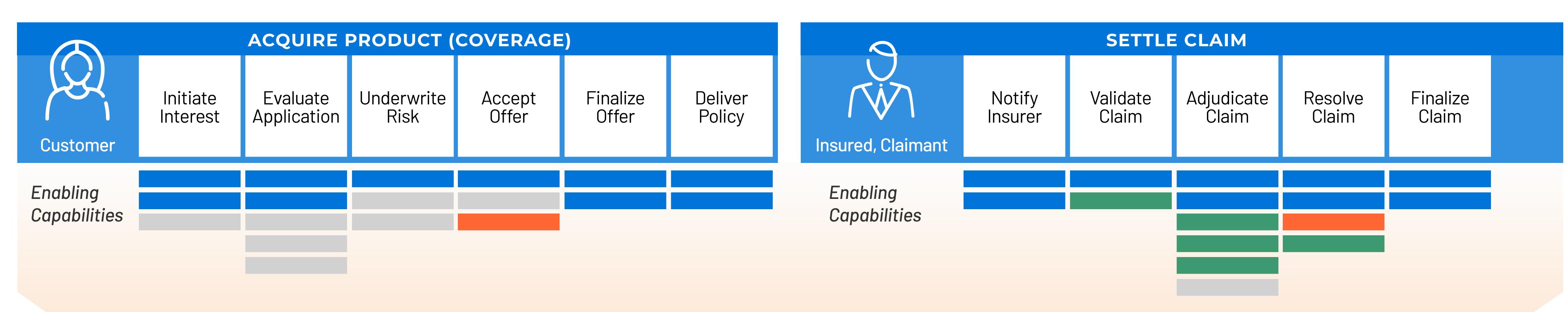
Value Stream and Capability Impact Analysis





Given the collective set of needs across these value streams and capabilities, consider the following questions:

- ✓ How do we logically bundle them into initiatives?
- ✓ Frame each initiative through business architecture?
- ✓ Ensure reuse, e.g., processes, applications, software services?

Initiatives

Customer Information and Preference Management Initiative

Customer Communication (Message) Management Initiative

Payment Management Initiative

Claim Management Initiative



