



Departmental Business Capability Model - v3



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ESDC Departmental Business Capability Model (DBCM) Level 1

DIRECTION SETTING



CORE DELIVERY



SUPPORTING



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01 Legislation Management

ID	Name:	Description:	Level:	Type:
01	Legislation Management	Ability to request, define, approve, evolve, monitor, evaluate the effects of, and determine compliance with a set of authoritative directives that include laws, regulations, or related statutory instruments.	1	Direction Setting
01.1	Legislation Definition	Ability to establish, specify, declare, and identify an item of legislation.	2	Direction Setting
01.1.1	Legislation Establishment	Ability to create an instance of legislation.	3	Direction Setting
01.1.2	Legislation Identification	Ability to recognize a pre-existing, unique element of legislation.	3	Direction Setting
01.2	Legislation Design	Ability to shape the intention and impact of an item of legislation.	2	Direction Setting
01.3	Legislation Interpretation	Ability to understand the meaning and impacts of legislation and its applicability to a domain, entity, or clients.	2	Direction Setting
01.4	Legislation Scope Setting	Ability to constrain the applicability or range of effect and impact of an item of legislation.	2	Direction Setting
01.5	Legislation Structuring	Ability to formulate and construct a legislative bill encompassing elements, such as but not limited to, the title, pre-amble, enacting clause, core clause and sub clauses, interpretation provisions, coming-into-force provisions, and schedules.	2	Direction Setting
01.6	Legislation Validation	Ability to determine if an item of legislation is of high integrity and accuracy, appropriate to a target, and generally a fit for its intended purpose.	2	Direction Setting
01.7	Legislation Compliance Validation	Ability to determine if a client is conforming to enacted legislation.	2	Direction Setting
01.8	Legislation Lifecycle Management	Ability to guide, assess, and track the different stages legislation goes through from initial consideration through to eventual ratification and enactment into law or repeal.	2	Direction Setting
01.8.1	Legislation Activation	Ability to manage the activities required to change the status on an item to being in-force.	3	Direction Setting
01.8.2	Legislation Retirement	Ability to manage the activities required to change the status on an item from being in-force to no longer being in-force.	3	Direction Setting
01.9	Legislation Risk Management	Ability to identify, evaluate, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with legislation.	2	Direction Setting
01.9.1	Legislation Risk Level Determination	Ability to determine the level of risk associated with an item of legislation, such as related to the lifecycle stage of the legislation.	3	Direction Setting
01.9.2	Legislation Risk Threshold Determination	Ability to identify and define the acceptable level of risk associated with an item of legislation, such as related to the lifecycle stage of the legislation.	3	Direction Setting
01.9.3	Legislation Risk Aggregation	Ability to consider a collective set of risk factors about an item of legislation and represent them from a rationalized perspective.	3	Direction Setting
01.10	Legislation Access Management	Ability to establish, control, restrict, and administer the right to view, use, modify, or participate in activities related to legislation.	2	Direction Setting
01.10.1	Legislation Access Constraints Definition	Ability to define and impose limitations of access rights for an instance of legislation.	3	Direction Setting

01.10.2 Legislation Access Constraints Interpretation	Ability to understand the access rights limitations for activities related to legislation.	3	Direction Setting
01.10.3 Legislation Access Enforcement	Ability to ensure that legislation access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
01.11 Legislation Matching	Ability to associate legislation with other business objects.	2	Direction Setting
01.11.1 Legislation / Agreement Matching	Ability to associate legislation with an agreement.	3	Direction Setting
01.11.2 Legislation / Client Matching	Ability to associate legislation with a client.	3	Direction Setting
01.11.3 Legislation / Decision Matching	Ability to associate legislation with a decision.	3	Direction Setting
01.11.4 Legislation / Event Matching	Ability to associate legislation with an event.	3	Direction Setting
01.11.5 Legislation / Human Resource Matching	Ability to associate legislation with a human resource.	3	Direction Setting
01.11.6 Legislation / Language Matching	Ability to associate legislation with a language.	3	Direction Setting
01.11.7 Legislation / Legislation Matching	Ability to associate legislation with other legislation.	3	Direction Setting
01.11.8 Legislation / Location Matching	Ability to associate legislation with a location.	3	Direction Setting
01.11.9 Legislation / Meeting Matching	Ability to associate legislation with a meeting.	3	Direction Setting
01.11.10 Legislation / Partner Matching	Ability to associate legislation with a partner.	3	Direction Setting
01.11.11 Legislation / Policy Matching	Ability to associate legislation with a policy.	3	Direction Setting
01.11.12 Legislation / Research Matching	Ability to associate legislation with research.	3	Direction Setting
01.11.13 Correspondance législation/stratégie	Capacité à associer la législation à une stratégie.	3	Direction Setting
01.12 Legislation Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about an item of legislation.	2	Direction Setting
01.12.1 Legislation Profile Management	Ability to articulate, organize, identify, track, validate, disseminate on, or otherwise administer descriptive, identifying information about an item of legislation and its relationships.	3	Direction Setting
01.12.2 Legislation Type Management	Ability to determine, modify, and interpret the category or classification of legislation.	3	Direction Setting
01.12.3 Legislation State Management	Ability to determine, modify, and interpret the status or condition of an item of legislation.	3	Direction Setting
01.12.4 Legislation History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an item of legislation.	3	Direction Setting
01.12.5 Legislation Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more items of legislation.	3	Direction Setting

02 Organization Management

ID	Name:	Description:	Level:	Type:
02	Organization Management	Ability to create, structure, and govern an organizational entity, or collection of organizational entities.	1	Direction Setting
02.1	Organization Definition	Ability to establish, declare, and identify an organization.	2	Direction Setting
02.1.1	Organization Establishment	Ability to create an organization.	3	Direction Setting
02.1.2	Organization Identification	Ability to recognize a unique organization.	3	Direction Setting
02.2	Organization Structuring	Ability to define discrete organization substructures, such as ministries, divisions, departments, business units and the like, and the relationships among those substructures and other organizational entities.	2	Direction Setting
02.2.1	Organization Design Definition	Ability to create a design and plan to achieve a certain goal, such as but not limited to, assemble a set of skills and experience to focus on a key topic, to reduce operational cost, to make better use of talent, to spin off or merge with another organization.	3	Direction Setting
02.2.2	Organization Planning	Ability to define, structure, describe, analyze, and articulate a plan to achieve the design of an organization.	3	Direction Setting
02.3	Organization Capital Structure Management	Ability to define the legal ownership structure of the enterprise, such as a publicly controlled or publicly funded legal body.	2	Direction Setting
02.4	Organization Performance Management	Ability to determine how well an organization is meeting specification and objective levels, or delivering against plan.	2	Direction Setting
02.4.1	Organization Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance of an organization.	3	Direction Setting
02.4.2	Organization Performance Threshold Measurement	Ability to determine if the organization is exceeding or falling short of an acceptable threshold of performance.	3	Direction Setting
02.4.3	Organization Performance Constraints Determination	Ability to assess what is causing the organization to underperform.	3	Direction Setting
02.5	Organization Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with an organization, such as but not limited to, reputation (loss of trust) and operational competence.	2	Direction Setting
02.5.1	Organization Risk Level Determination	Ability to identify and define the level of risk associated with an organization.	3	Direction Setting
02.5.2	Organization Risk Threshold Determination	Ability to identify and define the level of acceptable risk for an organization.	3	Direction Setting
02.5.3	Organization Risk Aggregation	Ability to consider a collective set of risk factors about an organization and represent them from a rationalized perspective.	3	Direction Setting
02.6	Organization Access Management	Ability to establish, control, restrict, and administer rights to restrict or gain access to an organization.	2	Direction Setting
02.6.1	Organization Access Constraints Definition	Ability to define and impose limitations of access rights to an organization.	3	Direction Setting
02.6.2	Organization Access Constraints Interpretation	Ability to understand imposed access rights limitations for an organization.	3	Direction Setting

02.6.3 Organization Access Enforcement	Ability to ensure that organization access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
02.7 Organization Matching	Ability to associate an organization with other business objects.	2	Direction Setting
02.7.1 Organization / Decision Matching	Ability to associate an organization with a decision.	3	Direction Setting
02.7.2 Organization / Financial Forecast Matching	Ability to associate an organization with a financial forecast.	3	Direction Setting
02.7.3 Organization / Investment Matching	Ability to associate an organization structure with an investment.	3	Direction Setting
02.7.4 Organization / Job Matching	Ability to associate an organization with a job.	3	Direction Setting
02.7.5 Organization / Policy Matching	Ability to associate an organization with a policy.	3	Direction Setting
02.7.6 Organization / Organization Matching	Ability to associate an organization with another organization, internally or across agencies, departments, or ministries.	3	Direction Setting
02.8 Organization Information Management	Ability to collect, process, and disseminate information associated with an organization and its business ecosystem.	2	Direction Setting
02.8.1 Organization Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to an organization.	3	Direction Setting
02.8.2 Organization Type Management	Ability to determine and modify the category of organization.	3	Direction Setting
02.8.3 Organization State Management	Ability to determine, modify, and interpret the status of organization information.	3	Direction Setting
02.8.4 Organization History Management	Ability to manage a chronological order of events and information related to an organization.	3	Direction Setting
02.8.5 Organization Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive behavior of an organization.	3	Direction Setting

03 Strategy Management

ID	Name:	Description:	Level:	Type:
03 Strategy Management		Ability to define and disseminate an integrated pattern and perspective that aligns an organization's goals, objectives, and action sequences into a cohesive whole.	1	Direction Setting
03.1 Strategy Definition		Ability to establish and identify a strategy.	2	Direction Setting
03.2 Vision Definition		Ability to define and identify an imagined future state of being.	2	Direction Setting
03.2.1 Vision Establishment		Ability to create an instance of a vision.	3	Direction Setting
03.2.2 Vision Identification		Ability to recognize a pre-existing, unique vision.	3	Direction Setting
03.3 Goal Definition		Ability to establish and identify an end toward which effort is or should be directed.	2	Direction Setting
03.3.1 Goal Establishment		Ability to create an instance of a goal.	3	Direction Setting
03.3.2 Goal Identification		Ability to recognize a pre-existing, unique goal.	3	Direction Setting
03.4 Objective Management		Ability to define, articulate, and prioritize a quantifiable, measurable result that defines a strategy.	2	Direction Setting
03.4.1 Objective Definition		Ability to establish and identify an objective.	3	Direction Setting
03.4.2 Objective Articulation		Ability to express the end state of the objective that an organization seeks to accomplish.	3	Direction Setting
03.4.3 Objective Risk Management		Ability to determine, define, or monitor threats and vulnerabilities related to the objective.	3	Direction Setting
03.4.4 Objective Type Management		Ability to determine, modify, and interpret the category or classification of an objective.	3	Direction Setting
03.4.5 Objective State Management		Ability to determine, modify, and interpret the status or condition of an objective.	3	Direction Setting
03.5 Action Item Management		Ability to define and articulate a specific course to be taken to achieve an objective.	2	Direction Setting
03.5.1 Action Item Definition		Ability to establish and identify an action item.	3	Direction Setting
03.5.2 Action Item Dependency Determination		Ability to identify and represent the sequence of action items required to achieve a given quantitative, measurable result.	3	Direction Setting
03.5.3 Action Item Derivation		Ability to determine and name an action item based on a given organization need.	3	Direction Setting
03.6 Strategy Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given strategy or set of strategies.	2	Direction Setting
03.6.1 Strategy Risk Level Determination		Ability to identify and define the level of risk associated with a strategy or set of strategies.	3	Direction Setting
03.6.2 Strategy Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a strategy or set of strategies.	3	Direction Setting
03.7 Strategy Access Management		Ability to control who, internally or externally, is able to view a strategy.	2	Direction Setting
03.7.1 Strategy Access Constraints Definition		Ability to define and impose limitations of access rights to a strategy.	3	Direction Setting

03.7.2 Strategy Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given strategy or set of strategies.	3	Direction Setting
03.7.3 Strategy Access Enforcement	Ability to ensure that access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
03.8 Strategy Matching	Ability to associate a strategy with other business objects.	2	Direction Setting
03.8.1 Strategy / Market Matching	Ability to associate a strategy with a market.	3	Direction Setting
03.8.2 Strategy / Policy Matching	Ability to associate a strategy with a policy.	3	Direction Setting
03.8.3 Strategy / Research Matching	Ability to associate a strategy with an instance of research.	3	Direction Setting
03.8.4 Strategy / Strategy Matching	Ability to associate a strategy with another strategy.	3	Direction Setting
03.8.5 Vision / Goal Matching	Ability to associate a vision with a goal.	3	Direction Setting
03.8.6 Goal / Objective Matching	Ability to associate a goal with an objective.	3	Direction Setting
03.8.7 Objective / Objective Matching	Ability to associate one objective with another objective.	3	Direction Setting
03.8.8 Objective / Action Item Matching	Ability to associate an objective with an action item.	3	Direction Setting
03.9 Gestion de l'information stratégique	Capacité à collecter, organiser, contrôler, diffuser de toute autre manière des faits, des statistiques, des attributs et des données de base concernant la stratégie ou à en rendre compte.	2	Direction Setting
03.9.1 Strategy Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a strategy and its relationships.	3	Direction Setting
03.9.2 Strategy Type Management	Ability to determine, modify, and interpret the category or classification of a strategy.	3	Direction Setting
03.9.3 Strategy State Management	Ability to determine, modify, and interpret the status or condition of a strategy.	3	Direction Setting
03.9.4 Strategy History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a strategy.	3	Direction Setting
03.9.5 Strategy Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more strategies.	3	Direction Setting

04 Innovation Management

ID	Name:	Description:	Level:	Type:
04	Innovation Management	Ability to define, design, test, and evaluate new ideas, processes, services, etc.	1	Direction Setting
04.1	Innovation Definition	Ability to establish and identify an innovation opportunity.	2	Direction Setting
04.2	Innovation Design	Ability to design an innovation idea that will become subject to scrutiny to ensure value.	2	Direction Setting
04.3	Innovation Interpretation	Ability to determine the expected outcome of a new innovation.	2	Direction Setting
04.4	Innovation Scope Setting	Ability to constrain the range of an innovation to, for example, a desired audience, service or market.	2	Direction Setting
04.5	Innovation Validation (Evaluation)	Ability to test and evaluate the innovation to ensure it's viability if it were adopted.	2	Direction Setting
04.6	Innovation Matching	Ability to associate an innovation to other business objects.	2	Direction Setting
04.7	Innovation Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the innovation.	2	Direction Setting

05 Market Management

ID	Name:	Description:	Level:	Type:
05 Market Management		Ability to define, identify, quantify, qualify, analyze, segment, address, and create demand for existing or future services by individuals, populations of individuals, or organizations.	1	Direction Setting
05.1 Market Definition		Ability to establish and identify a future or existing market.	2	Direction Setting
05.1.1 Market Establishment		Ability to create an instance of a market.	3	Direction Setting
05.1.2 Market Identification		Ability to recognize a pre-existing, unique market.	3	Direction Setting
05.2 Market Segmentation		Ability to subdivide a market into unique, identifiable parts that may be targeted individually or in aggregate.	2	Direction Setting
05.2.1 Market Segment Identification		Ability to define and identify unique, identifiable subcomponents of a market.	3	Direction Setting
05.2.2 Market Segment Attribute Articulation		Ability to determine the properties associated with or describing a market segment.	3	Direction Setting
05.2.3 Market Segment Prioritization		Ability to determine the relative importance of market segments to organization objectives.	3	Direction Setting
05.3 Market Forecasting		Ability to predict or estimate future trends over a defined period of time for a given market or market segment.	2	Direction Setting
05.4 Market Targeting		Ability to identify and focus on a given market or market segment with the intent of, for example, communicating value, offering products and services, or otherwise promoting certain interests.	2	Direction Setting
05.5 Market Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a market.	2	Direction Setting
05.5.1 Market Risk Level Determination		Ability to identify and define the level of risk associated with an element of a market.	3	Direction Setting
05.5.2 Market Risk Threshold Determination		Ability to identify and define the level of acceptable risk for a market.	3	Direction Setting
05.5.3 Market Risk Aggregation		Ability to consider a collective set of risk factors about a market and represent them from a rationalized perspective.	3	Direction Setting
05.6 Market Access Management		Ability to restrict or allow an organization's entry and participation in a market.	2	Direction Setting
05.6.1 Market Access Constraints Definition		Ability to define and improve access limitations of access rights for a market.	3	Direction Setting
05.6.2 Market Access Constraints Interpretation		Ability to understand the imposed access rights limitations for a market.	3	Direction Setting
05.6.3 Market Access Enforcement		Ability to ensure that market access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
05.7 Market Matching		Ability to associate a market with other business objects.	2	Direction Setting
05.7.1 Market / Brand Matching		Ability to associate a market with a brand.	3	Direction Setting
05.7.2 Market / Location Matching		Ability to associate a market with a location.	3	Direction Setting

05.8 Market Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a market.	2	Direction Setting
05.8.1 Market Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a market or market segment and their relationships with other objects.	3	Direction Setting
05.8.2 Market Type Management	Ability to determine, modify, and interpret the category or classification of the market information.	3	Direction Setting
05.8.3 Market State Management	Ability to determine, modify, and interpret the status or condition of the market information.	3	Direction Setting
05.8.4 Market History Management	Ability to identify, record, and represent a chronological order of events and actions associated with the market information.	3	Direction Setting
05.8.5 Market Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for market information.	3	Direction Setting

06 Brand Management

ID	Name:	Description:	Level:	Type:
06 Brand Management		Ability to establish, organize, analyze, administer, and report on all aspects of a name, symbol, or design that identifies and differentiates products, offerings, or organizational identities.	1	Direction Setting
06.1 Brand Definition		Ability to articulate, establish, and identify a brand.	2	Direction Setting
06.1.1 Brand Establishment		Ability to create an instance of a brand.	3	Direction Setting
06.1.2 Brand Identification		Ability to recognize a pre-existing, unique brand.	3	Direction Setting
06.2 Brand Portfolio Management		Ability to organize, aggregate, segment, and prioritize a collection of brands.	2	Direction Setting
06.3 Brand Performance Management		Ability to determine how well a brand is meeting objectives or delivering against plan.	2	Direction Setting
06.3.1 Brand Performance Threshold Setting		Ability to determine acceptable or unacceptable levels of brand performance.	3	Direction Setting
06.3.2 Brand Performance Threshold Measurement		Ability to determine if a brand is exceeding or falling short of an acceptable threshold of performance.	3	Direction Setting
06.3.3 Brand Performance Constraints Determination		Ability to assess what is causing a brand to underperform.	3	Direction Setting
06.4 Brand Loyalty Determination		Ability to assess and quantify the commitment and staying power that the brand has within the markets in which it has a presence.	2	Direction Setting
06.5 Brand Awareness Determination		Ability to assess and quantify the degree of familiarity and recognition a brand has within and across various markets.	2	Direction Setting
06.6 Brand Targeting		Ability to identify and specify the stakeholders, markets, locations, and industry sectors marked for building brand awareness.	2	Direction Setting
06.7 Brand Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given brand, such as but not limited to, reputation (loss of trust) and operational competence.	2	Direction Setting
06.7.1 Brand Risk Level Determination		Ability to identify and define the level of risk associated with a brand.	3	Direction Setting
06.7.2 Brand Risk Threshold Determination		Ability to identify and define the level of acceptable risk for a brand.	3	Direction Setting
06.7.3 Brand Risk Aggregation		Ability to consider a collective set of risk factors about a brand and represent them from a rationalized perspective.	3	Direction Setting
06.8 Brand Access Management		Ability to establish, control, restrict, authorize, and administer rights to view, use, or change a brand.	2	Direction Setting
06.8.1 Brand Access Constraints Definition		Ability to define and impose limitations of access rights to a brand.	3	Direction Setting
06.8.2 Brand Access Constraints Interpretation		Ability to understand imposed access rights limitations for a brand.	3	Direction Setting
06.8.3 Brand Access Enforcement		Ability to ensure that brand access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
06.9 Brand Matching		Ability to associate a brand with other business objects.	2	Direction Setting

06.9.1 Brand / Channel Matching	Ability to associate a brand with a channel.	3	Direction Setting
06.9.2 Brand / Infrastructure Matching	Ability to associate a brand with infrastructure.	3	Direction Setting
06.9.3 Brand / Communication Matching	Ability to associate a brand with a communication.	3	Direction Setting
06.9.4 Brand / Partner Matching	Ability to associate a brand with a partner.	3	Direction Setting
06.9.5 Brand / Plan Matching	Ability to associate a brand with a plan.	3	Direction Setting
06.9.6 Brand / Policy Matching	Ability to associate a brand with a policy.	3	Direction Setting
06.9.7 Brand / Organization Matching	Ability to associate a brand with an organization.	3	Direction Setting
06.9.8 Correspondance marque/stratégie	Capacité à associer une marque à une stratégie.	3	Direction Setting
06.10 Brand Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a brand.	2	Direction Setting
06.10.1 Brand Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a brand and its relationships.	3	Direction Setting
06.10.2 Brand Type Management	Ability to determine, modify, and interpret the category or classification of a brand.	3	Direction Setting
06.10.3 Brand State Management	Ability to determine, modify, and interpret the status or condition of a brand.	3	Direction Setting
06.10.4 Brand History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a brand.	3	Direction Setting
06.10.5 Brand Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more brands.	3	Direction Setting

07 Service Management

ID	Name:	Description:	Level:	Type:
07 Service Management		Ability to conceptualize, design, develop, bundle, source, maintain, and retire the overall experience provided by the combination of goods, doing-of-work-for-others, and entitlements that can be offered to clients.	1	Direction Setting
07.1 Service Definition		Ability to establish, declare, and identify a service.	2	Direction Setting
07.1.1 Service Establishment		Ability to create an instance of a service.	3	Direction Setting
07.1.2 Service Identification		Ability to recognize a pre-existing, unique service.	3	Direction Setting
07.2 Service Portfolio Management		Ability to control, process, organize, and analyze decisions regarding the collective set of services the organization provides to meet its objectives.	2	Direction Setting
07.3 Service Conceptualization		Ability to invent or formulate an idea for a new or enhanced service.	2	Direction Setting
07.3.1 Service Need Determination		Ability to identify and describe the appropriate market need for the new or enhanced service.	3	Direction Setting
07.3.2 Service Requirements Determination		Ability to identify, describe, and prioritize the specifications required by the service.	3	Direction Setting
07.3.3 Service Concept Framing		Ability to articulate an idea for a new service or service enhancement.	3	Direction Setting
07.4 Service Development		Ability to move a service from conceptualization through design to its finished state.	2	Direction Setting
07.4.1 Service Design		Ability to take the conceptualization of an idea about a service while considering its predetermined specifications in order to define the service's features and required standards of performance, which may include drawings, blueprints, and other representations.	3	Direction Setting
07.4.2 Service Modeling		Ability to create approximations of the whole service or particular parts, in order to determine feasibility and/or applicability of the service.	3	Direction Setting
07.4.3 Service Prototyping		Ability to create mock-ups of the whole service or particular parts in order to determine feasibility and/or applicability of the service.	3	Direction Setting
07.4.4 Service Packaging		Ability to prepare and disseminate a service into the marketplace or area of jurisdiction.	3	Direction Setting
07.5 Sources de services		Capacité à identifier, établir et gérer les autres origines d'un service ou de ses parties clientes.	2	Direction Setting
07.6 Service Validation		Ability to determine if a service is proper and correct as compared to a set of internal requirements.	2	Direction Setting
07.7 Service Price Determination		Ability to set and maintain a current price list (with ranges and optional terms) associated with a service, including standard and non-standard pricing.	2	Direction Setting
07.7.1 Détermination du prix basé sur le marché des services		Capacité à évaluer les options de prix en fonction de ce qu'un ou plusieurs marchés ciblés sont prêts à supporter.	3	Direction Setting
07.7.2 Service Cost-Based Price Determination		Ability to assess price options based on estimated service expenditures and distribution expenditures.	3	Direction Setting

07.7.3 Service Price Finalization	Ability to formalize a service price that considers expenditures, market conditions, and related consideration.	3	Direction Setting
07.8 Service Version Management	Ability to identify, represent, and evolve incremental instances of a service offering.	2	Direction Setting
07.9 Service Lifecycle Management	Ability to define, track, and articulate the series of stages of a service from conception through retirement.	2	Direction Setting
07.10 Service Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a service and service-related product.	2	Direction Setting
07.10.1 Service Risk Level Determination	Ability to identify and define the level of risk associated with a service.	3	Direction Setting
07.10.2 Service Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a service.	3	Direction Setting
07.10.3 Service Risk Aggregation	Ability to consider a collective set of risk factors about a service and represent them from a rationalized perspective.	3	Direction Setting
07.11 Service Access Management	Ability to establish, control, restrict, and administer rights to view, come in contact with, disseminate, modify, or participate in a service.	2	Direction Setting
07.11.1 Service Access Constraints Definition	Ability to define and impose limitations of access rights for a service.	3	Direction Setting
07.11.2 Service Access Constraints Interpretation	Ability to understand the imposed access rights limitations for activities related to a service.	3	Direction Setting
07.11.3 Service Access Enforcement	Ability to ensure that service access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
07.12 Service Configuration	Ability to adapt a service to the environment in which it resides or is targeted to reside.	2	Direction Setting
07.13 Service Performance Management	Ability to determine how well a service is meeting specification and objective levels, or delivering against plan.	2	Direction Setting
07.13.1 Service Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance.	3	Direction Setting
07.13.2 Service Performance Threshold Measurement	Ability to determine if a service is exceeding or falling short of an acceptable threshold of performance.	3	Direction Setting
07.13.3 Service Performance Constraints Determination	Ability to assess what is causing a service to underperform.	3	Direction Setting
07.14 Service Matching	Ability to associate a service with other business objects.	2	Direction Setting
07.14.1 Service / Asset Matching	Ability to associate a service with an asset.	3	Direction Setting
07.14.2 Service / Brand Matching	Ability to associate a service with a brand.	3	Direction Setting
07.14.3 Service / Channel Matching	Ability to associate a service with a channel.	3	Direction Setting
07.14.4 Service / Content Matching	Ability to associate a service with content.	3	Direction Setting
07.14.5 Service / Service Matching	Ability to associate a service with another service.	3	Direction Setting
07.14.6 Service / Location Matching	Ability to associate a service with a location, such as where the service is offered.	3	Direction Setting
07.14.7 Service / Market Matching	Ability to associate a service with a market.	3	Direction Setting

07.14.8 Service / Plan Matching	Ability to associate a service with a plan.	3	Direction Setting
07.14.9 Service / Policy Matching	Ability to associate a service with a policy.	3	Direction Setting
07.14.10 Service / Strategy Matching	Ability to associate a service with a strategy.	3	Direction Setting
07.15 Service Information Management	Ability to collect, organize, track, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a service.	2	Direction Setting
07.15.1 Service Profile Management	Ability to articulate, organize, track, validate, and otherwise administer descriptive, identifying information about a service and its relationships.	3	Direction Setting
07.15.2 Service Type Management	Ability to determine, modify, and interpret the category or classification of a service.	3	Direction Setting
07.15.3 Service State Management	Ability to determine, modify, and interpret the status or condition of a service.	3	Direction Setting
07.15.4 Service History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a service.	3	Direction Setting
07.15.5 Service Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more services.	3	Direction Setting

08 Policy Management

ID	Name:	Description:	Level:	Type:
08 Policy Management		Ability to establish, maintain, comply with, and administer a course or principle of action adopted or proposed by an organization.	1	Direction Setting
08.1 Policy Definition		Ability to establish, declare, and identify a policy.	2	Direction Setting
08.1.1 Policy Establishment		Ability to create an instance of a policy.	3	Direction Setting
08.1.2 Policy Identification		Ability to recognize a pre-existing, unique policy.	3	Direction Setting
08.2 Policy Interpretation		Ability to understand and be able to explain the meaning and impacts of policy and its applicability to the organization or to clients.	2	Direction Setting
08.3 Policy Compliance Determination		Ability to determine if an organization is conforming to a policy or policies at a specific level, as dictated by the forces governing conformance to those policies.	2	Direction Setting
08.4 Policy Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given policy or set of policies.	2	Direction Setting
08.4.1 Policy Risk Level Determination		Ability to identify and define the level of risk associated with a policy or set of policies.	3	Direction Setting
08.4.2 Policy Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a policy or set of policies.	3	Direction Setting
08.4.3 Policy Risk Aggregation		Ability to consider a collective set of risk factors about a given policy and represent them from a rationalized perspective.	3	Direction Setting
08.5 Policy Access Management		Ability to control who, internally or externally, is able to view a policy.	2	Direction Setting
08.5.1 Policy Access Constraints Definition		Ability to define and impose limitations of access rights to a policy.	3	Direction Setting
08.5.2 Policy Access Constraints Interpretation		Ability to understand imposed access rights limitations for a given policy or set of policies.	3	Direction Setting
08.5.3 Policy Access Enforcement		Ability to ensure that policy access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
08.6 Policy Formalization		Ability to articulate and draft meaningful policy that is readably interpreted and deployable.	2	Direction Setting
08.6.1 Policy Drafting		Ability to render policy in a written form.	3	Direction Setting
08.6.2 Policy Finalization		Ability to ensure that a policy is ready for distribution.	3	Direction Setting
08.7 Policy Validation		Ability to determine that a policy is accurate, appropriate, and in accordance with legal or other constraints as circumstances demand.	2	Direction Setting
08.8 Policy Matching		Ability to associate policy with specific stakeholders, products, and other organization perspectives.	2	Direction Setting
08.8.1 Policy / Content Matching		Ability to associate a policy with content.	3	Direction Setting
08.8.2 Policy / Policy Matching		Ability to associate a policy with another policy.	3	Direction Setting

08.8.3 Policy / Location Matching	Ability to associate a policy with a location.	3	Direction Setting
08.9 Policy Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the policy.	2	Direction Setting
08.9.1 Policy Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a policy and its relationships.	3	Direction Setting
08.9.2 Policy Type Management	Ability to determine, modify, and interpret the category or classification of a policy.	3	Direction Setting
08.9.3 Policy State Management	Ability to determine, modify, and interpret the status or condition of a policy.	3	Direction Setting
08.9.4 Policy History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a policy.	3	Direction Setting
08.9.5 Policy Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more policies.	3	Direction Setting

09 Plan Management

ID	Name:	Description:	Level:	Type:
09 Plan Management		Ability to develop, communicate, and coordinate an articulated direction, related work items, and priorities to further the organization's goals and objectives across organizational units and entities within or outside the organization.	1	Direction Setting
09.1 Plan Definition		Ability to establish, declare, and identify a plan.	2	Direction Setting
09.1.1 Plan Establishment		Ability to create an instance of a plan.	3	Direction Setting
09.1.2 Plan Identification		Ability to recognize a pre-existing, unique plan.	3	Direction Setting
09.2 Plan Development		Ability to design, structure, describe, analyze, and articulate a plan around external influences, such as competition, changing customer behavior or regulations, and internal objectives and goals, such as financial goals, strategies, or organization model changes, and to adjust if change is needed.	2	Direction Setting
09.3 Plan Verification		Ability to confirm plan has resources and information to achieve stated goals based on running various scenarios to ensure plan outcomes.	2	Direction Setting
09.4 Plan Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given plan or set of plans.	2	Direction Setting
09.4.1 Plan Risk Level Determination		Ability to identify and define the level of risk associated with a plan or set of plans.	3	Direction Setting
09.4.2 Plan Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a plan or set of plans.	3	Direction Setting
09.4.3 Plan Risk Aggregation		Ability to consider a collective set of risk factors about a plan or collection of plans and represent them from a rationalized perspective.	3	Direction Setting
09.5 Plan Access Management		Ability to control who, internally or externally, is able to view a plan.	2	Direction Setting
09.5.1 Plan Access Constraints Definition		Ability to define and impose limitations of access rights to a plan.	3	Direction Setting
09.5.2 Plan Access Constraints Interpretation		Ability to understand imposed access rights limitations for a given plan or set of plans.	3	Direction Setting
09.5.3 Plan Access Enforcement		Ability to ensure that plan access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
09.6 Plan Matching		Ability to associate a plan with other business objects.	2	Direction Setting
09.6.1 Plan / Asset Matching		Ability to associate a plan with an asset.	3	Direction Setting
09.6.2 Plan / Channel Matching		Ability to associate a plan with a channel.	3	Direction Setting
09.6.3 Plan / Content Matching		Ability to associate a plan with content.	3	Direction Setting
09.6.4 Plan / Service Matching		Ability to associate a plan with a service.	3	Direction Setting
09.6.5 Plan / Initiative Matching		Ability to associate a plan with an initiative.	3	Direction Setting
09.6.6 Plan / Investment Matching		Ability to associate a plan with an investment.	3	Direction Setting

09.6.7 Plan / Location Matching	Ability to associate a plan with a location.	3	Direction Setting
09.6.8 Plan / Objective Matching	Ability to associate a plan with an objective.	3	Direction Setting
09.6.9 Plan / Partner Matching	Ability to associate a plan with a partner.	3	Direction Setting
09.6.10 Plan / Plan Matching	Ability to associate a plan with another plan.	3	Direction Setting
09.6.11 Plan / Policy Matching	Ability to associate a plan with a policy.	3	Direction Setting
09.6.12 Plan / Research Matching	Ability to associate a plan with an instance of research.	3	Direction Setting
09.6.13 Plan / Schedule Matching	Ability to associate a plan with a schedule.	3	Direction Setting
09.6.14 Plan / Strategy Matching	Ability to associate a plan with a strategy.	3	Direction Setting
09.6.15 Plan / Training Course Matching	Ability to associate a plan with a training course.	3	Direction Setting
09.6.16 Plan / Work Item Matching	Ability to associate a plan with a work item.	3	Direction Setting
09.7 Plan Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the plan.	2	Direction Setting
09.7.1 Plan Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a plan and its relationships.	3	Direction Setting
09.7.2 Plan Type Management	Ability to determine, modify, and interpret the category or classification of a plan.	3	Direction Setting
09.7.3 Plan State Management	Ability to determine, modify, and interpret the status or condition of a plan.	3	Direction Setting
09.7.4 Plan History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a plan.	3	Direction Setting
09.7.5 Plan Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more plans.	3	Direction Setting

010 Investment Management

ID	Name:	Description:	Level:	Type:
010	Investment Management	Ability to identify, develop, analyze, value, exchange, acquire, dispose of, and report on any type of expenditure that is deemed to bring value, income, or possibility of profit to the department.	1	Direction Setting
010.1	Investment Definition	Ability to identify, develop, analyze, value, exchange, acquire, dispose of, and report on any type of monetary asset purchased with the idea that the asset will provide income in the future or will be sold at a higher price for a profit.	2	Direction Setting
010.1.1	Investment Establishment	Ability to create an instance of an investment.	3	Direction Setting
010.1.2	Investment Identification	Ability to recognize a pre-existing, unique investment.	3	Direction Setting
010.2	Investment Valuation	Ability to assess an investment to assign a monetary value to it.	2	Direction Setting
010.3	Gestion du portefeuille d'investissements	Capacité à contrôler, organiser et répartir un ensemble d'investissements afin d'atteindre un équilibre acceptable de risque, de rendement et de volatilité.	2	Direction Setting
010.3.1	Investment Portfolio Valuation	Ability to assess and determine the monetary worth of an investment portfolio in whole or in part.	3	Direction Setting
010.3.2	Investment Portfolio Allocation Determination	Ability to define the model/target allocation mix of investments to achieve the objectives as defined for the investment portfolio.	3	Direction Setting
010.3.3	Investment Portfolio Variance Assessment	Ability to measure the current investment allocation mix of the investment portfolio allocation against the model allocation.	3	Direction Setting
010.3.4	Investment Portfolio Model Management	Ability to identify and determine which investment portfolio model best matches customer needs.	3	Direction Setting
010.3.5	Investment Portfolio Risk Determination	Ability to evaluate the possibility that an investment portfolio may not achieve its objectives.	3	Direction Setting
010.3.6	Investment Portfolio Diversification	Ability to invest in different investment classes and in financial instruments of many issuers in an attempt to reduce overall investment risk due to poor performance of a single investment or financial instrument.	3	Direction Setting
010.3.7	Investment Portfolio Performance Measurement	Ability to measure the performance of an investment portfolio including calculating return on investment and other types of measurements.	3	Direction Setting
010.4	Investment Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given investment or set of investments.	2	Direction Setting
010.4.1	Investment Risk Level Determination	Ability to identify and define the level of risk associated with an investment or set of investments.	3	Direction Setting
010.4.2	Investment Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with an investment or set of investments.	3	Direction Setting
010.4.3	Investment Risk Aggregation	Ability to consider a collective set of risk factors about an investment and represent them from a rationalized perspective.	3	Direction Setting

010.5 Investment Access Management	Ability to establish, control, restrict, and administer rights to view, use, or change an investment.	2	Direction Setting
010.5.1 Investment Access Constraints Definition	Ability to define and impose limitations of access rights to an investment.	3	Direction Setting
010.5.2 Investment Access Constraints Interpretation	Ability to understand imposed access rights limitations for an investment.	3	Direction Setting
010.5.3 Application des droits d'accès aux investissements	Capacité à garantir que les droits d'accès aux investissements sont accordés le cas échéant et à empêcher l'accès conformément aux contraintes applicables.	3	Direction Setting
010.6 Investment Matching	Ability to associate an investment with other business objects.	2	Direction Setting
010.6.1 Investment / Asset Matching	Ability to associate an investment with an asset.	3	Direction Setting
010.6.2 Investment / Finance Matching	Ability to associate an investment with finance.	3	Direction Setting
010.6.3 Investment / Financial Account Matching	Ability to associate an investment with a financial account.	3	Direction Setting
010.6.4 Investment / Financial Forecast Matching	Ability to associate an investment with a financial forecast.	3	Direction Setting
010.6.5 Investment / Monetary Amount Matching	Ability to associate an investment with a monetary amount.	3	Direction Setting
010.6.6 Investment / Payment Matching	Ability to associate an investment with a payment.	3	Direction Setting
010.6.7 Investment / Plan Matching	Ability to associate an investment with a plan.	3	Direction Setting
010.6.8 Investment / Policy Matching	Ability to associate an investment with a policy.	3	Direction Setting
010.6.9 Investment / Organization Matching	Ability to associate an investment with an organization.	3	Direction Setting
010.6.10 Investment / Research Matching	Ability to associate an investment with a research.	3	Direction Setting
010.6.11 Investment / Strategy Matching	Ability to associate an investment with a strategy.	3	Direction Setting
010.7 Investment Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the investment.	2	Direction Setting
010.7.1 Investment Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about an investment and its relationships.	3	Direction Setting
010.7.2 Investment Type Management	Ability to determine, modify, and interpret the category or classification of an investment.	3	Direction Setting
010.7.3 Investment State Management	Ability to determine, modify, and interpret the status or condition of an investment.	3	Direction Setting
010.7.4 Investment History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an investment.	3	Direction Setting
010.7.5 Investment Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for an investment.	3	Direction Setting

011 Initiative Management

ID	Name:	Description:	Level:	Type:
011 Initiative Management		Ability to organize, plan, direct, and communicate progress against a coordinated collection of temporary endeavors undertaken to create a unique outcome.	1	Direction Setting
011.1 Initiative Definition		Ability to establish, declare, and identify an initiative.	2	Direction Setting
011.1.1 Initiative Establishment		Ability to create an instance of an initiative.	3	Direction Setting
011.1.2 Initiative Identification		Ability to recognize a pre-existing, unique initiative.	3	Direction Setting
011.2 Initiative Scope Management		Ability to bound the range of activities and concerns addressed by the initiative and the ability to constrain the initiative to operate within that boundary.	2	Direction Setting
011.3 Initiative Performance Management		Ability to determine how well an initiative is meeting specification and objective levels, or delivering against plan.	2	Direction Setting
011.3.1 Initiative Performance Determination		Ability to measure initiative effectiveness in terms of achieving the initiative goals.	3	Direction Setting
011.3.2 Initiative Performance Threshold Setting		Ability to determine acceptable or unacceptable levels of performance of an initiative.	3	Direction Setting
011.3.3 Initiative Performance Threshold Measurement		Ability to determine if an initiative is exceeding or falling short of an acceptable threshold of performance.	3	Direction Setting
011.3.4 Initiative Performance Constraints Determination		Ability to assess what is causing an initiative to underperform.	3	Direction Setting
011.4 Initiative Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given initiative.	2	Direction Setting
011.4.1 Initiative Risk Level Determination		Ability to identify and define the level of risk associated with an initiative.	3	Direction Setting
011.4.2 Initiative Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with an initiative.	3	Direction Setting
011.4.3 Initiative Risk Aggregation		Ability to consider a collective set of risk factors about an initiative and represent them from a rationalized perspective.	3	Direction Setting
011.5 Initiative Access Management		Ability to allow or constrain anyone or anything from viewing, sharing, or modifying an initiative.	2	Direction Setting
011.5.1 Initiative Access Constraints Definition		Ability to define and impose limitations of access rights for an initiative.	3	Direction Setting
011.5.2 Initiative Access Constraints Interpretation		Ability to understand the imposed access rights limitations associated with an initiative.	3	Direction Setting
011.5.3 Initiative Access Enforcement		Ability to ensure that initiative access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Direction Setting
011.6 Initiative Matching		Ability to associate initiative-related objects with other business objects.	2	Direction Setting
011.6.1 Initiative / Asset Matching		Ability to associate an initiative with an asset.	3	Direction Setting
011.6.2 Initiative / Content Matching		Ability to associate an initiative with content.	3	Direction Setting
011.6.3 Initiative / Human Resource Matching		Ability to associate an initiative with a human resource.	3	Direction Setting
011.6.4 Initiative / Investment Matching		Ability to associate an initiative with an investment.	3	Direction Setting

011.6.5 Initiative / Partner Matching	Ability to associate an initiative with a partner.	3	Direction Setting
011.6.6 Initiative / Plan Matching	Ability to associate an initiative with a plan.	3	Direction Setting
011.6.7 Initiative / Policy Matching	Ability to associate an initiative with a policy.	3	Direction Setting
011.6.8 Correspondance initiative/stratégie	Capacité à associer une initiative à une stratégie.	3	Direction Setting
011.6.9 Initiative / Work Item Matching	Ability to associate an initiative with a work item.	3	Direction Setting
011.7 Initiative Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the initiative.	2	Direction Setting
011.7.1 Initiative Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about an initiative and its relationships.	3	Direction Setting
011.7.2 Initiative Type Management	Ability to determine, modify, and interpret the category or classification of an initiative.	3	Direction Setting
011.7.3 Initiative State Management	Ability to determine, modify, and interpret the status or condition of an initiative.	3	Direction Setting
011.7.4 Initiative History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an initiative.	3	Direction Setting
011.7.5 Initiative Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more initiatives.	3	Direction Setting

012 Channel Management

ID	Name:	Description:	Level:	Type:
012	Channel Management	Ability to establish, analyze, and utilize a digital, analog, or physical conduit through which products, related services, or communications are delivered or received, including the Internet, phone, in-person, mail or other means.	1	Core Delivery Capability
012.1	Channel Definition	Ability to establish, declare, and identify a channel.	2	Core Delivery Capability
012.1.1	Établissement du canal	Capacité à créer un cas de canal.	3	Core Delivery Capability
012.1.2	Channel Identification	Ability to recognize a pre-existing, unique channel.	3	Core Delivery Capability
012.2	Channel Need Determination	Ability to identify, describe, and analyze the appropriate market need for a new or enhanced channel.	2	Core Delivery Capability
012.3	Channel Development	Ability to design, model, and package a channel.	2	Core Delivery Capability
012.3.1	Channel Design	Ability to take the conceptualization of an idea about a channel while considering its predetermined specifications in order to define the channel's features and required standards of performance.	3	Core Delivery Capability
012.3.2	Channel Modeling	Ability to create approximations of the channel in order to determine feasibility and/or applicability of the channel.	3	Core Delivery Capability
012.3.3	Channel Packaging	Ability to prepare and disseminate a channel into the marketplace.	3	Core Delivery Capability
012.4	Channel Performance Management	Ability to determine how well a channel is meeting specification and objective levels, or delivering against plan.	2	Core Delivery Capability
012.4.1	Channel Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance for a channel.	3	Core Delivery Capability
012.4.2	Channel Performance Threshold Measurement	Ability to determine if a channel is exceeding or falling short of an acceptable threshold of performance.	3	Core Delivery Capability
012.4.3	Channel Performance Constraints Determination	Ability to assess what is causing a channel to underperform.	3	Core Delivery Capability
012.5	Channel Risk Management	Ability to identify, evaluate, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given channel.	2	Core Delivery Capability
012.5.1	Channel Risk Level Determination	Ability to identify and define the level of risk associated with a channel.	3	Core Delivery Capability
012.5.2	Channel Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a channel.	3	Core Delivery Capability
012.5.3	Channel Risk Aggregation	Ability to consider a collective set of risk factors about a channel and represent them from a rationalized perspective.	3	Core Delivery Capability
012.6	Channel Access Management	Ability to establish, control, and administer the level and extent of physical or virtual constraints associated with a channel.	2	Core Delivery Capability
012.6.1	Channel Access Constraints Definition	Ability to define and impose limitations of access rights for a channel.	3	Core Delivery Capability
012.6.2	Channel Access Constraints Interpretation	Ability to understand imposed access rights limitations of a given channel or set of channels.	3	Core Delivery Capability

012.6.3 Channel Access Enforcement	Ability to ensure that channel access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
012.7 Channel Matching	Ability to associate a channel with other business objects.	2	Core Delivery Capability
012.7.1 Channel / Channel Matching	Ability to associate a channel with another channel.	3	Core Delivery Capability
012.7.2 Channel / Location Matching	Ability to associate a channel with a location.	3	Core Delivery Capability
012.7.3 Channel / Policy Matching	Ability to associate a channel with a policy.	3	Core Delivery Capability
012.7.4 Channel / Strategy Matching	Ability to associate a channel with a strategy.	3	Core Delivery Capability
012.8 Channel Information Management	Ability to collect, organize, track, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a channel.	2	Core Delivery Capability
012.8.1 Channel Profile Management	Ability to articulate, organize, track, validate, and otherwise administer descriptive, identifying information about a channel and its relationships.	3	Core Delivery Capability
012.8.2 Channel Type Management	Ability to determine, modify, and interpret the category or classification of a channel.	3	Core Delivery Capability
012.8.3 Channel State Management	Ability to determine, modify, and interpret the status or condition of a channel.	3	Core Delivery Capability
012.8.4 Channel History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a channel.	3	Core Delivery Capability
012.8.5 Channel Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more channels.	3	Core Delivery Capability

013 Campaign Management

ID	Name:	Description:	Level:	Type:
013	Campaign Management	Ability to identify the need for, plan, design, execute, and measure the effectiveness of an outreach activity that targets a specific population, for example, clients or partners to achieve a certain goal such as service awareness, hiring activities, or health awareness.	1	Core Delivery Capability
013.1	Campaign Definition	Ability to establish, declare, and identify a campaign.	2	Core Delivery Capability
013.1.1	Campaign Establishment	Ability to create an instance of a campaign.	3	Core Delivery Capability
013.1.2	Campaign Identification	Ability to recognize a pre-existing, unique campaign.	3	Core Delivery Capability
013.2	Campaign Design	Ability to define campaign collateral, including target-specific messaging, graphic designs for each delivery channel, as well as identify the right channel mix and execution sequence.	2	Core Delivery Capability
013.3	Campaign Response Management	Ability to capture a campaign target's interests, actions, and answers.	2	Core Delivery Capability
013.4	Campaign Cost-Benefit Determination	Ability to define and optimize the campaign spend compared to the value being delivered.	2	Core Delivery Capability
013.4.1	Campaign Benefit Determination	Ability to project the value being delivered through a campaign.	3	Core Delivery Capability
013.4.2	Campaign Cost Determination	Ability to project the required spend to deliver a campaign.	3	Core Delivery Capability
013.4.3	Campaign Cost-Benefit Finalization	Ability to balance the spend vs. value add for a campaign.	3	Core Delivery Capability
013.5	Campaign Portfolio Management	Ability to organize, aggregate, segment, and prioritize a collection of campaigns.	2	Core Delivery Capability
013.5.1	Campaign Segmentation	Ability to classify and analyze campaigns based on specific attributes.	3	Core Delivery Capability
013.5.2	Campaign Aggregation	Ability to group campaigns.	3	Core Delivery Capability
013.5.3	Campaign Portfolio Balancing	Ability to evaluate and prioritize a collection of campaigns within a portfolio, based on specific attributes, such as cost, benefit, target demographic, and channel.	3	Core Delivery Capability
013.6	Campaign Performance Management	Ability to determine how well a campaign is meeting specification and objective levels, or delivering against plan.	2	Core Delivery Capability
013.6.1	Campaign Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance for a campaign.	3	Core Delivery Capability
013.6.2	Campaign Performance Threshold Measurement	Ability to determine if a campaign is exceeding or falling short of an acceptable threshold of performance.	3	Core Delivery Capability
013.6.3	Détermination des contraintes de rendement de la campagne	Capacité à évaluer les causes du rendement insuffisant d'une campagne.	3	Core Delivery Capability
013.7	Campaign Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given campaign, such as but not limited to, reputation (loss of trust).	2	Core Delivery Capability
013.7.1	Campaign Risk Level Determination	Ability to identify and define the level of risk associated with a campaign.	3	Core Delivery Capability

013.7.2 Campaign Risk Threshold Determination	Ability to identify and define the level of acceptable risk for a campaign.	3	Core Delivery Capability
013.7.3 Campaign Risk Aggregation	Ability to consider a collective set of risk factors about a campaign and represent them from a rationalized perspective.	3	Core Delivery Capability
013.8 Campaign Access Management	Ability to establish, control, restrict, authorize, and administer rights to view, participate in, or change a campaign.	2	Core Delivery Capability
013.8.1 Campaign Access Constraints Definition	Ability to define and impose limitations of access rights to a campaign.	3	Core Delivery Capability
013.8.2 Campaign Access Constraints Interpretation	Ability to understand imposed access rights limitations for a campaign.	3	Core Delivery Capability
013.8.3 Campaign Access Enforcement	Ability to ensure that campaign access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
013.9 Campaign Matching	Ability to associate a campaign with other business objects.	2	Core Delivery Capability
013.9.1 Campaign / Brand Matching	Ability to associate a campaign with a brand.	3	Core Delivery Capability
013.9.2 Campaign / Channel Matching	Ability to associate a campaign with a channel.	3	Core Delivery Capability
013.9.3 Campaign / Client Matching	Ability to associate a campaign with a client.	3	Core Delivery Capability
013.9.4 Campaign / Content Matching	Ability to associate a campaign with content.	3	Core Delivery Capability
013.9.5 Campaign / Financial Forecast Matching	Ability to associate a campaign with a financial forecast.	3	Core Delivery Capability
013.9.6 Campaign / Service Matching	Ability to associate a campaign with a service.	3	Core Delivery Capability
013.9.7 Campaign / Initiative Matching	Ability to associate a campaign with an initiative.	3	Core Delivery Capability
013.9.8 Campaign / Job Matching	Ability to associate a campaign with a job.	3	Core Delivery Capability
013.9.9 Campaign / Location Matching	Ability to associate a campaign with a location.	3	Core Delivery Capability
013.9.10 Campaign / Market Matching	Ability to associate a campaign with a market.	3	Core Delivery Capability
013.9.11 Campaign / Meeting Matching	Ability to associate a campaign with a meeting.	3	Core Delivery Capability
013.9.12 Campaign / Partner Matching	Ability to associate a campaign with a partner.	3	Core Delivery Capability
013.9.13 Campaign / Plan Matching	Ability to associate a campaign with a plan.	3	Core Delivery Capability
013.9.14 Campaign / Policy Matching	Ability to associate a campaign with a policy.	3	Core Delivery Capability
013.9.15 Campaign / Strategy Matching	Ability to associate a campaign with a strategy.	3	Core Delivery Capability
013.9.16 Campaign / Training Course Matching	Ability to associate a campaign with a training course.	3	Core Delivery Capability
013.10 Campaign Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a campaign.	2	Core Delivery Capability
013.10.1 Campaign Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a campaign and its relationships.	3	Core Delivery Capability
013.10.2 Campaign Type Management	Ability to determine, modify, and interpret the category or classification of a campaign.	3	Core Delivery Capability

013.10.3 Campaign State Management	Ability to determine, modify, and interpret the status or condition of a campaign.	3	Core Delivery Capability
013.10.4 Campaign History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a campaign.	3	Core Delivery Capability
013.10.5 Campaign Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more campaigns.	3	Core Delivery Capability

014 Content Management

ID	Name:	Description:	Level:	Type:
014	Content Management	Ability to plan, develop, create, capture, modify, evaluate, catalog, archive, and publish a creative work, such as is manifested in audio/visual, still image, textual, experiential, mixed-media, or other forms.	1	Core Delivery Capability
014.1	Content Definition	Ability to establish and identify content.	2	Core Delivery Capability
014.1.1	Content Establishment	Ability to instantiate a piece of content.	3	Core Delivery Capability
014.1.2	Content Identification	Ability to recognize a pre-existing piece of content that has been instantiated.	3	Core Delivery Capability
014.2	Content Creation	Ability to ideate, express, and capture a piece of content into existence.	2	Core Delivery Capability
014.2.1	Content Ideation	Ability to imagine or conceive of content.	3	Core Delivery Capability
014.2.2	Content Expression	Ability to bring content into being through physical, mental, or other means.	3	Core Delivery Capability
014.2.3	Content Capture	Ability to record or persist a piece of expressed content.	3	Core Delivery Capability
014.3	Content Structuring	Ability to formulate captured content that includes sequencing, formatting, and otherwise editing the content to prepare it for consumption or use.	2	Core Delivery Capability
014.3.1	Content Sequencing	Ability to place subcomponents of content into a determined order, generally in an effort to make more consumable.	3	Core Delivery Capability
014.3.2	Content Editing	Ability to prepare content for consumption by correcting, condensing, or otherwise modifying that content.	3	Core Delivery Capability
014.4	Content Formatting	Ability to arrange or set out content to prepare it for formal consumption.	2	Core Delivery Capability
014.5	Content Transformation	Ability to change content from one manifestation to another.	2	Core Delivery Capability
014.6	Content Consumption Enablement	Ability to render content so that it can be perceived.	2	Core Delivery Capability
014.7	Content Archive Management	Ability to store, protect, and retrieve content in a way that makes it selectively accessible for future use.	2	Core Delivery Capability
014.8	Content Access Management	Ability to establish, control, restrict, and administer rights to view, use, or change content in a variety of contexts.	2	Core Delivery Capability
014.8.1	Content Access Constraints Definition	Ability to define and impose limitations of access rights to a given piece of content.	3	Core Delivery Capability
014.8.2	Content Access Constraints Interpretation	Ability to understand imposed access rights limitations for an instance of content.	3	Core Delivery Capability
014.8.3	Content Access Constraints Enforcement	Ability to ensure that access rights are granted to a piece of content where constraints are not appropriate and to prevent access where constraints are in place for a piece of content.	3	Core Delivery Capability
014.9	Content Validation	Ability to determine if content is proper and correct, as compared to a set of predefined policies or business requirements.	2	Core Delivery Capability
014.10	Content Risk Management	Ability to identify, assess, and articulate potential exposures to harm or danger that may be caused as a result of viewing or having access to a piece of content.	2	Core Delivery Capability

014.10.1 Content Risk Level Determination	Ability to identify and define the level of risk associated with a piece of content.	3	Core Delivery Capability
014.10.2 Content Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a piece of content.	3	Core Delivery Capability
014.10.3 Content Risk Aggregation	Ability to consider a collective set of risk factors and represent them from a rationalized perspective for a piece of content.	3	Core Delivery Capability
014.11 Content Impression Management	Ability to capture, measure, forecast, aggregate, and otherwise analyze the instance of content consumption.	2	Core Delivery Capability
014.11.1 Content Impression Definition	Ability to establish and further identify a content impression.	3	Core Delivery Capability
014.11.2 Content Impression Forecasting	Ability to estimate the future number of impressions, to be determined at a future point in time.	3	Core Delivery Capability
014.11.3 Content Impression Measurement	Ability to count, quantify, or otherwise tally the number of actual impressions associated with a piece of content.	3	Core Delivery Capability
014.11.4 Content Impression Pattern Determination	Ability to assess and categorize content impressions into a recognizable and repeatable form that can be used to determine future impression activity.	3	Core Delivery Capability
014.11.5 Content Impression Type Management	Ability to determine, modify, and interpret the category or classification of a content impression.	3	Core Delivery Capability
014.11.6 Content Impression State Management	Ability to determine, modify, and interpret the status or condition of a content impression.	3	Core Delivery Capability
014.12 Content Version Management	Ability to identify and maintain variations of a piece of content.	2	Core Delivery Capability
014.12.1 Content Version Delta Determination	Ability to manage and articulate the differences among various versions of the same content.	3	Core Delivery Capability
014.12.2 Content Version Delta Reconciliation	Ability to ensure the smooth transition from one version of content to another, including scenarios where this is not possible.	3	Core Delivery Capability
014.13 Content Catalog Management	Ability to organize and present content in a way that provides a readily determinable means of discerning what content is available to various stakeholders.	2	Core Delivery Capability
014.14 Content Matching	Ability to associate content with other business objects.	2	Core Delivery Capability
014.14.1 Content / Asset Matching	Ability to associate content with an asset.	3	Core Delivery Capability
014.14.2 Content / Campaign Matching	Ability to associate content with a campaign.	3	Core Delivery Capability
014.14.3 Content / Channel Matching	Ability to associate content with a channel.	3	Core Delivery Capability
014.14.4 Content / Competency Matching	Ability to associate content with a competency.	3	Core Delivery Capability
014.14.5 Content / Content Matching	Ability to associate content with other content.	3	Core Delivery Capability
014.14.6 Content / Client Matching	Ability to associate content with a client.	3	Core Delivery Capability
014.14.7 Content / Service Matching	Ability to associate content with a service.	3	Core Delivery Capability
014.14.8 Content / Inquiry Matching	Ability to associate content with an inquiry.	3	Core Delivery Capability

014.14.9 Content / Initiative Matching	Ability to associate content with an initiative.	3	Core Delivery Capability
014.14.10 Content / Job Matching	Ability to associate content with a job.	3	Core Delivery Capability
014.14.11 Content / Language Matching	Ability to associate content with a language.	3	Core Delivery Capability
014.14.12 Content / Legislation Matching	Ability to associate content with legislation.	3	Core Delivery Capability
014.14.13 Content / Location Matching	Ability to associate a piece of content with a location.	3	Core Delivery Capability
014.14.14 Content / Market Matching	Ability to associate content with a market.	3	Core Delivery Capability
014.14.15 Content / Communication Matching	Ability to associate content with a communication.	3	Core Delivery Capability
014.14.16 Content / Partner Matching	Ability to associate content with a partner.	3	Core Delivery Capability
014.14.17 Content / Plan Matching	Ability to associate content with a plan.	3	Core Delivery Capability
014.14.18 Content / Policy Matching	Ability to associate content with a policy.	3	Core Delivery Capability
014.14.19 Content / Research Matching	Ability to associate content with research.	3	Core Delivery Capability
014.14.20 Content / Strategy Matching	Ability to associate content with a strategy.	3	Core Delivery Capability
014.15 Content Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a piece of content.	2	Core Delivery Capability
014.15.1 Content Profile Management	Ability to articulate, organize, identify, track, validate, disseminate on, or otherwise administer descriptive, identifying information about a piece of content and its relationships.	3	Core Delivery Capability
014.15.2 Content Type Management	Ability to determine, modify, and interpret the category or classification of a piece of content.	3	Core Delivery Capability
014.15.3 Content State Management	Ability to determine, modify, and interpret the status or condition of a piece of content.	3	Core Delivery Capability
014.15.4 Content History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a piece of content.	3	Core Delivery Capability
014.15.5 Content Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for content.	3	Core Delivery Capability

015 Request Management

ID	Name:	Description:	Level:	Type:
015 Request Management		Ability to manage a question, request, feedback, or comment that may exist inside or outside of the organization which can be received, identified, harvested, disseminated, classified, and tracked.	1	Core Delivery Capability
015.1 Request Definition		Ability to establish, declare, and identify a request.	2	Core Delivery Capability
015.1.1 Request Establishment		Ability to create an instance of a request.	3	Core Delivery Capability
015.1.2 Request Identification		Ability to recognize a pre-existing, unique request.	3	Core Delivery Capability
015.2 Request Discovery		Ability to find and incorporate a request from a specified audience.	2	Core Delivery Capability
015.3 Request Interpretation		Ability to determine the meaning and intent of a request.	2	Core Delivery Capability
015.4 Request Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given request.	2	Core Delivery Capability
015.4.1 Request Risk Level Determination		Ability to identify and define the level of risk associated with a request.	3	Core Delivery Capability
015.4.2 Request Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a request.	3	Core Delivery Capability
015.4.3 Request Risk Aggregation		Ability to consider a collective set of risk factors about a request and represent them from a rationalized perspective.	3	Core Delivery Capability
015.5 Request Access Management		Ability to establish, control, restrict, and administer the rights of individuals and organizations and to view, use, modify, or share an request based on rules and defined authorizations of the accessing parties.	2	Core Delivery Capability
015.5.1 Request Access Constraints Definition		Ability to define and impose limitations of access rights to a given request.	3	Core Delivery Capability
015.5.2 Request Access Constraints Interpretation		Ability to understand imposed access rights limitations for a given request.	3	Core Delivery Capability
015.5.3 Request Access Enforcement		Ability to ensure that request access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
015.6 Request Matching		Ability to associate a request with other business objects.	2	Core Delivery Capability
015.6.1 Request / Agreement Matching		Ability to associate a request with an agreement.	3	Core Delivery Capability
015.6.2 Request / Asset Matching		Ability to associate a request with an asset.	3	Core Delivery Capability
015.6.3 Request / Brand Matching		Ability to associate a request with a brand.	3	Core Delivery Capability
015.6.4 Request / Channel Matching		Ability to associate a request with a channel.	3	Core Delivery Capability
015.6.5 Request / Client Matching		Ability to associate a request with a client.	3	Core Delivery Capability
015.6.6 Request / Content Matching		Ability to associate a request with content.	3	Core Delivery Capability
015.6.7 Request / Financial Account Matching		Ability to associate a request with a financial account.	3	Core Delivery Capability
015.6.8 Request / Financial Transaction Matching		Ability to associate a request with a financial transaction.	3	Core Delivery Capability

015.6.9 Request / Service Matching	Ability to associate a request with a service.	3	Core Delivery Capability
015.6.10 Request / Human Resource Matching	Ability to associate a request with a human resource.	3	Core Delivery Capability
015.6.11 Request / Incident Matching	Ability to associate a request with an incident.	3	Core Delivery Capability
015.6.12 Request / Initiative Matching	Ability to associate a request with an initiative.	3	Core Delivery Capability
015.6.13 Request / Request Matching	Ability to associate a request with another request.	3	Core Delivery Capability
015.6.14 Request / Meeting Matching	Ability to associate a request with an event.	3	Core Delivery Capability
015.6.15 Request / Partner Matching	Ability to associate a request with a partner.	3	Core Delivery Capability
015.6.16 Request / Policy Matching	Ability to associate a request with a policy.	3	Core Delivery Capability
015.6.17 Request / Research Matching	Ability to associate a request with research.	3	Core Delivery Capability
015.6.18 Request / Strategy Matching	Ability to associate a request with strategy.	3	Core Delivery Capability
015.6.19 Correspondance demande/cours de formation	Capacité à associer une demande à un cours de formation.	3	Core Delivery Capability
015.6.20 Request / Work Item Matching	Ability to associate a request with a work item.	3	Core Delivery Capability
015.7 Request Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the request.	2	Core Delivery Capability
015.7.1 Request Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a request and its relationships.	3	Core Delivery Capability
015.7.2 Request Type Management	Ability to determine, modify, and interpret the category or classification of a request.	3	Core Delivery Capability
015.7.3 Request State Management	Ability to determine, modify, and interpret the status or condition of a request.	3	Core Delivery Capability
015.7.4 Request History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a request.	3	Core Delivery Capability
015.7.5 Request Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more inquiries.	3	Core Delivery Capability

016 Language Management

ID	Name:	Description:	Level:	Type:
016	Language Management	Ability to define, express, recognize, interpret, and translate a method of communication or dialect variant consisting of units of representation or meaning, such as numbers, words, symbols, sounds, or other physical manifestations and gestures, presented in a structured way.	1	Core Delivery Capability
016.1	Language Definition	Ability to establish, identify, designate, and recognize a language.	2	Core Delivery Capability
016.1.1	Language Establishment	Ability to create an instance of a language.	3	Core Delivery Capability
016.1.2	Language Identification	Ability to recognize a pre-existing, unique language.	3	Core Delivery Capability
016.2	Language Interpretation	Ability to understand a language.	2	Core Delivery Capability
016.3	Language Expression	Ability to articulate in a language.	2	Core Delivery Capability
016.4	Traduction des langues	Capacité à transformer une langue en une autre en conservant le sens et l'intention de la langue d'origine.	2	Core Delivery Capability
016.5	Language Matching	Ability to associate a language with other business objects.	2	Core Delivery Capability
016.5.1	Language / Content Matching	Ability to associate a language with content.	3	Core Delivery Capability
016.5.2	Language / Location Matching	Ability to associate a language with a location, such as a neighborhood, city, or region.	3	Core Delivery Capability
016.5.3	Language / Language Matching	Ability to associate one language with another language.	3	Core Delivery Capability
016.6	Language Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a language.	2	Core Delivery Capability
016.6.1	Language Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a language and its relationships.	3	Core Delivery Capability
016.6.2	Language Type Management	Ability to determine, modify, and interpret the category or classification of a language.	3	Core Delivery Capability
016.6.3	Language State Management	Ability to determine, modify, and interpret the status or condition of a language, such as some languages are lingua franca, other languages no longer have native speakers and are considered dead languages, such as Latin.	3	Core Delivery Capability
016.6.4	Language History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a language.	3	Core Delivery Capability
016.6.5	Language Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations of a language.	3	Core Delivery Capability

017 Client Management

ID	Name:	Description:	Level:	Type:
017 Client Management		Ability to identify, engage with, collect information on, understand the needs of, monitor, update, and validate the status of an individual or an organization relative to the department's sphere of responsibility.	1	Core Delivery Capability
017.1 Client Definition		Ability to identify and record the existence of a client for the purposes of engaging with that client on an ongoing basis.	2	Core Delivery Capability
017.1.1 Client Establishment		Ability to create an instance of a client.	3	Core Delivery Capability
017.1.2 Client Identification		Ability to recognize a pre-existing client.	3	Core Delivery Capability
017.2 Client Preference Management		Ability to capture, represent, analyze, and act upon explicit or implicit wants, needs, inclinations, leanings, likings, predispositions, penchants, or options — expressed formally or informally — as determined or derived from a combination of sources and associated with a client.	2	Core Delivery Capability
017.2.1 Client Preference Definition		Ability to characterize the preferences that are related to a client.	3	Core Delivery Capability
017.2.2 Client Preference Interpretation		Ability to understand and determine the meanings or intentions of the differences in preference patterns of a client.	3	Core Delivery Capability
017.2.3 Client Preference Enforcement		Ability to ensure that the organization acknowledges and complies with client-related preferences, particularly where those preferences are explicitly defined by the client.	3	Core Delivery Capability
017.3 Client Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a client or group of clients.	2	Core Delivery Capability
017.3.1 Client Risk Level Determination		Ability to identify and define the level of risk associated with a client.	3	Core Delivery Capability
017.3.2 Client Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a client.	3	Core Delivery Capability
017.3.3 Client Risk Aggregation		Ability to consider a collective set of risk factors and represent them from a rationalized perspective.	3	Core Delivery Capability
017.3.4 Détermination de la menace concernant le client		Capacité à identifier et à évaluer les dangers posés par un client ou un groupe de clients et les dangers pour le client ou le groupe de clients.	3	Core Delivery Capability
017.3.5 Détermination de la réponse à la menace concernant le client		Capacité à définir et à créer une réponse aux dangers identifiés posés par un client ou un groupe de clients et aux dangers pour le client ou le groupe de clients.	3	Core Delivery Capability
017.4 Client Authentication and Authorization		Ability to verify client identity and access rights in context of an organization scenario, and allow a client to proceed based on those rights or otherwise prevent the client from proceeding.	2	Core Delivery Capability
017.4.1 Authentification des clients		Capacité de valider ce que le client dit qu'il est.	3	Core Delivery Capability
017.4.2 Autorisation des clients		Capacité de déterminer les droits et services qu'un client peut avoir accès.	3	Core Delivery Capability
017.5 Client Matching		Ability to associate a client with other related business objects.	2	Core Delivery Capability
017.5.1 Client / Case Matching		Ability to associate a client with a case.	3	Core Delivery Capability

017.5.2 Client / Channel Matching	Ability to associate a client with a channel, such as to communicate eligibility for services or required participation of the client in government-mandated services.	3	Core Delivery Capability
017.5.3 Client / Client Matching	Ability to associate a client with another client, such as based on familial relationship.	3	Core Delivery Capability
017.5.4 Client / Service Matching	Ability to associate a client with a service.	3	Core Delivery Capability
017.5.5 Client / Human Resource Matching	Ability to associate a client with a human resource.	3	Core Delivery Capability
017.5.6 Client / Initiative Matching	Ability to associate a client with an initiative.	3	Core Delivery Capability
017.5.7 Client / Language Matching	Ability to associate a client with a language.	3	Core Delivery Capability
017.5.8 Client / Legislation Matching	Ability to associate a client with an item of legislation, such as clients who may be affected by the legislation.	3	Core Delivery Capability
017.5.9 Client / Location Matching	Ability to associate a client with a location, such as a permanent or temporary location.	3	Core Delivery Capability
017.5.10 Client / Market Matching	Ability to associate a client with a market, such as for government-sponsored services, such as health and nutrition support for the elderly.	3	Core Delivery Capability
017.5.11 Client / Communication Matching	Ability to associate a client with a communication.	3	Core Delivery Capability
017.5.12 Client / Partner Matching	Ability to associate a client with a partner, such as a service delivery partner.	3	Core Delivery Capability
017.5.13 Client / Plan Matching	Ability to associate a client with a plan.	3	Core Delivery Capability
017.5.14 Client / Policy Matching	Ability to associate a client with a policy.	3	Core Delivery Capability
017.5.15 Client / Strategy Matching	Ability to associate a client with a strategy.	3	Core Delivery Capability
017.6 Client Information Management	Ability to collect, organize, track, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the client.	2	Core Delivery Capability
017.6.1 Client Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a client.	3	Core Delivery Capability
017.6.2 Client Type Management	Ability to establish and determine classifications, which may include a cross-section of client categories.	3	Core Delivery Capability
017.6.3 Client State Management	Ability to determine, modify, and interpret the status of a client, such as living or deceased.	3	Core Delivery Capability
017.6.4 Client History Management	Ability to manage a chronological order of events, points of engagement, and other actions or decisions related to a client.	3	Core Delivery Capability
017.6.5 Client Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations with a client or clients.	3	Core Delivery Capability

018 Partner Management

ID	Name:	Description:	Level:	Type:
018 Partner Management		Ability to identify, engage, and collaborate with, control, predict, process, organize, present, and analyze all information, documents, preferences, experiences, and history related to an individual or organization that has, plans to have, or has had some degree of involvement with the department.	1	Core Delivery Capability
018.1 Partner Definition		Ability to establish and identify the existence of a partner for the purposes of engaging with that partner on an ongoing basis.	2	Core Delivery Capability
018.1.1 Partner Establishment		Ability to create an instance of a partner.	3	Core Delivery Capability
018.1.2 Partner Identification		Ability to recognize a pre-existing, unique partner.	3	Core Delivery Capability
018.2 Partner Sourcing		Ability to identify and engage with existing or potential new partners for purposes of delivering specific services or assets to an organization or its clients.	2	Core Delivery Capability
018.3 Partner Preference Management		Ability to capture, represent, analyze, and act upon explicit or implicit inclinations, leanings, likings, predispositions, penchants, or options — expressed formally or informally — as determined or derived from a combination of sources and associated with a partner.	2	Core Delivery Capability
018.3.1 Partner Preference Definition		Ability to determine, establish, and maintain specific preferences of a partner.	3	Core Delivery Capability
018.3.2 Partner Preference Interpretation		Ability to understand, clarify, or describe a partner preference in relation to how that partner would like to interact with the organization.	3	Core Delivery Capability
018.3.3 Partner Preference Enforcement		Ability to apply, impose, or administer a partner's chosen preferences with the organization.	3	Core Delivery Capability
018.4 Partner Authentication and Authorization		Ability to verify partner identity and access rights in context of a given organization scenario and allow a partner to proceed based on those rights or otherwise prevent the partner from proceeding.	2	Core Delivery Capability
018.4.1 Authentification des partenaires		Capacité de valider ce que le partenaire dit qu'il est.	3	Core Delivery Capability
018.4.2 Restriction d'accès des partenaires		Capacité de déterminer les droits et les services accessibles à un partenaire.	3	Core Delivery Capability
018.5 Partner Portfolio Management		Ability to articulate and evaluate the collective set of agreements associated with a partner with the intention of determining the value of, modifying, or optimizing the balance of that collective set of partner-owned agreements.	2	Core Delivery Capability
018.5.1 Partner Portfolio Articulation		Ability to determine if the collective set of partner relationships is meeting the threshold of expressed desire and expectations.	3	Core Delivery Capability
018.5.2 Partner Portfolio Performance Determination		Ability to evaluate the performance of the collective set of partner relationships as input to possible optimization of that portfolio.	3	Core Delivery Capability
018.6 Partner Performance Management		Ability to evaluate how well a partner is meeting specification and objective levels, or delivering against plan as input to possible optimization of their service delivery.	2	Core Delivery Capability
018.6.1 Partner Performance Threshold Setting		Ability to determine acceptable or unacceptable levels of performance of a partner.	3	Core Delivery Capability

018.6.2 Partner Performance Threshold Measurement	Ability to determine if a partner is exceeding or falling short of an acceptable threshold of performance.	3	Core Delivery Capability
018.6.3 Partner Performance Constraints Determination	Ability to assess what is causing a partner to underperform.	3	Core Delivery Capability
018.7 Partner Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given partner or portfolio of partners.	2	Core Delivery Capability
018.7.1 Partner Risk Level Determination	Ability to identify and define the level of risk associated with a partner.	3	Core Delivery Capability
018.7.2 Partner Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a partner.	3	Core Delivery Capability
018.7.3 Partner Risk Aggregation	Ability to consider a collective set of risk factors about a partner and represent them from a rationalized perspective.	3	Core Delivery Capability
018.8 Partner Matching	Ability to associate partners with other business objects.	2	Core Delivery Capability
018.8.1 Partner / Campaign Matching	Ability to associate a partner with a campaign.	3	Core Delivery Capability
018.8.2 Partner / Channel Matching	Ability to associate a partner with a channel.	3	Core Delivery Capability
018.8.3 Partner / Competency Matching	Ability to associate a partner with a competency.	3	Core Delivery Capability
018.8.4 Partner / Service Matching	Ability to associate a partner with a service.	3	Core Delivery Capability
018.8.5 Partner / Investment Matching	Ability to associate a partner with an investment.	3	Core Delivery Capability
018.8.6 Partner / Language Matching	Ability to associate a partner with a language.	3	Core Delivery Capability
018.8.7 Partner / Location Matching	Ability to associate a partner with a location.	3	Core Delivery Capability
018.8.8 Partner / Market Matching	Ability to associate a partner with a market.	3	Core Delivery Capability
018.8.9 Partner / Partner Matching	Ability to associate a partner with another partner.	3	Core Delivery Capability
018.8.10 Partner / Policy Matching	Ability to associate a partner with a policy.	3	Core Delivery Capability
018.8.11 Partner / Strategy Matching	Ability to associate a partner with a strategy.	3	Core Delivery Capability
018.9 Partner Information Management	Ability to capture, organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about the partner.	2	Core Delivery Capability
018.9.1 Partner Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a partner.	3	Core Delivery Capability
018.9.2 Partner Type Management	Ability to determine and modify the category of a partner.	3	Core Delivery Capability
018.9.3 Partner State Management	Ability to determine, modify, and interpret the status of a partner.	3	Core Delivery Capability
018.9.4 Partner History Management	Ability to manage a chronological order of events, points of engagement, and other actions or decisions related to a partner.	3	Core Delivery Capability
018.9.5 Partner Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures to enable business decisions based on historic and predictive determinations in order to generate a 360-degree view of the partner and the partner experience.	3	Core Delivery Capability

019 Submission Management

ID	Name:	Description:	Level:	Type:
019	Submission Management	Ability to facilitate, capture, interpret, acknowledge, validate, route, and track inbound requests, communications, and other content. e.g. application, mail, document, etc.	1	Core Delivery Capability
019.1	Submission Definition	Ability to establish and identify a submission.	2	Core Delivery Capability
019.1.1	Submission Establishment	Ability to create an instance of a submission.	3	Core Delivery Capability
019.1.2	Submission Identification	Ability to recognize a pre-existing, unique submission.	3	Core Delivery Capability
019.2	Submission Facilitation	Ability to enable external creation of a submission through interfaces or other means.	2	Core Delivery Capability
019.3	Submission Interpretation	Ability to understand what submission information means and for which business units.	2	Core Delivery Capability
019.4	Submission Acknowledgement	Ability to recognize and communicate receipt of a submission back to the submitting party.	2	Core Delivery Capability
019.5	Submission Validation	Ability to determine that a submission meets a defined acceptance criteria.	2	Core Delivery Capability
019.6	Submission Routing	Ability to route a submission in whole or in part to various targets.	2	Core Delivery Capability
019.7	Submission Access Management	Ability to allow or restrict access to a submission.	2	Core Delivery Capability
019.8	Submission Matching	Ability to associate a submission to other business objects.	2	Core Delivery Capability
019.8.1	Submission / Client Matching	Ability to associate a submission with client.	3	Core Delivery Capability
019.8.2	Submission / Content Matching	Ability to associate a submission with content.	3	Core Delivery Capability
019.8.3	Submission / Inquiry Matching	Ability to associate a submission with an inquiry.	3	Core Delivery Capability
019.8.4	Submission / Communication Matching	Ability to associate a submission with a communication.	3	Core Delivery Capability
019.8.5	Submission / Payment Matching	Ability to associate a submission with a payment.	3	Core Delivery Capability
019.9	Submission Information Management	Ability to capture, organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about a submission.	2	Core Delivery Capability
019.9.1	Submission Type Management	Ability to determine, modify, and interpret the category or classification of a submission.	3	Core Delivery Capability
019.9.2	Submission State Management	Ability to determine, modify, and interpret the status or condition of a submission.	3	Core Delivery Capability

020 Communication Management

ID	Name:	Description:	Level:	Type:
020	Communication Management	Ability to define, craft, frame, vet, disseminate, and track a verbal, written, recorded, or digitally-represented communication, including missives, notifications, alerts, and other internally or externally targeted communication about the organization's mission, services, plans, activities, and other focal points.	1	Core Delivery Capability
020.1	Communication Definition	Ability to establish, declare, and identify a communication.	2	Core Delivery Capability
020.1.1	Communication Establishment	Ability to create an instance of a communication.	3	Core Delivery Capability
020.1.2	Communication Identification	Ability to recognize a pre-existing, unique communication.	3	Core Delivery Capability
020.2	Communication Design	Ability to shape the intention and impact of a communication, targeted to a specific audience.	2	Core Delivery Capability
020.2.1	Communication Scope Setting	Ability to constrain the range of a communication to, for example, a desired audience or market.	3	Core Delivery Capability
020.2.2	Communication Structuring	Ability to draft or otherwise construct a communication from its initial state through modifications and dispensation.	3	Core Delivery Capability
020.3	Communication Validation	Ability to determine if a communication is of high integrity and accuracy, appropriate to a given target, and generally a fit for its intended purpose.	2	Core Delivery Capability
020.3.1	Communication Capture	Ability to acquire and acknowledge a communication that has been disseminated.	3	Core Delivery Capability
020.3.2	Communication Acquirement	Ability to obtain or secure the communication.	3	Core Delivery Capability
020.3.3	Communication Acknowledgement	Ability to confirm that a communication has arrived at its intended destination.	3	Core Delivery Capability
020.4	Communication Interpretation	Ability to understand the communication that has been made available.	2	Core Delivery Capability
020.5	Communication Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given communication or set of communications.	2	Core Delivery Capability
020.5.1	Communication Risk Level Determination	Ability to identify and define the level of risk associated with a communication or set of communications.	3	Core Delivery Capability
020.5.2	Communication Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a communication or set of communications.	3	Core Delivery Capability
020.5.3	Communication Risk Aggregation	Ability to consider a collective set of risk factors about a communication and represent them from a rationalized perspective.	3	Core Delivery Capability
020.6	Communication Access Management	Ability to restrict or allow the viewing or modification of a communication.	2	Core Delivery Capability
020.6.1	Communication Access Constraints Definition	Ability to define and impose limitations of access rights to a communication.	3	Core Delivery Capability
020.6.2	Communication Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given communication or set of communications.	3	Core Delivery Capability
020.6.3	Communication Access Enforcement	Ability to ensure that communication access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability

020.7 Communication Matching	Ability to associate a communication with other business objects.	2	Core Delivery Capability
020.7.1 Communication / Certificate Matching	Ability to associate a communication with a certificate.	3	Core Delivery Capability
020.7.2 Communication / Agreement Matching	Ability to associate a communication with an agreement.	3	Core Delivery Capability
020.7.3 Communication / Asset Matching	Ability to associate a communication with an asset.	3	Core Delivery Capability
020.7.4 Communication / Brand Matching	Ability to associate a communication with a brand.	3	Core Delivery Capability
020.7.5 Communication / Case Matching	Ability to associate a communication with a case.	3	Core Delivery Capability
020.7.6 Communication / Campaign Matching	Ability to associate a communication with a campaign.	3	Core Delivery Capability
020.7.7 Communication / Channel Matching	Ability to associate a communication with a channel.	3	Core Delivery Capability
020.7.8 Communication / Client Matching	Ability to associate a communication with a client.	3	Core Delivery Capability
020.7.9 Communication / Content Matching	Ability to associate a communication with content.	3	Core Delivery Capability
020.7.10 Communication / Dispute Matching	Ability to associate a communication with a dispute.	3	Core Delivery Capability
020.7.11 Communication / Financial Account Matching	Ability to associate a communication with a financial account.	3	Core Delivery Capability
020.7.12 Communication / Financial Transaction Matching	Ability to associate a communication with a financial transaction.	3	Core Delivery Capability
020.7.13 Communication / Service Matching	Ability to associate a communication with a service.	3	Core Delivery Capability
020.7.14 Communication / Human Resource Matching	Ability to associate a communication with a human resource.	3	Core Delivery Capability
020.7.15 Communication / Incident Matching	Ability to associate a communication with an incident.	3	Core Delivery Capability
020.7.16 Communication / Initiative Matching	Ability to associate a communication with an initiative.	3	Core Delivery Capability
020.7.17 Communication / Inquiry Matching	Ability to associate a communication with an inquiry.	3	Core Delivery Capability
020.7.18 Communication / Language Matching	Ability to associate a communication with a language.	3	Core Delivery Capability
020.7.19 Communication / Legislation Matching	Ability to associate a communication with legislation.	3	Core Delivery Capability
020.7.20 Communication / Credential Matching	Ability to associate a communication with a credential.	3	Core Delivery Capability
020.7.21 Communication / Location Matching	Ability to associate a communication with a location.	3	Core Delivery Capability
020.7.22 Communication / Market Matching	Ability to associate a communication with a market.	3	Core Delivery Capability
020.7.23 Communication / Meeting Matching	Ability to associate a communication with a meeting.	3	Core Delivery Capability
020.7.24 Communication / Communication Matching	Ability to associate a communication with another communication.	3	Core Delivery Capability
020.7.25 Communication / Partner Matching	Ability to associate a communication with a partner.	3	Core Delivery Capability
020.7.26 Communication / Plan Matching	Ability to associate a communication with a plan.	3	Core Delivery Capability
020.7.27 Communication / Policy Matching	Ability to associate a communication with a policy.	3	Core Delivery Capability
020.7.28 Communication / Research Matching	Ability to associate a communication with research.	3	Core Delivery Capability

020.7.29 Communication / Strategy Matching	Ability to associate a communication with a strategy.	3	Core Delivery Capability
020.7.30 Communication / Submission Matching	Ability to associate a communication with a submission.	3	Core Delivery Capability
020.7.31 Communication / Training Course Matching	Ability to associate a communication with a training course.	3	Core Delivery Capability
020.7.32 Communication / Work Item Matching	Ability to associate a communication with a work item.	3	Core Delivery Capability
020.8 Communication Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the communication.	2	Core Delivery Capability
020.8.1 Communication Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a communication and its relationships.	3	Core Delivery Capability
020.8.2 Communication Type Management	Ability to determine, modify, and interpret the category or classification of a communication.	3	Core Delivery Capability
020.8.3 Communication State Management	Ability to determine, modify, and interpret the status or condition of a communication.	3	Core Delivery Capability
020.8.4 Communication History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a communication.	3	Core Delivery Capability
020.8.5 Communication Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more communications.	3	Core Delivery Capability

021 Agreement Management

ID	Name:	Description:	Level:	Type:
021	Agreement Management	Ability to establish, organize, analyze, administer, and report on all aspects of a set of legally binding rights and obligations between two or more legal entities.	1	Core Delivery Capability
021.1	Agreement Definition	Ability to establish and identify an agreement.	2	Core Delivery Capability
021.1.1	Agreement Establishment	Ability to create an instance of an agreement.	3	Core Delivery Capability
021.1.2	Agreement Identification	Ability to recognize a pre-existing, unique agreement.	3	Core Delivery Capability
021.2	Agreement Structuring	Ability to formulate and construct a binding agreement encompassing such things as levels of risk, pricing, terms and conditions, period, duration, and termination privileges.	2	Core Delivery Capability
021.2.1	Agreement Eligibility Determination	Ability to ascertain that a customer or partner is qualified for an agreement.	3	Core Delivery Capability
021.2.2	Agreement Price Determination	Ability to formulate monetary or non-monetary amounts owed, resulting from the execution of an agreement.	3	Core Delivery Capability
021.2.3	Agreement Validation	Ability to ensure that an agreement conforms to internal and external policies as well as the intentions of the parties.	3	Core Delivery Capability
021.2.4	Agreement Term Management	Ability to establish, modify, and interpret a legally enforceable condition set forth within the bounds of an agreement.	3	Core Delivery Capability
021.2.5	Agreement Formalization	Ability to aggregate terms, risks, pricing, and related agreement elements into a finalized, executable form suitable to all parties.	3	Core Delivery Capability
021.3	Agreement Preference Management	Ability to capture, represent, analyze, and act upon explicit or implicit inclinations, leanings, likings, predispositions, penchants, or options — expressed formally or informally — as determined or derived from a combination of sources and associated with an agreement.	2	Core Delivery Capability
021.3.1	Agreement Preference Definition	Ability to articulate preferences related to an agreement in a meaningful, reliable way.	3	Core Delivery Capability
021.3.2	Agreement Preference Interpretation	Ability to derive the meaning of one or a combination of preferences within an agreement or across multiple related agreements.	3	Core Delivery Capability
021.4	Agreement Lifecycle Management	Ability to manage the operation of an agreement from execution to termination and beyond, including amendments, renewals, implementation, notices, responses, termination, and retention.	2	Core Delivery Capability
021.4.1	Agreement Activation	Ability to cause an agreement to be in-force.	3	Core Delivery Capability
021.4.2	Agreement Termination	Ability to cancel or end an agreement in compliance with the terms of an agreement.	3	Core Delivery Capability
021.4.3	Agreement Renewal	Ability to update an agreement period or duration thereby extending an agreement in accordance with an agreement terms and conditions.	3	Core Delivery Capability
021.5	Agreement Compliance Determination	Ability to verify and establish that an agreement is executed in accordance to the terms and conditions, preferences, policy, and good practice.	2	Core Delivery Capability

021.5.1 Agreement Interpretation	Ability to quantify the terms and preferences that establish a baseline for determining compliance.	3	Core Delivery Capability
021.5.2 Agreement Compliance Gap Analysis	Ability to articulate the delta or differences between the interpreted baseline and actual actions taken as a result of or related to an agreement.	3	Core Delivery Capability
021.6 Agreement Risk Management	Ability to identify, evaluate, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given agreement or portfolio of agreements.	2	Core Delivery Capability
021.6.1 Agreement Risk Level Determination	Ability to identify and define the level of risk associated with an agreement.	3	Core Delivery Capability
021.6.2 Agreement Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with an agreement.	3	Core Delivery Capability
021.6.3 Agreement Risk Aggregation	Ability to consider a collective set of risk factors about an agreement and represent them from a rationalized perspective.	3	Core Delivery Capability
021.7 Agreement Access Management	Ability to define, control, authorize, grant, and otherwise control access to an agreement.	2	Core Delivery Capability
021.7.1 Agreement Access Constraints Definition	Ability to define and impose limitations of access rights to an agreement.	3	Core Delivery Capability
021.7.2 Agreement Access Constraints Interpretation	Ability to understand the imposed access rights, e.g., restrictions, limitations, and permissions of an agreement.	3	Core Delivery Capability
021.7.3 Agreement Access Enforcement	Ability to ensure that agreement access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
021.8 Agreement Portfolio Management	Ability to articulate and evaluate the collective set of agreements with the intention of determining the value of, modifying, or optimizing the balance of that collective set of agreements.	2	Core Delivery Capability
021.8.1 Agreement Portfolio Articulation	Ability to determine if the collective set of agreements is meeting the threshold of expressed desires and expectations.	3	Core Delivery Capability
021.8.2 Agreement Portfolio Performance Determination	Ability to evaluate the performance of the collective set of agreements as input to possible optimization of that portfolio.	3	Core Delivery Capability
021.9 Agreement Matching	Ability to associate an agreement with a relevant organization focus for purposes, such as creating specific wording, pricing, and regulatory attributes.	2	Core Delivery Capability
021.9.1 Agreement / Agreement Matching	Ability to associate an agreement with another agreement.	3	Core Delivery Capability
021.9.2 Agreement / Asset Matching	Ability to associate an agreement with an asset.	3	Core Delivery Capability
021.9.3 Agreement / Channel Matching	Ability to associate an agreement with a channel.	3	Core Delivery Capability
021.9.4 Agreement / Client Matching	Ability to associate an agreement with a client.	3	Core Delivery Capability
021.9.5 Agreement / Content Matching	Ability to associate an agreement with content.	3	Core Delivery Capability
021.9.6 Agreement / Decision Matching	Ability to associate an agreement with a decision.	3	Core Delivery Capability
021.9.7 Agreement / Financial Account Matching	Ability to associate an agreement with a financial account.	3	Core Delivery Capability
021.9.8 Agreement / Service Matching	Ability to associate an agreement with a service.	3	Core Delivery Capability

021.9.9 Agreement / Human Resource Matching	Ability to associate an agreement with a human resource.	3	Core Delivery Capability
021.9.10 Agreement / Infrastructure Matching	Ability to associate an agreement with an instance of infrastructure.	3	Core Delivery Capability
021.9.11 Agreement / Partner Matching	Ability to associate an agreement with a partner.	3	Core Delivery Capability
021.9.12 Agreement / Payment Matching	Ability to associate an agreement with a payment.	3	Core Delivery Capability
021.9.13 Agreement / Policy Matching	Ability to associate an agreement with a policy.	3	Core Delivery Capability
021.10 Agreement Information Management	Ability to collect, process, and disseminate information associated with a legally binding agreement between the organization and a legal entity or individual.	2	Core Delivery Capability
021.10.1 Agreement Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to an agreement.	3	Core Delivery Capability
021.10.2 Agreement Type Management	Ability to determine and modify the category of an agreement.	3	Core Delivery Capability
021.10.3 Agreement State Management	Ability to determine, modify, and interpret the status of an agreement.	3	Core Delivery Capability
021.10.4 Agreement History Management	Ability to manage a chronological order of events and information that is related to an agreement.	3	Core Delivery Capability
021.10.5 Agreement Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations with an agreement or set of agreements.	3	Core Delivery Capability

022 Claim Management

ID	Name:	Description:	Level:	Type:
022	Claim Management	Ability to identify, track, and respond to a demand or request to indemnify clients under the terms of an agreement. e.g. Employment Insurance and Pension claims	1	Core Delivery Capability
022.1	Claim Definition	Ability to establish and identify a claim.	2	Core Delivery Capability
022.2	Claim Eligibility Determination	Ability to verify that a claim is covered by the terms and conditions of an agreement.	2	Core Delivery Capability
022.2.1	Claim Date Verification	Ability to determine that the date of loss falls within the effective and expiration date range of the covering agreement.	3	Core Delivery Capability
022.2.2	Claim Coverage Verification	Ability to determine that the covering agreement has the necessary coverage(s) to properly address the incident or claim.	3	Core Delivery Capability
022.2.3	Claim Limit Verification	Ability to determine the limit and/or deductible amounts that apply to the incident or claim.	3	Core Delivery Capability
022.3	Claim Resolution Management	Ability to review, analyze, gather information about, allocate work tasks for, and finalize a claim.	2	Core Delivery Capability
022.3.1	Claims Remediation Determination	Ability to choose the method of claim restitution.	3	Core Delivery Capability
022.3.2	Claim Loss Control	Ability to reduce further exposure to loss after the initial occurrence of a claim.	3	Core Delivery Capability
022.3.3	Claim Fraud Determination	Ability to identify potential deceptive claims where the incident has been contrived, deliberated, or exaggerated for financial gain.	3	Core Delivery Capability
022.4	Claim Risk Management	Ability to identify, evaluate, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a claim or portfolio of claims.	2	Core Delivery Capability
022.4.1	Claim Risk Level Determination	Ability to identify and define the level of risk associated with a claim.	3	Core Delivery Capability
022.4.2	Claim Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a claim.	3	Core Delivery Capability
022.4.3	Claim Risk Aggregation	Ability to consider a collective set of risk factors about a claim and represent them from a rationalized perspective.	3	Core Delivery Capability
022.5	Claim Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, modify, or participate in a claim.	2	Core Delivery Capability
022.5.1	Claim Access Constraints Definition	Ability to define and impose limitations of access rights for a claim.	3	Core Delivery Capability
022.5.2	Claim Access Constraints Interpretation	Ability to understand the imposed access rights limitations of a claim.	3	Core Delivery Capability
022.5.3	Claim Access Enforcement	Ability to ensure that claim access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
022.6	Claim Matching	Ability to associate a claim with other business objects.	2	Core Delivery Capability
022.6.1	Claim / Strategy Matching	Ability to associate a claim with a strategy.	3	Core Delivery Capability
022.6.2	Claim / Agreement Matching	Ability to associate a claim with an agreement.	3	Core Delivery Capability
022.6.3	Claim / Payment Matching	Ability to associate a claim with a payment.	3	Core Delivery Capability

022.6.4 Claim / Partner Matching	Ability to associate a claim with a partner.	3	Core Delivery Capability
022.6.5 Claim / Client Matching	Ability to associate a claim with a client.	3	Core Delivery Capability
022.6.6 Claim / Plan Matching	Ability to associate a claim with a plan.	3	Core Delivery Capability
022.6.7 Claim / Incident Matching	Ability to associate a claim with an incident.	3	Core Delivery Capability
022.6.8 Claim / Research Matching	Ability to associate a claim with research.	3	Core Delivery Capability
022.7 Claim Information Management	Ability to collect, organize, track, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a claim.	2	Core Delivery Capability
022.7.1 Claim Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a claim.	3	Core Delivery Capability
022.7.2 Claim Type Management	Ability to determine and modify the category of a claim.	3	Core Delivery Capability
022.7.3 Claim State Management	Ability to determine, modify, and interpret the status of a claim.	3	Core Delivery Capability
022.7.4 Claim History Management	Ability to manage a chronological order of events and information that is related to a claim.	3	Core Delivery Capability
022.7.5 Claim Analytics Management	Ability to aggregate, manipulate, and assess claim-related data.	3	Core Delivery Capability

023 Decision Management

ID	Name:	Description:	Level:	Type:
023	Decision Management	Ability to define, reach, formalize, document, record, and disseminate a conclusion or resolution reached after considering alternative options.	1	Core Delivery Capability
023.1	Decision Definition	Ability to establish and identify a decision that has been or will be made.	2	Core Delivery Capability
023.1.1	Decision Establishment	Ability to create an instance of a decision.	3	Core Delivery Capability
023.1.2	Decision Identification	Ability to recognize a pre-existing, unique decision.	3	Core Delivery Capability
023.2	Decision Matching	Ability to associate a decision to a related organization object that may include a related decision, the time associated with that decision, the location in which the decision was made or applied, or any aspect of an organization triggered by or related to a decision.	2	Core Delivery Capability
023.2.1	Decision / Case Matching	Ability to associate a decision with a case.	3	Core Delivery Capability
023.2.2	Decision / Claim Matching	Ability to associate a decision with a claim.	3	Core Delivery Capability
023.2.3	Decision / Content Matching	Ability to associate a decision with a content.	3	Core Delivery Capability
023.2.4	Decision / Client Matching	Ability to associate a decision with a client.	3	Core Delivery Capability
023.2.5	Decision / Decision Matching	Ability to associate a decision with another decision.	3	Core Delivery Capability
023.2.6	Decision / Dispute Matching	Ability to associate a decision with a dispute.	3	Core Delivery Capability
023.2.7	Decision / Event Matching	Ability to associate a decision with an event.	3	Core Delivery Capability
023.2.8	Decision / Goal Matching	Ability to associate a decision with a goal.	3	Core Delivery Capability
023.2.9	Decision / Service Matching	Ability to associate a decision with a service.	3	Core Delivery Capability
023.2.10	Decision / Human Resource Matching	Ability to associate a decision with a human resource.	3	Core Delivery Capability
023.2.11	Decision / Incident Matching	Ability to associate a decision with an incident.	3	Core Delivery Capability
023.2.12	Decision / Infrastructure Matching	Ability to associate a decision with infrastructure.	3	Core Delivery Capability
023.2.13	Decision / Initiative Matching	Ability to associate a decision with an initiative.	3	Core Delivery Capability
023.2.14	Decision / Investment Matching	Ability to associate a decision with an investment.	3	Core Delivery Capability
023.2.15	Decision / Legislation Matching	Ability to associate a decision with legislation.	3	Core Delivery Capability
023.2.16	Decision / Credential Matching	Ability to associate a decision with a credential.	3	Core Delivery Capability
023.2.17	Decision / Location Matching	Ability to associate a decision with a location.	3	Core Delivery Capability
023.2.18	Decision / Market Matching	Ability to associate a decision with a market.	3	Core Delivery Capability
023.2.19	Decision / Meeting Matching	Ability to associate a decision with a meeting.	3	Core Delivery Capability
023.2.20	Decision / Objective Matching	Ability to associate a decision with an objective.	3	Core Delivery Capability

023.2.21 Decision / Partner Matching	Ability to associate a decision with a partner.	3	Core Delivery Capability
023.2.22 Decision / Plan Matching	Ability to associate a decision with a plan.	3	Core Delivery Capability
023.2.23 Decision / Policy Matching	Ability to associate a decision with a policy.	3	Core Delivery Capability
023.2.24 Decision / Organization Matching	Ability to associate a decision with an organization.	3	Core Delivery Capability
023.2.25 Decision / Research Matching	Ability to associate a decision with research.	3	Core Delivery Capability
023.2.26 Decision / Training Course Matching	Ability to associate a decision with a training course.	3	Core Delivery Capability
023.2.27 Decision / Schedule Matching	Ability to associate a decision with a schedule.	3	Core Delivery Capability
023.2.28 Decision / Strategy Matching	Ability to associate a decision with a strategy.	3	Core Delivery Capability
023.2.29 Decision / Work Item Matching	Ability to associate a decision with a work item.	3	Core Delivery Capability
023.3 Decision Information Management	Ability to collect, organize, track, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a decision.	2	Core Delivery Capability
023.3.1 Decision Type Management	Ability to determine, modify, and interpret the category or classification of a decision.	3	Core Delivery Capability
023.3.2 Decision State Management	Ability to determine, modify, and interpret the status or condition of a decision.	3	Core Delivery Capability

024 Payment Management

ID	Name:	Description:	Level:	Type:
024	Payment Management	Ability to determine, approve, commit, execute, record, or report on an obligation to remit or receive a monetary amount between an organization and a client, partner, or other external party.	1	Core Delivery Capability
024.1	Payment Definition	Ability to establish and identify a payment.	2	Core Delivery Capability
024.1.1	Payment Establishment	Ability to create an instance of a payment.	3	Core Delivery Capability
024.1.2	Payment Identification	Ability to recognize a pre-existing, unique payment.	3	Core Delivery Capability
024.2	Payment Amount Determination	Ability to calculate and recognize a specific value associated with a payment.	2	Core Delivery Capability
024.3	Payment Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify a payment.	2	Core Delivery Capability
024.3.1	Payment Access Constraints Definition	Ability to define access rights limitations for a payment.	3	Core Delivery Capability
024.3.2	Payment Access Constraints Interpretation	Ability to understand the access rights limitations for a payment.	3	Core Delivery Capability
024.3.3	Payment Access Enforcement	Ability to ensure that payment access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
024.4	Payment Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given payment.	2	Core Delivery Capability
024.4.1	Payment Risk Level Determination	Ability to identify and define the level of risk associated with a payment.	3	Core Delivery Capability
024.4.2	Payment Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a payment.	3	Core Delivery Capability
024.4.3	Payment Risk Aggregation	Ability to consider a collective set of risk factors about a payment and represent them from a rationalized perspective.	3	Core Delivery Capability
024.5	Payment Matching	Ability to associate a payment with other business objects.	2	Core Delivery Capability
024.5.1	Payment / Credential Matching	Ability to associate a payment with a credential.	3	Core Delivery Capability
024.5.2	Payment / Order Matching	Ability to associate a payment with an order.	3	Core Delivery Capability
024.5.3	Payment / Submission Matching	Ability to associate a payment with a submission.	3	Core Delivery Capability
024.6	Payment Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about a payment.	2	Core Delivery Capability
024.6.1	Payment Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a payment.	3	Core Delivery Capability
024.6.2	Payment Type Management	Ability to set and determine payment category, including outbound, inbound, or other classes or subclasses.	3	Core Delivery Capability
024.6.3	Payment State Management	Ability to set and recognize payment status including determination of a payment pending, communicated, paid, or overdue.	3	Core Delivery Capability

024.6.4 Payment History Management	Ability to manage a chronological order of events and information that is related to a payment.	3	Core Delivery Capability
024.6.5 Payment Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations with payments.	3	Core Delivery Capability

025 Credential Management

ID	Name:	Description:	Level:	Type:
025	Credential Management	The ability to identify, analyze, track, administer and validate a representation of authorization or permission to access services or perform activities, which are awarded by government entities. E.g. SIN, Passport, Foreign Credentials	1	Core Delivery Capability
025.1	Credential Definition	Ability to establish and identify a credential or certificate.	2	Core Delivery Capability
025.1.1	Credential Establishment	Ability to create an instance of credential.	3	Core Delivery Capability
025.1.2	Credential Identification	Ability to recognize a pre-existing, unique credential.	3	Core Delivery Capability
025.2	Credential Design	Ability to create a credential that is fit for purpose.	2	Core Delivery Capability
025.3	Credential Structuring	Ability to formulate and construct a credential encompassing such things as levels of risk, pricing, terms and conditions, period, duration, and termination criteria.	2	Core Delivery Capability
025.4	Credential Eligibility Determination	Ability to specify the conditions that the applicant must meet in order to qualify for or be entitled to the credential.	2	Core Delivery Capability
025.5	Credential Price Management	Ability to identify, set, evaluate, assess, and administer the activities associated with the monetary amount owed for a credential.	2	Core Delivery Capability
025.5.1	Credential Price Determination	Ability to specify the elements in the fee structure of the credential and associating a cost, monetary or non-monetary, to those elements.	3	Core Delivery Capability
025.5.2	Credential Price Validation	Ability to ensure that the formulation of the monetary amount owed conforms to internal and external policies.	3	Core Delivery Capability
025.5.3	Credential Price Finalization	Ability to formalize a product price that considers expenditures, market conditions, and related consideration.	3	Core Delivery Capability
025.6	Credential Term Definition	Ability to establish, modify, and interpret legally enforceable conditions set forth within the bounds of a credential.	2	Core Delivery Capability
025.6.1	Credential Term Establishment	Ability to create an instance of a credential term.	3	Core Delivery Capability
025.6.2	Credential Term Identification	Ability to recognize a pre-existing, unique credential term.	3	Core Delivery Capability
025.7	Credential Formalization	Ability to aggregate terms, constraints, pricing, and related credential elements into a finalized, executable form suitable to all parties.	2	Core Delivery Capability
025.7.1	Credential Structure Aggregation	Ability to align and validate the collective set of credential terms, constraints, price, and parties as a prelude to finalizing a credential.	3	Core Delivery Capability
025.7.2	Credential Content Standardization	Ability to ensure that the structure of a credential aligns to defined practices in order to ready it for finalization.	3	Core Delivery Capability
025.8	Credential Lifecycle Management	Ability to identify, assess, track, and report on the various stages of credential or certificate evolution.	2	Core Delivery Capability
025.8.1	Credential Activation	Ability to cause a credential to be in-force.	3	Core Delivery Capability

025.8.2 Credential Renewal	Ability to update a credential period or duration thereby extending the credential in accordance with the credential terms and conditions.	3	Core Delivery Capability
025.8.3 Credential Termination	Ability to cancel or end a credential in compliance with the terms of the credential.	3	Core Delivery Capability
025.9 Credential Verification	Ability to demonstrate that a credential is fit for its intended use according to a defined set of policies.	2	Core Delivery Capability
025.10 Credential Validation	Ability to ensure that the credential conforms to internal and external policies and regulations as well as the intentions of the parties.	2	Core Delivery Capability
025.11 Credential Risk Management	Ability to identify, evaluate, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a credential or portfolio of credentials.	2	Core Delivery Capability
025.11.1 Credential Risk Level Determination	Ability to identify and define the level of risk associated with a credential.	3	Core Delivery Capability
025.11.2 Credential Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a credential.	3	Core Delivery Capability
025.11.3 Credential Risk Aggregation	Ability to consider, balance, and offset a collective set of risk factors.	3	Core Delivery Capability
025.12 Credential Access Management	Ability to define, control, authorize, grant, and otherwise control access to a credential, such as to operate a conveyor (airplane) or facility that handles biohazards.	2	Core Delivery Capability
025.12.1 Credential Access Constraints Definition	Ability to define and impose limitations of access rights for a credential.	3	Core Delivery Capability
025.12.2 Credential Access Constraints Interpretation	Ability to understand the imposed access rights limitations for a credential.	3	Core Delivery Capability
025.12.3 Credential Access Enforcement	Ability to ensure that credential access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
025.13 Credential Matching	Ability to associate the credentialing qualification to the appropriate line of business, partner, applicant, grantee, or other relevant entity or individual.	2	Core Delivery Capability
025.13.1 Credential / Agreement Matching	Ability to associate a credential with an agreement.	3	Core Delivery Capability
025.13.2 Credential / Client Matching	Ability to associate a credential with a client.	3	Core Delivery Capability
025.13.3 Credential / Payment Matching	Ability to associate a credential with a payment.	3	Core Delivery Capability
025.13.4 Credential / Partner Matching	Ability to associate a credential with a partner, such as for handling of an organization's hazardous materials.	3	Core Delivery Capability
025.13.5 Credential / Channel Matching	Ability to associate a credential with a channel.	3	Core Delivery Capability
025.13.6 Credential / Credential Matching	Ability to associate a credential with another credential, such as required, interdependent, or complementary credentials.	3	Core Delivery Capability
025.13.7 Credential / Material Matching	Ability to associate a credential with a material, such as a controlled substance.	3	Core Delivery Capability
025.13.8 Credential / Financial Account Matching	Ability to associate a credential with a financial account.	3	Core Delivery Capability
025.13.9 Credential / Policy Matching	Ability to associate a credential with a policy.	3	Core Delivery Capability
025.13.10 Credential / Asset Matching	Ability to associate a credential with an asset.	3	Core Delivery Capability

025.13.11 Credential / Decision Matching	Ability to associate a credential with a decision.	3	Core Delivery Capability
025.14 Credential Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, statistics, data, and other perspectives about the certificate-granting organization and the recipient of an certificate, and the credential granted.	2	Core Delivery Capability
025.14.1 Gestion des profils de justificatif	Capacité à identifier, suivre, valider, administrer de toute autre manière des renseignements descriptifs relatifs à un justificatif ou à en rendre compte.	3	Core Delivery Capability
025.14.2 Credential Type Management	Ability to determine and modify the category of a credential.	3	Core Delivery Capability
025.14.3 Credential State Management	Ability to determine, modify, and interpret the status of a credential.	3	Core Delivery Capability
025.14.4 Credential History Management	Ability to manage a chronological order of events and information that is related to a credential.	3	Core Delivery Capability
025.14.5 Credential Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations with a credential or set of credentials.	3	Core Delivery Capability

026 Certificate Management

ID	Name:	Description:	Level:	Type:
026	026 Certificate Management	Ability to identify, analyze, track, and administer a certification, such as of origin to verify provenance of a food item, manufactured part, or other product, or, of competence in a specified subject or area of expertise — awarded by a duly recognized and respected third party — as it applies to a department or client.	1	Core Delivery Capability
026.1	026.1 Certificate Definition	Ability to establish and identify a certificate.	2	Core Delivery Capability
026.1.1	026.1.1 Certificate Establishment	Ability to create an instance of certificate.	3	Core Delivery Capability
026.1.2	026.1.2 Certificate Identification	Ability to recognize a pre-existing, unique instance of certificate.	3	Core Delivery Capability
026.2	026.2 Certificate Validation	Ability to ensure that the certificate conforms to internal and external policies and regulations as well as the intentions of the parties.	2	Core Delivery Capability
026.3	026.3 Certificate Lifecycle Management	Ability to identify, assess, track, and report on the various stages of certificate evolution.	2	Core Delivery Capability
026.4	026.4 Certificate Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a certificate.	2	Core Delivery Capability
026.4.1	026.4.1 Certificate Risk Level Determination	Ability to identify and define the level of risk associated with a certificate.	3	Core Delivery Capability
026.4.2	026.4.2 Certificate Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a certificate.	3	Core Delivery Capability
026.5	026.5 Certificate Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify a certificate.	2	Core Delivery Capability
026.5.1	026.5.1 Certificate Access Constraints Definition	Ability to define and impose limitations of access rights for a certificate.	3	Core Delivery Capability
026.5.2	026.5.2 Certificate Access Constraints Interpretation	Ability to understand the imposed access rights limitations for a certificate.	3	Core Delivery Capability
026.5.3	026.5.3 Certificate Access Enforcement	Ability to ensure that certificate access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
026.6	026.6 Certificate Matching	Ability to associate a certificate with other business objects.	2	Core Delivery Capability
026.6.1	026.6.1 Certificate / Policy Matching	Ability to associate a certificate with a policy.	3	Core Delivery Capability
026.6.2	026.6.2 Certificate / Partner Matching	Ability to associate a certificate with a partner.	3	Core Delivery Capability
026.7	026.7 Certificate Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about the certificate of an agency, firm, group, or client.	2	Core Delivery Capability
026.7.1	026.7.1 Certificate Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a certificate customer.	3	Core Delivery Capability
026.7.2	026.7.2 Certificate Type Management	Ability to determine and modify the category of a certificate.	3	Core Delivery Capability
026.7.3	026.7.3 Certificate State Management	Ability to determine, modify, and interpret the status of a certificate.	3	Core Delivery Capability
026.7.4	026.7.4 Certificate History Management	Ability to manage a chronological order of events and information that is related to the certificate of an agency, firm, group, or client.	3	Core Delivery Capability

027 Research Management

ID	Name:	Description:	Level:	Type:
027	Research Management	Ability to conduct systematic investigation into materials and sources in order to establish a systematic work undertaken to increase the stock of knowledge and reach conclusions that comprise a result.	1	Core Delivery Capability
027.1	Research Definition	Ability to establish, declare, and identify research.	2	Core Delivery Capability
027.1.1	Research Establishment	Ability to create an instance of research.	3	Core Delivery Capability
027.1.2	Research Identification	Ability to recognize unique research.	3	Core Delivery Capability
027.2	Research Result Management	Ability to create, distribute, describe, translate, and disseminate research results.	2	Core Delivery Capability
027.3	Research Dissemination	Ability to publish and propagate research as required.	2	Core Delivery Capability
027.4	Research Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with an element of research, such as but not limited to, reputation (loss of trust) and operational competence.	2	Core Delivery Capability
027.4.1	Research Risk Level Determination	Ability to identify and define the level of risk associated with an element of research.	3	Core Delivery Capability
027.4.2	Research Risk Threshold Determination	Ability to identify and define the level of acceptable risk for an element of research.	3	Core Delivery Capability
027.4.3	Research Risk Aggregation	Ability to consider a collective set of risk factors about an element of research and represent them from a rationalized perspective.	3	Core Delivery Capability
027.5	Research Access Management	Ability to restrict or allow the viewing, sharing, or modification of research.	2	Core Delivery Capability
027.5.1	Research Access Constraints Definition	Ability to define and impose limitations of access rights to an instance of research.	3	Core Delivery Capability
027.5.2	Research Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given research effort.	3	Core Delivery Capability
027.5.3	Research Access Enforcement	Ability to ensure that research access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Core Delivery Capability
027.6	Research Matching	Ability to associate research with other business objects.	2	Core Delivery Capability
027.6.1	Research / Asset Matching	Ability to associate research with an asset.	3	Core Delivery Capability
027.6.2	Research / Content Matching	Ability to associate research with content.	3	Core Delivery Capability
027.6.3	Research / Service Matching	Ability to associate research with a service.	3	Core Delivery Capability
027.6.4	Research / Initiative Matching	Ability to associate research with an initiative.	3	Core Delivery Capability
027.6.5	Research / Market Matching	Ability to associate research with a market.	3	Core Delivery Capability
027.6.6	Research / Research Matching	Ability to associate research with other research.	3	Core Delivery Capability
027.7	Research Information Management	Ability to identify, analyze, interpret, structure, and maintain a history of qualitative and quantitative aspects of research.	2	Core Delivery Capability

027.7.1 Research Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about research.	3	Core Delivery Capability
027.7.2 Research Type Management	Ability to determine, modify, and interpret the category or classification of research.	3	Core Delivery Capability
027.7.3 Research State Management	Ability to determine, modify, and interpret the status or condition of research.	3	Core Delivery Capability
027.7.4 Research History Management	Ability to identify, record, and represent a chronological order of events and actions associated with research.	3	Core Delivery Capability
027.7.5 Research Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for research.	3	Core Delivery Capability

028 Dispute Management

ID	Name:	Description:	Level:	Type:
028	Dispute Management	Ability to create, track, and resolve an official argument or disagreement among interested parties, or provide a formal written petition for the redress of an injustice.	1	Core Delivery Capability
028.1	Dispute Definition	Ability to establish, declare, and identify the existence of a dispute.	2	Core Delivery Capability
028.1.1	Dispute Establishment	Ability to create an instance of a dispute.	3	Core Delivery Capability
028.1.2	Dispute Identification	Ability to recognize a pre-existing instance of a dispute.	3	Core Delivery Capability
028.2	Dispute Matching	Ability to associate a dispute with other business objects.	2	Core Delivery Capability
028.2.1	Dispute / Agreement Matching	Ability to associate a dispute with an agreement.	3	Core Delivery Capability
028.2.2	Dispute / Case Matching	Ability to associate a dispute with a case.	3	Core Delivery Capability
028.2.3	Dispute / Claim Matching	Ability to associate a dispute with a claim.	3	Core Delivery Capability
028.2.4	Dispute / Client Matching	Ability to associate a dispute with a client.	3	Core Delivery Capability
028.2.5	Dispute / Partner Matching	Ability to associate a dispute with a partner.	3	Core Delivery Capability
028.3	Dispute Information Management	Ability to capture, organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about a dispute.	2	Core Delivery Capability
028.3.1	Dispute Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to a dispute.	3	Core Delivery Capability
028.3.2	Dispute Type Management	Ability to establish and determine classifications of a dispute.	3	Core Delivery Capability
028.3.3	Dispute State Management	Ability to determine, modify, and interpret the status of a dispute.	3	Core Delivery Capability
028.3.4	Dispute History Management	Ability to manage a chronological order of events, points of engagement, and other actions or decisions related to a dispute.	3	Core Delivery Capability
028.3.5	Dispute Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations with a dispute.	3	Core Delivery Capability

029 Evidence Management

ID	Name:	Description:	Level:	Type:
029 Evidence Management		Ability to identify, define, collect, catalog, preserve, store, organize, control access to, and exhibit a supported body of facts, upon which to base proof or establish truth or falsehood, in accordance with rules, such as for privacy or preservation.	1	Core Delivery Capability
029.1 Evidence Definition		Ability to identify and record the existence of evidence, such as for the purpose of developing and progressing a case.	2	Core Delivery Capability
029.1.1 Evidence Establishment		Ability to instantiate evidence.	3	Core Delivery Capability
029.1.2 Evidence Identification		Ability to recognize pre-existing, unique evidence.	3	Core Delivery Capability
029.2 Evidence Chain of Custody Management		Ability to decipher, trace, record, and present a chronology that depicts the sequence of custody, control, transfer, analysis, and disposition of physical or electronic evidence.	2	Core Delivery Capability
029.3 Evidence Preservation		Ability to retain, maintain in its original or existing state, and protect evidence from harm.	2	Core Delivery Capability
029.4 Evidence Disposal		Ability to transfer custody of, discard, or destroy selected evidence according to an evidence management schedule or preservation rules.	2	Core Delivery Capability
029.5 Evidence Validation		Ability to assess evidence to determine its authenticity or validity.	2	Core Delivery Capability
029.6 Evidence Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with evidence.	2	Core Delivery Capability
029.6.1 Evidence Risk Level Determination		Ability to identify and define the level of risk associated with evidence.	3	Core Delivery Capability
029.6.2 Evidence Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with evidence.	3	Core Delivery Capability
029.6.3 Evidence Risk Aggregation		Ability to consider a collective set of related risk factors about evidence and determine the risk of the evidence based on these factors.	3	Core Delivery Capability
029.7 Evidence Access Management		Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify evidence.	2	Core Delivery Capability
029.7.1 Evidence Access Constraints Definition		Ability to define and impose limitations of access rights to evidence.	3	Core Delivery Capability
029.7.2 Evidence Access Constraints Interpretation		Ability to understand the imposed access rights limitations to evidence.	3	Core Delivery Capability
029.7.3 Evidence Access Enforcement		Ability to ensure that evidence access rights are granted where appropriate and to prevent access in accordance with applicable constraints.	3	Core Delivery Capability
029.8 Evidence Matching		Ability to associate evidence with other business objects.	2	Core Delivery Capability
029.8.1 Evidence / Certificate Matching		Ability to associate evidence with a certificate.	3	Core Delivery Capability
029.8.2 Evidence / Agreement Matching		Ability to associate evidence with an agreement.	3	Core Delivery Capability
029.8.3 Evidence / Asset Matching		Ability to associate evidence with an asset.	3	Core Delivery Capability
029.8.4 Evidence / Case Matching		Ability to associate evidence with a case.	3	Core Delivery Capability

029.8.5 Evidence / Channel Matching	Ability to associate evidence with a channel.	3	Core Delivery Capability
029.8.6 Evidence / Claim Matching	Ability to associate case evidence with a claim.	3	Core Delivery Capability
029.8.7 Evidence / Client Matching	Ability to associate case evidence with a client.	3	Core Delivery Capability
029.8.8 Evidence / Content Matching	Ability to associate evidence with content.	3	Core Delivery Capability
029.8.9 Evidence / Dispute Matching	Ability to associate evidence with a dispute.	3	Core Delivery Capability
029.8.10 Evidence / Financial Account Matching	Ability to associate evidence with a financial account.	3	Core Delivery Capability
029.8.11 Evidence / Financial Transaction Matching	Ability to associate evidence with a financial transaction.	3	Core Delivery Capability
029.8.12 Evidence / Service Matching	Ability to associate evidence with a service.	3	Core Delivery Capability
029.8.13 Evidence / Human Resource Matching	Ability to associate evidence with a human resource.	3	Core Delivery Capability
029.8.14 Evidence / Incident Matching	Ability to associate evidence with an incident.	3	Core Delivery Capability
029.8.15 Evidence / Inquiry Matching	Ability to associate evidence with an inquiry.	3	Core Delivery Capability
029.8.16 Evidence / Language Matching	Ability to associate evidence with a language.	3	Core Delivery Capability
029.8.17 Evidence / Legislation Matching	Ability to associate evidence with legislation.	3	Core Delivery Capability
029.8.18 Evidence / Credential Matching	Ability to associate evidence with a credential.	3	Core Delivery Capability
029.8.19 Evidence / Location Matching	Ability to associate evidence with a location.	3	Core Delivery Capability
029.8.20 Evidence / Market Matching	Ability to associate evidence with a market.	3	Core Delivery Capability
029.8.21 Evidence / Material Matching	Ability to associate evidence with a material.	3	Core Delivery Capability
029.8.22 Evidence / Meeting Matching	Ability to associate evidence with a meeting.	3	Core Delivery Capability
029.8.23 Evidence / Communication Matching	Ability to associate evidence with a communication.	3	Core Delivery Capability
029.8.24 Evidence / Partner Matching	Ability to associate evidence with a partner.	3	Core Delivery Capability
029.8.25 Evidence / Plan Matching	Ability to associate evidence with a plan.	3	Core Delivery Capability
029.8.26 Evidence / Policy Matching	Ability to associate evidence with a policy.	3	Core Delivery Capability
029.8.27 Evidence / Research Matching	Ability to associate evidence with research.	3	Core Delivery Capability
029.8.28 Evidence / Submission Matching	Ability to associate evidence with a submission.	3	Core Delivery Capability
029.8.29 Evidence / Work Item Matching	Ability to associate evidence with a work item.	3	Core Delivery Capability
029.9 Evidence Information Management	Ability to capture, organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about evidence.	2	Core Delivery Capability
029.9.1 Evidence Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to evidence.	3	Core Delivery Capability

029.9.2 Evidence Type Management	Ability to establish and track evidence classifications, which may include a cross-section of categories as required for evidence management.	3	Core Delivery Capability
029.9.3 Evidence State Management	Ability to establish and determine the status of evidence, including but not limited to, availability.	3	Core Delivery Capability
029.9.4 Evidence History Management	Ability to manage a chronological order of events, points of engagements, and other actions or decisions related to evidence.	3	Core Delivery Capability
029.9.5 Evidence Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations about evidence.	3	Core Delivery Capability

030 Finance Management

ID	Name:	Description:	Level:	Type:
030	Finance Management	Ability to plan, direct, monitor, organize, control, and report on the monetary aspects and resources of the organization.	1	Supporting Capability
030.1	Financial Forecast Management	Ability to predict and assess the financial aspects of the organization, using but not limited to, history and market trends.	2	Supporting Capability
030.1.1	Financial Forecast Development	Ability to model and articulate a financial forecast that may be interpreted and leveraged where applicable.	3	Supporting Capability
030.1.2	Financial Forecast Definition	Ability to create a description of a future state of finances.	3	Supporting Capability
030.1.3	Financial Forecast Validation	Ability to validate and verify (prove or disprove) a financial forecast.	3	Supporting Capability
030.1.4	Financial Forecast Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify a financial forecast.	3	Supporting Capability
030.2	Financial Account Management	Ability to establish, maintain, balance, audit, secure, and provide access to a named container of monetary amounts that are typically organized into assets, liabilities, income, expense, equity, and other related categories.	2	Supporting Capability
030.2.1	Financial Account Definition	Ability to establish, declare, and identify a financial account.	3	Supporting Capability
030.2.2	Financial Account Balancing	Ability to debit, credit, or otherwise update amounts associated with a financial account, in whole or in part.	3	Supporting Capability
030.2.3	Financial Account Reconciliation	Ability to ensure that a given financial account is aligned to financial objectives, accounting rules, or other measurement standards.	3	Supporting Capability
030.2.4	Financial Account Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify a financial account.	3	Supporting Capability
030.2.5	Financial Account Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a financial account.	3	Supporting Capability
030.2.6	Financial Account Matching	Ability to associate financial accounts with other business objects.	3	Supporting Capability
030.2.7	Financial Account Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about a financial account.	3	Supporting Capability
030.3	Financial Risk Determination	Ability to determine, define, or monitor financial threats and vulnerabilities related to the financial condition of the organization.	2	Supporting Capability
030.3.1	Financial Threat Determination	Ability to assess and determine financial exposures associated with outside incursions or possible sources of danger.	3	Supporting Capability
030.3.2	Financial Vulnerability Determination	Ability to assess and determine financial exposures associated with internal weaknesses or susceptibilities.	3	Supporting Capability
030.3.3	Financial Risk Aggregation	Ability to consider and incorporate multiple risk factors to establish a consolidated perspective on financial risk.	3	Supporting Capability

030.4 Financial Transaction Management	Ability to authorize, handle, record, and apply an instance of a monetary amount movement or related exchange across organizations, agreements, or financial accounts.	2	Supporting Capability
030.4.1 Définition de la transaction financière	Capacité à établir et à identifier une transaction financière.	3	Supporting Capability
030.4.2 Financial Transaction Validation	Ability to verify that a financial transaction has completed or can complete successfully.	3	Supporting Capability
030.4.3 Financial Transaction Recording	Ability to record and maintain both the monetary and non-monetary details associated with a financial transaction that assures its overall integrity.	3	Supporting Capability
030.4.4 Financial Transaction Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify a financial transaction.	3	Supporting Capability
030.4.5 Financial Transaction Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given financial transaction.	3	Supporting Capability
030.4.6 Financial Transaction Matching	Ability to associate a financial transaction with other business objects.	3	Supporting Capability
030.4.7 Financial Transaction Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about a financial transaction.	3	Supporting Capability
030.5 Monetary Amount Management	Ability to establish, determine, identify, and maintain a representation of value as expressed in a given currency.	2	Supporting Capability
030.5.1 Monetary Amount Definition	Ability to establish and identify a monetary amount.	3	Supporting Capability
030.5.2 Monetary Amount Type Management	Ability to define and maintain the classification and categories of a monetary amount.	3	Supporting Capability
030.5.3 Monetary Amount State Management	Ability to define and maintain the status of a monetary amount.	3	Supporting Capability
030.5.4 Monetary Amount Matching	Ability to associate a monetary amount with other business objects.	3	Supporting Capability
030.6 Finance Matching	Ability to associate finance to other business objects.	2	Supporting Capability
030.6.1 Finance / Policy Matching	Ability to associate finance with a policy.	3	Supporting Capability
030.6.2 Finance / Strategy Matching	Ability to associate finance with a strategy.	3	Supporting Capability
030.7 Finance Information Management	Ability to organize, track, report on, or otherwise disseminate basic attributes, data, and other perspectives about the financials of the organization.	2	Supporting Capability
030.7.1 Finance Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to an organization's finances.	3	Supporting Capability
030.7.2 Finance History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an organization's finances.	3	Supporting Capability
030.7.3 Finance Analytics Management	Ability to discover, interpret, and communicate meaningful patterns, metrics, measures, and thresholds from finance information.	3	Supporting Capability

031 Asset Management

ID	Name:	Description:	Level:	Type:
031.12	Asset Design	Ability to conceptualize, specify, and model features that an asset must have, which conceptualization may take the form of drawings, blueprints, and other representations.	2	Supporting Capability
031.13	Asset Development	Ability to manufacture or construct an asset from an agreed definition/design.	2	Supporting Capability
031	Asset Management	Ability to create, track, report on, and dispose of tangible or intangible property.	1	Supporting Capability
031.1	Asset Definition	Ability to establish, declare, and identify an asset.	2	Supporting Capability
031.1.1	Asset Establishment	Ability to create an instance of an asset.	3	Supporting Capability
031.1.2	Asset Identification	Ability to recognize a pre-existing, unique asset.	3	Supporting Capability
031.2	Asset Valuation	Ability to assess an asset to assign a monetary value to it.	2	Supporting Capability
031.3	Asset Validation	Ability to determine if an asset is the proper and correct asset, as compared to a set of internal requirements.	2	Supporting Capability
031.4	Asset Configuration	Ability to set up and prepare an asset for use.	2	Supporting Capability
031.5	Asset Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given asset.	2	Supporting Capability
031.5.1	Asset Risk Level Determination	Ability to identify and define the level of risk associated with an asset.	3	Supporting Capability
031.5.2	Asset Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with an asset.	3	Supporting Capability
031.5.3	Asset Risk Aggregation	Ability to consider a collective set of risk factors about an asset and represent them from a rationalized perspective.	3	Supporting Capability
031.6	Asset Access Management	Ability to define, control, authorize, grant, restrict, and otherwise control the right to view, use, or modify an asset.	2	Supporting Capability
031.6.1	Asset Access Constraints Definition	Ability to define and impose limitations of access rights to a given asset or set of assets.	3	Supporting Capability
031.6.2	Asset Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given asset or set of assets.	3	Supporting Capability
031.6.3	Asset Access Enforcement	Ability to ensure that asset access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
031.7	Asset Performance Management	Ability to determine how well an asset is meeting specification and objective levels, or delivering against plan.	2	Supporting Capability
031.7.1	Asset Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance.	3	Supporting Capability
031.7.2	Mesure du seuil de rendement des actifs	Capacité à déterminer si un actif dépasse ou non un seuil de rendement acceptable.	3	Supporting Capability
031.7.3	Asset Performance Constraints Determination	Ability to assess what is causing an asset to underperform.	3	Supporting Capability
031.8	Asset Lifecycle Management	Ability to define, track, and articulate the series of stages of an asset, between the time it was acquired or created until it is destroyed or disposed.	2	Supporting Capability
031.8.1	Asset Activation	Ability to bring an asset into use.	3	Supporting Capability

031.8.2 Asset Decommission	Ability to remove an asset from active use.	3	Supporting Capability
031.9 Asset Inventory Management	Ability to count, track, organize, and report on assets.	2	Supporting Capability
031.10 Asset Matching	Ability to match an asset with other business objects.	2	Supporting Capability
031.10.1 Asset / Asset Matching	Ability to associate one asset with another asset.	3	Supporting Capability
031.10.2 Asset / Competency Matching	Ability to associate an asset with a competency.	3	Supporting Capability
031.10.3 Asset / Client Matching	Ability to associate an asset with a client.	3	Supporting Capability
031.10.4 Asset / Human Resource Matching	Ability to associate an asset with a human resource.	3	Supporting Capability
031.10.5 Asset / Initiative Matching	Ability to associate an asset with an initiative.	3	Supporting Capability
031.10.6 Asset / Infrastructure Matching	Ability to associate an asset with infrastructure.	3	Supporting Capability
031.10.7 Asset / Investment Matching	Ability to associate an asset with an investment.	3	Supporting Capability
031.10.8 Asset / Job Matching	Ability to associate an asset with a job.	3	Supporting Capability
031.10.9 Asset / Location Matching	Ability to associate an asset with a location.	3	Supporting Capability
031.10.10 Asset / Partner Matching	Ability to associate an asset with a partner.	3	Supporting Capability
031.10.11 Asset / Policy Matching	Ability to associate an asset with a policy.	3	Supporting Capability
031.10.12 Asset / Organization Matching	Ability to associate an asset with an organization.	3	Supporting Capability
031.10.13 Asset / Work Item Matching	Ability to associate an asset with a work item.	3	Supporting Capability
031.11 Asset Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the asset.	2	Supporting Capability
031.11.1 Asset Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about an asset and its relationships.	3	Supporting Capability
031.11.2 Asset Type Management	Ability to determine, modify, and interpret the category or classification of an asset.	3	Supporting Capability
031.11.3 Asset State Management	Ability to determine, modify, and interpret the status or condition of an asset.	3	Supporting Capability
031.11.4 Asset History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an asset.	3	Supporting Capability
031.11.5 Asset Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more assets.	3	Supporting Capability
031.12.1 Asset Needs Determination	Ability to identify and describe the appropriate needs for an asset.	3	Supporting Capability
031.12.2 Asset Specification	Ability to precisely identify the features of an asset, which may take the form of drawings, blueprints, and other representations.	3	Supporting Capability
031.12.3 Asset Modeling	Ability to create approximations of an asset in order to determine feasibility and/or applicability of the asset.	3	Supporting Capability

Ability to create mock-ups of an asset in order to determine feasibility and/or applicability of the asset.

032 Order Management

ID	Name:	Description:	Level:	Type:
032	Order Management	Ability to define, place, settle, match, split, transfer, and cancel a request by one party to another to buy, sell, exchange financial instruments or other goods or services.	1	Supporting Capability
032.1	Order Definition	Ability to establish and identify an order.	2	Supporting Capability
032.1.1	Order Establishment	Ability to create an instance of an order.	3	Supporting Capability
032.1.2	Order Identification	Ability to recognize a pre-existing, unique order.	3	Supporting Capability
032.2	Order Valuation	Ability to articulate a proposed or estimated worth of an order.	2	Supporting Capability
032.3	Order Placement	Ability to place or enter an order for the exchange or trade of goods, services, or financial instruments in the appropriate market(s).	2	Supporting Capability
032.4	Order Settlement	Ability to control, execute, and record the order in accordance with the agreed and defined terms and conditions.	2	Supporting Capability
032.5	Order Validation	Ability to ensure that a provided order satisfies the minimum level of requirements to place and settle.	2	Supporting Capability
032.6	Order Cancellation	Ability to stop an order placement and settlement based on a party request or order exception criteria.	2	Supporting Capability
032.7	Order Exception Management	Ability to take an action (pre-defined) in case of order placement or settlement failure.	2	Supporting Capability
032.8	Order Splitting	Ability to decompose an order of multiple goods or services or multiple financial instruments orders into a set of sub-orders for individual (or smaller set of) goods or services or financial instruments.	2	Supporting Capability
032.9	Order Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with an order.	2	Supporting Capability
032.9.1	Order Risk Level Determination	Ability to identify and define the level of risk associated with an order, such as for flu vaccine.	3	Supporting Capability
032.9.2	Order Risk Level Threshold Determination	Ability to identify and define the level of acceptable risk associated with a given order, such as the history of on-time delivery for prior comparable orders.	3	Supporting Capability
032.9.3	Order Risk Aggregation	Ability to consider a collective set of risk factors about an order and represent them from a rationalized perspective.	3	Supporting Capability
032.10	Order Access Management	Ability to establish, control, restrict, and administer rights to view, use, or change an order.	2	Supporting Capability
032.10.1	Order Access Constraints Definition	Ability to define and impose limitations of access rights for an order.	3	Supporting Capability
032.10.2	Order Access Constraints Interpretation	Ability to understand the imposed access rights limitations for an order.	3	Supporting Capability
032.10.3	Order Access Enforcement	Ability to ensure that order access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
032.11	Order Matching	Ability to associate an order with other business objects.	2	Supporting Capability

032.11.1 Order / Agreement Matching	Ability to associate an order with an agreement.	3	Supporting Capability
032.11.2 Order / Asset Matching	Ability to associate an order with an asset.	3	Supporting Capability
032.11.3 Order / Channel Matching	Ability to associate an order with a channel.	3	Supporting Capability
032.11.4 Order / Client Matching	Ability to associate an order with a client.	3	Supporting Capability
032.11.5 Order / Financial Transaction Matching	Ability to associate an order with a financial transaction.	3	Supporting Capability
032.11.6 Order / Service Matching	Ability to associate an order with a service.	3	Supporting Capability
032.11.7 Order / Infrastructure Matching	Ability to associate an order with infrastructure.	3	Supporting Capability
032.11.8 Order / Credential Matching	Ability to associate an order with a credential.	3	Supporting Capability
032.11.9 Order / Market Matching	Ability to associate an order with a market.	3	Supporting Capability
032.11.10 Order / Order Matching	Ability to associate an order with another order.	3	Supporting Capability
032.11.11 Order / Partner Matching	Ability to associate an order with a partner.	3	Supporting Capability
032.11.12 Order / Payment Matching	Ability to associate an order with a payment.	3	Supporting Capability
032.11.13 Order / Research Matching	Ability to associate an order with research.	3	Supporting Capability
032.12 Order Information Management	Ability to organize, track, report on, or otherwise disseminate attributes and data related to an order.	2	Supporting Capability
032.12.1 Order Profile Management	Ability to identify, track, validate, report on, or otherwise administer descriptive information related to an order.	3	Supporting Capability
032.12.2 Order Type Management	Ability to define and maintain the classification and categories of an order.	3	Supporting Capability
032.12.3 Order State Management	Ability to define and maintain the various conditions or status that an order is in at a specific time.	3	Supporting Capability
032.12.4 Order History Management	Ability to record, retain, and retrieve order information changes over time.	3	Supporting Capability
032.12.5 Order Analytics Management	Ability to discover, interpret, and communicate meaningful patterns, metrics, measures, and thresholds from order information.	3	Supporting Capability

033 Human Resource Management

ID	Name:	Description:	Level:	Type:
033	Human Resource Management	Ability to assess, mentor, compensate, terminate, and otherwise coordinate individuals who have, plan to have, or have had a legal agreement with the organization, which includes compensation and other benefits on a temporary or permanent basis.	1	Supporting Capability
033.1	Human Resource Definition	Ability to establish, declare, and identify a human resource.	2	Supporting Capability
033.1.1	Human Resource Establishment	Ability to create an instance of a human resource.	3	Supporting Capability
033.1.2	Human Resource Identification	Ability to recognize a pre-existing, unique human resource.	3	Supporting Capability
033.2	Human Resource Authentication and Authorization	Ability to determine, assign, and enforce access of a human resource to a particular item such as a facility, locations, or information.	2	Supporting Capability
033.2.1	Human Resource Authentication and Authorization Determination	Ability to determine security and accessibility levels to a particular item.	3	Supporting Capability
033.2.2	Human Resource Authentication and Authorization Assignment	Ability to apply an authorization determination to a particular human resource or collection of resources.	3	Supporting Capability
033.2.3	Human Resource Authentication and Authorization Enforcement	Ability to verify, impose, apply, and administer access by a human resource.	3	Supporting Capability
033.3	Human Resource Performance Determination	Ability to determine how well a human resource is meeting objectives and expectations.	2	Supporting Capability
033.3.1	Human Resource Performance Threshold Setting	Ability to determine targeted upper and lower levels of a human resource's performance.	3	Supporting Capability
033.3.2	Human Resource Performance Threshold Measurement	Ability to determine if a human resource is exceeding or falling short of acceptable levels of performance.	3	Supporting Capability
033.3.3	Human Resource Performance Constraints Determination	Ability to assess what is causing a human resource to underperform.	3	Supporting Capability
033.4	Human Resource Preference Management	Ability to capture, represent, analyze, and act upon explicit or implicit inclinations, leanings, likings, predispositions, penchants, or options — expressed formally or informally — as determined or derived from a combination of sources and associated with a human resource.	2	Supporting Capability
033.4.1	Human Resource Preference Definition	Ability to characterize the preferences that are related to a human resource.	3	Supporting Capability
033.4.2	Human Resource Preference Interpretation	Ability to understand the differences in preference patterns of a human resource.	3	Supporting Capability
033.4.3	Human Resource Preference Enforcement	Ability to put into effect a plan or course of action to act upon the preferences associated with a human resource.	3	Supporting Capability
033.5	Human Resource Compensation Management	Ability to determine the monetary and non-monetary value to be exchanged for the work done and role played by a human resource.	2	Supporting Capability
033.6	Human Resource Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given human resource.	2	Supporting Capability
033.7	Human Resource Matching	Ability to associate a human resource with other business objects.	2	Supporting Capability

033.7.1 Human Resource / Campaign Matching	Ability to associate a human resource with a campaign.	3	Supporting Capability
033.7.2 Human Resource / Competency Matching	Ability to associate a human resource with a competency.	3	Supporting Capability
033.7.3 Human Resource / Human Resource Matching	Ability to associate a human resource with another human resource.	3	Supporting Capability
033.7.4 Human Resource / Job Matching	Ability to associate a human resource with a job.	3	Supporting Capability
033.7.5 Human Resource / Language Matching	Ability to associate a human resource with a language.	3	Supporting Capability
033.7.6 Human Resource / Legislation Matching	Ability to associate a human resource with legislation.	3	Supporting Capability
033.7.7 Human Resource / Location Matching	Ability to associate a human resource with a location.	3	Supporting Capability
033.7.8 Human Resource / Partner Matching	Ability to associate a human resource with a partner.	3	Supporting Capability
033.7.9 Human Resource / Payment Matching	Ability to associate a human resource with a payment.	3	Supporting Capability
033.7.10 Human Resource / Plan Matching	Ability to associate a human resources with a plan.	3	Supporting Capability
033.7.11 Human Resource / Policy Matching	Ability to associate a human resource with a policy.	3	Supporting Capability
033.7.12 Human Resource / Organization Matching	Ability to associate a human resource with an organization.	3	Supporting Capability
033.7.13 Correspondance ressource humaine/recherche	Capacité à associer une ressource humaine à la recherche.	3	Supporting Capability
033.8 Human Resource Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the human resource.	2	Supporting Capability
033.8.1 Human Resource Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a human resource and its relationships.	3	Supporting Capability
033.8.2 Human Resource Type Management	Ability to determine, modify, and interpret the category or classification of a human resource.	3	Supporting Capability
033.8.3 Human Resource State Management	Ability to determine, modify, and interpret the status or condition of a human resource.	3	Supporting Capability
033.8.4 Human Resource History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a human resource.	3	Supporting Capability
033.8.5 Human Resource Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more human resources.	3	Supporting Capability

034 Job Management

ID	Name:	Description:	Level:	Type:
034 Job Management		Ability to identify, define, assign, and manage a named category of accountabilities, whether remunerative or non-remunerative, associated with an assigned, specific, and accountable business duty, role, or function that can be executed by a human or non-human resource.	1	Supporting Capability
034.1 Job Definition		Ability to establish, declare, and identify a job.	2	Supporting Capability
034.1.1 Job Establishment		Ability to create an instance of a job.	3	Supporting Capability
034.1.2 Job Identification		Ability to recognize a pre-existing, unique job.	3	Supporting Capability
034.2 Job Design		Ability to identify, define, and configure the attributes for accountabilities specific to a job.	2	Supporting Capability
034.3 Job Compensation Management		Ability to establish a compensation range and compensation criteria for a given job.	2	Supporting Capability
034.4 Job Activation		Ability to put into effect or out of effect the accountabilities designed specific to a job.	2	Supporting Capability
034.5 Job Validation		Ability to assess the job against the need for which it was created.	2	Supporting Capability
034.6 Job Performance Management		Ability to determine how well a job is meeting specification and objective levels, or delivering against design.	2	Supporting Capability
034.6.1 Job Performance Threshold Setting		Ability to determine acceptable or unacceptable levels of performance.	3	Supporting Capability
034.6.2 Job Performance Threshold Measurement		Ability to determine if a job is exceeding or falling short of an acceptable threshold of performance.	3	Supporting Capability
034.6.3 Job Performance Constraints Determination		Ability to assess what is causing a job to underperform.	3	Supporting Capability
034.7 Job Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given job.	2	Supporting Capability
034.7.1 Job Risk Level Determination		Ability to identify and define the level of risk associated with a job.	3	Supporting Capability
034.7.2 Job Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a job.	3	Supporting Capability
034.7.3 Job Risk Aggregation		Ability to consider a collective set of risk factors about a job and represent them from a rationalized perspective.	3	Supporting Capability
034.8 Job Access Management		Ability to allow or prevent individuals, organizations, and assets from viewing, using, modifying, or sharing a job based on certain rules and defined authorizations of the accessing parties.	2	Supporting Capability
034.8.1 Job Access Constraints Definition		Ability to define and impose limitations of access rights to a given job, such as a job that requires a security clearance.	3	Supporting Capability
034.8.2 Job Access Constraints Interpretation		Ability to understand imposed access rights limitations for a given job.	3	Supporting Capability
034.8.3 Job Access Enforcement		Ability to ensure that job access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability

034.9 Job Matching	Ability to associate a job with other business objects.	2	Supporting Capability
034.9.1 Job / Agreement Matching	Ability to associate a job with an agreement.	3	Supporting Capability
034.9.2 Job / Competency Matching	Ability to associate a job with a competency.	3	Supporting Capability
034.9.3 Job / Content Matching	Ability to associate a job with content.	3	Supporting Capability
034.9.4 Job / Client Matching	Ability to associate a job with a client.	3	Supporting Capability
034.9.5 Job / Job Matching	Ability to associate a job with another job.	3	Supporting Capability
034.9.6 Job / Location Matching	Ability to associate a job with a location.	3	Supporting Capability
034.9.7 Job / Plan Matching	Ability to associate a job with a plan.	3	Supporting Capability
034.9.8 Job / Policy Matching	Ability to associate a job with a policy.	3	Supporting Capability
034.9.9 Job / Strategy Matching	Ability to associate a job with a strategy.	3	Supporting Capability
034.10 Job Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the job.	2	Supporting Capability
034.10.1 Job Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a job and its relationships.	3	Supporting Capability
034.10.2 Job Type Management	Ability to determine, modify, and interpret the category or classification of a job.	3	Supporting Capability
034.10.3 Job State Management	Ability to determine, modify, and interpret the status or condition of a job.	3	Supporting Capability
034.10.4 Job History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a job.	3	Supporting Capability
034.10.5 Job Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more jobs.	3	Supporting Capability

035 Competency Management

ID	Name:	Description:	Level:	Type:
035	Competency Management	Ability to define, design, profile, rate, and validate the skills and knowledge necessary to do something.	1	Supporting Capability
035.1	Competency Definition	Ability to establish, declare, and identify a competency.	2	Supporting Capability
035.1.1	Competency Establishment	Ability to create an instance of a competency.	3	Supporting Capability
035.1.2	Competency Identification	Ability to recognize a pre-existing, unique competency.	3	Supporting Capability
035.2	Competency Level Management	Ability to articulate different skills and knowledge scale required for a competency.	2	Supporting Capability
035.3	Competency Performance Management	Ability to determine how well a competency is meeting specification and objective levels, or delivering against plan.	2	Supporting Capability
035.3.1	Competency Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance for a competency.	3	Supporting Capability
035.3.2	Competency Performance Threshold Measurement	Ability to determine if a competency is exceeding or falling short of an acceptable threshold of performance.	3	Supporting Capability
035.3.3	Competency Performance Constraints Determination	Ability to assess what is causing a competency to underperform.	3	Supporting Capability
035.4	Competency Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given competency, such as the ability to maintain mental focus.	2	Supporting Capability
035.4.1	Competency Risk Level Determination	Ability to identify and define the level of risk associated with a competency.	3	Supporting Capability
035.4.2	Competency Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a competency.	3	Supporting Capability
035.4.3	Regroupement des risques liés aux compétences	Capacité à prendre en compte un ensemble collectif de facteurs de risque concernant une compétence donné et à les représenter dans une perspective rationalisé.	3	Supporting Capability
035.5	Competency Matching	Ability to associate competencies with other business objects.	2	Supporting Capability
035.5.1	Competency / Competency Matching	Ability to associate competency with another competency.	3	Supporting Capability
035.5.2	Competency / Content Matching	Ability to associate a competency with content.	3	Supporting Capability
035.5.3	Competency / Language Matching	Ability to associate competency with a language.	3	Supporting Capability
035.5.4	Competency / Plan Matching	Ability to associate competency with a plan.	3	Supporting Capability
035.5.5	Competency / Policy Matching	Ability to associate a competency with a policy.	3	Supporting Capability
035.5.6	Competency / Training Course Matching	Ability to associate competency with a training course.	3	Supporting Capability
035.6	Competency Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the competency.	2	Supporting Capability
035.6.1	Competency Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a competency and its relationships.	3	Supporting Capability

035.6.2 Competency Type Management	Ability to determine, modify, and interpret the category or classification of a competency.	3	Supporting Capability
035.6.3 Competency State Management	Ability to determine, modify, and interpret the status or condition of a competency.	3	Supporting Capability
035.6.4 Competency History Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more competencies.	3	Supporting Capability
035.6.5 Competency Analytics Management	Ability to identify, record, and represent a chronological order of events and actions associated with a competency.	3	Supporting Capability

036 Training Course Management

ID	Name:	Description:	Level:	Type:
036	Training Course Management	Ability to define, conceptualize, create, and convey structured theoretical or practical subject matter in a consumable format, associated with a curriculum, workshop, or seminar.	1	Supporting Capability
036.1	Training Course Definition	Ability to define objectives, subject matter, criteria, and methodology for a training course.	2	Supporting Capability
036.1.1	Training Course Establishment	Ability to create an instance of a training course.	3	Supporting Capability
036.1.2	Training Course Identification	Ability to recognize a pre-existing, unique training course.	3	Supporting Capability
036.2	Training Course Design	Ability to structure a training course so it is aligned with its objectives.	2	Supporting Capability
036.3	Training Course Development	Ability to create, modify, and customize a related training course and materials.	2	Supporting Capability
036.3.1	Training Course Structure Definition	Ability to frame the core and contextual elements, learning dependencies, and other factors to be addressed in the creation of the training course.	3	Supporting Capability
036.3.2	Training Course Curriculum Definition	Ability to identify the individual topics, skills, and concepts that, taken as a whole, constitute a body of a training course.	3	Supporting Capability
036.3.3	Training Course Source Determination	Ability to weigh the advantages and disadvantages of developing the content in-house or obtaining the training course from an external source.	3	Supporting Capability
036.4	Training Course Dissemination	Ability to deliver a training course utilizing a variety of methods, including but not limited to, real-time, on-demand, human or automated, individual or group study.	2	Supporting Capability
036.5	Training Course Performance Management	Ability to determine how well a component or curriculum of a training course is meeting specification and objective levels, or delivering against plan.	2	Supporting Capability
036.5.1	Training Course Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance.	3	Supporting Capability
036.5.2	Training Course Performance Threshold Measurement	Ability to determine if a component or curriculum of a training course is meeting, exceeding, or falling short of an acceptable threshold of performance.	3	Supporting Capability
036.5.3	Training Course Performance Constraints Determination	Ability to assess what is causing a component or curriculum of training course to underperform.	3	Supporting Capability
036.6	Training Course Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a training course.	2	Supporting Capability
036.6.1	Training Course Risk Level Determination	Ability to identify and define the level of risk associated with a component or curriculum of a training course.	3	Supporting Capability
036.6.2	Training Course Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a component or curriculum of a training course.	3	Supporting Capability
036.6.3	Training Course Risk Aggregation	Ability to consider a collective set of risk factors about a component of a training course and represent them from a rationalized perspective.	3	Supporting Capability
036.7	Training Course Access Management	Ability to establish, control, restrict, and administer rights to review, modify, or use a component or curriculum of a training course.	2	Supporting Capability

036.8 Training Course Matching	Ability to associate training course-related objects with other business objects.	2	Supporting Capability
036.8.1 Correspondance cours de formation/compétence	Capacité à associer un cours de formation à une compétence.	3	Supporting Capability
036.8.2 Training Course / Client Matching	Ability to associate a training course with a client.	3	Supporting Capability
036.8.3 Training Course / Content Matching	Ability to associate a training course with content.	3	Supporting Capability
036.8.4 Training Course / Service Matching	Ability to associate a training course with a service.	3	Supporting Capability
036.8.5 Training Course / Human Resource Matching	Ability to associate a training course with a human resource.	3	Supporting Capability
036.8.6 Training Course / Initiative Matching	Ability to associate a training course with an initiative.	3	Supporting Capability
036.8.7 Training Course / Job Matching	Ability to associate a training course with a job.	3	Supporting Capability
036.8.8 Training Course / Language Matching	Ability to associate a training course with a language.	3	Supporting Capability
036.8.9 Training Course / Location Matching	Ability to associate a training course with a location.	3	Supporting Capability
036.8.10 Training Course / Objective Matching	Ability to associate a training course with an objective, such as a learning objective.	3	Supporting Capability
036.8.11 Training Course / Partner Matching	Ability to associate a training course with a partner, such as for the purpose of sourcing or delivery.	3	Supporting Capability
036.8.12 Training Course / Plan Matching	Ability to associate a training course with a plan.	3	Supporting Capability
036.8.13 Training Course / Policy Matching	Ability to associate a training course with a policy.	3	Supporting Capability
036.9 Training Course Validation	Ability to assess how well a component or curriculum of a training course meets defined learning objectives and other design criteria.	2	Supporting Capability
036.10 Training Course Catalog Management	Ability to develop, assess, and continually update the listing of a training course made available to teaching organizations.	2	Supporting Capability
036.10.1 Training Course Catalog Audience Definition	Ability to define the target audiences for the training course catalog.	3	Supporting Capability
036.10.2 Training Course Catalog Dissemination	Ability to publish and propagate the catalog content.	3	Supporting Capability
036.11 Training Course Results Management	Ability to collect, assess, and disseminate findings from the results of exams and learning context data about the learning environment of the students prior to and during the exams.	2	Supporting Capability
036.11.1 Training Course Results Identification	Ability to identify and analyze the results from exams designed to assess student acquisition of information against a defined set of objectives.	3	Supporting Capability
036.11.2 Training Course Results Interpretation	Ability to reflect the trajectory of efficacy of the design of the training course, the delivery methods, and the learning and testing environments.	3	Supporting Capability
036.12 Training Course Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a training course.	2	Supporting Capability
036.12.1 Training Course Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a training course and its relationships.	3	Supporting Capability

036.12.2 Training Course Type Management	Ability to determine, modify, and interpret the category or classification of a training course.	3	Supporting Capability
036.12.3 Training Course State Management	Ability to determine, modify, and interpret the status or condition of a training course.	3	Supporting Capability
036.12.4 Training Course History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a training course.	3	Supporting Capability
036.12.5 Training Course Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for a training course.	3	Supporting Capability

037 Location Management

ID	Name:	Description:	Level:	Type:
037	Location Management	Ability to define, calculate, articulate, determine, disseminate, or otherwise track a position or site.	1	Supporting Capability
037.1	Location Definition	Ability to establish, declare, and identify a place or position.	2	Supporting Capability
037.1.1	Location Establishment	Ability to create an instance of a location.	3	Supporting Capability
037.1.2	Location Identification	Ability to recognize a pre-existing, unique location.	3	Supporting Capability
037.2	Location Interpretation	Ability to identify a given location by using its sub-categories and attributes.	2	Supporting Capability
037.3	Location Hierarchy Management	Ability to define sub-categorizations of locations, for example, offices on floors, floors within buildings.	2	Supporting Capability
037.4	Location Transformation Management	Ability to change any given representation of a location to another representation.	2	Supporting Capability
037.5	Location Evaluation Management	Ability to measure the qualitative or quantitative characteristics of a location.	2	Supporting Capability
037.6	Location Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given location.	2	Supporting Capability
037.6.1	Location Risk Level Determination	Ability to identify and define the level of risk associated with a location.	3	Supporting Capability
037.6.2	Location Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with a location.	3	Supporting Capability
037.6.3	Location Risk Aggregation	Ability to consider a collective set of risk factors about a location and represent them from a rationalized perspective.	3	Supporting Capability
037.7	Location Access Management	Ability to establish, control, restrict, and administer rights to enter or use a location in a variety of contexts.	2	Supporting Capability
037.7.1	Location Access Constraints Definition	Ability to define and impose limitations of access rights to a given location or set of locations.	3	Supporting Capability
037.7.2	Location Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given location or set of locations.	3	Supporting Capability
037.7.3	Location Access Enforcement	Ability to ensure that location access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
037.8	Location Matching	Ability to associate a given location with other business objects.	2	Supporting Capability
037.8.1	Location / Location Matching	Ability to identify that a given location and a target location are the same.	3	Supporting Capability
037.9	Location Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the location.	2	Supporting Capability
037.9.1	Location Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a location and its relationships.	3	Supporting Capability
037.9.2	Location Type Management	Ability to determine, modify, and interpret the category or classification of a location.	3	Supporting Capability
037.9.3	Location State Management	Ability to determine, modify, and interpret the status or condition of a location.	3	Supporting Capability

037.9.4 Location History Management

Ability to identify, record, and represent a chronological order of events and actions associated with a location.

3

Supporting Capability

037.9.5 Location Analytics Management

Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more locations.

3

Supporting Capability

038 Information Management

ID	Name:	Description:	Level:	Type:
038	Information Management	Ability to define, organize, structure, secure, protect, and disseminate facts, statistics, attributes, and other types of data about an organization's set of business objects.	1	Supporting Capability
038.1	Information Definition	Ability to establish the existence of information and identify it on an on-needed basis.	2	Supporting Capability
038.1.1	Information Establishment	Ability to create an instance of information.	3	Supporting Capability
038.1.2	Information Identification	Ability to recognize a pre-existing, unique set of information.	3	Supporting Capability
038.2	Information Organization	Ability to classify, categorize, index, annotate, model, and otherwise structure information for purposes of searching, retrieving, and reusing it.	2	Supporting Capability
038.2.1	Information Aggregation	Ability to gather and express information in a summary form to satisfy an organization need.	3	Supporting Capability
038.2.2	Information Packaging	Ability to selectively prepare and expose information so that it is fit for purpose.	3	Supporting Capability
038.2.3	Information Compression	Ability to remove redundancy in, tokenize, and otherwise reduce the size, footprint, usage, and volume of information.	3	Supporting Capability
038.2.4	Information Virtualization	Ability to render information in digital form and to distribute access to it across one or more digital sources.	3	Supporting Capability
038.3	Information Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for all information across the organization ecosystem.	2	Supporting Capability
038.4	Information Versioning	Ability to define, assign, and track variants on information over time and location.	2	Supporting Capability
038.5	Information Validation and Verification	Ability to ensure that information has been examined, tested, and otherwise determined to be fit for its intended use according to a defined set of policies.	2	Supporting Capability
038.6	Information Integrity Assurance	Ability to ensure that information is correct, accurate, and meaningful.	2	Supporting Capability
038.7	Information Security Management	Ability to control access, use, disclosure, disruption, modification, inspection, recording, or destruction of information.	2	Supporting Capability
038.7.1	Information Encryption	Ability to encode information in a cipher to prevent or limit its unauthorized access, change, or claim of provenance.	3	Supporting Capability
038.7.2	Information Security Level Identification	Ability to determine the degree of authority required to create, access, modify, and delete information.	3	Supporting Capability
038.7.3	Contrôle de l'accès aux renseignements	Capacité à autoriser ou à empêcher des individus, des organisations et des actifs de consulter, d'utiliser, de modifier ou de partager des renseignements en fonction de certaines règles et des autorisations déniées des parties ayant accès aux renseignements.	3	Supporting Capability
038.8	Information Persistence	Ability to store and control information so that it may be found and retrieved as required.	2	Supporting Capability
038.8.1	Information Persistence/Time Matching	Ability to establish a timeline for information retention.	3	Supporting Capability

038.8.2 Information Archiving	Ability to determine requirements for backup, save information for a predetermined amount of time, and to retrieve that information on demand.	3	Supporting Capability
038.9 Information Transformation	Ability to alter, convert, renovate, or otherwise change information in accordance with a given plan or pattern.	2	Supporting Capability
038.10 Information State Management	Ability to track, control, and interpret the status of information from a multitude of known dimensions and conditions.	2	Supporting Capability
038.11 Information Type Management	Ability to manage the categories and taxonomies of information.	2	Supporting Capability
038.12 Information History Management	Ability to identify, record, and represent a chronological order of events and actions associated with information over time.	2	Supporting Capability
038.13 Information Matching	Ability to associate information with other business objects.	2	Supporting Capability
038.13.1 Information / Plan Matching	Ability to associate information with a plan.	3	Supporting Capability
038.13.2 Information / Policy Matching	Ability to associate information with a policy.	3	Supporting Capability
038.13.3 Information / Strategy Matching	Ability to associate information with a strategy.	3	Supporting Capability

039 Infrastructure Management

ID	Name:	Description:	Level:	Type:
039	Infrastructure Management	Ability to define, design, maintain, describe, and administer a physical structure or facility, which may include power grids, communication lines, railways, roadways, bridges, tunnels, and pipelines or conduits for water, gas, and power.	1	Supporting Capability
039.1	Infrastructure Definition	Ability to establish, declare, and identify infrastructure.	2	Supporting Capability
039.1.1	Infrastructure Establishment	Ability to create an instance of infrastructure.	3	Supporting Capability
039.1.2	Infrastructure Identification	Ability to recognize a pre-existing, unique instance of infrastructure.	3	Supporting Capability
039.2	Infrastructure Design	Ability to conceptualize and specify features that infrastructure must have, in which conceptualization may take the form of drawings, blueprints, and other representations.	2	Supporting Capability
039.3	Infrastructure Configuration	Ability to modify and adapt infrastructure to meet business needs.	2	Supporting Capability
039.4	Gestion du rendement des infrastructures	Capacité à déterminer dans quelle mesure une infrastructure répond aux niveaux de spécification et d'objectif, ou si elle est conforme au plan.	2	Supporting Capability
039.4.1	Infrastructure Performance Threshold Setting	Ability to determine acceptable or unacceptable levels of performance for an instance of infrastructure.	3	Supporting Capability
039.4.2	Infrastructure Performance Threshold Measurement	Ability to determine if infrastructure is exceeding or falling short of an acceptable threshold of performance.	3	Supporting Capability
039.4.3	Infrastructure Performance Constraints Determination	Ability to assess what is causing infrastructure to underperform.	3	Supporting Capability
039.5	Infrastructure Lifecycle Management	Ability to make decisions concerning infrastructure over time, between the time they are acquired or created until they are destroyed or otherwise end their status as an asset.	2	Supporting Capability
039.5.1	Infrastructure Instantiation	Ability to construct infrastructure.	3	Supporting Capability
039.5.2	Infrastructure Activation	Ability to bring infrastructure into use.	3	Supporting Capability
039.5.3	Infrastructure Decommission	Ability to remove an infrastructure from active use.	3	Supporting Capability
039.6	Infrastructure Risk Management	Ability to identify and mitigate potential for occurrence or exposure to sources of harm, danger, or loss associated with an instance of infrastructure.	2	Supporting Capability
039.6.1	Infrastructure Risk Level Determination	Ability to identify and define the level of risk associated with an instance of infrastructure.	3	Supporting Capability
039.6.2	Infrastructure Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with an instance of infrastructure.	3	Supporting Capability
039.6.3	Infrastructure Risk Aggregation	Ability to consider a collective set of risk factors about one or more instances of infrastructure and represent them from a rationalized perspective.	3	Supporting Capability
039.7	Infrastructure Access Management	Ability to establish, control, restrict, and otherwise administer the right to view, use, modify, or enter an instance of infrastructure.	2	Supporting Capability
039.7.1	Infrastructure Access Constraints Definition	Ability to define and impose limitations of access rights to an instance of infrastructure.	3	Supporting Capability

039.7.2 Infrastructure Access Constraints Interpretation	Ability to understand the imposed access rights limitations for an instance of infrastructure.	3	Supporting Capability
039.7.3 Infrastructure Access Enforcement	Ability to ensure that infrastructure access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
039.8 Infrastructure Matching	Ability to associate infrastructure with other business objects.	2	Supporting Capability
039.8.1 Infrastructure / Asset Matching	Ability to associate infrastructure with an asset.	3	Supporting Capability
039.8.2 Infrastructure / Competency Matching	Ability to associate infrastructure with a competency, such as construction or engineering.	3	Supporting Capability
039.8.3 Infrastructure / Infrastructure Matching	Ability to associate a component of infrastructure with another instance of infrastructure.	3	Supporting Capability
039.8.4 Infrastructure / Initiative Matching	Ability to associate infrastructure with an initiative.	3	Supporting Capability
039.8.5 Infrastructure / Investment Matching	Ability to associate infrastructure with an investment.	3	Supporting Capability
039.8.6 Infrastructure / Location Matching	Ability to associate infrastructure with a location.	3	Supporting Capability
039.8.7 Infrastructure / Partner Matching	Ability to associate infrastructure with a partner.	3	Supporting Capability
039.8.8 Infrastructure / Plan Matching	Ability to associate infrastructure with a plan.	3	Supporting Capability
039.8.9 Infrastructure / Policy Matching	Ability to associate infrastructure with a policy.	3	Supporting Capability
039.8.10 Infrastructure / Organization Matching	Ability to associate infrastructure with an organization.	3	Supporting Capability
039.8.11 Infrastructure / Work Item Matching	Ability to associate infrastructure with a work item.	3	Supporting Capability
039.9 Infrastructure Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the physical built structure.	2	Supporting Capability
039.9.1 Infrastructure Profile Management	Ability to articulate, organize, identify, track, validate, disseminate on, or otherwise administer descriptive, identifying information about an infrastructure and its relationships.	3	Supporting Capability
039.9.2 Infrastructure Type Management	Ability to determine, modify, and interpret the category or classification of infrastructure.	3	Supporting Capability
039.9.3 Infrastructure State Management	Ability to determine, modify, and interpret the status or condition of infrastructure.	3	Supporting Capability
039.9.4 Infrastructure History Management	Ability to identify, record, and represent a chronological order of events and actions associated with infrastructure.	3	Supporting Capability
039.9.5 Infrastructure Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more physical built structures.	3	Supporting Capability

040 Work Management

ID	Name:	Description:	Level:	Type:
040	Work Management	Ability to capture, organize, prioritize, route, interpret, disseminate, assign, and administer tasks, inbound requests, schedules, time, work events, and related decisions.	1	Supporting Capability
040.1	Work Item Management	Ability to define, track, route, prioritize, determine the state of, fulfill, and assess the performance of a defined, well-bounded task that may be assigned to a stakeholder or corresponding asset.	2	Supporting Capability
040.1.1	Work Item Definition	Ability to establish and identify a work item.	3	Supporting Capability
040.1.2	Work Item Requirements Definition	Ability to define the required needs and scope for establishing a work item.	3	Supporting Capability
040.1.3	Work Item Performance Determination	Ability to collect and analyze the efficiency and effectiveness of work items carried out.	3	Supporting Capability
040.1.4	Work Item Routing	Ability to make work tasks available to individuals, teams, organization areas, or systems, typically in targeting work queues, based on a triggering event.	3	Supporting Capability
040.1.5	Work Item Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a work item, such as the risk of the work not being completed or the hazardous nature of the work itself.	3	Supporting Capability
040.1.6	Work Item Access Management	Ability to allow or restrict access to a work item.	3	Supporting Capability
040.1.7	Work Item Type Management	Ability to determine, modify, and interpret the category or classification of a work item.	3	Supporting Capability
040.1.8	Work Item State Management	Ability to determine, modify, and interpret the status or condition of a work item.	3	Supporting Capability
040.1.9	Work Item Matching	Ability to associate a work item with other business objects.	3	Supporting Capability
040.2	Work Queue Management	Ability to capture, prioritize, structure, filter, and exhibit tasks to be processed by an individual or an automated system.	2	Supporting Capability
040.2.1	Work Queue Definition	Ability to establish and identify a work queue.	3	Supporting Capability
040.2.2	Work Queue Prioritization	Ability to order the sequence of items in a work queue.	3	Supporting Capability
040.2.3	Work Queue / Human Resource Matching	Ability to associate a work queue with a human resource.	3	Supporting Capability
040.2.4	Work Queue Type Management	Ability to determine, modify, and interpret the category or classification of a work queue.	3	Supporting Capability
040.2.5	Work Queue State Management	Ability to determine, modify, and interpret the status or condition of a work queue.	3	Supporting Capability
040.2.6	Work Queue Access Management	Ability to allow or restrict access to a work queue.	3	Supporting Capability
040.3	Schedule Management	Ability to define, evaluate, and control an aggregation of times, dates, and milestones in context of a specific goal or objective.	2	Supporting Capability
040.3.1	Start Time Management	Ability to determine a starting time for work or work items.	3	Supporting Capability
040.3.2	End Time Management	Ability to determine an ending time for work or work items.	3	Supporting Capability

040.4 Event Management	Ability to identify and react to a situation or an occurrence based on a time, stakeholder, or otherwise initiated or triggered situation, happening, incident, occurrence, or scenario.	2	Supporting Capability
040.4.1 Event Definition	Ability to create or recognize and identify a specific instance of a situation or occurrence.	3	Supporting Capability
040.4.2 Event Trigger Definition	Ability to initiate a specific instance of a situation or occurrence within an organization.	3	Supporting Capability
040.4.3 Event Matching	Ability to associate an event with other business objects.	3	Supporting Capability
040.4.4 Event Type Management	Ability to determine, modify, and interpret the category or classification of an event.	3	Supporting Capability
040.4.5 Event State Management	Ability to determine, modify, and interpret the status or condition of an event.	3	Supporting Capability
040.5 Work Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about work items, work queue, events, decisions, and submissions.	2	Supporting Capability
040.5.1 Work Profile Management	Ability to establish and leverage identifying attributes associated with work items, work queues, decisions, events, and other aspects of work.	3	Supporting Capability
040.5.2 Work History Management	Ability to record, evolve, and interpret changes occurring over time associated with work items, work queues, decisions, events, and other aspects of work.	3	Supporting Capability
040.5.3 Work Analytics Management	Ability to produce descriptive, prescriptive, and predictive metrics and measures related to work items, work queues, decisions, events, and other aspects of work.	3	Supporting Capability

041 Case Management

ID	Name:	Description:	Level:	Type:
041 Case Management		Ability to define, research, assess, recommend a plan of action for, act on, report on, resolve, or otherwise address an instance of a need or demand that requires resolution, such as in the context of legal, social welfare, healthcare, or related services.	1	Supporting Capability
041.1 Case Definition		Ability to establish, declare, and identify a case.	2	Supporting Capability
041.1.1 Case Establishment		Ability to create an instance of a case.	3	Supporting Capability
041.1.2 Case Identification		Ability to recognize a pre-existing, unique case.	3	Supporting Capability
041.2 Case Scope Management		Ability to bound the range of activities and concerns addressed by the case and the ability to constrain the case to operate within that boundary.	2	Supporting Capability
041.3 Case Resolution Terms Management		Ability to define the criteria to be used to resolve the case, including but not limited to, a period of time.	2	Supporting Capability
041.4 Case Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a case.	2	Supporting Capability
041.4.1 Case Risk Level Determination		Ability to identify and define the level of risk associated with a case.	3	Supporting Capability
041.4.2 Case Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a case.	3	Supporting Capability
041.4.3 Case Risk Aggregation		Ability to consider a collective set of risk factors about a case and represent them from a rationalized perspective.	3	Supporting Capability
041.4.4 Case Risk-Benefit Determination		Ability to define and make the most effective use of the case spend in comparison to the value anticipated to be delivered.	3	Supporting Capability
041.5 Case Access Management		Ability to establish, control, restrict, and administer rights to restrict or gain access to a case.	2	Supporting Capability
041.5.1 Case Access Constraint Definition		Ability to define and impose limitations of access rights to a case.	3	Supporting Capability
041.5.2 Case Access Constraint Interpretation		Ability to understand imposed access rights limitations to a case.	3	Supporting Capability
041.5.3 Case Access Enforcement		Ability to ensure that case access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
041.6 Case Lifecycle Management		Ability to define, track, and articulate the series of stages of a case from creation through to retirement, which may be resolution, or reaching an inactive state for lack of ability to resolve the case.	2	Supporting Capability
041.6.1 Case Activation		Ability to manage the introductory stages of a case.	3	Supporting Capability
041.6.2 Case Progression		Ability to move a case forward according to the rules or practices that govern the case.	3	Supporting Capability
041.6.3 Case Retirement		Ability to manage the final stages of a case, including recording final decisions and outcome.	3	Supporting Capability
041.7 Case Matching		Ability to associate a case with other business objects.	2	Supporting Capability

041.7.1 Case / Asset Matching	Ability to associate a case with an asset.	3	Supporting Capability
041.7.2 Case / Case Matching	Ability to associate a case with another case.	3	Supporting Capability
041.7.3 Case / Client Matching	Ability to associate a case with a client.	3	Supporting Capability
041.7.4 Case / Channel Matching	Ability to associate a case with a channel.	3	Supporting Capability
041.7.5 Case / Human Resource Matching	Ability to associate a case with a human resource.	3	Supporting Capability
041.7.6 Case / Organization Matching	Ability to associate a case with an organization, such as for the purpose of progressing a case through a system, such as courts, tribunals, review, or escalation boards.	3	Supporting Capability
041.7.7 Case / Service Matching	Ability to associate a case with a service, such as providing the subject of a case with a legal support service or a social support service.	3	Supporting Capability
041.7.8 Case / Work Item Matching	Ability to associate a case with a work item.	3	Supporting Capability
041.7.9 Case / Communication Matching	Ability to associate a case with a communication.	3	Supporting Capability
041.7.10 Case / Payment Matching	Ability to associate a case with a payment.	3	Supporting Capability
041.7.11 Case / Partner Matching	Ability to associate a case with a partner.	3	Supporting Capability
041.7.12 Case / Plan Matching	Ability to associate a case with a plan.	3	Supporting Capability
041.7.13 Case / Policy Matching	Ability to associate a case with a policy.	3	Supporting Capability
041.7.14 Case / Schedule Matching	Ability to associate a case with a schedule.	3	Supporting Capability
041.7.15 Case / Submission Matching	Ability to associate a case with a submission.	3	Supporting Capability
041.8 Case Information Management	Ability to acquire, validate, and distribute collected and documented facts related to a case.	2	Supporting Capability
041.8.1 Case Profile Management	Ability to associate a case with a description and relevant perspective about the case.	3	Supporting Capability
041.8.2 Case Type Management	Ability to establish and determine case classifications, which may include a cross-section of case categories.	3	Supporting Capability
041.8.3 Case State Management	Ability to establish and determine case status, including but not limited to, active or inactive, in-progress, closed-resolved, closed-unresolved, and archived.	3	Supporting Capability
041.8.4 Case History Management	Ability to track, document, and interpret a series of events, encounters, triage, and other relevant aspects of a case.	3	Supporting Capability
041.8.5 Case Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more case types, such as for statistical and operations reporting.	3	Supporting Capability

042 Incident Management

ID	Name:	Description:	Level:	Type:
042	Incident Management	Ability to define, assign, resolve, and track an issue involving an organization's assets, products, or operations, that may require the invocation of existing legislation, or may require new legislative action.	1	Supporting Capability
042.1	Incident Definition	Ability to establish, declare, and identify an incident.	2	Supporting Capability
042.1.1	Incident Establishment	Ability to create an instance of an incident.	3	Supporting Capability
042.1.2	Incident Identification	Ability to recognize a pre-existing, unique incident.	3	Supporting Capability
042.2	Incident Root Cause Determination	Ability to assess, track down, and articulate the initiating source of an incident.	2	Supporting Capability
042.3	Incident Scope Determination	Ability to constrain the applicability of an incident to other contexts.	2	Supporting Capability
042.4	Incident Risk Management	Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a given incident.	2	Supporting Capability
042.4.1	Incident Risk Level Determination	Ability to identify and define the level of risk associated with an incident.	3	Supporting Capability
042.4.2	Incident Risk Threshold Determination	Ability to identify and define the level of acceptable risk associated with an incident.	3	Supporting Capability
042.4.3	Incident Risk Aggregation	Ability to consider a collective set of risk factors about an incident and represent them from a rationalized perspective.	3	Supporting Capability
042.5	Incident Access Management	Ability to establish, control, restrict, and administer rights to view, come in contact with, or alter an incident in a variety of contexts.	2	Supporting Capability
042.5.1	Incident Access Constraints Definition	Ability to define and impose limitations of access rights to an incident.	3	Supporting Capability
042.5.2	Incident Access Constraints Interpretation	Ability to understand imposed access rights limitations for a given incident.	3	Supporting Capability
042.5.3	Incident Access Enforcement	Ability to ensure that incident access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
042.6	Incident Matching	Ability to associate an incident with other business objects.	2	Supporting Capability
042.6.1	Incident / Agreement Matching	Ability to associate an incident with an agreement.	3	Supporting Capability
042.6.2	Incident / Asset Matching	Ability to associate an incident with an asset.	3	Supporting Capability
042.6.3	Incident / Brand Matching	Ability to associate an incident with a brand.	3	Supporting Capability
042.6.4	Incident / Channel Matching	Ability to associate an incident with a channel.	3	Supporting Capability
042.6.5	Incident / Client Matching	Ability to associate an incident with a client.	3	Supporting Capability
042.6.6	Incident / Financial Account Matching	Ability to associate an incident with a financial account.	3	Supporting Capability
042.6.7	Incident / Financial Transaction Matching	Ability to associate an incident with a financial transaction.	3	Supporting Capability
042.6.8	Incident / Service Matching	Ability to associate an incident with a service.	3	Supporting Capability
042.6.9	Incident / Human Resource Matching	Ability to associate an incident with a human resource.	3	Supporting Capability

042.6.10 Incident / Incident Matching	Ability to associate an incident with another incident.	3	Supporting Capability
042.6.11 Incident / Initiative Matching	Ability to associate an incident with an initiative.	3	Supporting Capability
042.6.12 Incident / Inquiry Matching	Ability to associate an incident with an inquiry.	3	Supporting Capability
042.6.13 Incident / Legislation Matching	Ability to associate an incident with legislation.	3	Supporting Capability
042.6.14 Incident / Meeting Matching	Ability to associate an incident with a meeting.	3	Supporting Capability
042.6.15 Incident / Partner Matching	Ability to associate an incident with a partner.	3	Supporting Capability
042.6.16 Incident / Policy Matching	Ability to associate an incident with a policy.	3	Supporting Capability
042.6.17 Incident / Strategy Matching	Ability to associate an incident with a strategy.	3	Supporting Capability
042.7 Incident Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about the incident.	2	Supporting Capability
042.7.1 Incident Type Management	Ability to determine, modify, and interpret the category or classification of an incident.	3	Supporting Capability
042.7.2 Incident Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about an incident.	3	Supporting Capability
042.7.3 Incident State Management	Ability to determine, modify, and interpret the status or condition of an incident.	3	Supporting Capability
042.7.4 Incident History Management	Ability to identify, record, and represent a chronological order of events and actions associated with an incident.	3	Supporting Capability
042.7.5 Incident Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more incidents.	3	Supporting Capability

043 Meeting Management

ID	Name:	Description:	Level:	Type:
043 Meeting Management		Ability to establish, use, sustain, disseminate, and analyze a gathering of two or more persons at a determinable time and place, including physical and virtual engagements, conferences, or related gatherings.	1	Supporting Capability
043.1 Meeting Definition		Ability to establish, declare, and identify a meeting.	2	Supporting Capability
043.1.1 Meeting Establishment		Ability to create an instance of a meeting.	3	Supporting Capability
043.1.2 Meeting Identification		Ability to recognize a pre-existing, unique meeting.	3	Supporting Capability
043.2 Meeting Performance Management		Ability to determine how well a meeting is achieving expectations and objectives against plan.	2	Supporting Capability
043.3 Meeting Risk Management		Ability to identify, assess, aggregate, articulate, and incorporate various exposures to harm, danger, or loss associated with a meeting.	2	Supporting Capability
043.3.1 Meeting Risk Level Determination		Ability to identify and define the level of risk associated with a meeting, such as a confluence of people around a controversial issue.	3	Supporting Capability
043.3.2 Meeting Risk Threshold Determination		Ability to identify and define the level of acceptable risk associated with a meeting.	3	Supporting Capability
043.3.3 Meeting Risk Aggregation		Ability to consider a collective set of risk factors about a meeting and represent them from a rationalized perspective.	3	Supporting Capability
043.4 Meeting Access Management		Ability to establish, control, restrict, and administer rights to restrict or gain access to a meeting.	2	Supporting Capability
043.4.1 Meeting Access Constraints Definition		Ability to define and impose limitations of access rights to a given meeting.	3	Supporting Capability
043.4.2 Meeting Access Constraints Interpretation		Ability to understand imposed access rights limitations for a given meeting.	3	Supporting Capability
043.4.3 Meeting Access Enforcement		Ability to ensure that meeting access rights are granted where appropriate and to prevent access in accordance to applicable constraints.	3	Supporting Capability
043.5 Meeting Matching		Ability to associate a meeting with other business objects.	2	Supporting Capability
043.5.1 Meeting / Asset Matching		Ability to associate a meeting with an asset.	3	Supporting Capability
043.5.2 Meeting / Content Matching		Ability to associate a meeting with content.	3	Supporting Capability
043.5.3 Meeting / Client Matching		Ability to associate a meeting with a client.	3	Supporting Capability
043.5.4 Meeting / Service Matching		Ability to associate a meeting with a service.	3	Supporting Capability
043.5.5 Meeting / Human Resource Matching		Ability to associate a meeting with a human resource.	3	Supporting Capability
043.5.6 Meeting / Infrastructure Matching		Ability to associate a meeting with an instance of infrastructure.	3	Supporting Capability
043.5.7 Meeting / Initiative Matching		Ability to associate a meeting with an initiative.	3	Supporting Capability
043.5.8 Meeting / Legislation Matching		Ability to associate a meeting with legislation.	3	Supporting Capability

043.5.9 Meeting / Location Matching	Ability to associate a meeting with a location.	3	Supporting Capability
043.5.10 Meeting / Market Matching	Ability to associate a meeting with a market.	3	Supporting Capability
043.5.11 Meeting / Meeting Matching	Ability to associate a meeting with another meeting.	3	Supporting Capability
043.5.12 Meeting / Partner Matching	Ability to associate a meeting with a partner.	3	Supporting Capability
043.5.13 Meeting / Plan Matching	Ability to associate a meeting with a plan.	3	Supporting Capability
043.5.14 Meeting / Organization Matching	Ability to associate a meeting with an organization.	3	Supporting Capability
043.5.15 Meeting / Schedule Matching	Ability to associate a meeting with a schedule.	3	Supporting Capability
043.5.16 Meeting / Strategy Matching	Ability to associate a meeting with a strategy.	3	Supporting Capability
043.5.17 Meeting / Training Course Matching	Ability to associate a meeting with a training course.	3	Supporting Capability
043.6 Meeting Information Management	Ability to collect, organize, monitor, report on, or otherwise disseminate basic facts, statistics, attributes, and data about a meeting.	2	Supporting Capability
043.6.1 Meeting Profile Management	Ability to articulate, organize, identify, track, validate, or otherwise administer descriptive, identifying information about a meeting and its relationships.	3	Supporting Capability
043.6.2 Meeting Type Management	Ability to determine, modify, and interpret the category or classification of a meeting.	3	Supporting Capability
043.6.3 Meeting State Management	Ability to determine, modify, and interpret the status or condition of a meeting.	3	Supporting Capability
043.6.4 Meeting History Management	Ability to identify, record, and represent a chronological order of events and actions associated with a meeting.	3	Supporting Capability
043.6.5 Meeting Analytics Management	Ability to identify, establish, validate, and articulate metrics and measures on historic and predictive determinations for one or more meetings.	3	Supporting Capability