

BUSI 2710

Classes 5 and 6

Handout

This handout contains a list of the Enterprise and Process Enablers from Mike Hammer's (2007) article. Consult the table in the article for the meaning of the maturity levels P1-P4 and E1-E4 for each enabler.

Enterprise Enablers:

Leadership

- Awareness
- Alignment
- Behaviour
- Style

Culture

- Teamwork
- Customer Focus
- Responsibility
- Attitude toward change

Expertise

- People
- Methodology

Governance

- Process Model
- Accountability
- Integration

Process Enablers:

Design

- Purpose
- Context
- Documentation

Performers

- Knowledgeable
- Skills
- Behaviour

Owner

- Identity
- Activities
- Authority

Infrastructure

- Information Systems
- Human Resource Systems

Metrics

- Definitions
- Uses