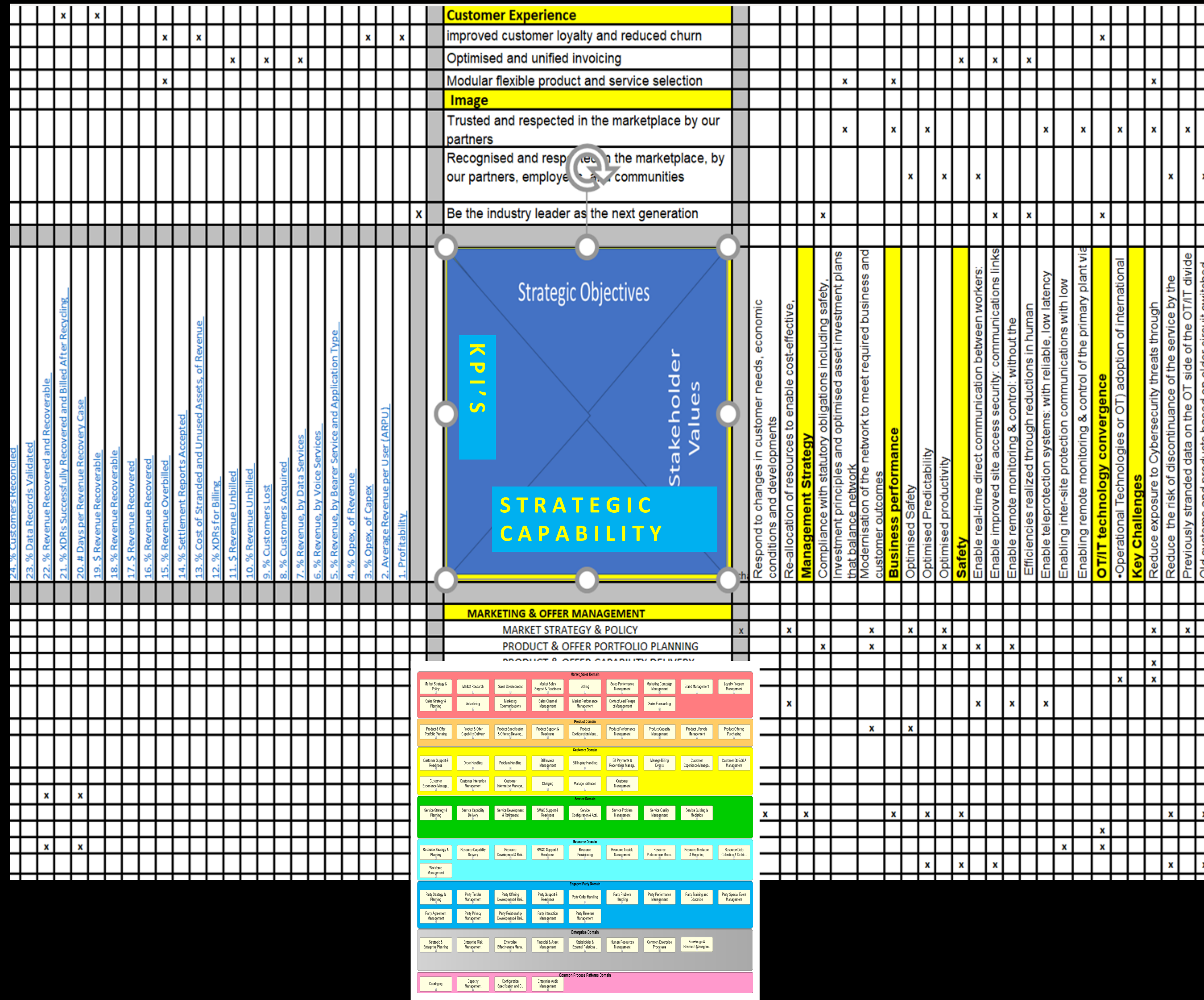


STRATEGIC CAPABILITY MODEL (SCM): ETOM MAPPED TO BUSINESS CANVAS



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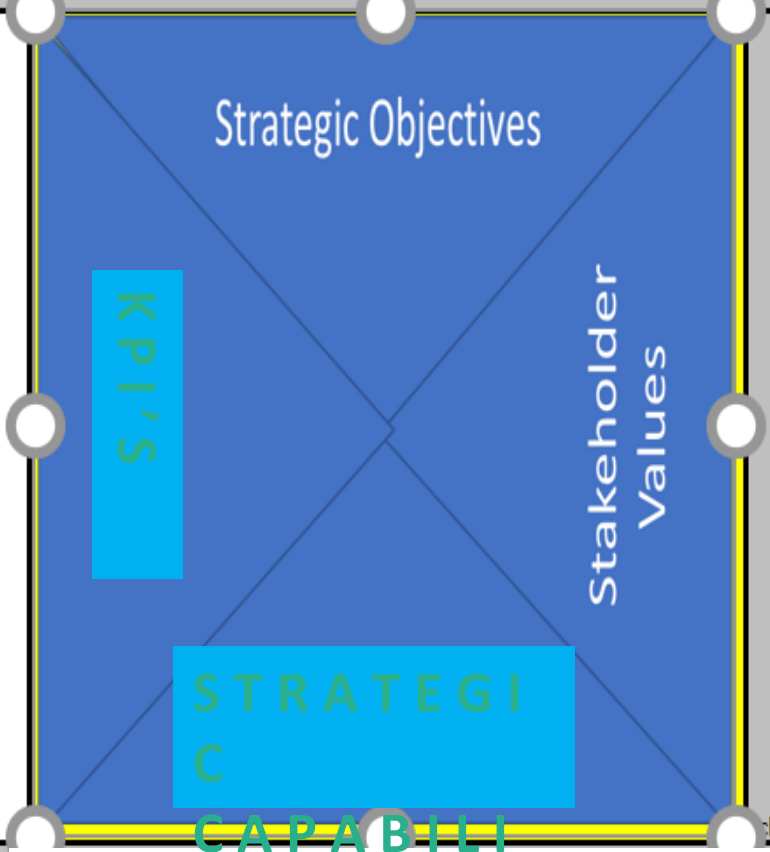
STRATEGIC CAPABILITY MODEL (SCM): ETOM (3) – STRATEGY X-MATRIX



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

KPI		Strategic Objectives		Stakeholder Values		Strategic Capabilities	
Customer Experience	improved customer loyalty and reduced churn	Customer Loyalty	Customer Churn	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Customer Experience	Optimised and unified invoicing	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Customer Experience	Modular flexible product and service selection	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Image	Trusted and respected in the marketplace by our partners	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Image	Recognised and respected in the marketplace, by our partners, employees and communities	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Image	Be the industry leader as the next generation	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Respond to changes in customer needs, economic conditions and developments	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Re-allocation of resources to enable cost-effective.	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Management Strategy	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Compliance with statutory obligations including safety, investment principles and optimised asset investment plans that balance network modernisation of the network to meet required business and customer outcomes	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Business performance	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Optimised Safety	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Optimised Predictability	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Optimised productivity	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Safety	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enable real-time direct communication between workers.	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enable improved site access security, communications links	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enable remote monitoring & control, without the efficiencies realized through reductions in human	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enable teleprotection systems, with reliable, low latency	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enabling inter-site protection communications with low latency	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Enabling remote monitoring & control of the primary plant via	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	OT/IT technology convergence	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Operational Technologies or OT, adoption of international	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Key Challenges	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Reduce exposure to Cybersecurity threats through	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Reduce the risk of discontinuance of the service by the	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Previously stranded data on the OT side of the OT/IT divide	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement
Operational Efficiency	Old systems and products based on older circuit switched	Operational Efficiency	Customer Experience	Customer Satisfaction	Customer Retention	Customer Support	Customer Engagement

KPI



STRATEGIC CAPABILITIES (OR SERVICES) ARE MAPPED TO KPI'S, AND THEREAFTER TO STRAKEHOLDER VALUES AND STRATEGIC OBJECTIVES HENCE BUSINESS-MEASURABLE HEREAFTER

STRATEGIC CAPABILITY





Thank You!

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