Capability Mapping Method

Introduction

Capability mapping is a method for agreeing on what an organization needs to be able to do to meet its mission, so that areas for improvement can be prioritized. Common uses are:

- Clarify core activities in an organization (across teams or individuals), and what else is needed to enable success
- Provide criteria for managing a service portfolio, by defining the business capabilities that need to be enabled

Resources

Some resources on this method:

- UW Business Capability Reference with UW examples
- Itana Capability Maps page with other higher ed examples
- Whitepaper on capability modeling with examples from major corporations, from the Corporate Executive Board