



Digital Transformation with ePerspectives

Digital Enterprise Method & Framework

THE EVOLUTION OF X-CAPABILITY MODEL (XCM) ECM (Enterprise Capability Model)

Arsalan N. Rad

Distinguished Enterprise & Business Architect (The Open Group)

Career Roles

- Founder & Managing Director 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

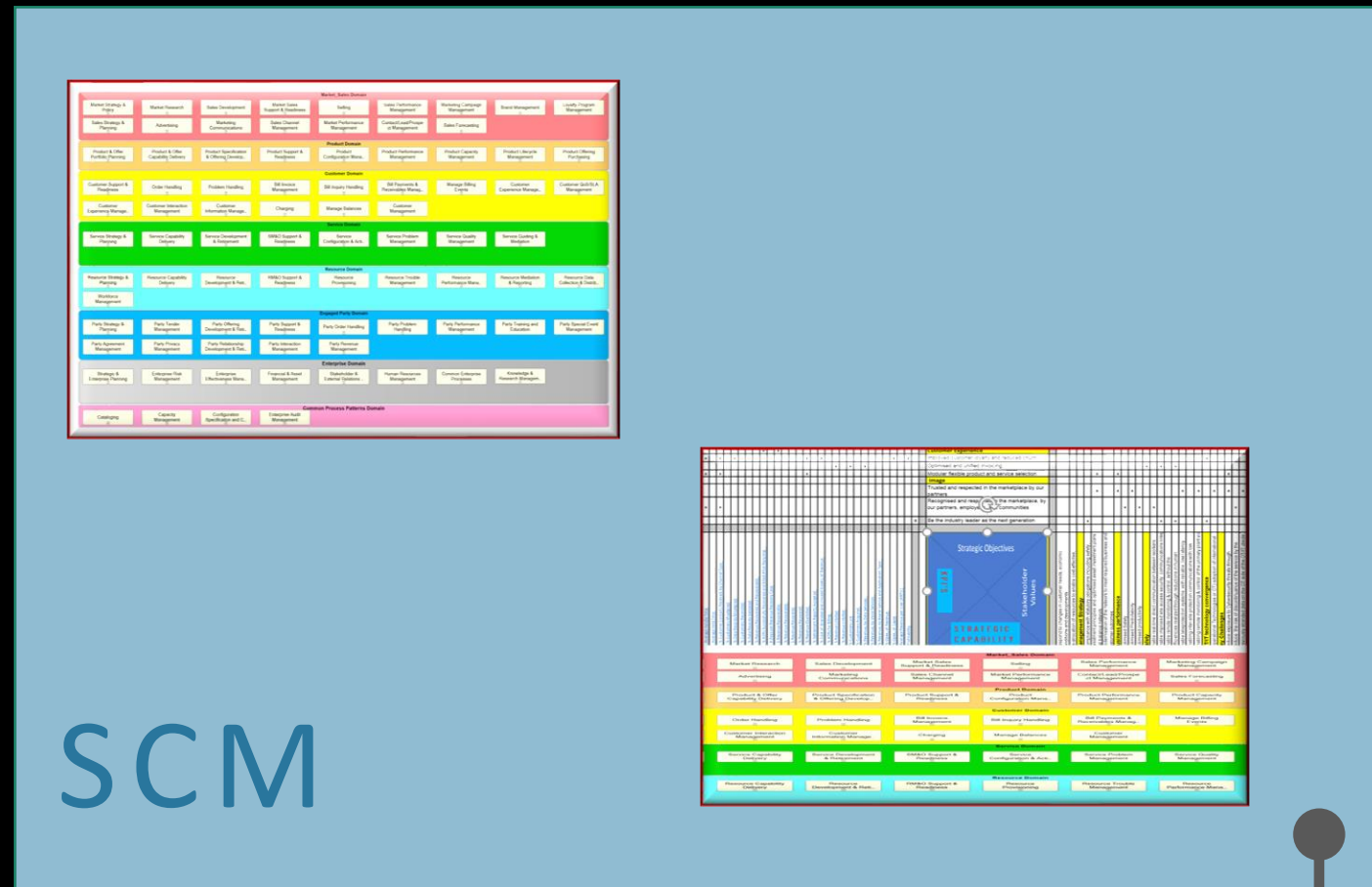
Digital Enterprise Transformation



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

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

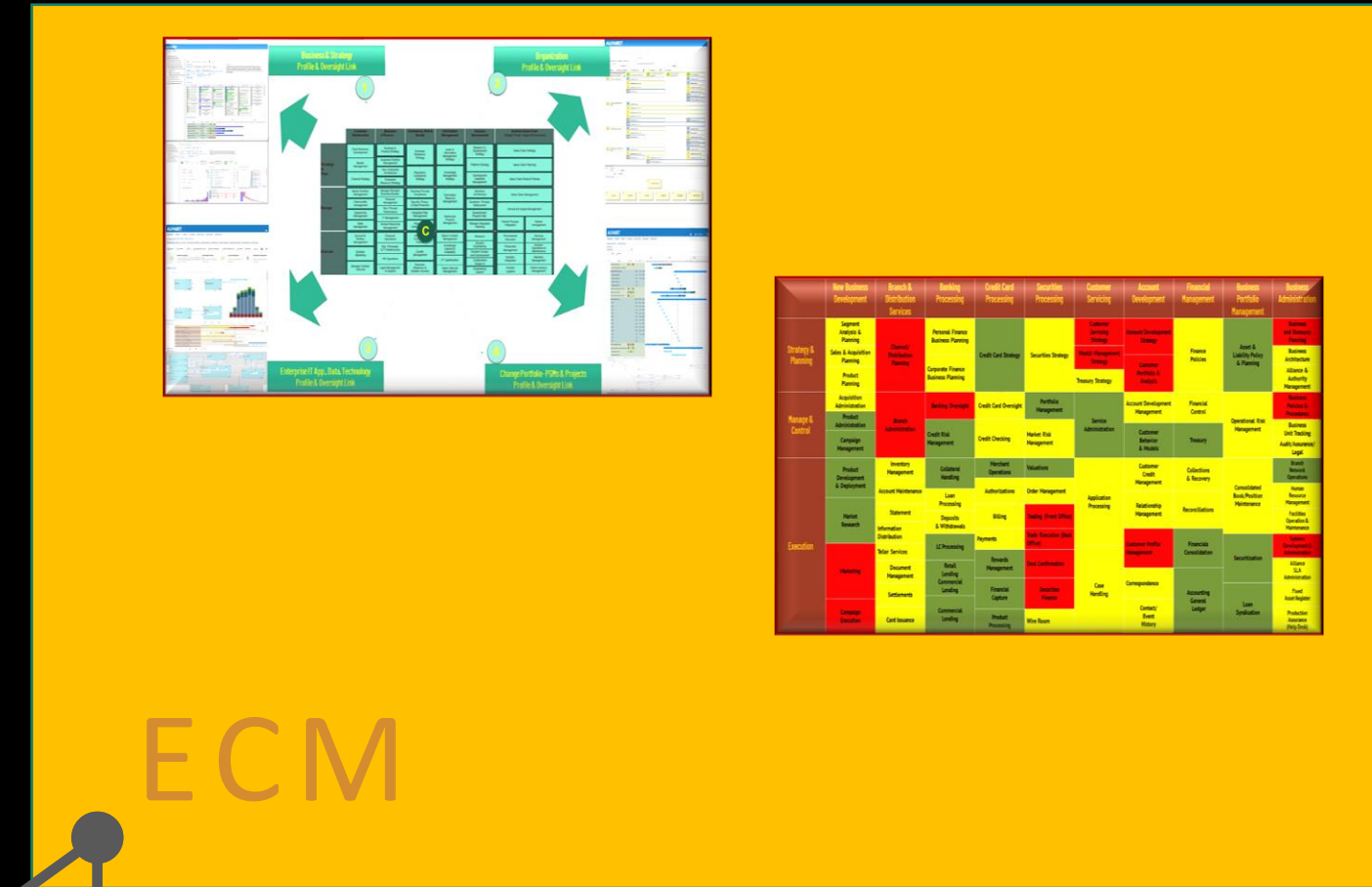
What Strategic Capabilities best support key strategic products and services, and how do we measure and monitor fulfillment of target capabilities?



SCM

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?



ECM

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

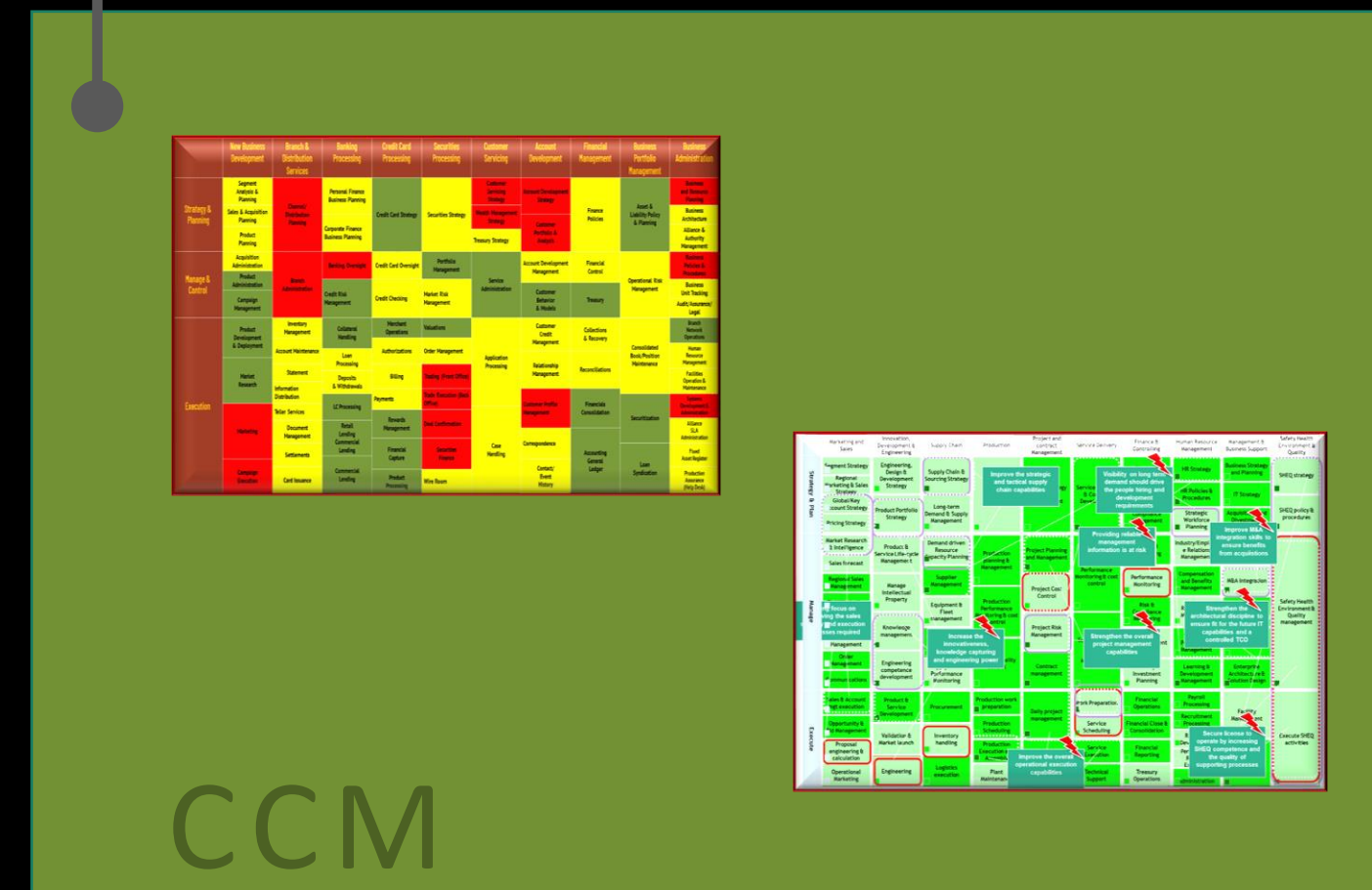
Business Capabilities can best support baselined Strategic Capabilities, what Business Service Capabilities are needed for the Business to operate optimally to fulfill Strategic Goals and KPI's, and, where can we differentiate?



BCM

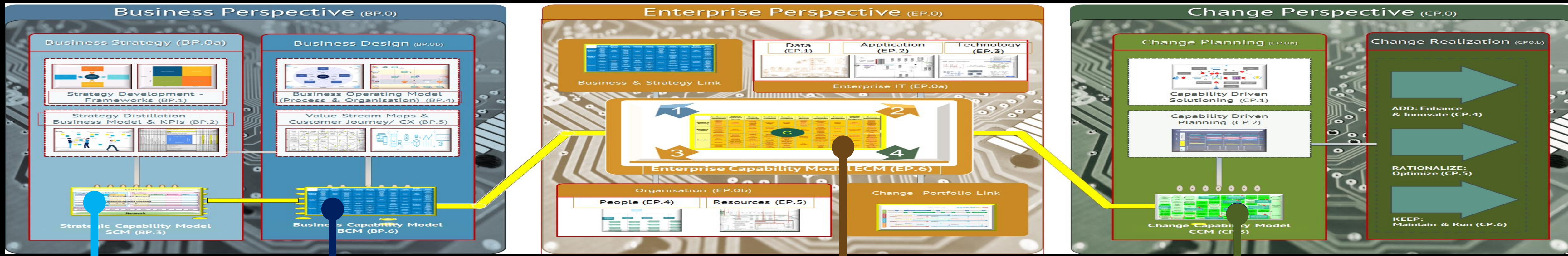
4- CCM – How are changes solutioned and planned to be implemented to make the Business agile and achieve new Business requirements?

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



CCM

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)

EP.0	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)	Organisation (EP.0b)	Change Portfolio Link
Enterprise Architecture EA	Business & Strategy Link	Enterprise Capability Model (ECM) (EP.6)	Organisation (EP.0b)	Change Portfolio Link
Enterprise Architecture EA	Enterprise IT (EP.0a)	Enterprise Capability Model (ECM) (EP.6)	Organisation (EP.0b)	Change Portfolio Link
Enterprise Architecture EA	Enterprise IT (EP.0a)	Enterprise Capability Model (ECM) (EP.6)	Organisation (EP.0b)	Change Portfolio Link

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

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)

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

BUSINESS OPERATIONS MODEL REVIEW/REFINEMENT, PROCESS & ORG MODELING, VALUE STREAM CUSTOMER JOURNEY CX FORMULATION(+ OTHER)

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

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

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

DISTILL AND BASELINE BUSINESS DESIGN DIGITAL FOUNDATION INTO BUSINESS CAPABILITY MODEL (BCM BASELINED) DIGITAL FOUNDATION

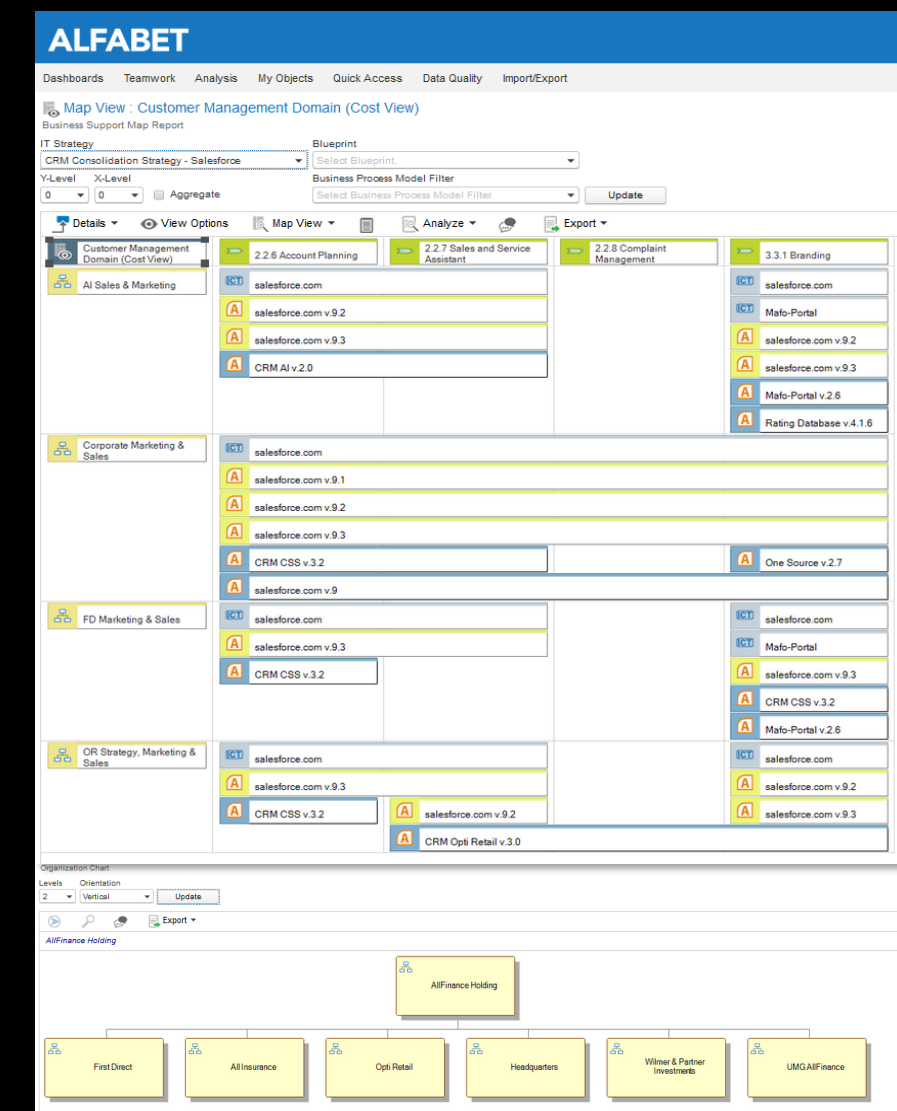
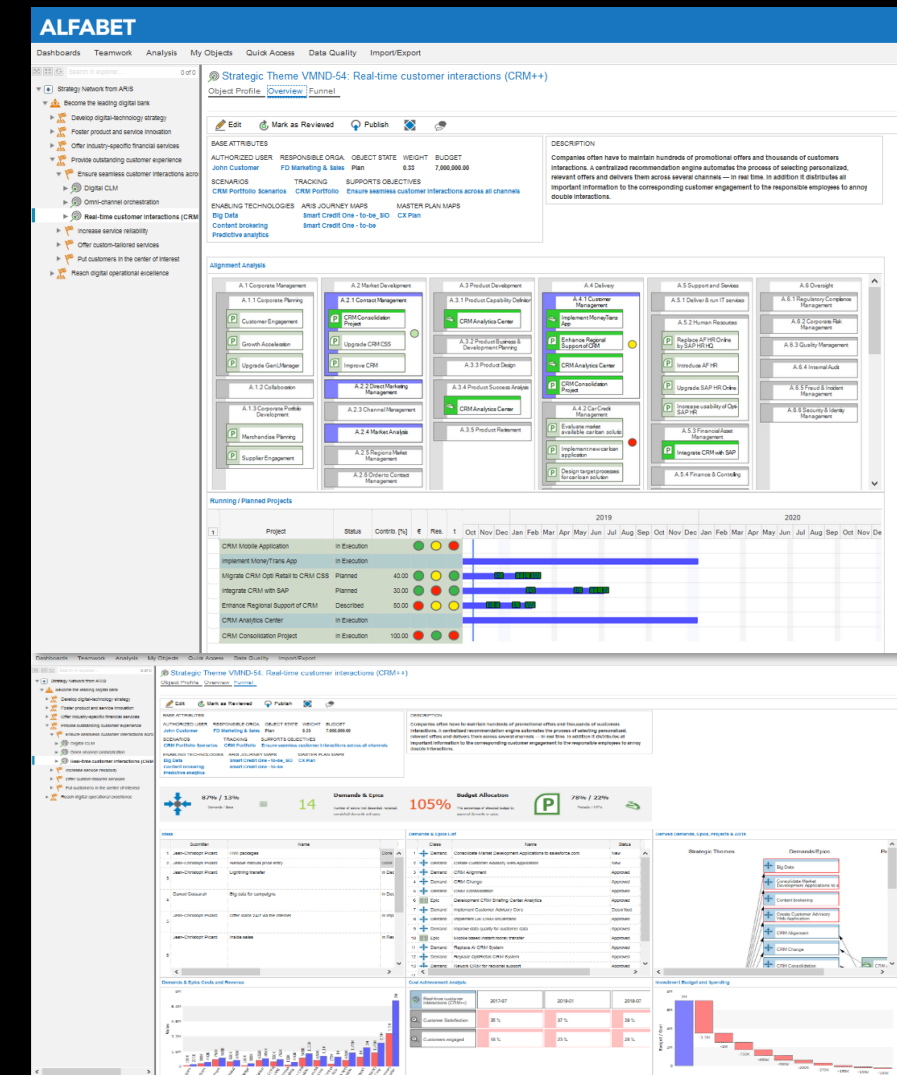
ESTABLISH CURRENT ARCHITECTURE, HEAT-MAP THE ECM, AND DEFINE TARGET ENTERPRISE ARCHITECTURE

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

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

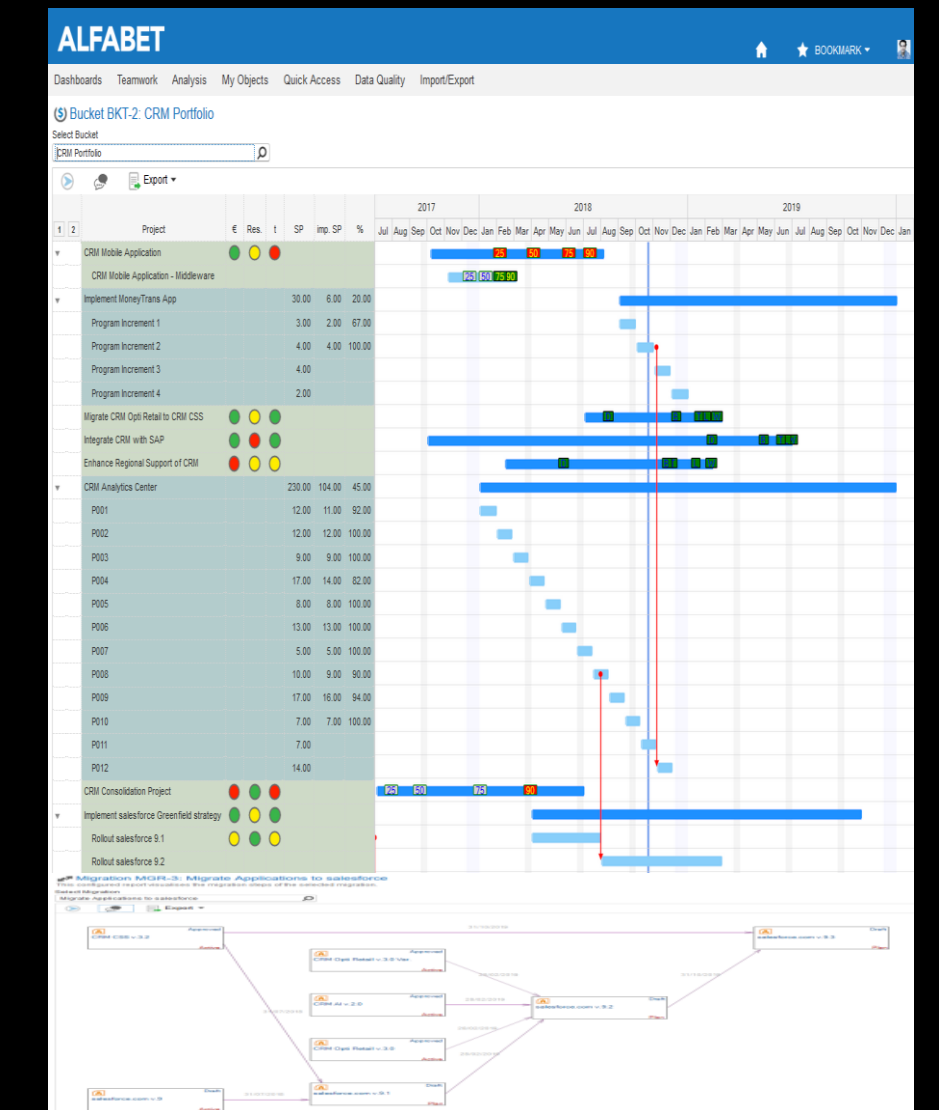
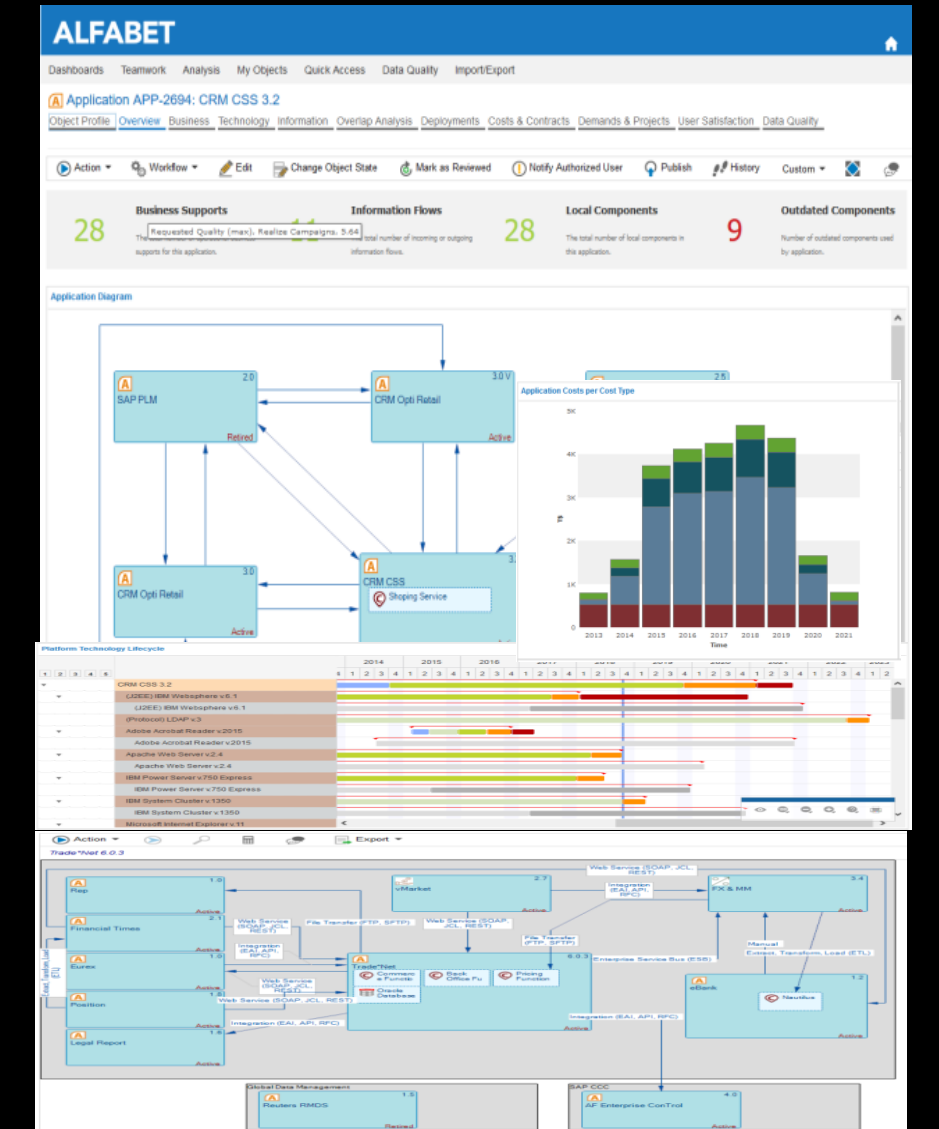
ENTERPRISE PERSPECTIVE – EP6

ENTERPRISE CAPABILITY MODEL (ECM) – 4+1 360-DEGREE ENTERPRISE ASSESSMENT & BASELINING



Business & Strategy Profile & Oversight Link

Enterprise IT App., Data, Technology Profile & Oversight Link



	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning Sales & Acquisition Planning Product Planning	Channel/ Distribution Planning	Personal Finance Business Planning Corporate Finance Business Planning	Credit Card Strategy	Securities Strategy	Customer Servicing Strategy Wealth Management Strategy Treasury Strategy	Account Development Strategy Customer Portfolio & Analysis	Finance Policies	Asset & Liability Policy & Planning	Business and Resource Planning Business Architecture Alliance & Authority Management
Manage & Control	Acquisition Administration Product Administration Campaign Management	Branch Administration	Banking Oversight Credit Risk Management	Credit Card Oversight Credit Ch...	Portfolio	Service Administration	Account Development Management Customer Behavior & Models	Financial Control Treasury	Operational Risk Management	Business Policies & Procedures Business Unit Tracking Audit/Assurance/ Legal
Execution	Product Development & Deployment Market Research Marketing Campaign Execution	Inventory Management Account Maintenance Statement Information Distribution Teller Services Document Management Settlements Card Issuance	Collateral Handling Loan Processing Deposits & Withdrawals Retail Lending Commercial Lending	Merchant Operations Authorizations Billing Payments Rewards Management Financial Capture Product Processing	Management Trading (Front Office) Trade Execution (Back Office) Deal Confirmation Securities Finance Wire Room	Application Processing Case Handling	Customer Credit Management Relationship Management Customer Profile Management Correspondence Contact/ Event History	Collections & Recovery Reconciliations Financials Consolidation Accounting General Ledger	Consolidated Book/Position Maintenance Securitization Loan Syndication	Branch Network Operations Human Resource Management Facilities Operation & Maintenance Systems Development & Administration Alliance Administration SLA Administration Fixed Asset Register Production Assurance (Help Desk)

Organisation Profile & Oversight Link

Change Portfolio- PGMs & Projects Profile & Oversight Link

PROFILING AND MAPPING ECM THROUGH LENSES OF BUSINESS, ORGANISATION, IT, AND CHANGE PORTFOLIO

Business Capability Model (BCM)

	Customer Relationship	Business & Finance	Compliance, Risk & Quality	Information Management	Solution Development	Solution Value Chain (Supply Chain, Support & Services)
Strategy & Plan	Client Business Development	Business & Finance Strategy	Business Resilience Strategy	Asset & Information Management Strategy	Research & Development Strategy	Value Chain Strategy
	Market Management	Business Portfolio Management			Platform Strategy	Value Chain Planning
	Channel Strategy	Bus. Enterprise Architecture	Regulatory Compliance Strategy	Knowledge Management Strategy	Development Capability Management	Value Chain Rules & Policies
Manage	Market Portfolio Management	Manage Standard Business Models	Business Process Compliance	Information Resource Management	Solutions Architecture	Value Chain Management
	Client profile management	Financial Management	Security, Privacy & Data Protection		Development, Process Deployment	Demand & Supply Management
	Opportunity Management	Bus. Process Performance	Integrated Risk Management	Development Program Mgt.		
	Sales Management	Human Resources Management	Regulatory Compliance Mgt.	Intellectual Property Management	Release Integration Planning	Partner Process Integration
Execute	Account & Territory Management	Financial Operations	Implement Compliance Policies	Data & Content Management	Research	Procurement Execution
	Solution Marketing	Bus. Processes & IT Infrastructure	Quality Management	Knowledge Capture & Availability	Solution Engineering	Solution Operations & Maintenance
	Manage Contract Lifecycle	HR Operations	Business Resilience & Disaster recovery	IP Capitalization	Collaborative Design-In	Warranty Management
		Legal Management & Support	Asset Lifecycle Management	Engineering support	Solution Logistics	Client Inventory Management

Business Value Lens (SCM relation)

	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning	Client/Distribution Planning	Personal Finance	Credit Card Strategy	Securities Strategy	Wealth Management	Account Development	Finance Policies	Asset & Liability Policy & Planning	Business Resilience Planning
Manage & Control	Acquisition Administration	Branch Administration	Banking Oversight	Credit Card Oversight	Portfolio Management	Service Administration	Account Development Management	Financial Control	Operational Risk Management	Business Unit Tracking Audit/Assurance/Legal
Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations

Organisation Lens

	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning	Client/Distribution Planning	Personal Finance	Credit Card Strategy	Securities Strategy	Wealth Management	Account Development	Finance Policies	Asset & Liability Policy & Planning	Business Resilience Planning
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Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations

IT & Technology Lens

	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning	Client/Distribution Planning	Personal Finance	Credit Card Strategy	Securities Strategy	Wealth Management	Account Development	Finance Policies	Asset & Liability Policy & Planning	Business Resilience Planning
Manage & Control	Acquisition Administration	Branch Administration	Banking Oversight	Credit Card Oversight	Portfolio Management	Service Administration	Account Development Management	Financial Control	Operational Risk Management	Business Unit Tracking Audit/Assurance/Legal
Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations

Portfolio Lens

	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning	Client/Distribution Planning	Personal Finance	Credit Card Strategy	Securities Strategy	Wealth Management	Account Development	Finance Policies	Asset & Liability Policy & Planning	Business Resilience Planning
Manage & Control	Acquisition Administration	Branch Administration	Banking Oversight	Credit Card Oversight	Portfolio Management	Service Administration	Account Development Management	Financial Control	Operational Risk Management	Business Unit Tracking Audit/Assurance/Legal
Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations

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Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations

- Fact based analysis made with 4+1 mapping
- Business capabilities are assessed in relation to the 4 aspects
- Optimised roadmap and change (implementation) planning made based on upto date valid enterprise insight and data

ENTERPRISE CAPABILITY MODEL (ECM): USED AS BASELINE TO ASSESS CURRENT ENTERPRISE AND OPTIMISE PROGRESSION TO TARGET OPERATING MODEL (TOM)

	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning	Channel/ Distribution Planning	Personal Finance Business Planning	Credit Card Strategy	Securities Strategy	Customer Servicing Strategy	Account Development Strategy	Finance Policies	Asset & Liability Policy & Planning	Business and Resource Planning
	Sales & Acquisition Planning		Corporate Finance Business Planning			Wealth Management Strategy	Customer Portfolio & Analysis			Business Architecture
	Product Planning		Treasury Strategy			Alliance & Authority Management				
Manage & Control	Acquisition Administration	Branch Administration	Banking Oversight	Credit Card Oversight	Portfolio Management	Service Administration	Account Development Management	Financial Control	Operational Risk Management	Business Policies & Procedures
	Product Administration		Credit Risk Management	Credit Checking	Market Risk Management		Customer Behavior & Models	Treasury		Business Unit Tracking
	Campaign Management		Audit/Assurance/Legal							
Execution	Product Development & Deployment	Inventory Management	Collateral Handling	Merchant Operations	Valuations	Application Processing	Customer Credit Management	Collections & Recovery	Consolidated Book/Position Maintenance	Branch Network Operations
		Account Maintenance	Loan Processing	Authorizations	Order Management		Relationship Management	Reconciliations		Human Resource Management
	Market Research	Statement	Deposits & Withdrawals	Billing	Trading (Front Office)		Customer Profile Management	Financials Consolidation		Securitization
		Information Distribution	LC Processing	Payments	Trade Execution (Back Office)	Systems Development & Administration				
	Marketing	Teller Services	Retail Lending Commercial Lending	Rewards Management	Deal Confirmation	Case Handling	Correspondence	Accounting General Ledger	Alliance SLA Administration	
		Document Management	Financial Capture	Securities Finance	Fixed Asset Register					
	Settlements	Commercial Lending	Product Processing	Wire Room	Loan Syndication				Production Assurance (Help Desk)	
	Campaign Execution	Card Issuance								

- FOCUS ON EVALUATING OPERATING CAPABILITIES
- BUSINESS STRATEGY ELEMENTS NOT EVALUATED
- EVALUATION FOCUSED ON ENTERPRISE WIDE MARKETING, MERCHANDISING AND SCM AND DIGITAL CHANNEL FRONT END

LEGEND

CRITICAL AREA LACKING CAPABILITY

SIGNIFICANT POTENTIAL TO IMPROVE FOR SCALABILITY

CAN CONTINUE IN CURRENT MODE WITH INCREMENTAL IMPROVEMENTS



OPTIMISATION OF THE IT & TECHNOLOGY WITH CAPABILITY OWNERSHIP

	IT Customer Relationship Management	IT Business Management	Business Resilience	Information and Knowledge	Service and Solution Development	Service and Solution Deployment	Service Delivery and Support	
Strategy	Business Enablement Service & Solution Strategy	Business Technology Strategy	Business Resilience Strategy	Information Management Strategy	Development Strategy	Deployment Strategy	Service Delivery Strategy	Internal
		Enterprise Architecture	Regulatory Compliance Strategy	Knowledge Management Strategy			IT Support Strategy	
		Portfolio Management	Integrated Risk Strategy					
		Technology Innovation						
Manage	Business Performance Planning	Financial Management	Continuous Business Operations	Information Architecture	Services and Solutions Lifecycle Planning	Change Planning	Operations Planning	Assesdss-TBD
	Demand Management	Business Technology Performance & Value	Regulatory Compliance	Information Resource Management	Services and Solutions Architecture	Release Planning	Infrastructure Resource Planning	
	Communications Planning	Human Resources Management	Integrated Risk Management	Knowledge Resource Management			Support Services Planning	
Execute	Business Performance Mgmt	IT Financial Management	Business Resilience	Data and Content Management	Service and Solution Creation	Change Implementation	Support Services Management	Partner
	IT Service and Solution Marketing	Staff Administration & Development	Regulatory Compliance Remediation	Knowledge Capture And Availability	Service and Solution Maintenance	Release Implementation	Infrastructure Resource Management	
		Supplier and Contract Administration					Infrastructure Operations	
								Co Source
								Out Source
								In Source



Thank You!

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