

Enterprise Evolver

Heatmap Editor at a glance



HeatMap Folder

My Organizations

Organization

Maps

Heatmaps

Assessments

Application Systems

Business Capabilities

Initiatives

Outcomes

Manage

5:44 PM

Innovative Insurance Inc. / Initiative Capability Map

Outcomes

Minimize The Time It Takes For Claim Processingh

Minimize The Percentage Of Time Of Claims Rejection

Initiatives

Claim Organization Activities Centralization

Claim Fraud Process Improvement

Claim Handling Improvement

Business Capabilities

Maintain Claim Compliance

Manage Claim Disbursements

Manage Claim Settlement

Manag

Select Category here to use for assessment. A folder will be automatically created by the name of the selected category.

HeatMap Dimension Creation

iPad 6:46 PM 72%

Business Capabilities > Clai

Back

Edit Scale

Edit Items

Add dimension

New Dimension group

Would you like to create flat dimension or two level dimension?

Flat

Two levels

Select levels is mandatory to create a new dimension. The Flat option represents 1 level dimension.

Heatmap dimension creation

iPad 8:15 AM 72%

Business Capabilities > Capability Current State > 20 Jun 2014

Back

Perform

Effectiveness

Efficiency

Customer Experience

Weight 40%

Weight

3

5

7

1

5.80

2.20

6

1

3

40

Name

Customer Experience

Weight

Description

Capabilities are assessed regarding its ability to provide better experience to the customers.

Delete

Save

Tap to Edit a dimension

Weight is entered in %

Q W E R T Y U I O P

A S D F G H J K L return

↑ Z X C V B N M ! , ? .

.?123 [Globe] [Microphone] [Keyboard]

Item	Dimension	Weight
CAP-9.1.4	Maintain Claim Compliance	3
CAP-9.1.1	Maintain Claims	5
CAP-9.1.3	Maintain Policy Application	7
CAP-9.1.2	Maintain Policy Documents	1

Dimensions and Rating Scale

Tap to edit the rating scale.

Tap to edit.

When the 1st level dimension exists, the 2nd level can be added dynamically here.

Tap to select items for assessment.

Tap to select a different color.

Tap to add a new scale.

Tap to delete a rating scale.

Reset to default values, Unknown ($\geq 0 < 1$), Low ($\geq 1 < 2$), Medium ($\geq 2 < 3$), and High ($\geq 3 < 5$).

The screenshot shows the 'Rating Scale' app interface. At the top, there's a status bar with the time 5:28 PM and battery level 75%. The app title is 'Rating Scale' with a 'Save' button. Below the title, there's a list of rating scales with columns for color, name, and range. The scales are: Unknown (grey, $\geq 0 < 1$), Low (pink, $\geq 1 < 2$), Medium (orange, $\geq 2 < 3$), and High (green, $\geq 3 < 5$). Each scale has a red minus icon for deletion. At the bottom, there are buttons for 'Add New Scale' and 'Reset Defaults'. The background shows a table with dimensions and their weighted scores.

Importance	Weight	Weighted Score	People	Pro
3	55%	2.55	1	
3			3	
3			1	
2		2	4	
4		4	4	

[illegible]

Tap to add rating scores

Weighted Score Formula

iPad 8:23 PM

Back Weighted Score Calculation Save t State > 20 Jun 2014

Tap to add a formula to calculate weighted score.

Dimension	Field	Formula
Customer Experience	Weight	(*) Multiplies
Customer Experience	Score	(+) Adds
Vision Alignment	Weight	(*) Multiplies
Vision Alignment	Score	(=) Done

When you select the "(=) Done" The formula is over (no more rows to add in the formula)

Weighted scores are dynamically created and illustrated with darker color shades.

Weighted Score	Effectiveness	Efficiency
Weight	40%	Weight
3.20	1	3
1.80	3	3
4		
2.80		
3.60	2	3
4	2	1
		4
		3

Manage Channel Service Level Agreement

Manage Claim Tasks

Manage Expense

Monitor Budget

Heatmap Operations

