Operating Model Transformation Framework

X8 DESIGN

SET THE STRATEGIC DIRECTION

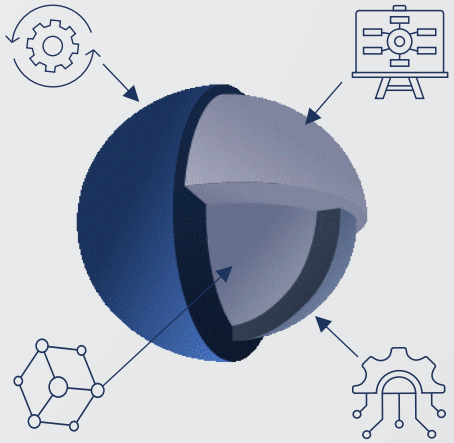
IDENTIFY VALUE DIFFERENTIATORS → DETERMINE PROPOSITION → SET BUSINESS STRATEGY → SET FUNCTIONAL STRATEGIES

DESIGN THE OPERATING MODEL

CORE TOM DIMENSIONS

PROCESS
Map key processes, define flow, identify stakeholders, target efficiency, and set effectiveness goals .

DATA
Establish data standards. lifecycle and ownership. Leverage for insights / decision making. Aim to provide single source of truth.



STRUCTURE
Define org, roles, responsibilities, and reporting hierarchies to enable timely decision making.

TECHNOLOGY
Build a reliable, scalable infrastructure, inc. hardware, software, and cloud. Implement cyber security to protect assets, data, and customer info.

KEY CONSIDERATIONS

People | Capabilities | Partners
Governance | Location | Customers

Consider each TOM dimension through the above lenses.

EXECUTE THE CHANGE

DEVELOP & TRANSFORM	BUSINESS CHANGE	IMPLEMENT	MONITOR
Transformation Roadmap; Transformation Budget	*Change Heatmap; Readiness Assessment*	*Stakeholder Plan; Deployment Methodology*	*End-state Operating Budget; Benefits Realisation*

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