



Competency linked to Business Workflows

Based on best practice Enterprise Modelling & Architecture principles

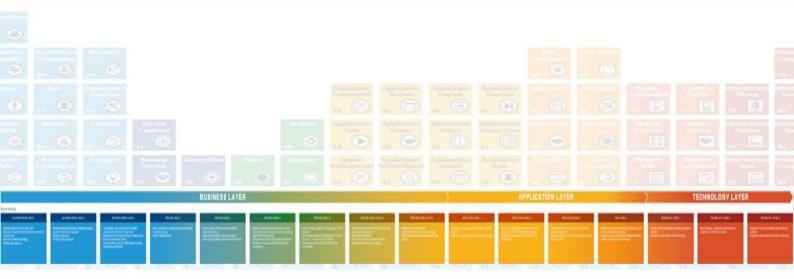
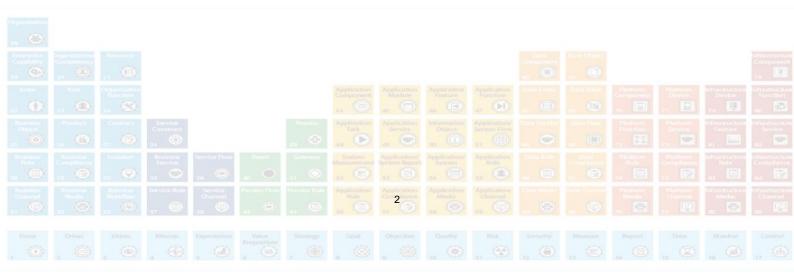


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Introduction

A competency is a cluster of related abilities, commitments, knowledge, and skills that enables a person - or an organizational unit, area or group – to successfully perform "critical work functions" or tasks in a defined work setting. Competencies often serve as the basis for skill standards that specify the level of knowledge, skills, and abilities required for success in the workplace as well as potential measurement criteria for assessing competency attainment.

In order to capture business workflows related to competencies, Competency linked to Business Workflows is built as a matrix. The matrix is a representation that shows the relationship of captured information between specific decomposed and/or composed business workflow and competency objects. The core idea of a Competency linked to Business Workflows Matrix is that it typically consists of business workflow aspects in a list of columns, and another aspect is a set of competency columns (taken from the map), while the third and final aspect being the cross product between the rows and the columns.

This allows for the Competency linked to Business Workflows Matrix to relate (un)familiar objects to familiar objects in the different layers of an enterprise (composition discipline), usually in the form of a diagram, a table or a chart (e.g. rows and columns), thereby outlining direct (and possibly indirect) connection points between different kinds of objects while showing a common pattern of the objects and the relationship between them.

Competency linked to Business Workflows

The Competency linked to Business Workflows Matrix provides you with a detailed overview of the cross relationships between business workflows and competencies (each identified with a unique name and ID number) that has been identified through the Competency Map, and then associated with the organizational units, areas and groups, enterprise capabilities, organizational functions, resources and actors, roles (organizational, service, process and application), owners (organizational, service, process, application/system, platform and infrastructure), and locations.

How to use the Competency linked to Business Workflows

Identify, document and relate business workflows to the competencies (each identified with a unique name and ID number) that has been identified through the Competency Map, and then associated with the organizational units, areas and groups, enterprise capabilities, organizational functions, resources and actors, roles (organizational, service, process and application), owners (organizational, service, process, application/system, platform and infrastructure), and locations.

For example:

- 1. A business workflow may have multiple yet specific associations with competencies, organizational units, areas and groups, enterprise capabilities, organizational functions, resources and actors, roles (organizational, service, process and application), owners (organizational, service, process, application/system, platform and infrastructure), and locations.
- Multiple business workflows may have an association to any single specific competency, organizational unit, area or group, enterprise capability, organizational function, resource or actor, role (organizational, service, process and application), owner (organizational, service, process, application/system, platform and infrastructure), and location.

	What	at Where			What	What/ Who	Who	What	Who	Where	Who								
Where	Compet ency#	Organizati onal Unit	Organiza tional Area	Organiza tional Group	Enterpris e Capabilit y	Resource / Actor	Organiza tional Role	Organizat ional Function	Organiza tional Owner	Location	Service Owner	Service Role	Process Role	Process Owner	Applicati on/ System Owner	Applicati on Role	Data Owner	Platform Owner	Infrastru cture Owner
Business Workflow 1	#																		
Business Workflow 2	#																		
Business Workflow N	#																		

Table 1: The Competency linked to Business Workflows Matrix.

Please note that the objects we have listed here are the most typical objects that are commonly used within a Competency linked to Business Workflows Matrix, but there may be more (or fewer) relevant objects that are used within your organization. If that is the case, feel free to either add new ones, or remove any objects that are not relevant, or are otherwise unimportant, for this particular map.

Also note that the objects might have a different name in your organization, so make sure to adapt the objects of this artefact so that it fits to the taxonomy of your organization.



Objects used with Competency linked to Business Workflows Notation Name Description An integrated and holistic set of related knowledge, skills, and Organizational abilities related to a specific set of resources (including persons Competency and organizations) that - once combined - enables the enterprise to do something well. Organization An arrangement or formation of resources that has a set of (organizational units, collective goals. areas and groups) An enterprise capability is an abstraction that represents the ability to perform a particular skillset (i.e. products, personal **Enterprise Capability** competencies, business functions, processes, services, and technology). A specific person, expertise, data, information, material, machine, land, capital or organization that is required to Resource accomplish an activity or as a means to act on behalf of the enterprise to achieve a desired outcome. Any person, organization, or system that many be assigned one Actor or more roles. Actors may be internal or external to an organization. Organizational Function A cluster of tasks performing a specific class of jobs. A part that something or someone has the rights, rules, Role (organizational, competencies, and capabilities to perform. A resource and/or service, process or actor may have a number of roles (i.e. process role, service role application roles) or application role) and many actors may be assigned the same role. Role (organizational, A part that something or someone has the rights, rules, competencies, and capabilities to perform. A resource and/or service, process, application/system, actor may have a number of roles (i.e. process role, service role platform or infrastructure or application role) and many actors may be assigned the same owners) role. A point, facility, place or geographic position that may be Location referred to physically or logically. A flow, stream, sequence, course, succession, series or progression of as well as order for the movement of information **Business Workflow** or material from one enterprise function, service or activity (work site) to another. Table 2: Objects typically associated with the Competency linked to Business Workflows Matrix.

The objects involved with Competency linked to Business Workflows is shown in Table 2.

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