



# Preliminary Architecture Analysis

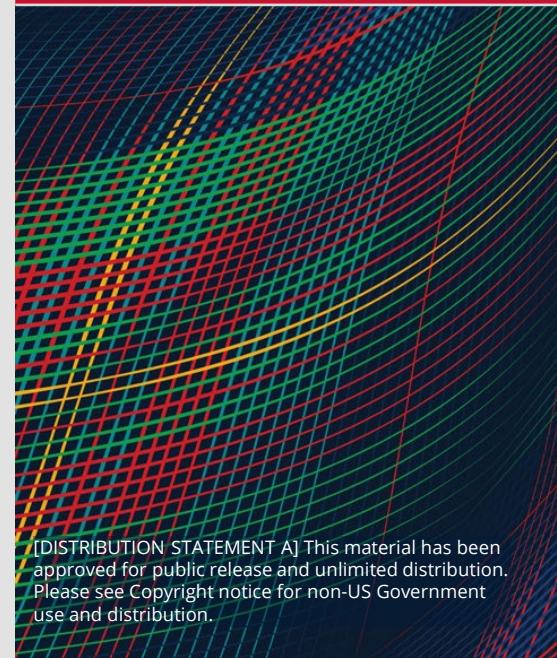
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Preliminary Architecture Analysis

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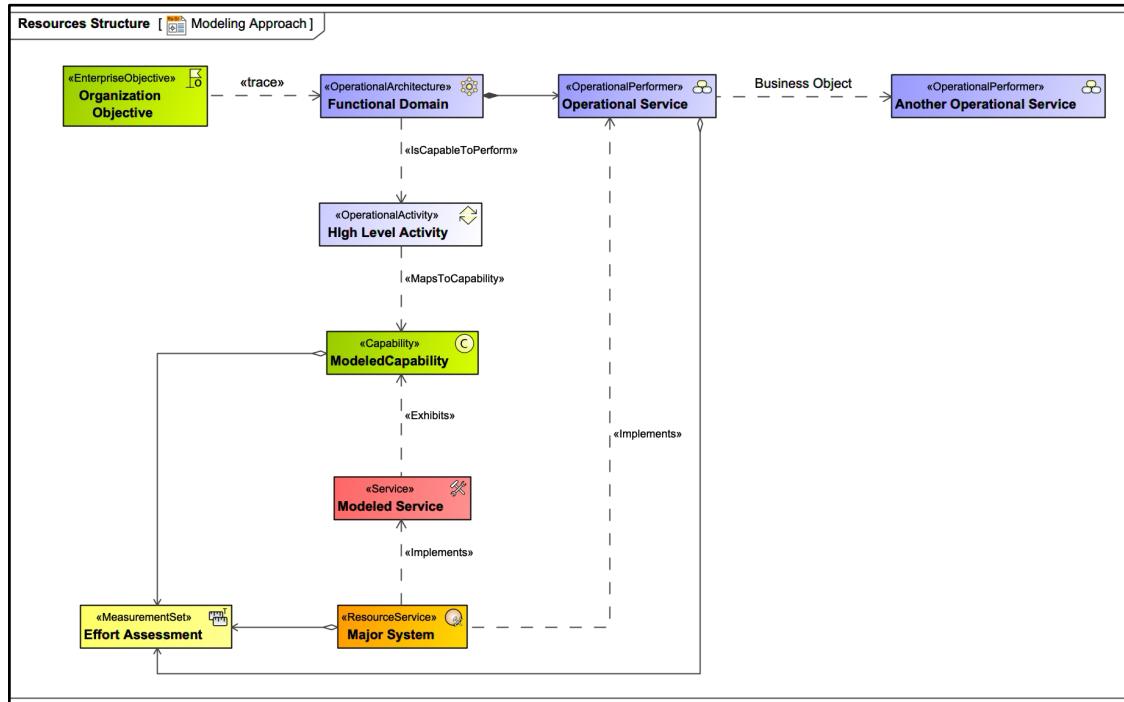
# Agenda

- Modeling approach
- Sample scenario and model:
  - Scenario and Initiative objectives
  - Organization's functional domains
  - Business objects in the high-level information model
  - Impacted business and IT capabilities
    - Current and future operational States
  - Impacted services as a layer defining system capabilities
  - Major impacted systems
  - Measurement Sets
  - Effort estimates
- Q&A

Preliminary Architecture Analysis

# Modeling Approach

# Modeling Approach

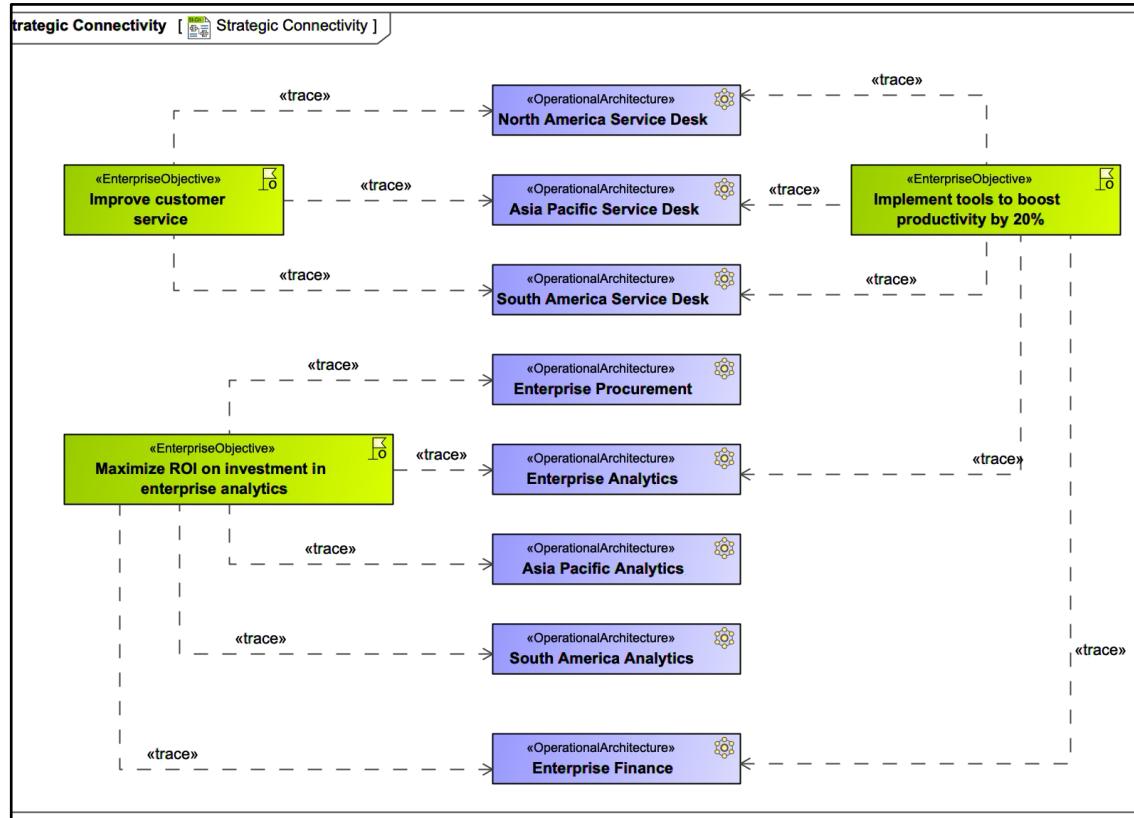


- Match the organization's objective identified for an initiative to the high-level functional domains
- Specify information flow between functional domains using Business Object Model
- Elaborate on information architecture using operational information viewpoint
- Determine business activities impacted by the initiative
- Perform an assessment of the impacted capabilities
- Collect information about the services used in the impacted activities
- Identify major systems impacted by changes introduced in the initiative
- Estimate the scale and complexity of required change on the capability, performer, and system levels

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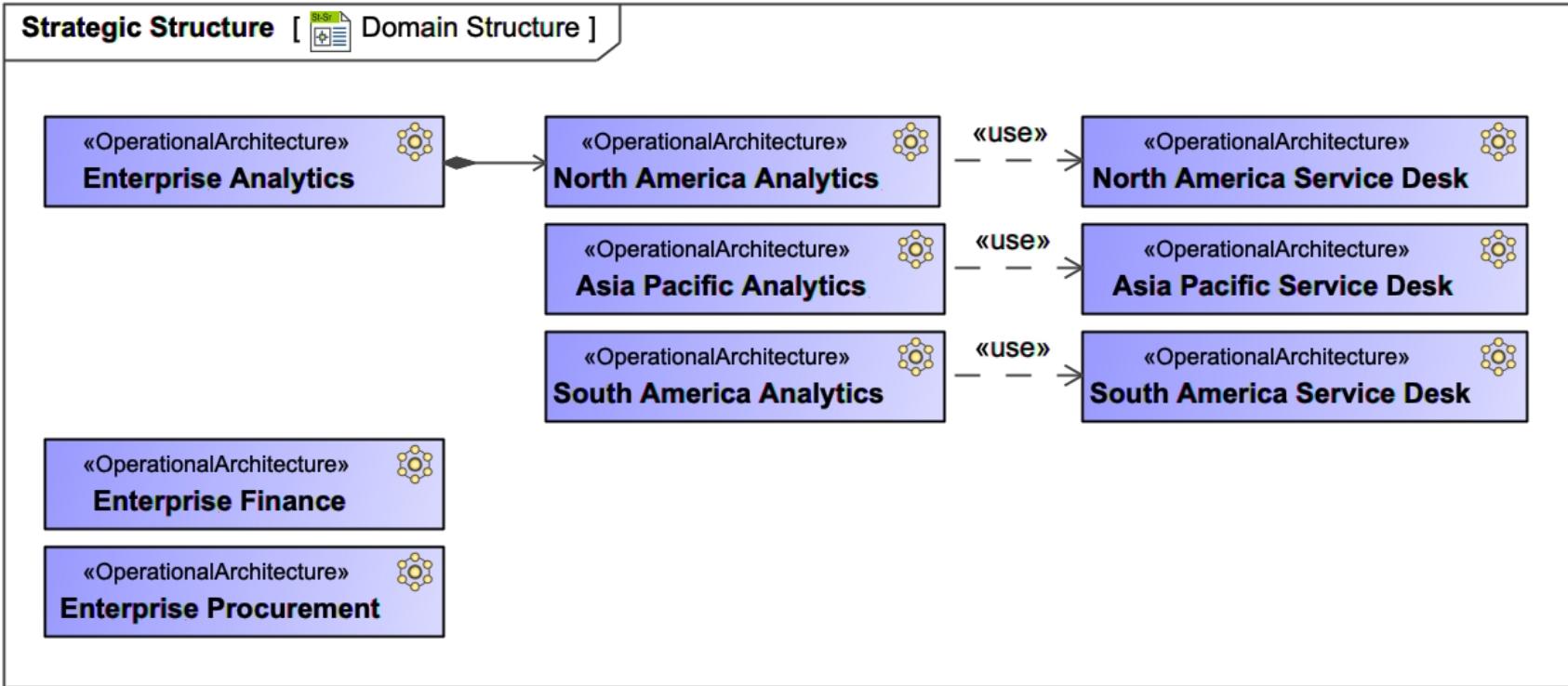
# Sample Scenario and Model

# Scenario and Initiative Objectives

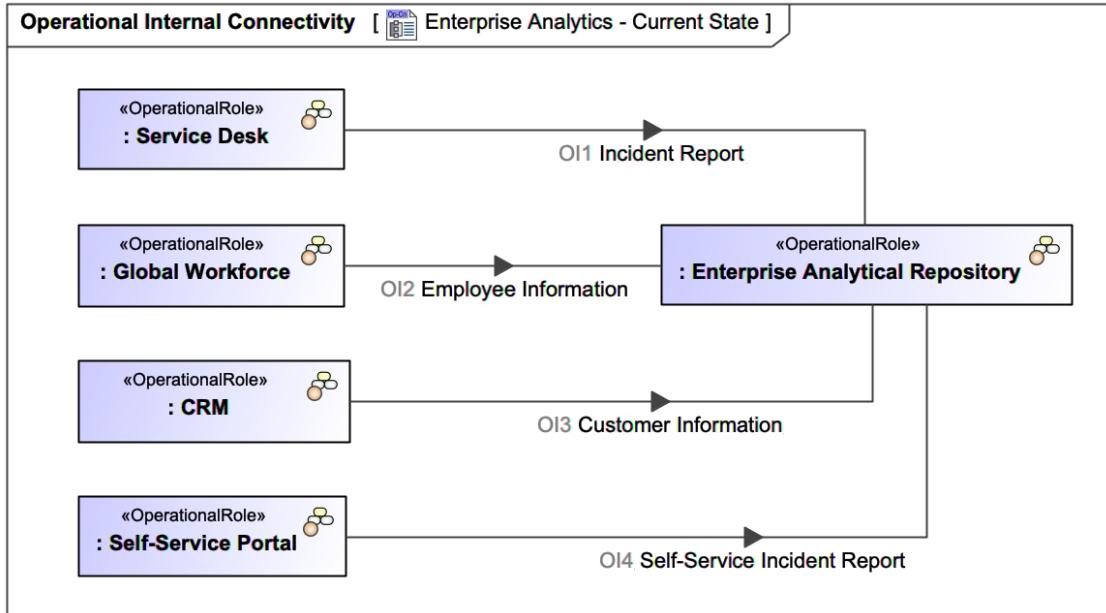


- A global company operates in 3 geographical regions
- Service desk operates independently in 3 regions using their own localized systems
- North America's service desk introduced an enterprise-wide architecture that is becoming a new standard
- Quality of service analytics built regionally have to be replaced with a new cloud-based analytical solution
- Legacy software will be phased out over the next 3 years

# Functional Domains

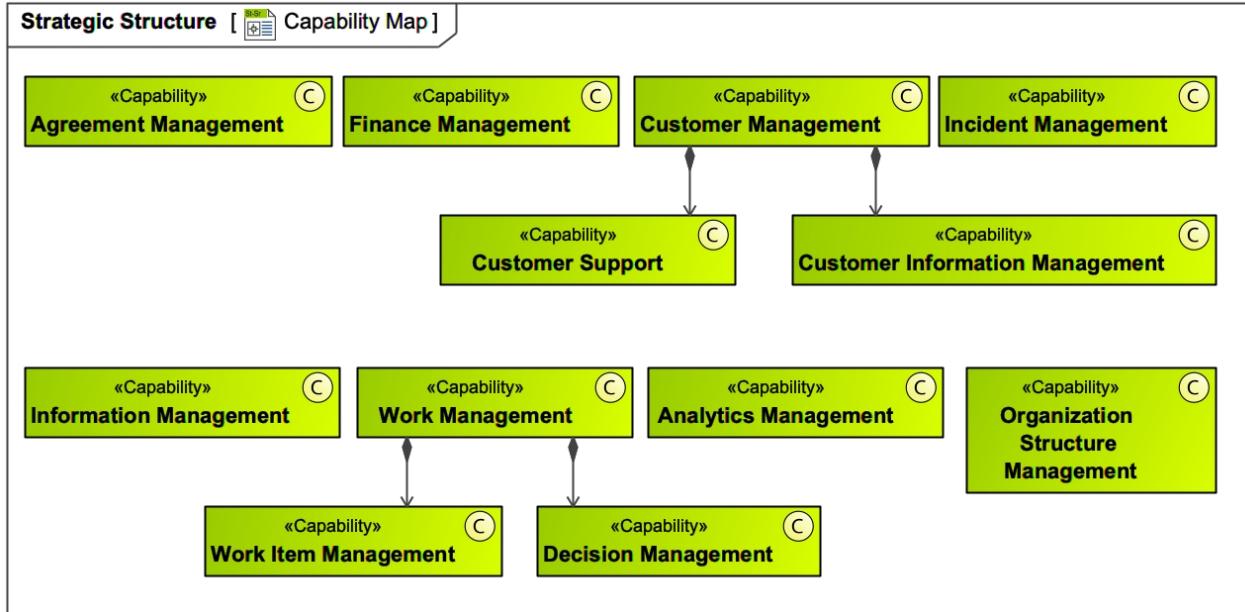


# Business Objects



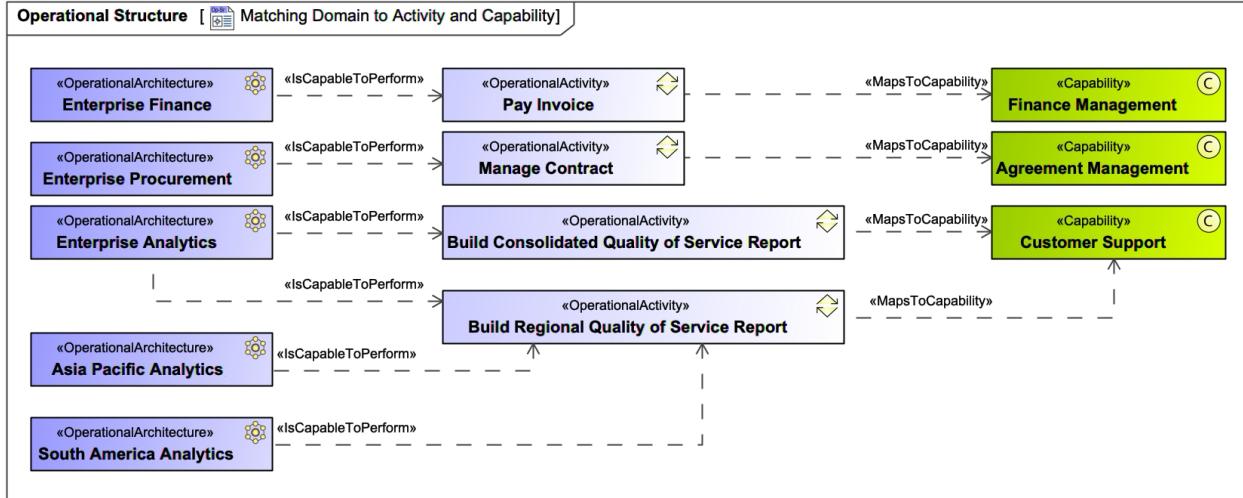
- The incident report contains open, resolved, and pending incidents
- Employee information provides position, region, and reporting structure
- Customer information includes the customer profile data
- Self-service incident report contains customer feedback on solutions offered in the knowledge base

# Impacted Capabilities



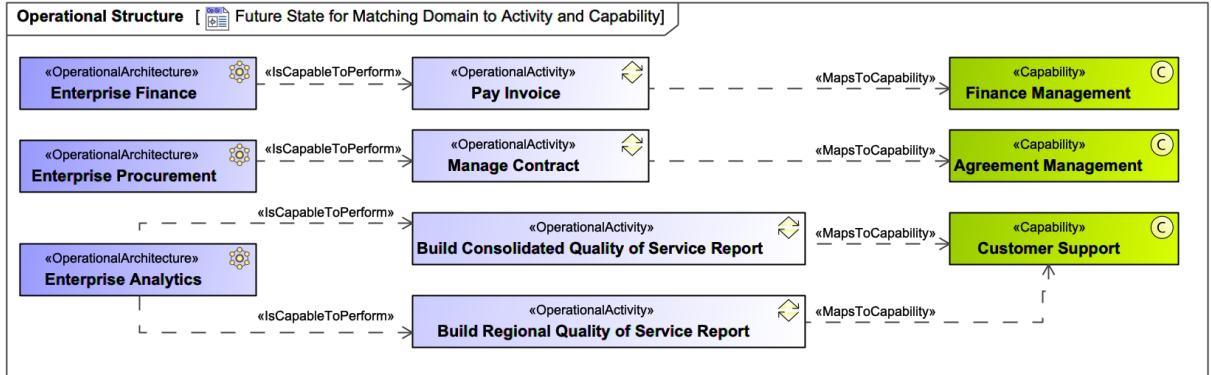
- The list of impacted capabilities includes the company's core and supporting capabilities
- The capabilities of lower levels can be shown if information is available
- The capability map can be refined if the required resources are available

# Impacted Capabilities: Current Operational State



- Business activities/tasks/actions can be matched to functional domains modeled as operational architecture objects
- Mapping activities to organization capabilities will provide insights into impacted capabilities
- The Operational View should reflect the current state of the operational activities

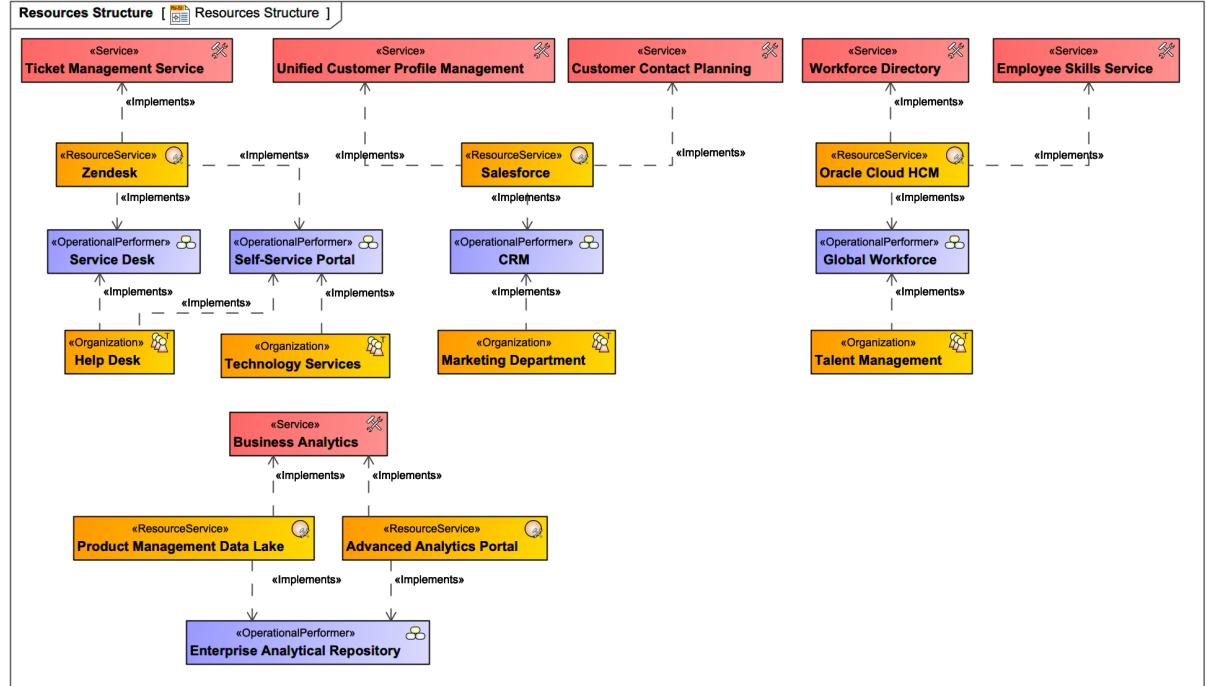
# Impacted Capabilities: Future Operational State



- Future state shows the company rationalized analytical platforms used for quality-of-service reporting
- Legacy systems developed in regions can be retired
- Any software licenses involved in providing regional reports can be either reallocated or cancelled
- A new software purchase is not required, as the enterprise analytics domain has established a cloud-based architecture
- New supporting infrastructure may be required

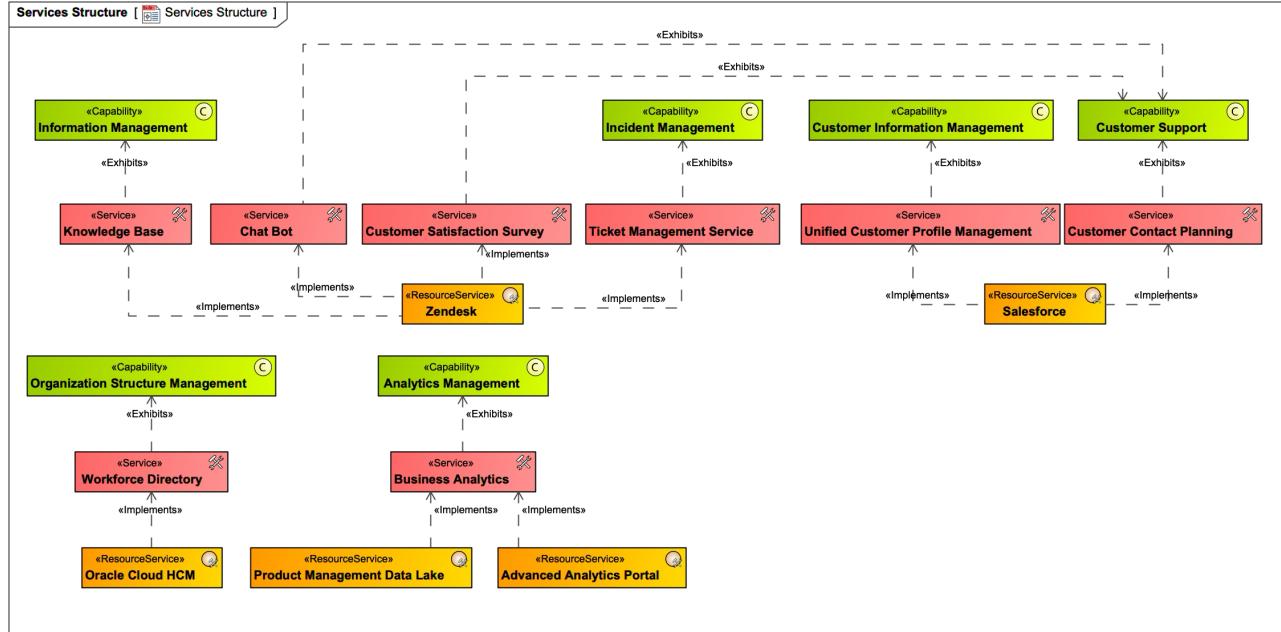
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# Impacted Services



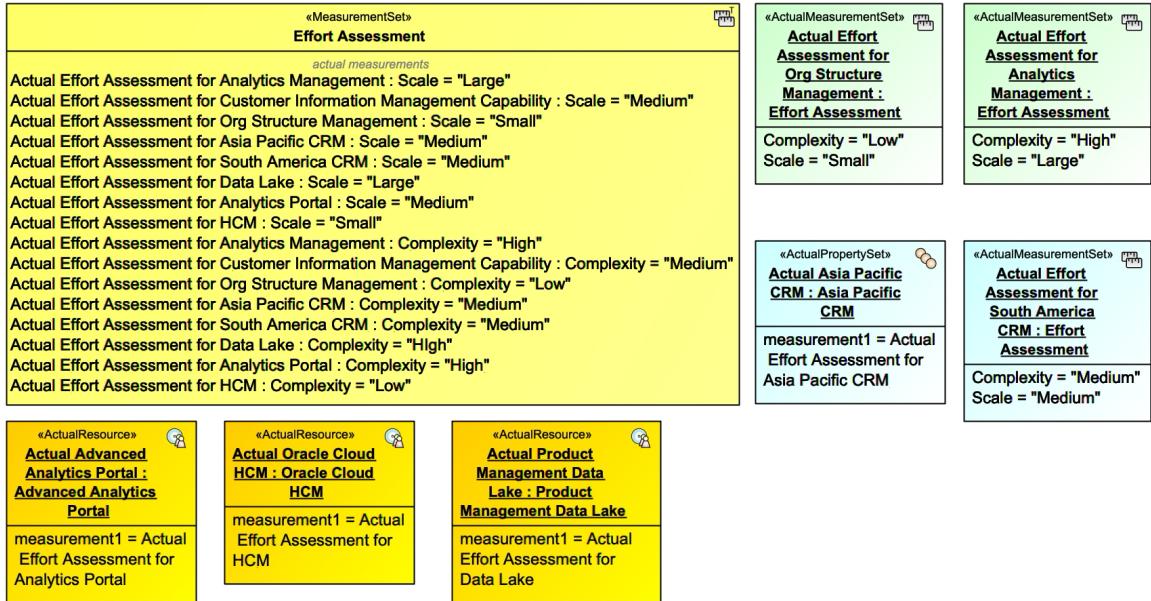
- Decomposition of the operational performers provides information about required services, e.g. ticket management, customer profile management, workforce directory, employee skills services
- High-level impact analysis provides systems or systems of systems, implementing performers and services

# Major Impacted Systems



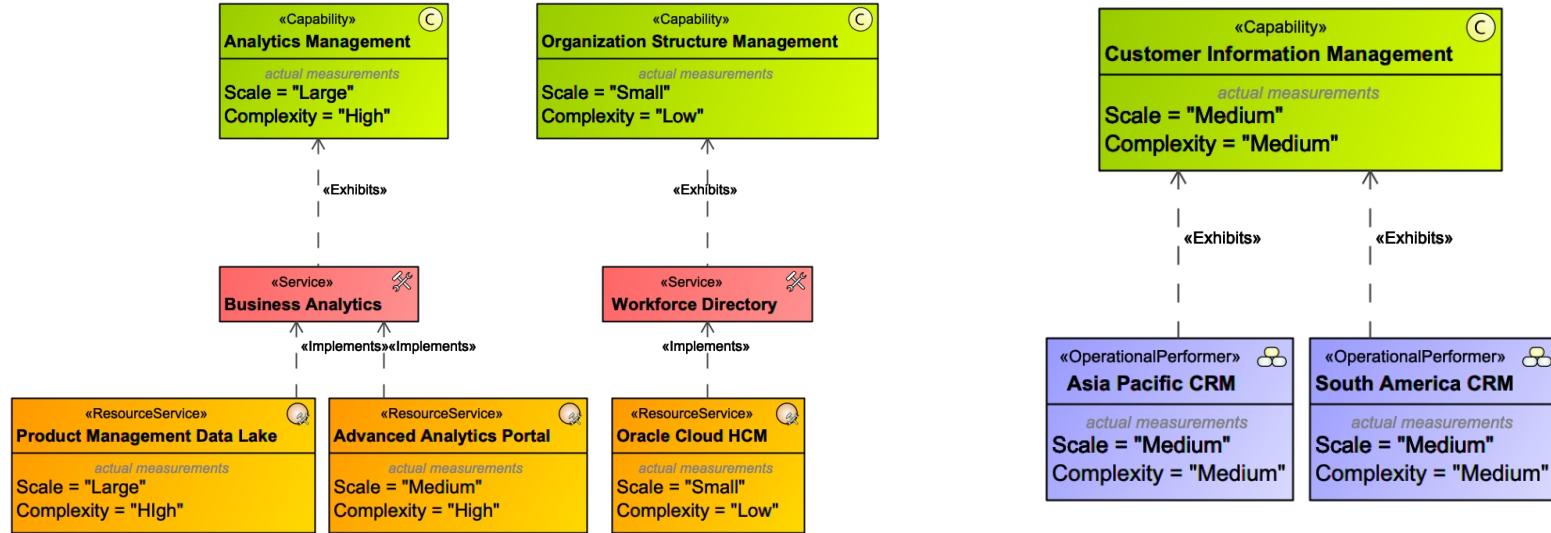
- The system can implement more than one service
- Service functions can be performed by more than one system coming from legacy solutions, acquisitions, regional development, vendor packaged enterprise solutions, etc.

# Measurement Sets



- The measurement set contains Scale and Complexity measurements
- Complexity values: High, Medium, Low
- Scale: X-Large, Large, Medium, Small
- Scale and complexity can be numeric, reflecting the accepted estimation practices
- System-level estimate provided by the enterprise and the solution architect may or may not be available for specific domains
- Operational estimates may include the system estimates

# Effort Estimates



# Q/A

# Team Contact



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