

Enforcing working methods and
processes in large organisations

Enterprise Architect

Powered by Prosumer

A user friendly approach

by

Sam Lund

Mobile-ecom Ltd

Defence & Aerospace

- Bofors Defence
- Saab-Ericsson Aerospace
- Allied Defence

Telecom

- Ericsson Radio Systems
- Viag Interkom
- British Telecom
- Sony-Ericsson

Media

- Dow Jones

FINANCE

- BankInvest
- OM

Transportation

- Bombardier
- Volvo

Energy

- ABB

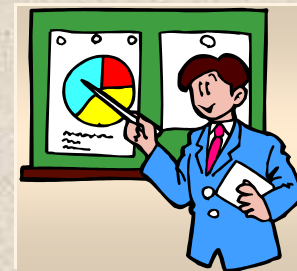
Capability Asset Management

mobile-ecom international

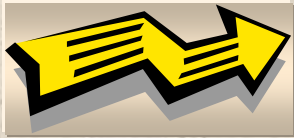
Business context



Process



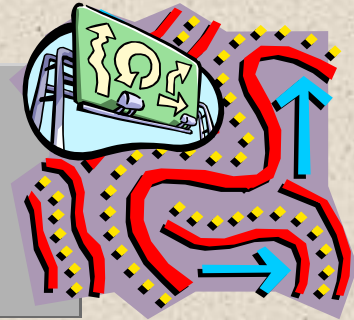
**Corporate
Value-chain**



Process



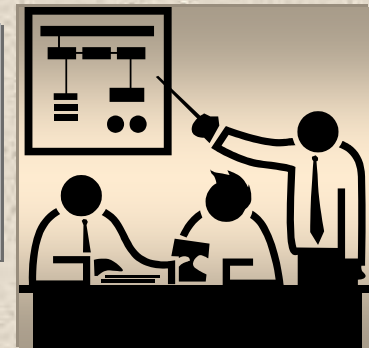
Work flows
Tasks
Work packages



Activity mngt

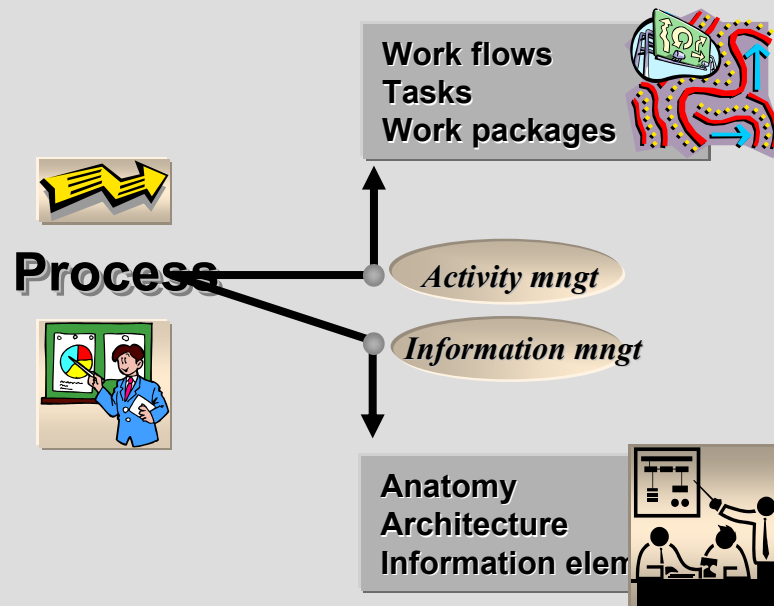
Information mngt

Anatomy
Architecture
Information elements

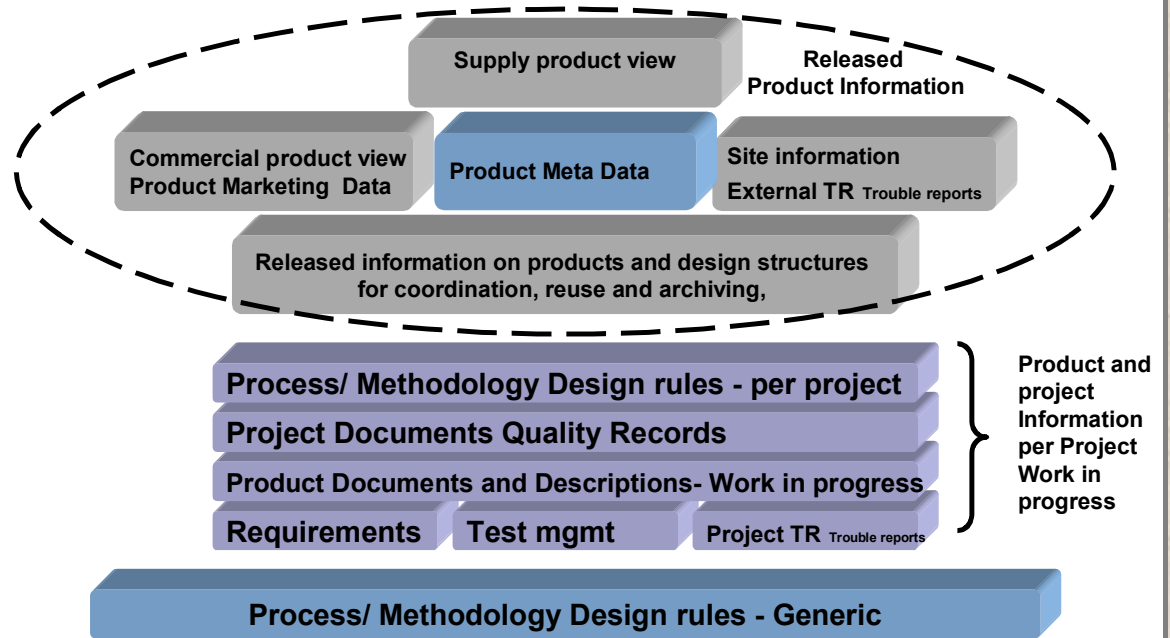


Stakeholder and maturity adaptation

Context information

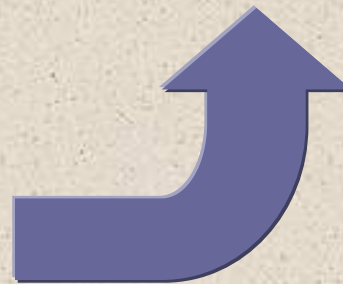
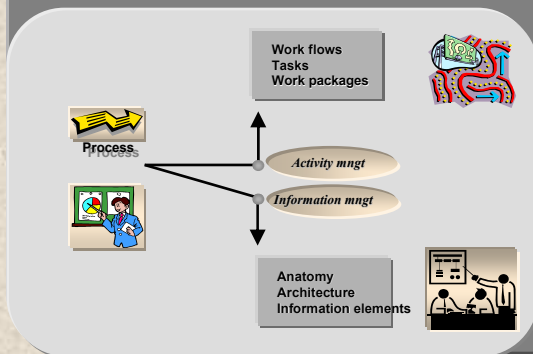


Product Information management



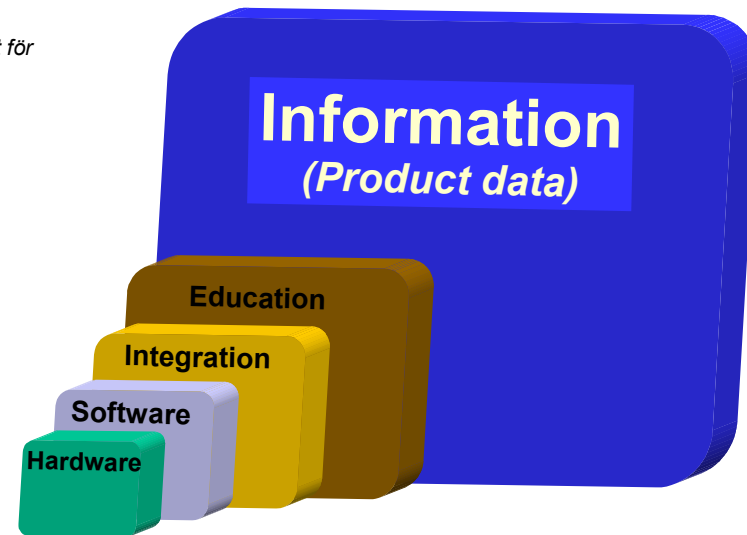
Stakeholder and maturity adaptation

Context information



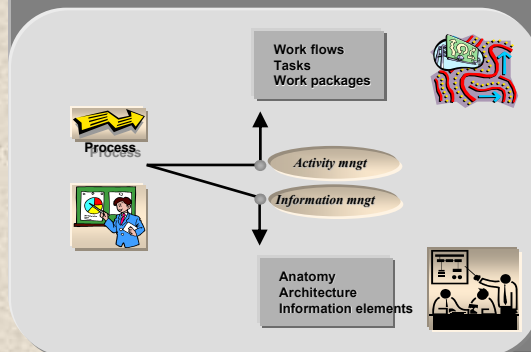
Distribution of costs

Source: Institutet för
Verkstadsteknisk
forskning (IVF)

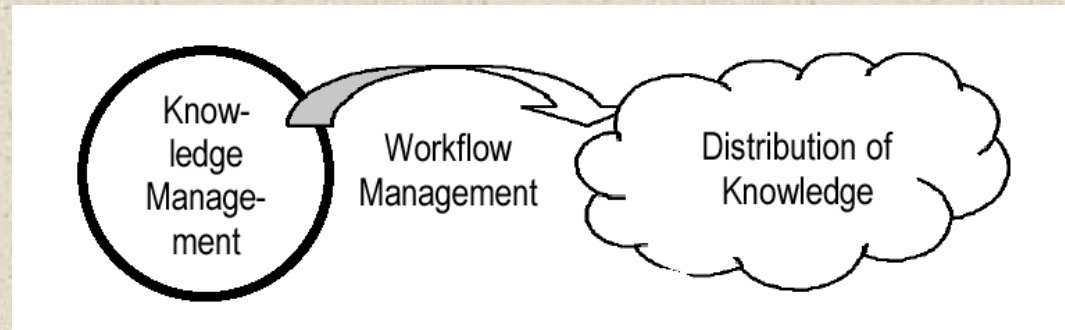
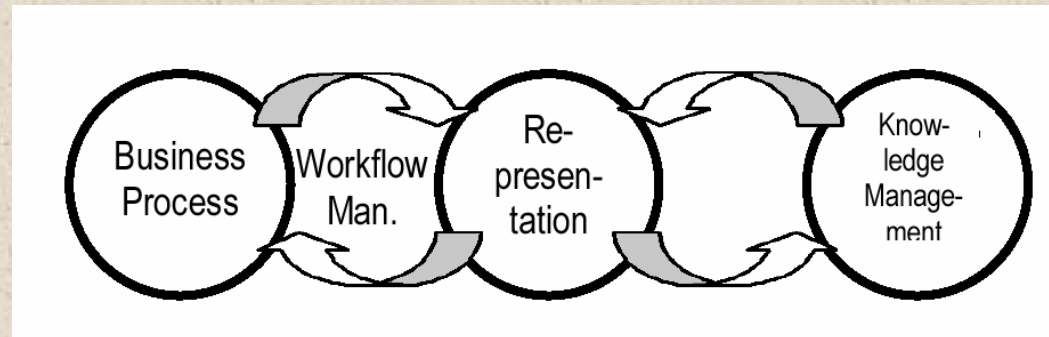


Stakeholder and maturity adaptation

Context information



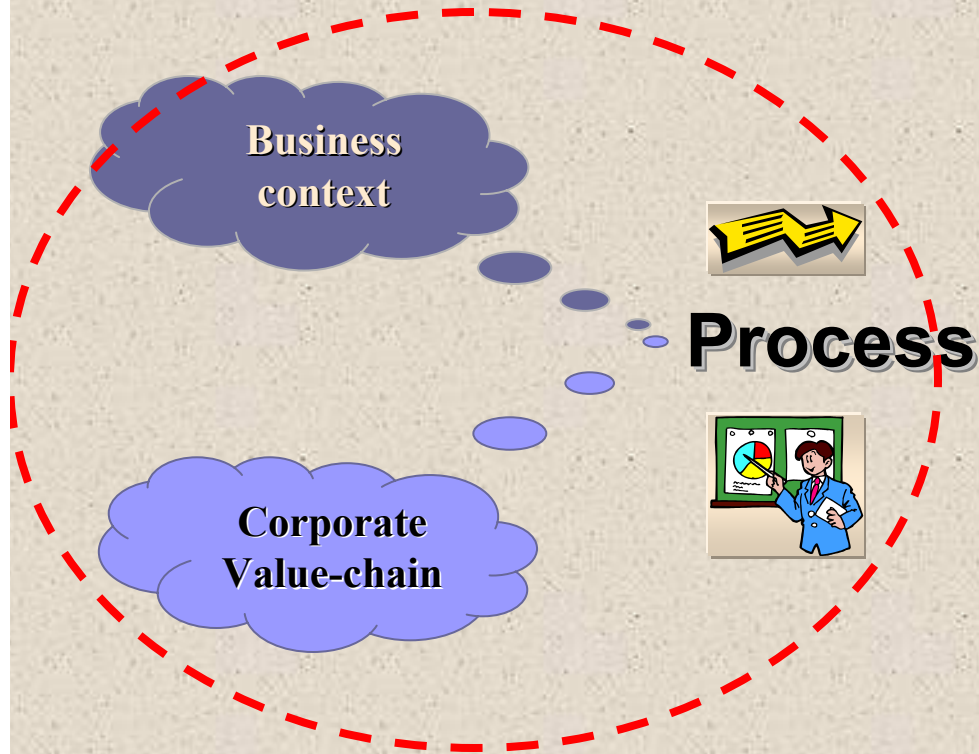
When you define the process



When you use the process

Inherent problems leading to process collapse:

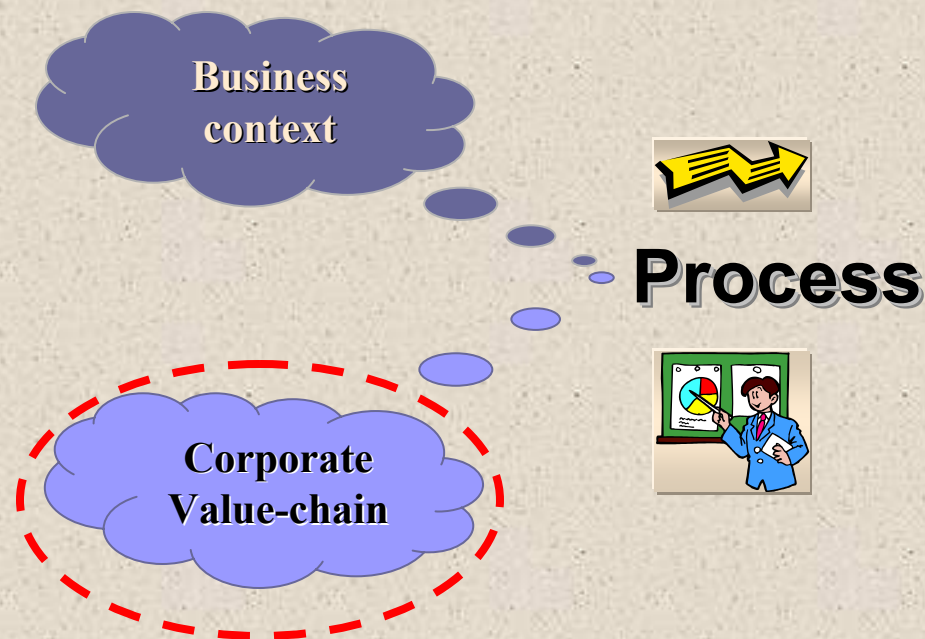
- Business realm and corporate value chains do not correspond



*Leads in the long run
out-placement
from the market place!*

Inherent problems leading to process collapse:

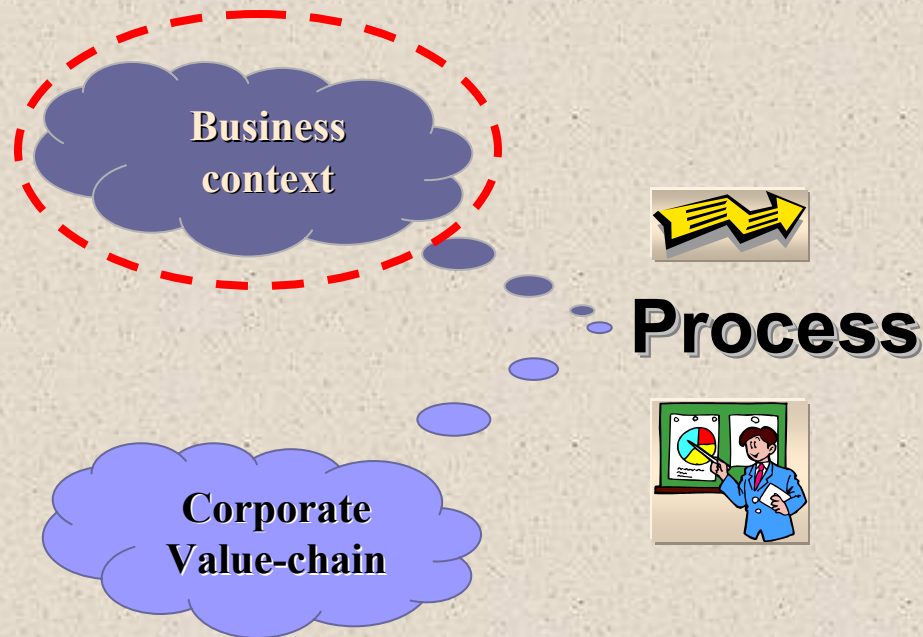
- Corporate value chains are not clearly defined.
Process interactions are not clearly defined.



*Leads to parallelism,
co-ordination and
hand-over problems.*

Inherent problems leading to process collapse:

- Business context is not understood.

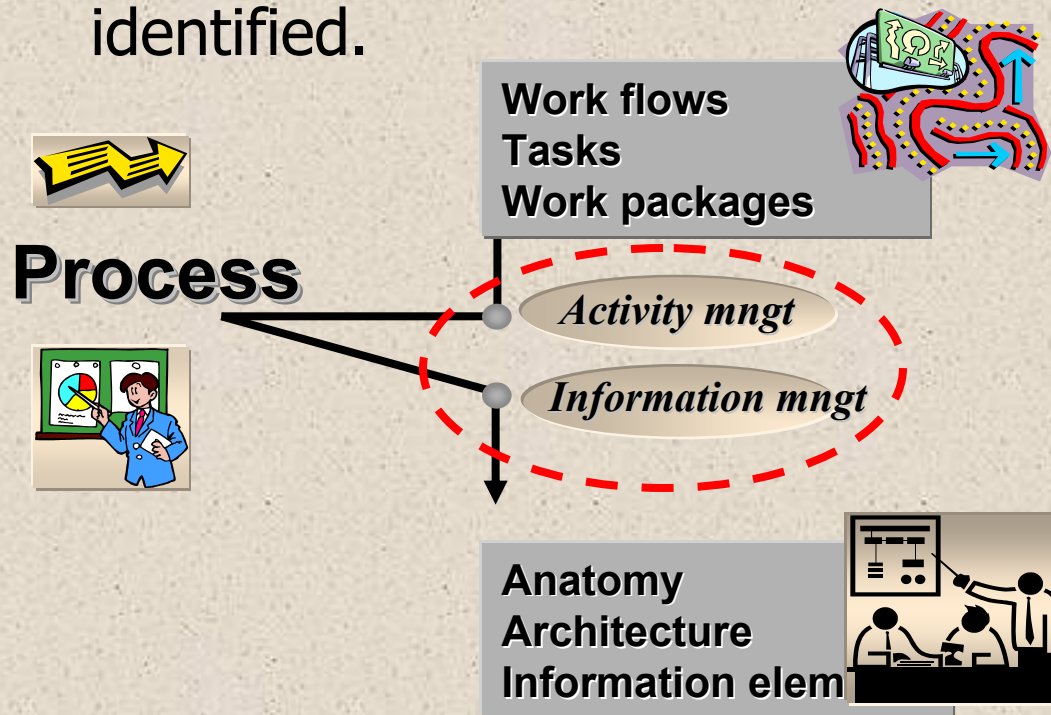


Product attributes are not compatible with characteristics of what user needs.

Company is happy with itself!

Inherent problems leading to process collapse:

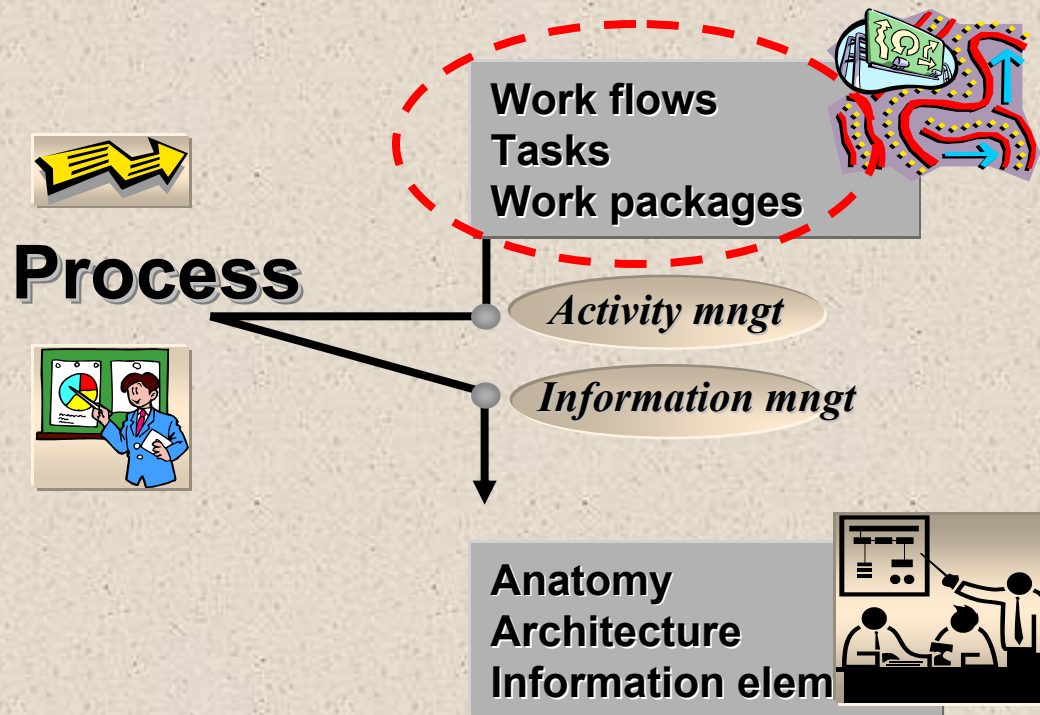
- Processes do not represent the complete value chain and its relations to **both** elements of processes. Design work and design items not identified.



Leads to situations, where the day-to-day work takes over and invalidates processes and thus management capabilities

Inherent problems leading to process collapse:

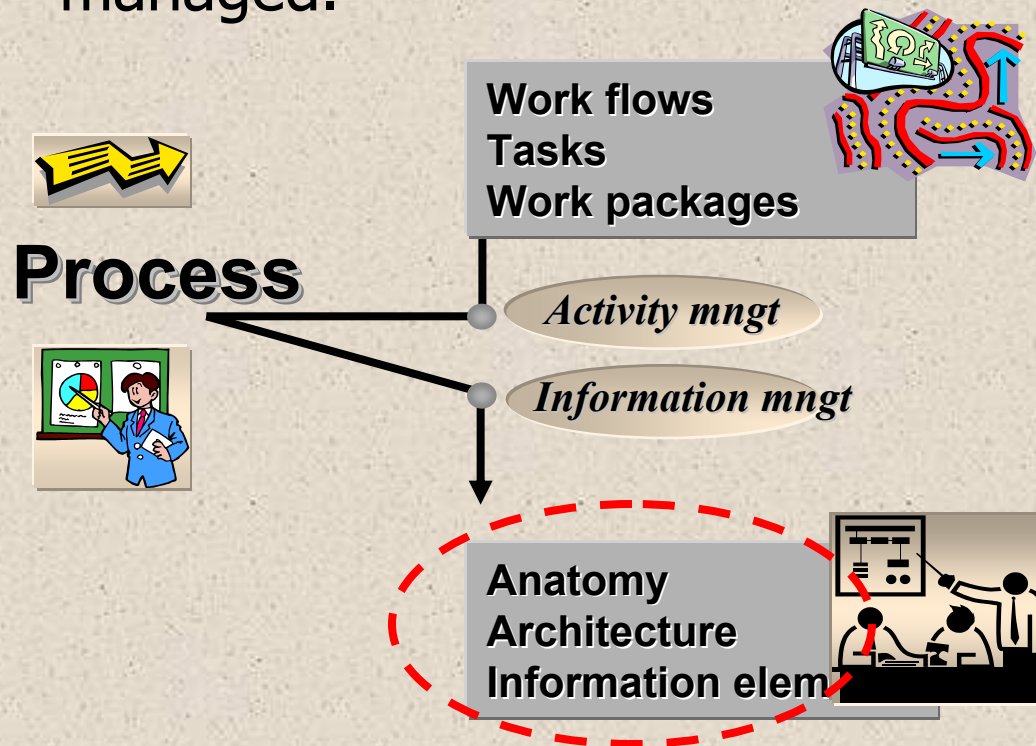
- Organisation not capable of capturing its work flows and processes.



Only information is managed, leading to cost build-up and incapability to plan and effect business management to lower levels. Leads to "water fall" organisations.

Inherent problems leading to process collapse:

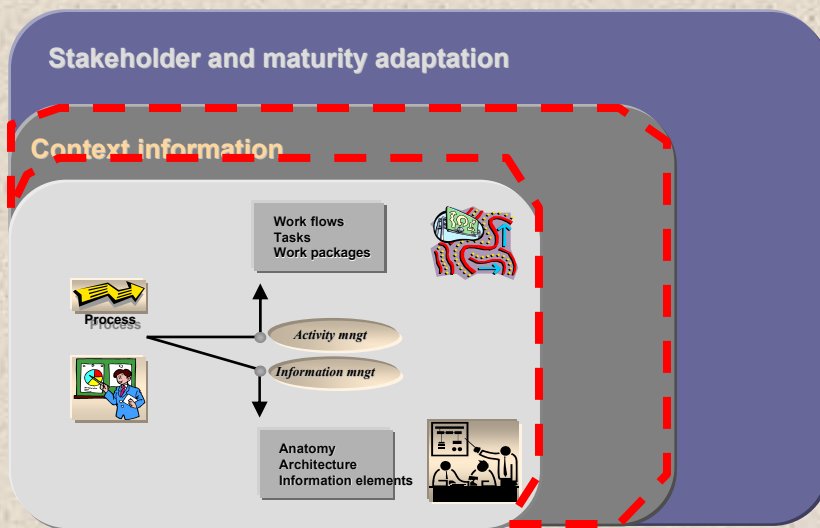
- Processes are defined and followed, but how these relate to knowledge and information created is not managed.



*Leads to gold-plated design.
Low re-use and productivity
in design work.*

Inherent problems leading to process collapse:

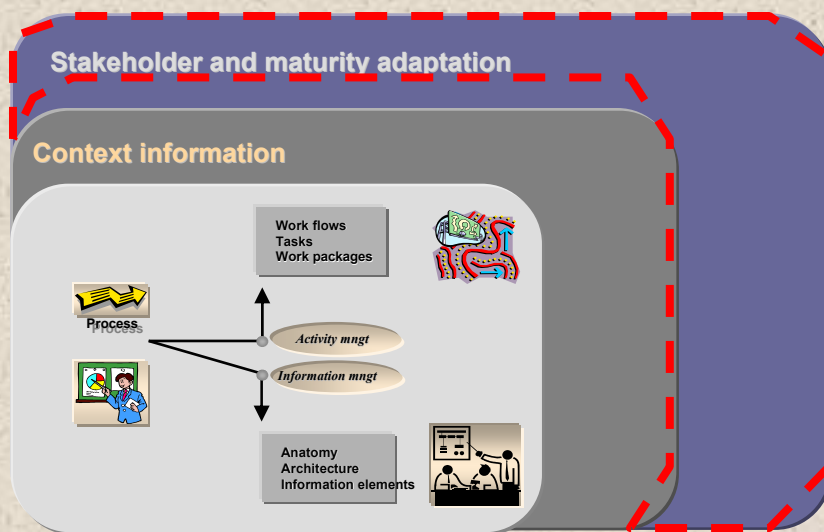
- Context information is not connected to design items or work-flow tasks.



*Leads to constrained information hand-overs.
Higher risks for design being in-consistent, and problems rising at integration stage.*

Inherent problems leading to process collapse:

- Stakeholder views to process and individual stakeholder maturity level non reflected in task items.



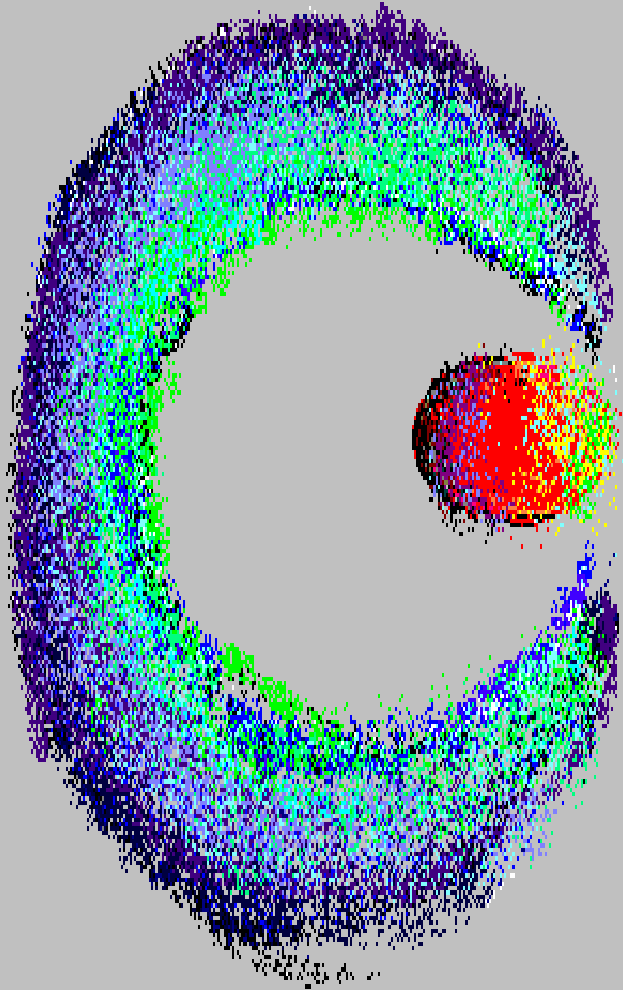
Leads to situations where execution of tasks do not provide the expected result. Also, higher risk for users considering processes irrelevant to their "real" work.

Only a process which everybody understands and users are mature to handle, can be enforced!

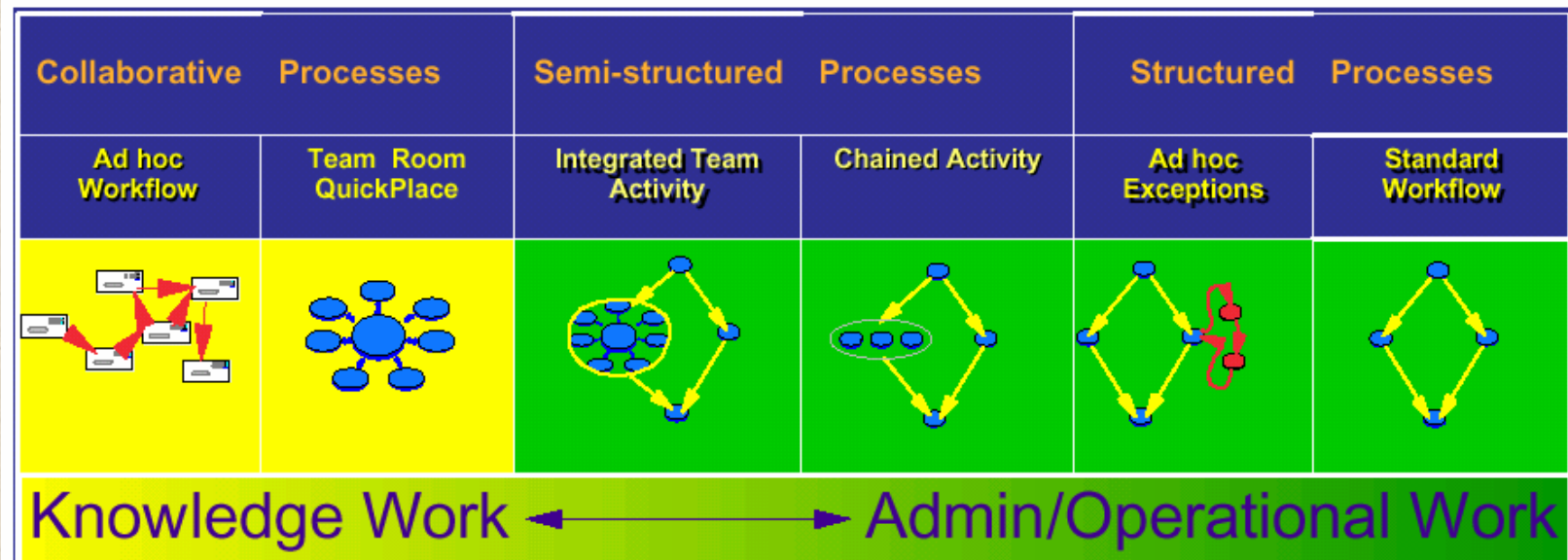
**Enforcing working methods and
processes in large organisations**

A user friendly approach

Enterprise Architect



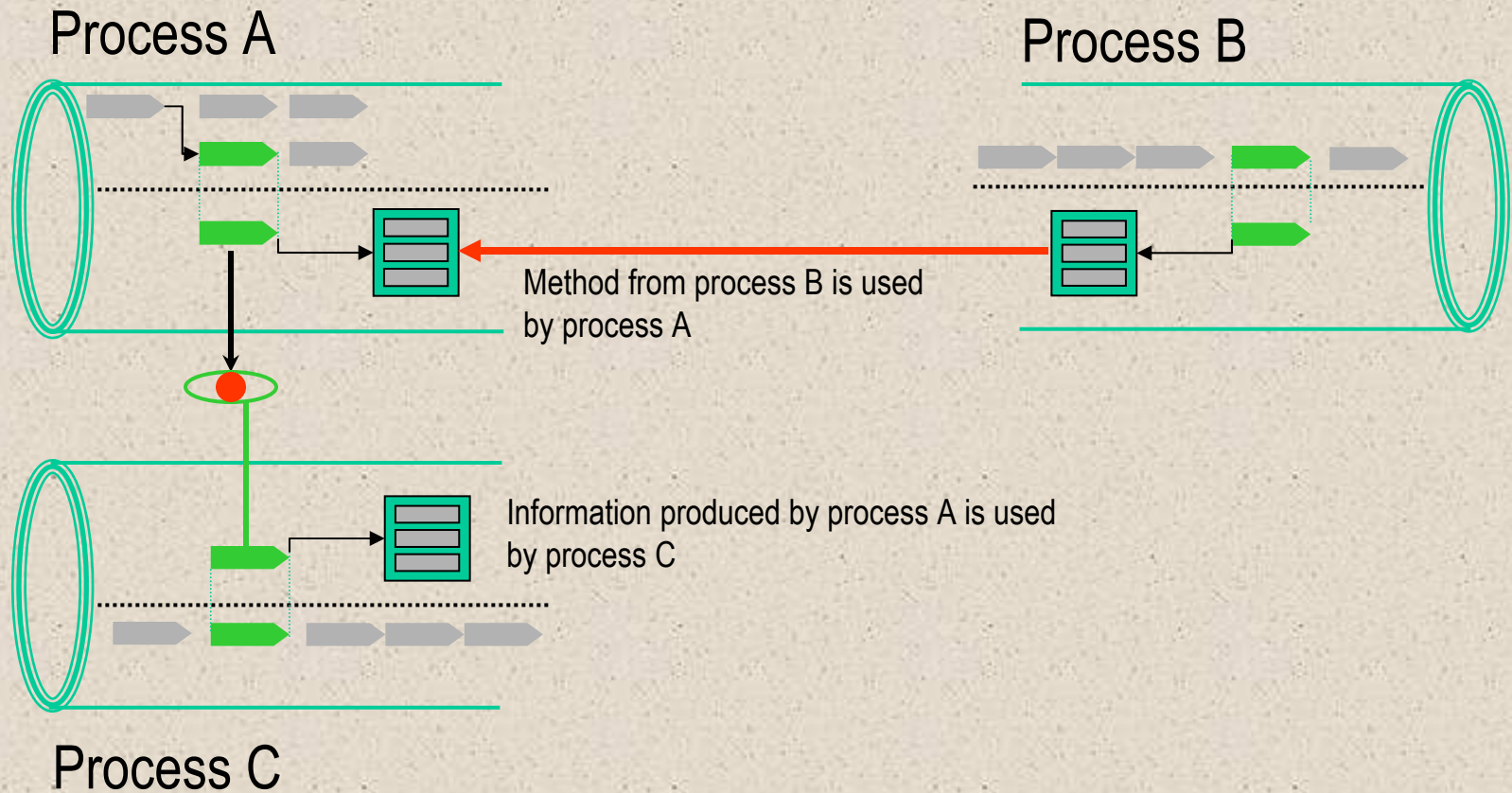
**THE
ARCHITECT'S
VIEW**



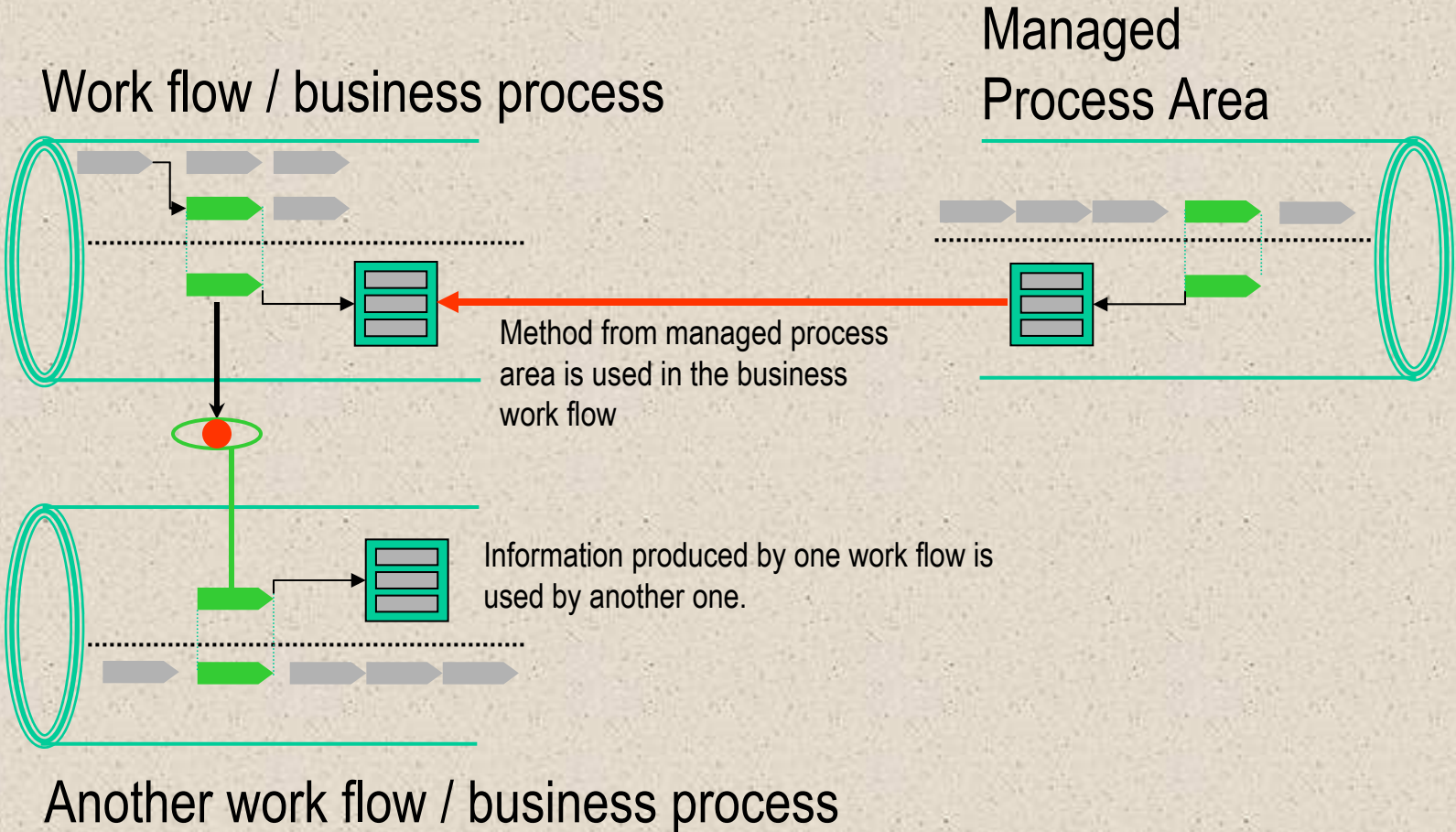
Offering capability to capture and define processes in ALL of the scenarios

- Business related mandatory frameworks
- Getting "magic work" described
- Capturing current practices
- Introducing best practices

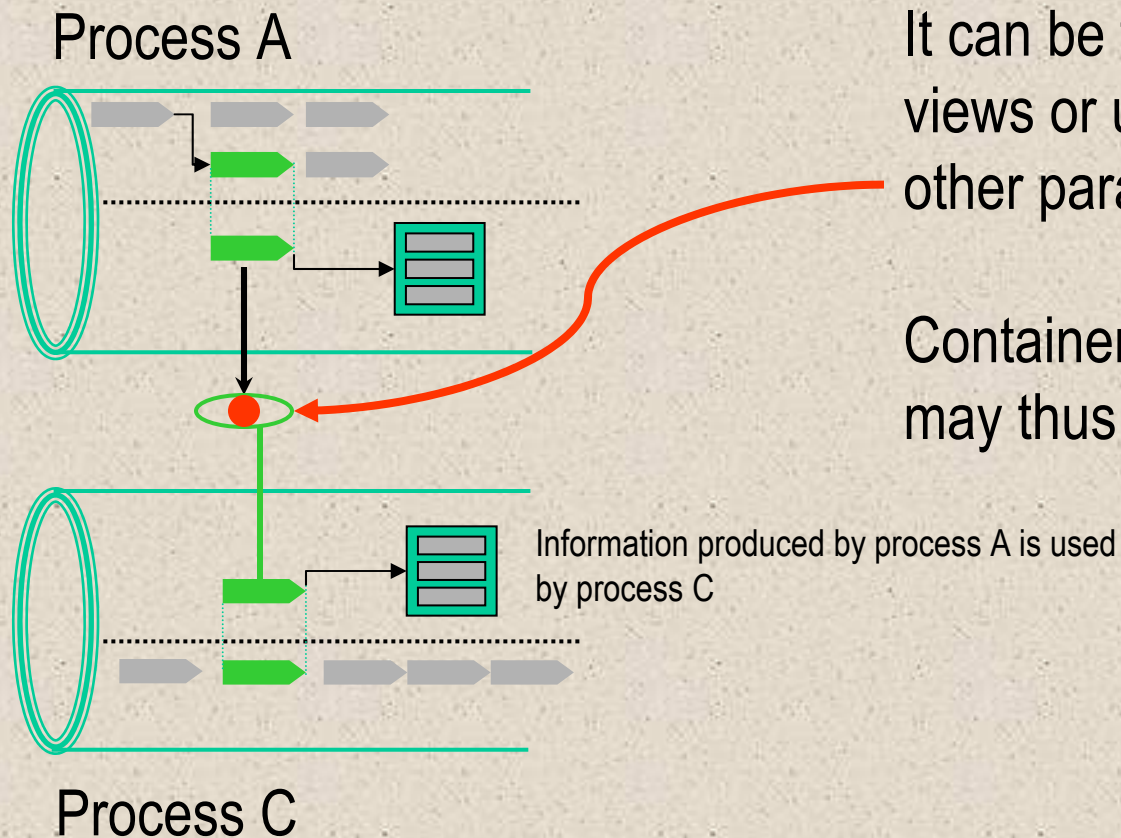
Coordinating information creation



Coordinating information creation



Information exchange



Information is stored in a db.
It can be forwarded to reports,
views or used for calculating
other parameters at Process C.

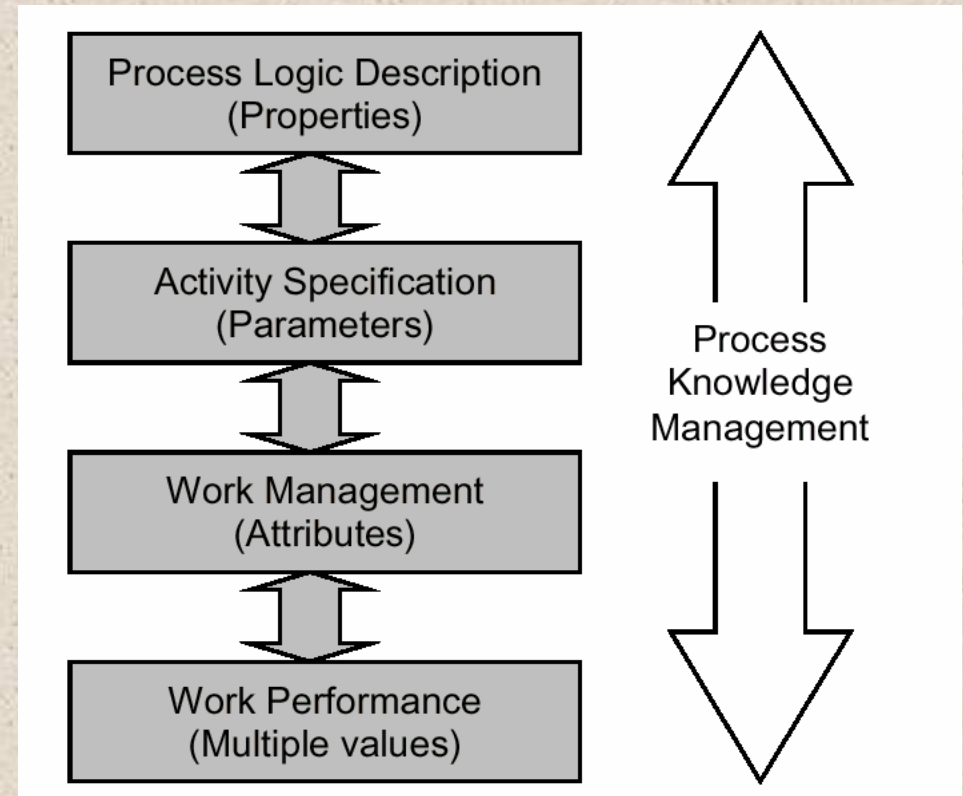
Container for the information
may thus vary.

- Giving capabilities to connect ALL of the elements together

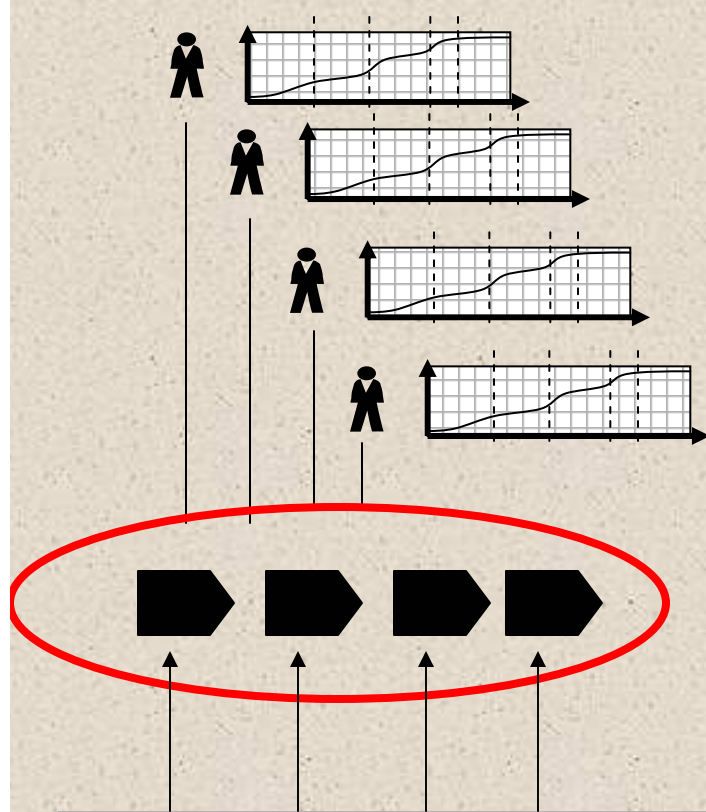
- Offering a consistent tool support and easy to use logic

- Allowing re-use and integration with existing assets (context information)

- Allowing user/stakeholder/role and maturity profiling of processes



Context adaptation



You can change, evolve and improve without steep rise in cost and disturbances in operations.

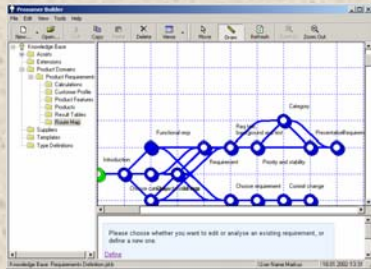
- Triggers:
 - user
 - user role
 - competence profile
 - maturity
- Adapt process or work flow view
- Adapt support information available
- Define rules and access controls:
 - insert criteria or rules
 - re-direct to a training session
 - qualification and certification
- Propose a change of work process:
 - trial periods for feedback

Main EA building blocks

- Process builder
- Publication engine
- Data interchange facilities

Main EA building blocks

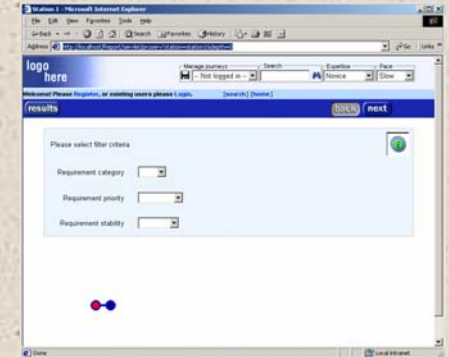
Process Builder



Knowledgebase
(XML)

Web server,
EA servlet
and engine

Process view published



DB

DB

User profile dependency

- Process path
- Supporting information
- Access to data
- Ongoing work (saved journeys)

Station examples: Input

The screenshot shows a web browser window titled "Choose category - Microsoft Internet Explorer". The address bar displays "http://localhost/Requirements_Definition/servlet/proserv?station=station1&depth=1". The page content includes a header with "Mobile-Eoom" and "Enterprise Architect" logos, a "Welcome Markus Renlund!" message, and a "results" button. A form asks the user to "Please choose which category of requirements you are interested in" with a dropdown menu showing "Functional Requirement", "Characteristics Requirement", and "Constraint". A "Process Map" diagram is visible at the bottom. Annotations with red arrows point to various elements: "Ongoing work" points to the "results" button; "Popup results" points to the dropdown menu; "Input attribute" points to the "Category" label; "User attributes" points to the "Expertise" and "Pace" dropdowns; "Navigation" points to the "back" and "next" buttons; "Supporting information" points to a help icon; and "Process Map" points to the network diagram.

Ongoing work

Popup results

Input attribute

User attributes

Navigation

Supporting information

Process Map

Station examples: Output

Station 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address http://localhost/tag/servlet/proserv?station=station1&depth=0

logo here

Manage journeys: -- Not logged in -- Search: Expertise: Novice Pace: Slow

Welcome! Please Register, or existing users please Login. [search] [home]

Compare back next

Product Name	Start Date	End Date	Gantt
prod2	01 January 2002	31 January 2002	
prod3	15 January 2002	31 January 2002	
prod1	01 February 2002	28 February 2002	
prod4	01 March 2002	31 March 2002	

Mobile-Ecom Enterprise Architect

Manage journeys: - Stored Journeys - Search: Expertise: Novice Pace: Slow

Welcome Markus Renlund! Update your details. (Not you? Please Login, or Register.) [search] [home]

results back next

The total sum of parts cost for the Hull Assembly is:

263

Matching Records

Identity	Part	Number	Unit Cost	Parts Cost
81	Hull	1	175	175
82	Floats	2	20	40
83	Centre Plate	1	30	30
84	Seats	2	4	8
85	Righting Handles	6	1	6
86	Towing Cleat	1	4	4

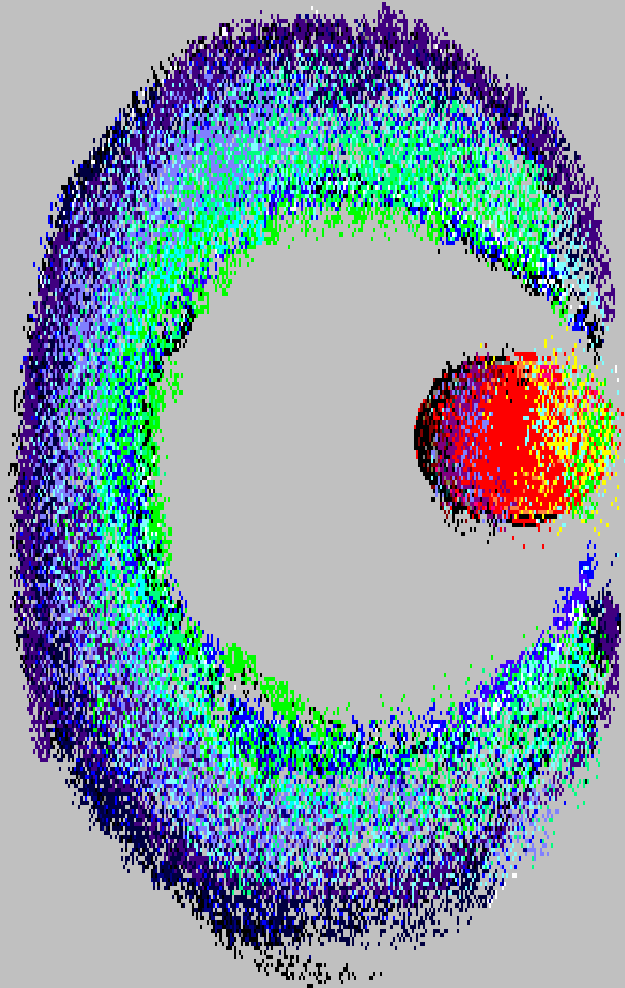
Reporting

- Metrics and statistics
- Corporate standards
- XML based reports
- Open interfaces to data

Information management

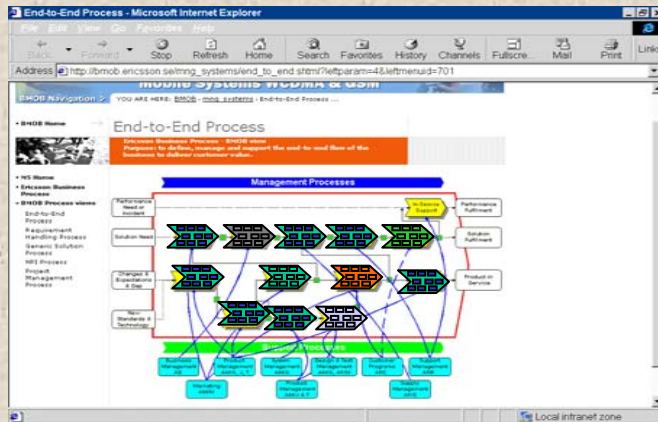
- Process validator
- Version and revision management
- Data relationships and traceability information
- Managed content and context information

Enterprise Architect



**THE
BUSINESS
VIEW**

Managed capability assets in Enterprise Architect



Business benefits



- automated communication reduces overhead costs
- information management automation reduces radically IS/IT costs



Integration benefits



Integration benefits

Enterprise Architect **one-stop product information management**

- Product Data Management
- Requirement Management
- Change Management
- Project Management
- Process Management

Business benefits

Enterprise Architect **reduces overhead and administration:**

- Automated information distribution: less time spent in meetings
- Automated administration: less admin overhead (ref. CM, RM)
- Single system: reduces dramatically IS/IT application support
- Process dependant IS/IT changes: 100% reduction (ref. SAP)

Summary

Enterprise Architect is more of offering capabilities rather than imposing strict solution models.

It does adapts and lives with current operations, however, bringing them under coordination and control.

At the same time it offers an environment which has flexibility to promote a controlled evolution from situation today to the goals set for tomorrow.