



Jack in the Box: Serving Up Success

Questions & Answers

What was the biggest barrier you faced in obtaining the data you needed? How did you overcome this?

Finding accurate data. There was plenty of information lying around from recent efforts. All I really needed to do was determine what was good or bad data. This is where, to a large extent, Ardoq helped. I could import information, then survey owners on its accuracy.

How many business users are engaged with Ardoq at JITB?

Regularly: 12-15. Periodically via surveys and various initiatives: 25-30.

Did you leverage an industry standard business capability model?

Some customers do take this approach and we can easily load those into Ardoq. The Jack in the Box team had developed their own capability model that we used in this case.

How did you go about measuring your performance as an EA practice and demonstrating the value from the services you provide?

Primary and secondary Objectives & Key Results (OKRs) for the practice. Primary #1: Technical debt reduction (\$ savings). This is tied to the Business Capabilities we address as a part of our ongoing work (like the ones in the talk); we can't take credit for something we didn't take part in. Primary #2: EA Deliverables and their adoption/use. This is a bit of a vanity metric tied page views, but it's also meant to anchor folks use of the self-service resources created by EA (speeding resolutions/solutions). The secondary OKRs are tied to engagements (# and type: self-service, consultation, initiative, etc.) and overall business understanding of EA and its value proposition (periodic surveys). We review these annually for relevance to the organization.

How did you go about measuring your performance as an EA practice and demonstrating the value from the services you provide?

One of the ways we did this was by measuring capability maturity and differentiation. These metrics and gaps helped inform the roadmap. Alongside sharing key visuals with stakeholders, we were able to progress on the roadmap through a capability lens, looking at shared services and functions we opted to keep distinct between the two orgs.

How do your business users navigate your capability model? Do you have a dictionary/search ability where people can search for tags, keywords, and such from the descriptions?

Ardoq Discover is designed for business users and non-technical stakeholders. This provides a search ability for users, where they'd receive a summary page with key attributes as well as being able to see the capability model.

Is there any advantage to start smaller with an IT focus to build capabilities mapping and develop general process and then build into the business?

Yes, this is a great idea. We realize many customers cannot do a "big bang" approach and map the entire organization at once. We have many customers who start with a particular line of business, project, or department - show value, then expand into other areas of the business from there.

Was there an expectation from Executives at the outset that EA would bring cost savings? Also, did they understand what the main benefits were likely to be?

Yes, cost savings were a key driver. However it was a more nuanced discussion. If there was duplication amongst software but there was a legitimate reason to keep both systems, that was a consideration. This is where the assessment of how well each tool met the business needs, coupled with differentiated capabilities was a factor.