



# Using capabilities to deliver organisational agility



# Definition of a business capability

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- *WHAT a business needs to do to create value for a customer*
- *A particular ability to achieve an outcome of value*
- *Named using noun-noun structure*

# Strata



**Strategic**

**Primary**

**Support**

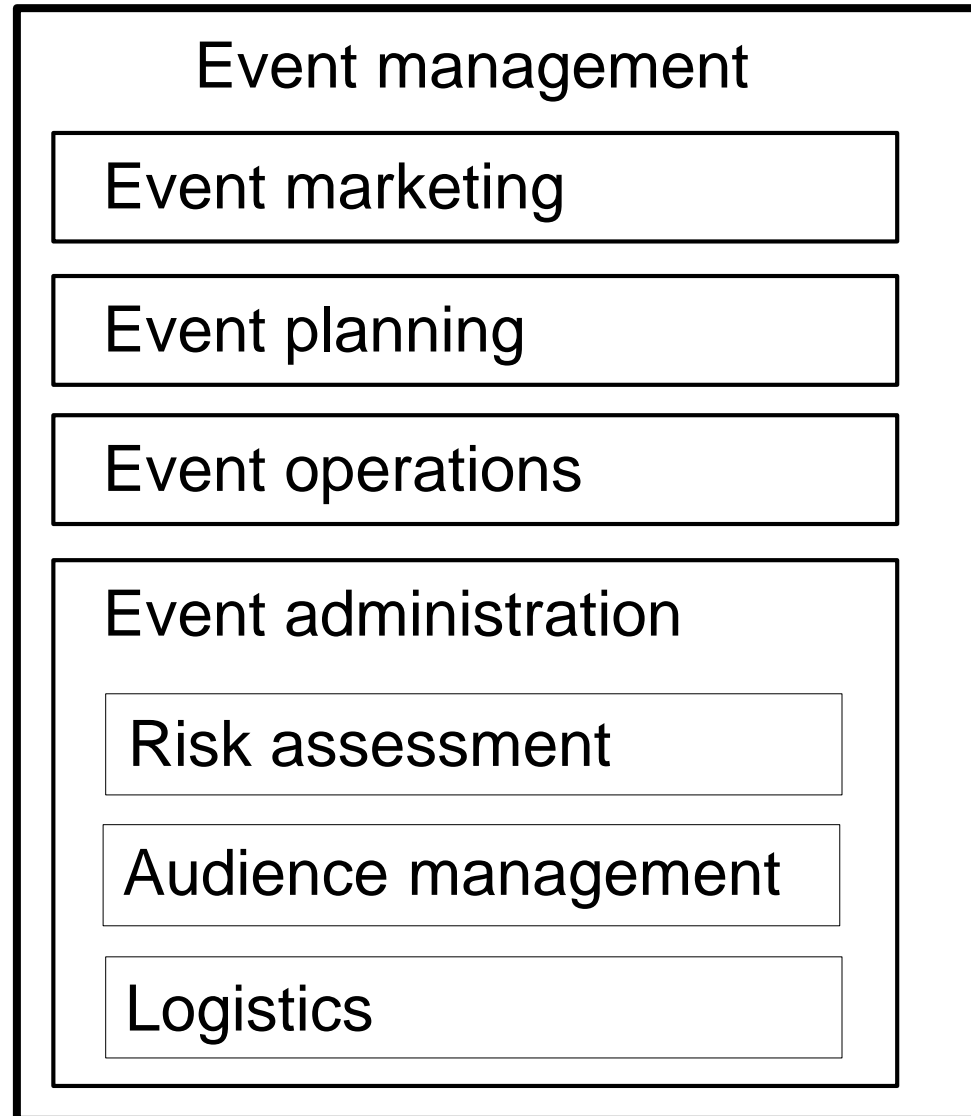
# Capability taxonomy



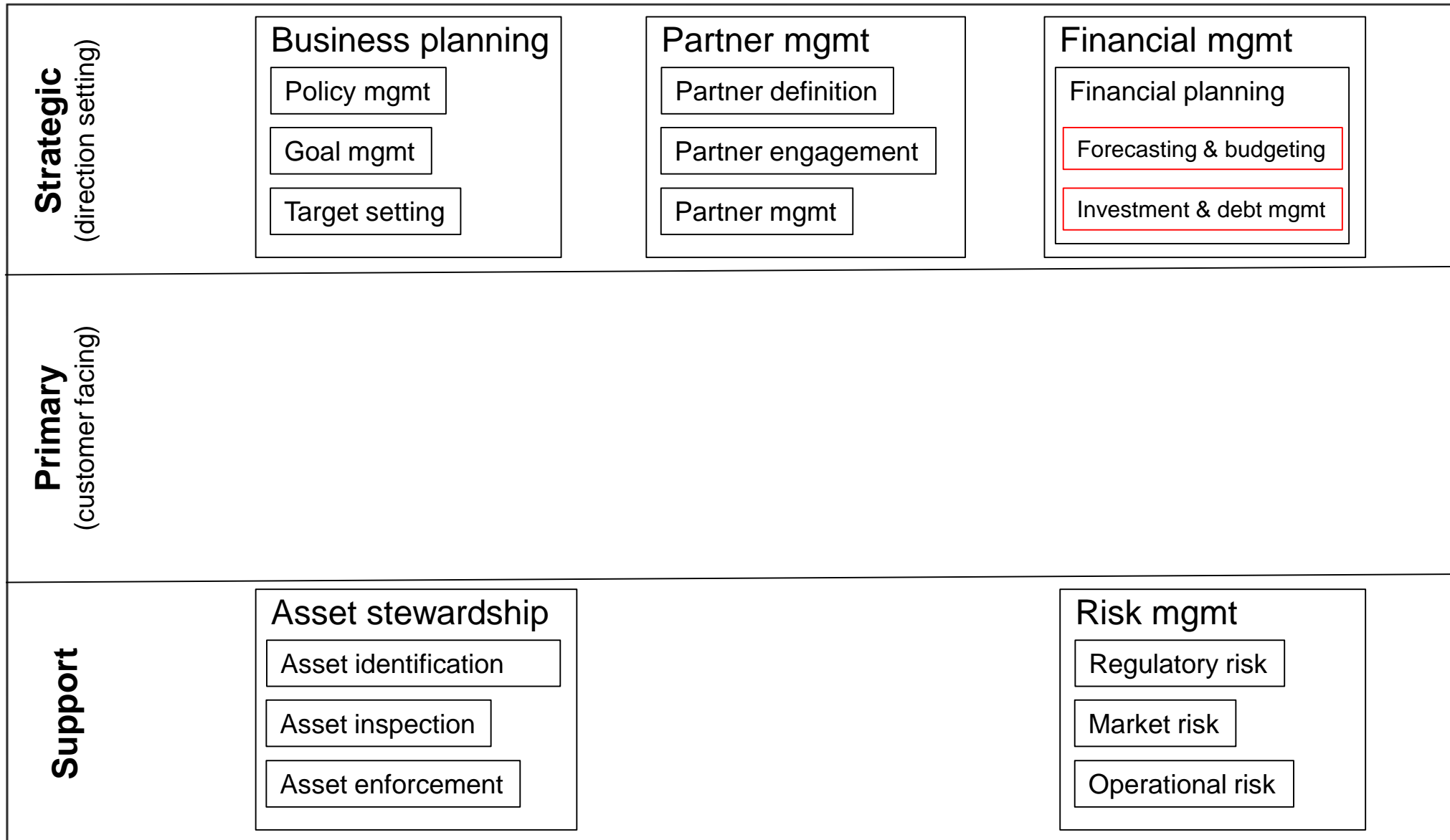
Level 1  
Foundation Capabilities

Level 2  
Capability Groups

Level 3  
Business Capabilities



# Business capability model

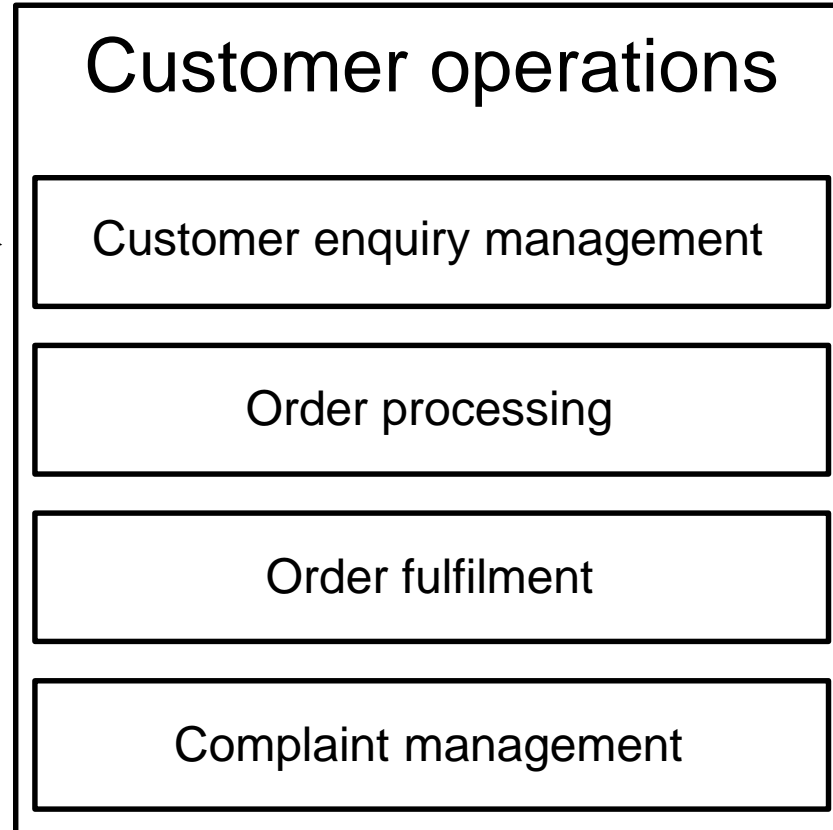


# Customer-facing capabilities



Determines where to focus effort

Enables opportunities to be explored

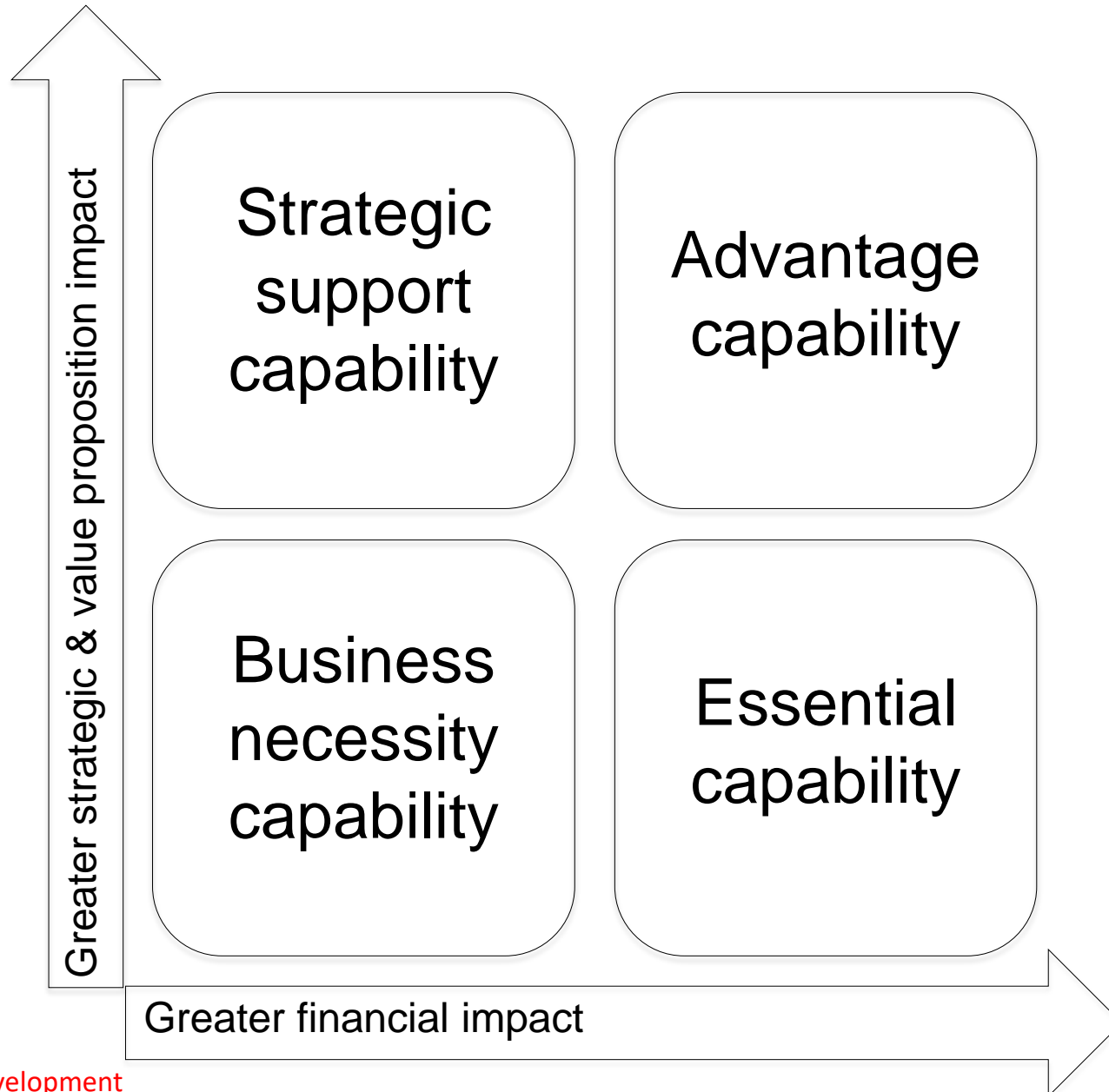


Different companies have different capabilities in the customer facing strata

Identifies competitive differentiators

*Can't be used in isolation: not the whole story*

# Assessing capabilities



# Delivering organisational agility



- Organisations that define their business capabilities can move more quickly & effectively
- Capabilities are used to enable value stream stages
- ... and can be used to assess the impact of strategic change on an organisation's capability
- ... and identify gaps in capability

**All organisations are the same**

**..... except when they are different**



# Capabilities & business transformation

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**Define what the business does**



**Map to other views of the business**



**Provide pin-point investment focus**



**Offer insight into range of business scenarios**

# Summary

