ITANA.org Capability Map v1.2

Strategic Capabilities

- Practice Development
- Knowledge Transfer
- Community Building
- Outreach

the outcomes we want our services to result in

Service Capabilities

- Collaboration
- Content Creation
- Instruction
- Networking

what we deliver

Community-Facing Capabiities

- Meetings
- Publications
- Collaboration Spaces
- Social Networking
- Courses

how we connect people to our services

Supporting Capabilities

- Scheduling
- Content Management
- Capture
- Relationship Management

what we do to support delivery of our services