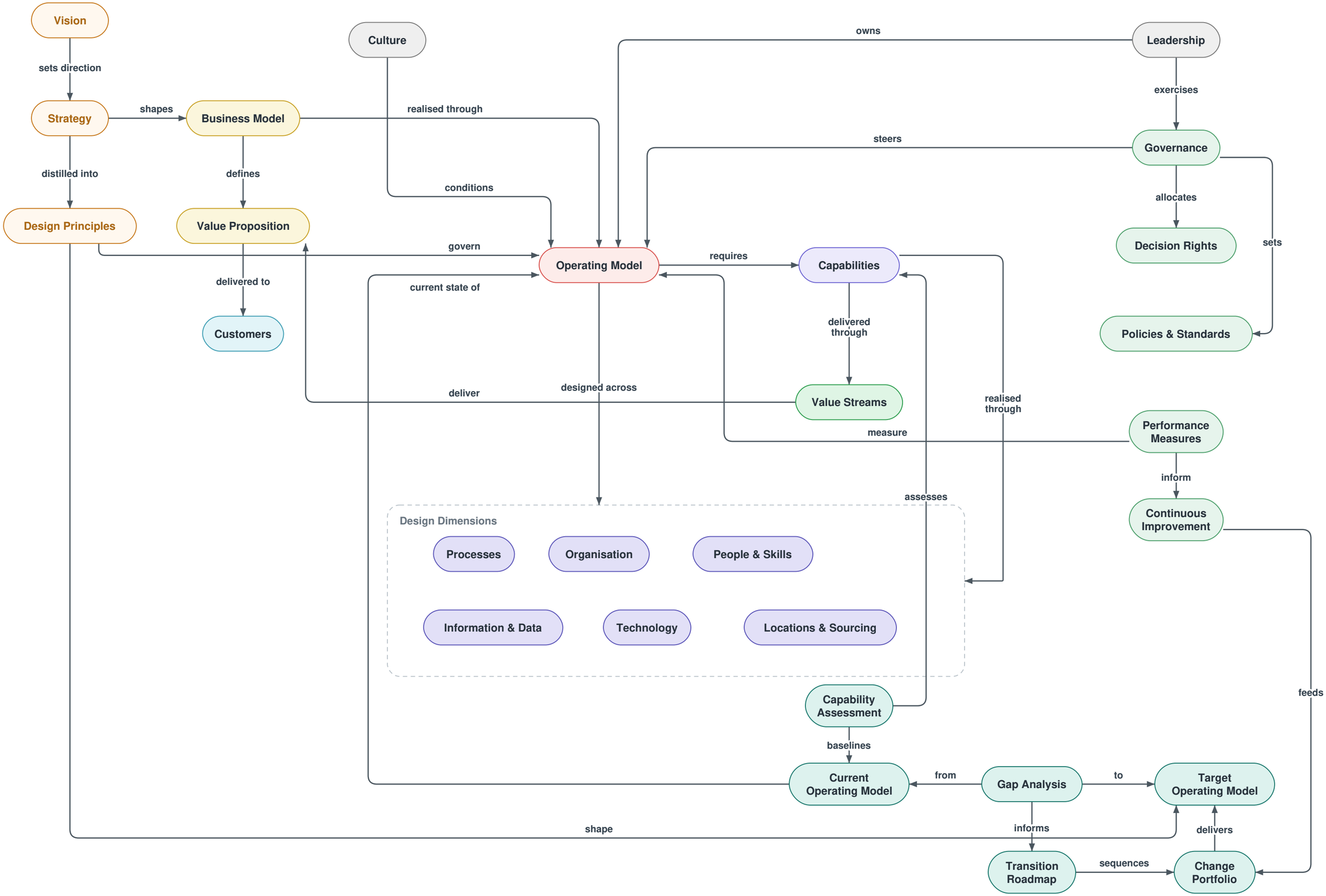

Vision
sets direction
Strategy
shapes
Business Model
distilled into
defines
Design Principles
Value Proposition
delivered to
Customers
Culture
realised through
conditions
govern
current state of
Operating Model
owns
Leadership
exercises
steers
Governance
allocates
Decision Rights
sets
Policies & Standards
requires
Capabilities
delivered through
Value Streams
deliver
designed across
realised through
measure
Performance Measures
inform
Continuous Improvement
assesses
Design Dimensions
Processes
Organisation
People & Skills
Information & Data
Technology
Locations & Sourcing
Capability Assessment
baselines
Current Operating Model
from
Gap Analysis
to
Target Operating Model
informs
delivers
Transition Roadmap
sequences
Change Portfolio
feeds
shape