



Digital Transformation with ePerspectives

Digital Enterprise Method & Framework

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

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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



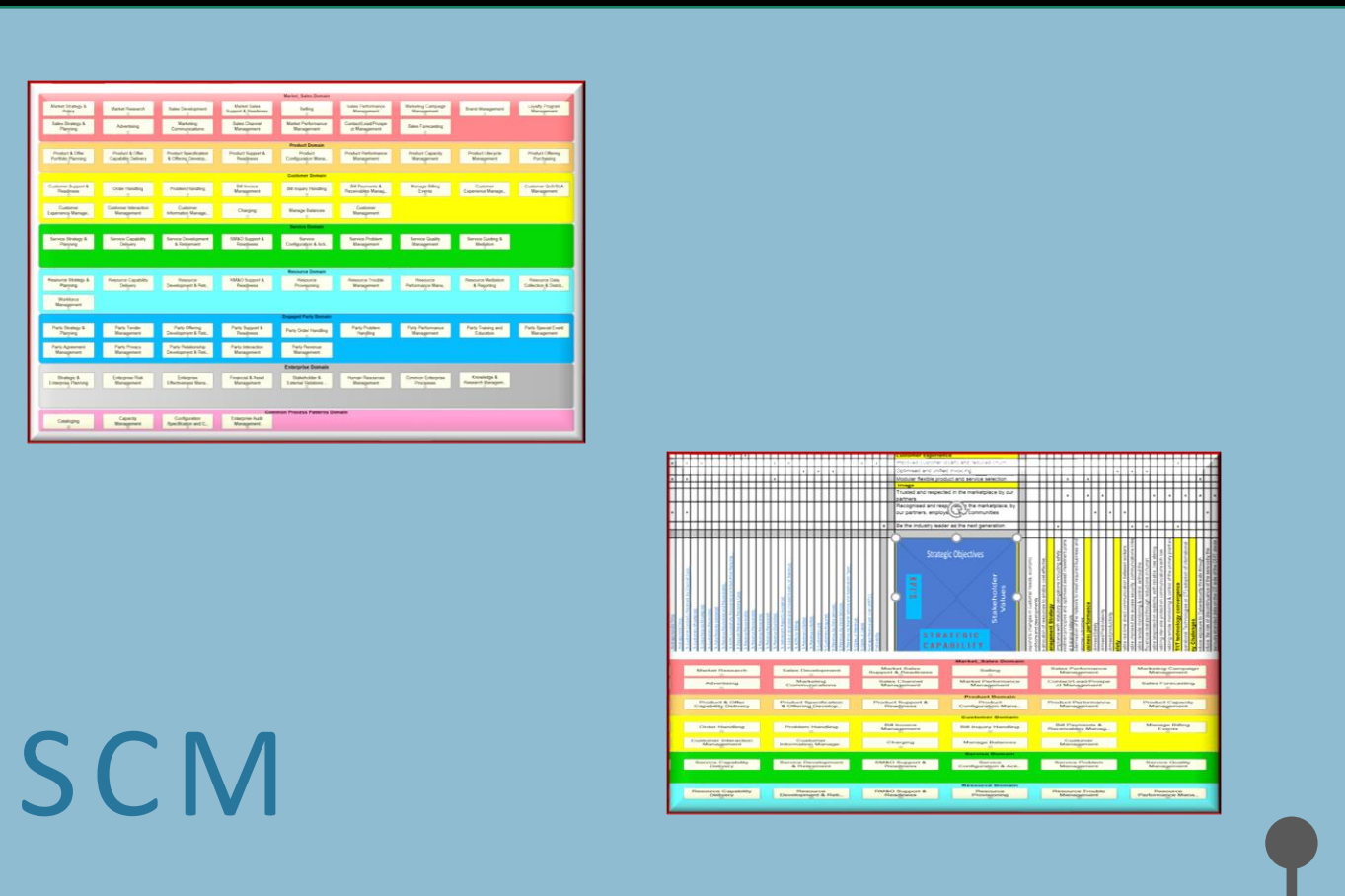
EA TRANSFORM

Digital Enterprise Transformation



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

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



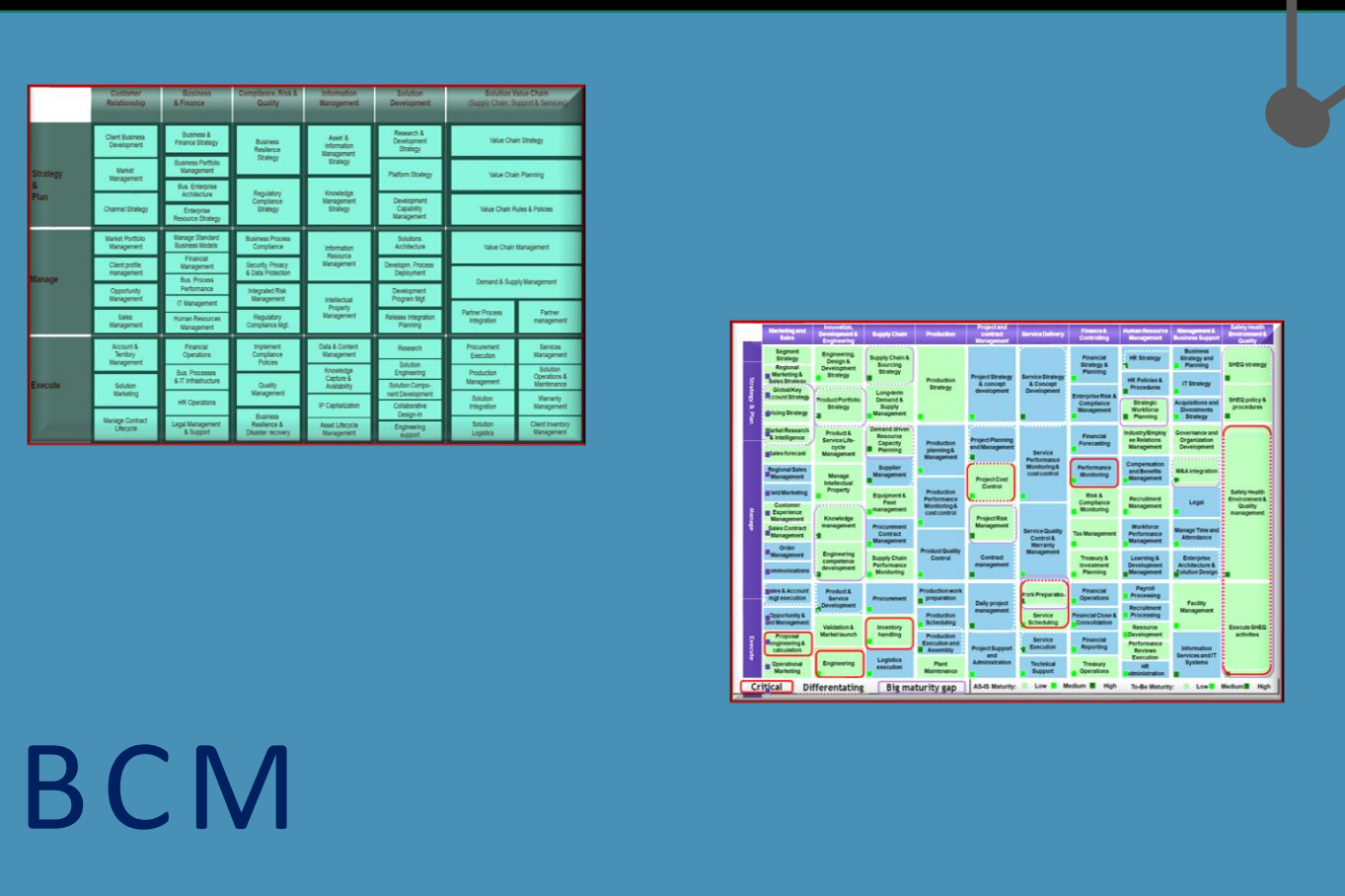
SCM

3- ECM - 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?

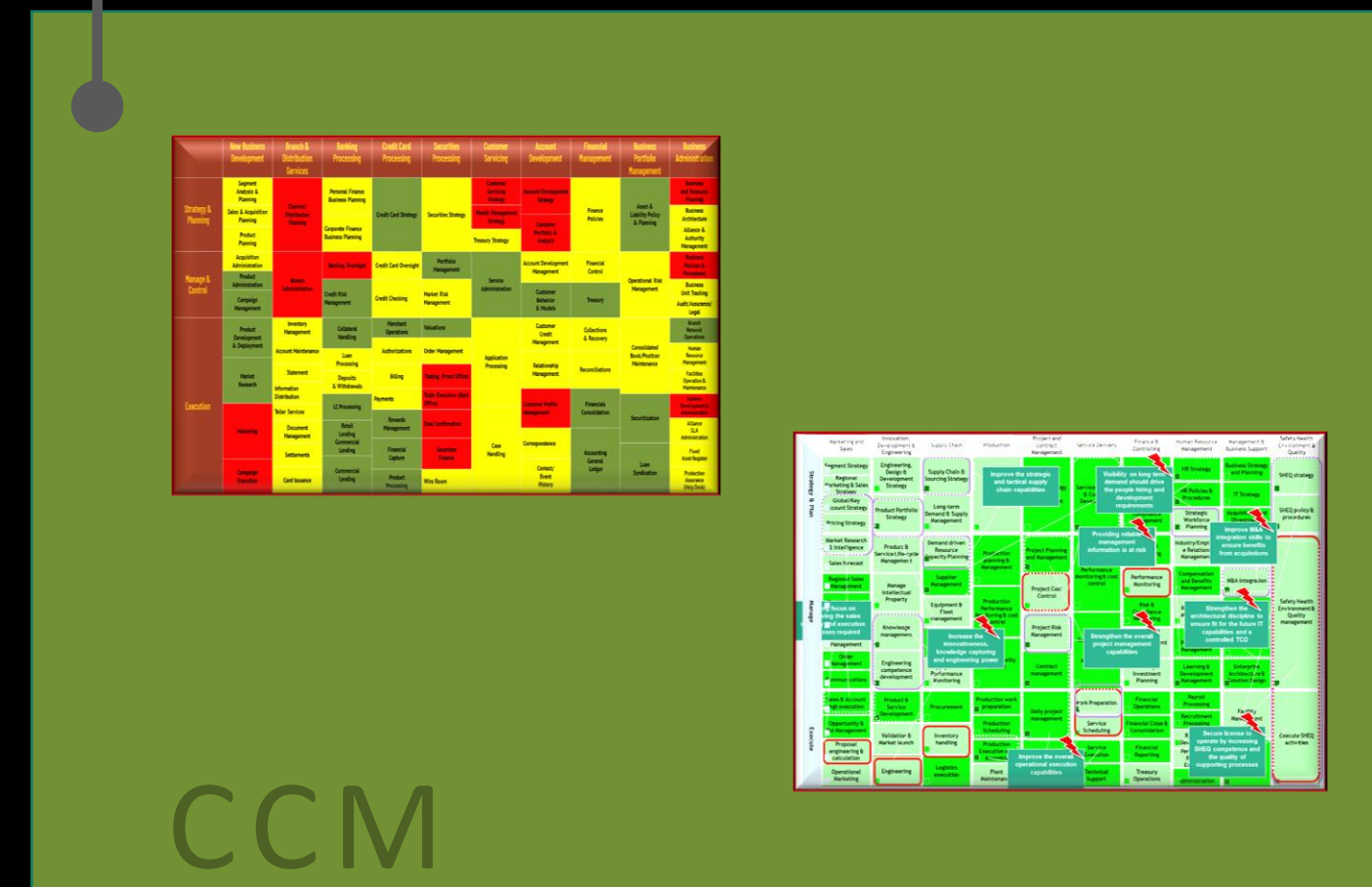


ECM

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



BCM

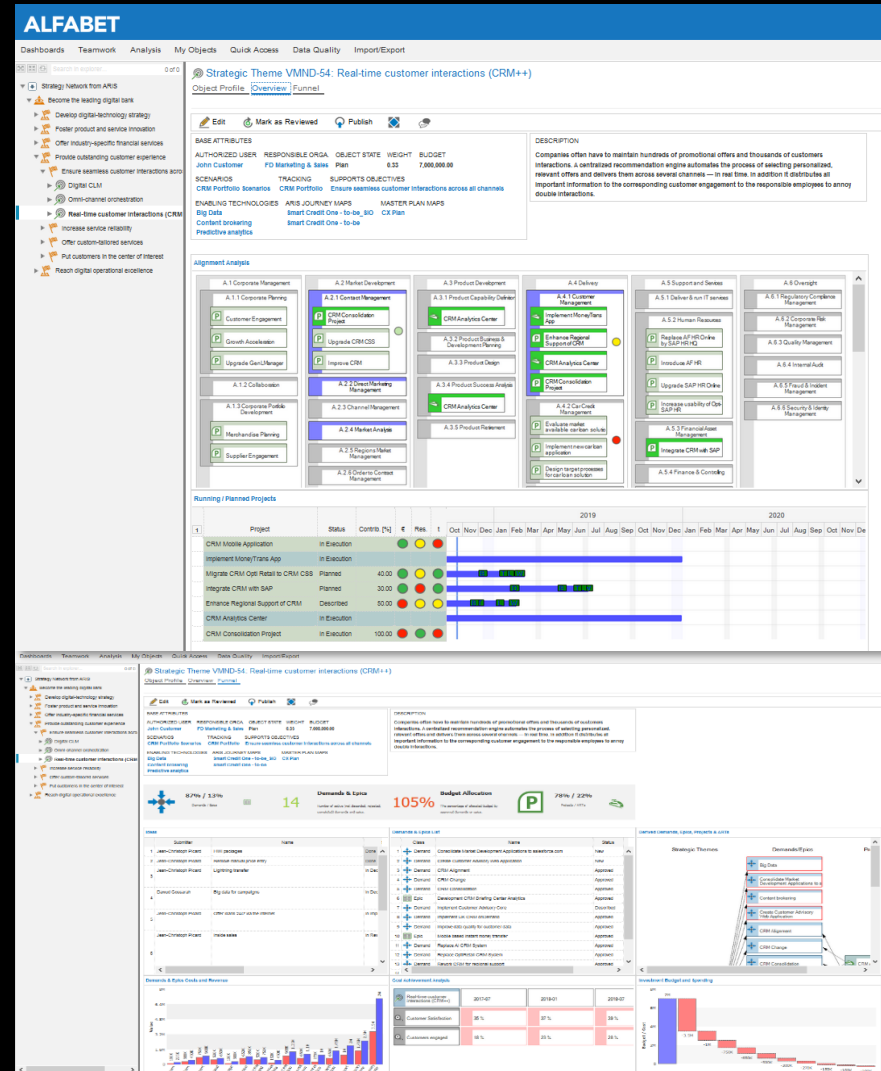


CCM

2-BCM - What 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?

ENTERPRISE CAPABILITY MODEL (ECM):

BUSINESS CAPABILITY MODEL (BCM) BECOMES MAPPED, PROFILED, AND "BASELINED" WITH 360-DEGREE ENTERPRISE INSIGHT



Business & Strategy Profile & Oversight Link

1

Organization Profile & Oversight Link

2

	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	Regulatory Compliance Strategy	Knowledge Management Strategy	Platform Strategy	Value Chain Planning	
	Channel Strategy	Bus. Enterprise Architecture	Integrated Risk Management	Information Resource Management	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	Intellectual Property Management	Develop. Process Deployment	Demand & Supply Management	
	Opportunity Management	Bus. Process Performance	Reg. Comp.	Release Integration Planning	Development Program Mgt.	Partner Process Integration	Partner management
	Sales Management	IT Management	Quality Management	Data & Content Management	Research	Procurement Execution	Services Management
Execute	Account & Territory Management	Human Resources Management	Business Resilience & Disaster recovery	Knowledge Capture & Availability	Solution Engineering	Production Management	Solution Operations & Maintenance
	Solution Marketing	Legal Management & Support	Business Resilience & Disaster recovery	IP Capitalization	Solution Component Development	Solution Integration	Warranty Management
	Manage Contract Lifecycle	Legal Management & Support	Business Resilience & Disaster recovery	Asset Lifecycle Management	Collaborative Design-In	Solution Logistics	Client Inventory Management

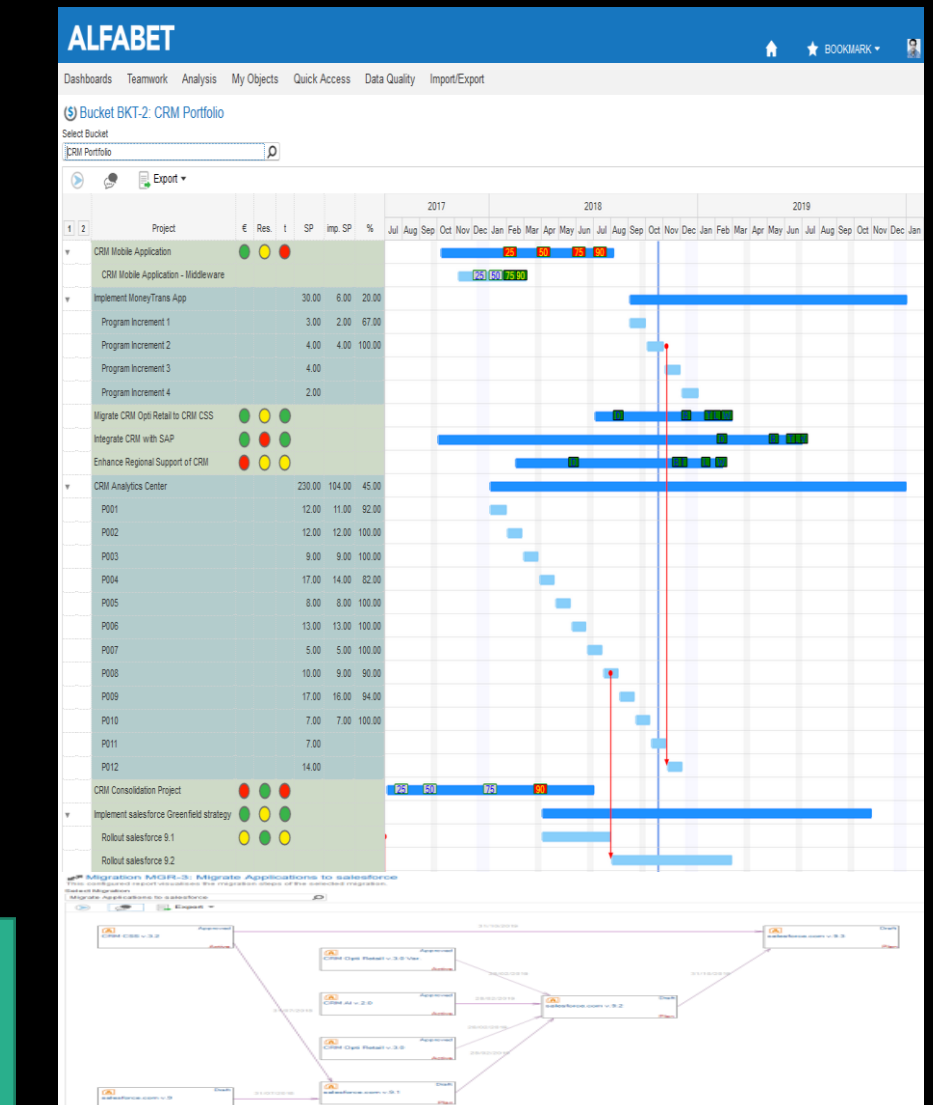
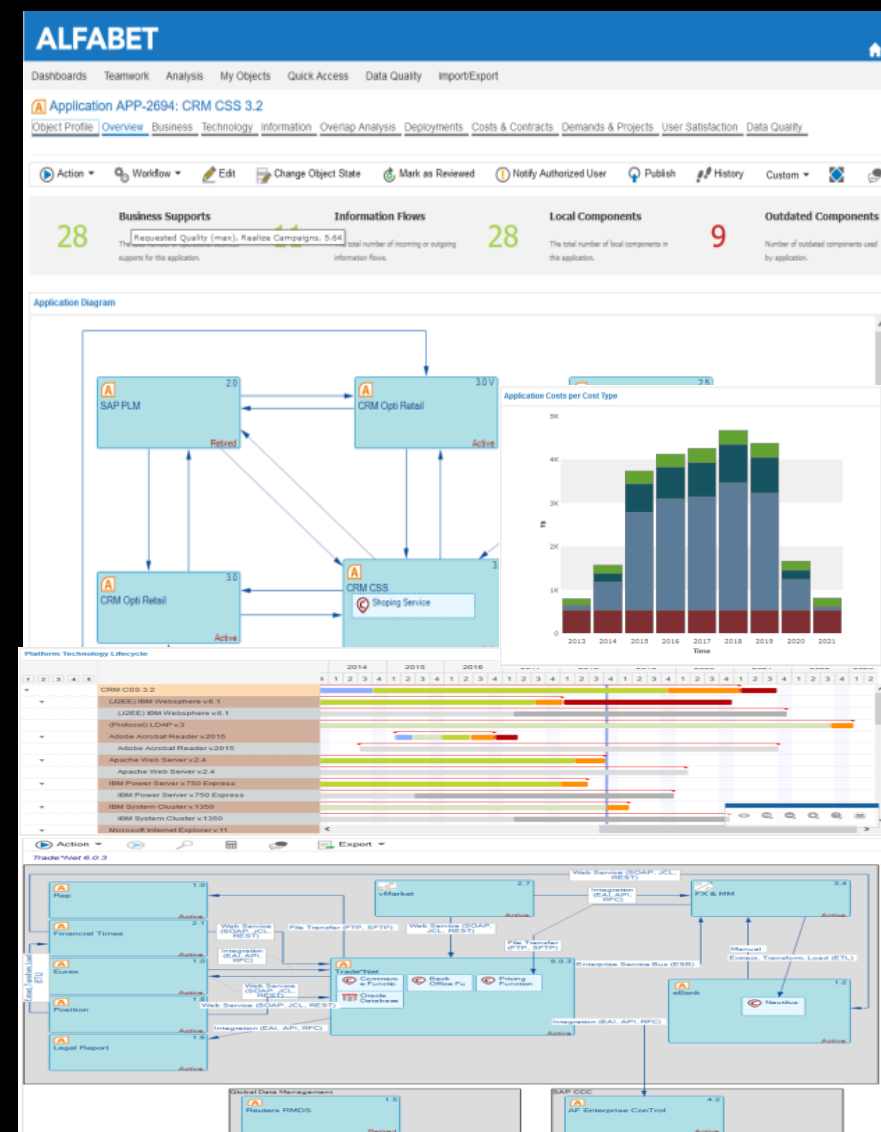
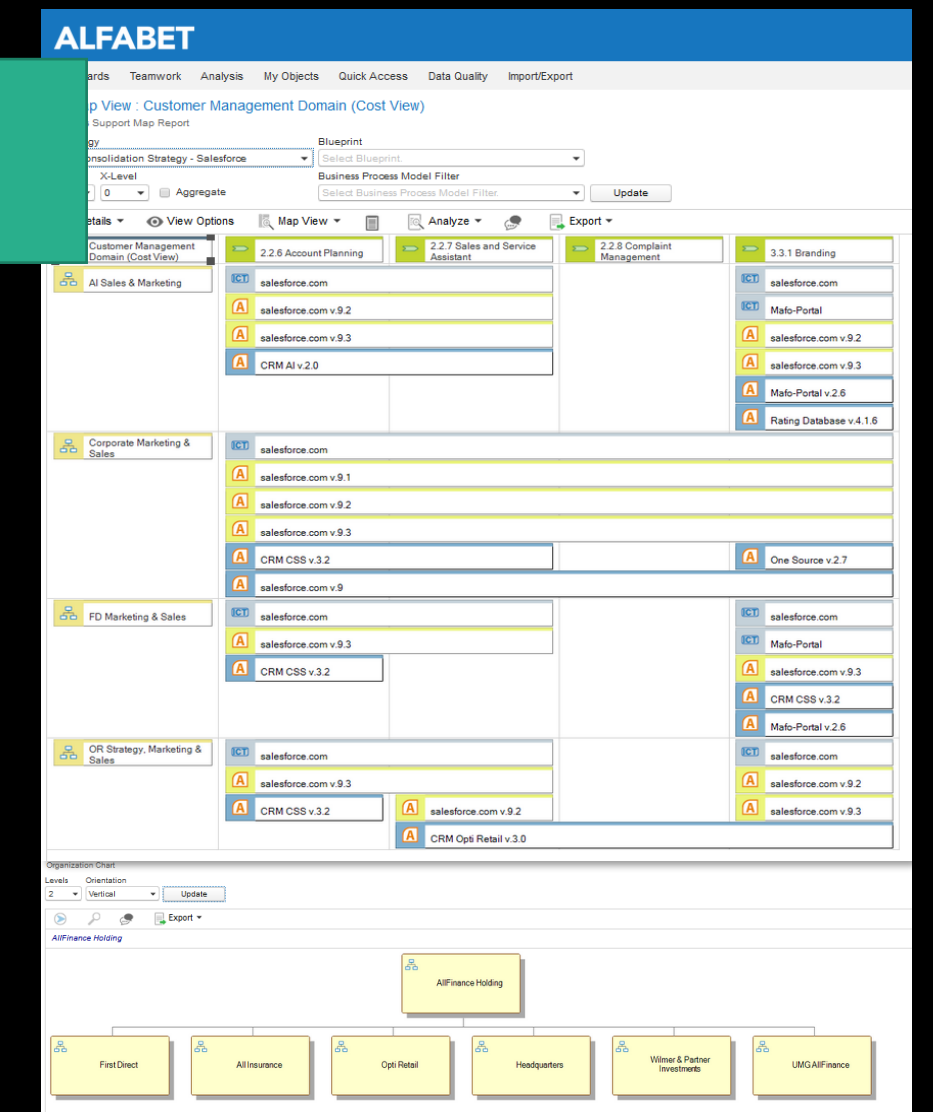
C

3

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

4

Change Portfolio- PGMs & Projects Profile & Oversight Link



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

Business Value Lens (SCM relation)

Organisation Lens

IT & Technology Lens

Portfolio Lens

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
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	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	Intellectual Property Management	Development Program Mgt.	
	Sales Management	Human Resources Management	Regulatory Compliance Mgt.	Release Integration Planning	Partner Process Integration	Partner management
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	Production Management
	Manage Contract Lifecycle	HR Operations	Business Resilience & Disaster recovery	IP Capitalization	Solution Collaborative Design-in	Warranty Management
		Legal Management & Support	Business Resilience & Disaster recovery	Asset Lifecycle Management	Engineering support	Solution Logistics

- 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 uptodate valid enterprise insight and data

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

- 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

	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)		Case Handling	Customer Profile Management		Financials Consolidation
		Information Distribution	LC Processing	Payments	Trade Execution (Back Office)	Correspondence		Accounting General Ledger	Loan Syndication	
	Marketing	Teller Services	Retail Lending Commercial Lending	Rewards Management	Deal Confirmation	Wire Room	Contact/Event History	Accounting General Ledger	Loan Syndication	Systems Development & Administration
		Document Management	Commercial Lending	Financial Capture	Securities Finance					Alliance SLA Administration
	Campaign Execution	Settlements	Card Issuance	Commercial Lending	Product Processing	Wire Room	Contact/Event History	Accounting General Ledger	Loan Syndication	Fixed Asset Register
		Card Issuance								Production Assurance (Help Desk)



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			Assesdss-TBD		
		Portfolio Management	Integrated Risk Strategy	IT Support Strategy					
		Technology Innovation							
Manage	Business Performance Planning	Financial Management	Continuous Business Operations	Information Architecture	Services and Solutions Lifecycle Planning	Change Planning	Operations Planning	Partner	
	Demand Management	Business Technology Performance & Value	Regulatory Compliance	Information Resource Management	Services and Solutions Architecture	Release Planning	Infrastructure Resource Planning		Co Source
	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 Service Management	In Source	
	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		



Thank You!

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