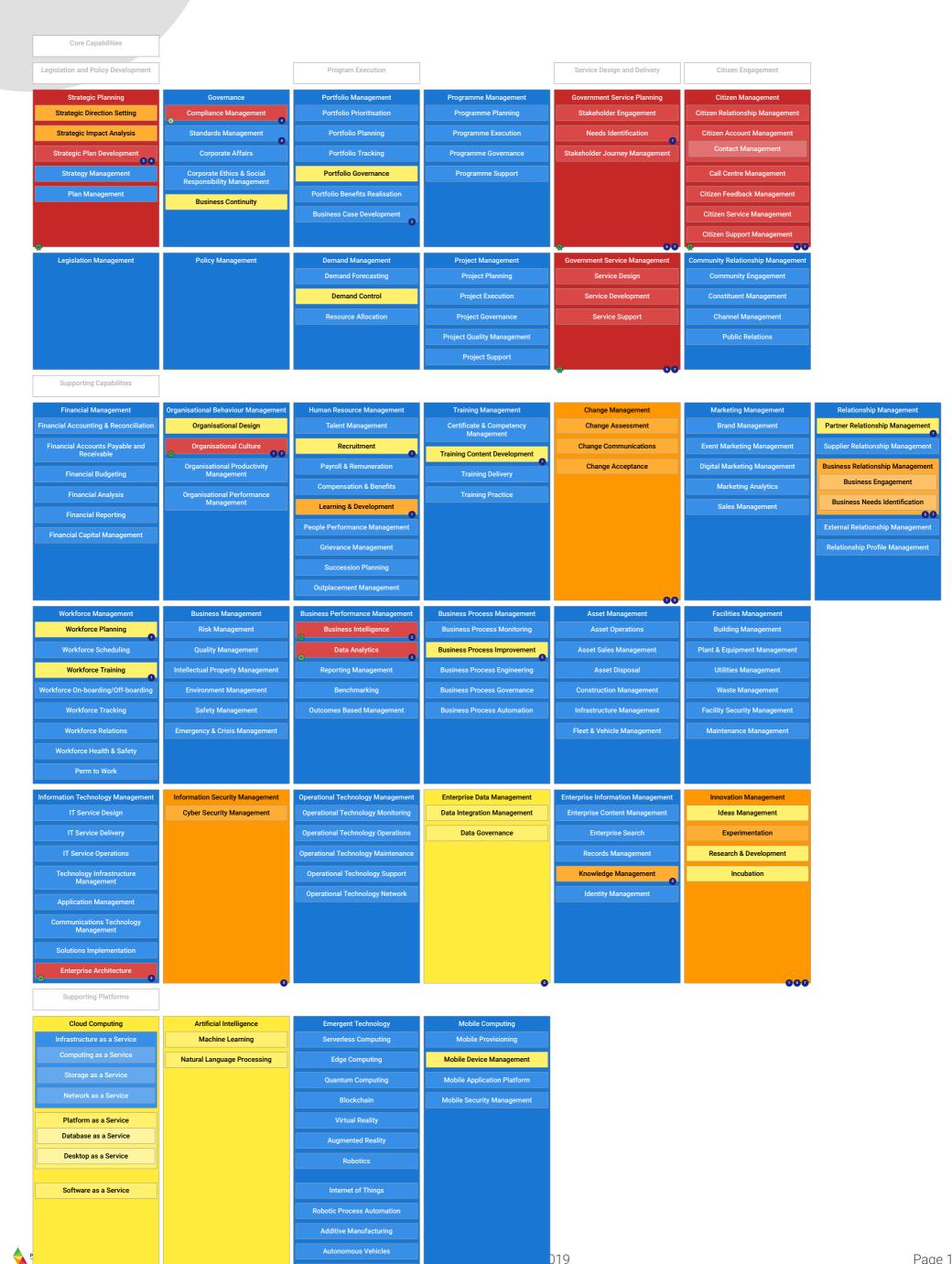# Capability Map

What enables us to do what we do? Do these capabilities deliver to our challenges?

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Core Capabilities

Legislation and Policy Development

Strategic Planning
- Strategic Direction Setting
- Strategic Impact Analysis
- Strategic Plan Development
- Strategy Management
- Plan Management

Governance
- Compliance Management
- Standards Management
- Corporate Affairs
- Corporate Ethics & Social Responsibility Management
- Business Continuity

Legislation Management

Policy Management

Program Execution

Portfolio Management
- Portfolio Prioritisation
- Portfolio Planning
- Portfolio Tracking
- Portfolio Governance
- Portfolio Benefits Realisation
- Business Case Development

Demand Management
- Demand Forecasting
- Demand Control
- Resource Allocation

Programme Management
- Programme Planning
- Programme Execution
- Programme Governance
- Programme Support

Project Management
- Project Planning
- Project Execution
- Project Governance
- Project Quality Management
- Project Support

Service Design and Delivery

Government Service Planning
- Stakeholder Engagement
- Needs Identification
- Stakeholder Journey Management

Government Service Management
- Service Design
- Service Development
- Service Support

Citizen Engagement

Citizen Management
- Citizen Relationship Management
- Citizen Account Management
- Contact Management
- Call Centre Management
- Citizen Feedback Management
- Citizen Service Management
- Citizen Support Management

Community Relationship Management
- Community Engagement
- Constituent Management
- Channel Management
- Public Relations

Supporting Capabilities

Financial Management
- Financial Accounting & Reconciliation
- Financial Accounts Payable and Receivable
- Financial Budgeting
- Financial Analysis
- Financial Reporting
- Financial Capital Management

Organisational Behaviour Management
- Organisational Design
- Organisational Culture
- Organisational Productivity Management
- Organisational Performance Management

Human Resource Management
- Talent Management
- Recruitment
- Payroll & Remuneration
- Compensation & Benefits
- Learning & Development
- People Performance Management
- Grievance Management
- Succession Planning
- Outplacement Management

Training Management
- Certificate & Competency Management
- Training Content Development
- Training Delivery
- Training Practice

Change Management
- Change Assessment
- Change Communications
- Change Acceptance

Marketing Management
- Brand Management
- Event Marketing Management
- Digital Marketing Management
- Marketing Analytics
- Sales Management

Relationship Management
- Partner Relationship Management
- Supplier Relationship Management
- Business Relationship Management
- Business Engagement
- Business Needs Identification
- External Relationship Management
- Relationship Profile Management

Workforce Management
- Workforce Planning
- Workforce Scheduling
- Workforce Training
- Workforce On-boarding/Off-boarding
- Workforce Tracking
- Workforce Relations
- Workforce Health & Safety
- Perm to Work

Business Management
- Risk Management
- Quality Management
- Intellectual Property Management
- Environment Management
- Safety Management
- Emergency & Crisis Management

Business Performance Management
- Business Intelligence
- Data Analytics
- Reporting Management
- Benchmarking
- Outcomes Based Management

Business Process Management
- Business Process Monitoring
- Business Process Improvement
- Business Process Engineering
- Business Process Governance
- Business Process Automation

Asset Management
- Asset Operations
- Asset Sales Management
- Asset Disposal
- Construction Management
- Infrastructure Management
- Fleet & Vehicle Management

Facilities Management
- Building Management
- Plant & Equipment Management
- Utilities Management
- Waste Management
- Facility Security Management
- Maintenance Management

Information Technology Management
- IT Service Design
- IT Service Delivery
- IT Service Operations
- Technology Infrastructure Management
- Application Management
- Communications Technology Management
- Solutions Implementation
- Enterprise Architecture

Information Security Management
- Cyber Security Management

Operational Technology Management
- Operational Technology Monitoring
- Operational Technology Operations
- Operational Technology Maintenance
- Operational Technology Support
- Operational Technology Network

Enterprise Data Management
- Data Integration Management
- Data Governance

Enterprise Information Management
- Enterprise Content Management
- Enterprise Search
- Records Management
- Knowledge Management
- Identity Management

Innovation Management
- Ideas Management
- Experimentation
- Research & Development
- Incubation

Supporting Platforms

Cloud Computing
- Infrastructure as a Service
- Computing as a Service
- Storage as a Service
- Network as a Service
- Platform as a Service
- Database as a Service
- Desktop as a Service
- Software as a Service

Artificial Intelligence
- Machine Learning
- Natural Language Processing

Emergent Technology
- Serverless Computing
- Edge Computing
- Quantum Computing
- Blockchain
- Virtual Reality
- Augmented Reality
- Robotics
- Internet of Things
- Robotic Process Automation
- Additive Manufacturing
- Autonomous Vehicles
- Drones

Mobile Computing
- Mobile Provisioning
- Mobile Device Management
- Mobile Application Platform
- Mobile Security Management