

# Business Architecture Tools and Techniques

Enterprise Architecture helps

- understand capabilities
- establish governance framework
- define principles

Business sets the

- direction and focus
- corporate strategic plans
- business transformation programmes
- goals and objects

Modes of engagement

- to help understand their current environment
- to help define the areas where change needs to take place
  - Business Process Re-engineering
  - this is a bottom up approach
- to help implement the change
- to help the organisation define the systems required to meet new challenges
  - systems implies
    - people
    - processes
    - applications
    - data models
    - technology requirements
  - strategic change, rather than tactical changes
  - downward driver

Drivers for BA

- you cannot change what you don't know
- organisations need to respond to market changes more rapidly, weeks, rather than months, rather than years
- more and more costs are soaring
- customers are demanding more for their money
- it can be argued that any technology, or information system should only exist if there is a clear business need

understand and define the organisations value chain

capture this information at L0, L1 and L2

Phase A, B, C and D have the same set of steps

- bring in needed reference models
- define the architecture
  - base and target
  - target and baseline
- define a roadmap from the baseline the target
- assess the impact of the roadmap in relation to other architecture efforts
  - conduct a review session with primary stakeholders
- primary stakeholders
- create/update the ADD

Consider using the Zachman framework

- how
- what
- where
- who
- when
- why

- Mission
- Objectives
- Strategy
- Tactics
- Drivers, goals and objectives

PESTLE  
Stakeholder Analysis and Communications plan

Things to capture

- Customer segments
- customer channels
- Customer relationships
- Business Canvas
  - people
  - money
  - IP
  - Key resources
  - Key activities
  - Value propositions
  - Revenue streams
  - Cost structures

- Objectives
- understand and define the nature, culture and the way a business operates without discussing the technology supporting the business
  - understand the organisational structures
  - understand the business process and activities
  - understand the business functions and services
  - understand the roles and their relationships to the business processes, activities, functions and services
  - understand its costs structures
  - understand its revenue streams
  - understand its client base
  - understand its manufacturing base
  - understand its strategy, goals, objectives and drives
  - understand the constraints that the business has to live with
  - understand the legal constraints
  - understand the risks
  - understand the organisations value propositions