

CoE operating model assessment and design

IT GCCs drives **digital innovation** through **intelligent design, adaptive technologies**, and **transformative experience** through focused CoEs. PwC will help in transforming and setting up focused CoEs to drive the innovation agenda for the GCCs

Dimensions for CoE assessment

01 Strategic alignment	02 Governance and structure	03 Talent and expertise
04 Performance metrics	05 Innovation and best practices	06 Impact and outcomes
07 Customer satisfaction	08 Flexibility and adaptability	09 Continuous improvement

Building blocks for CoE operating model



Key activities

1	Conduct maturity assessment for existing CoEs
2	Develop or transform CoE Operating Model including CoE strategy, org structure, governance model and interaction model
3	Develop standardised processes, templates and toolkits required to activate and operationalise the CoE
4	Identify and baseline KPIs to measure the value realization/ ROI of CoE
5	Identify critical and emerging roles for CoE; support in performing skill to resource mapping
6	Support in creating test-case and identification and running of initiatives for proof of concept