



# ePerspectives Enterprise Architecture Tool Adoption

## Digital Enterprise Method & Framework

**Arsalan N. Rad**

**Distinguished Enterprise & Business Architect (The Open Group)**

### Career Roles

- Founder | EAtransform.com
- Global Head of Digital and Consulting | EAtransform Group- UK/Europe
- Head of Consulting Partners, EA & Digital | Wipro- UK/Europe
- Director CIO Advisory, Executive Architect | IBM UK/Europe
- Managing Director | ODC Netherlands
- Head of Enterprise Architecture Europe | DXC Europe
- Senior Consultant | Accenture Sweden
- Practice Leader Object Technology Practice | IBM North America



**EA TRANSFORM**

**Digital Enterprise Transformation**



1. The Digital transformation imperative and challenges
2. Simplifying and accelerating digital transformation with ePerspectives digital enterprise framework
3. Software AG Aris and Alfabet: Preferred Tool Tailor-made for the digital enterprise framework
4. ePerspectives in synergy with business and enterprise architecture, modelling, and portfolio management leading tools, Software AG Aris and Alfabet
5. Approach and roadmap to Adopting ePerspectives with tooling



# The Digital transformation imperative and challenges

**EA TRANSFORM**

**Digital Enterprise Transformation**

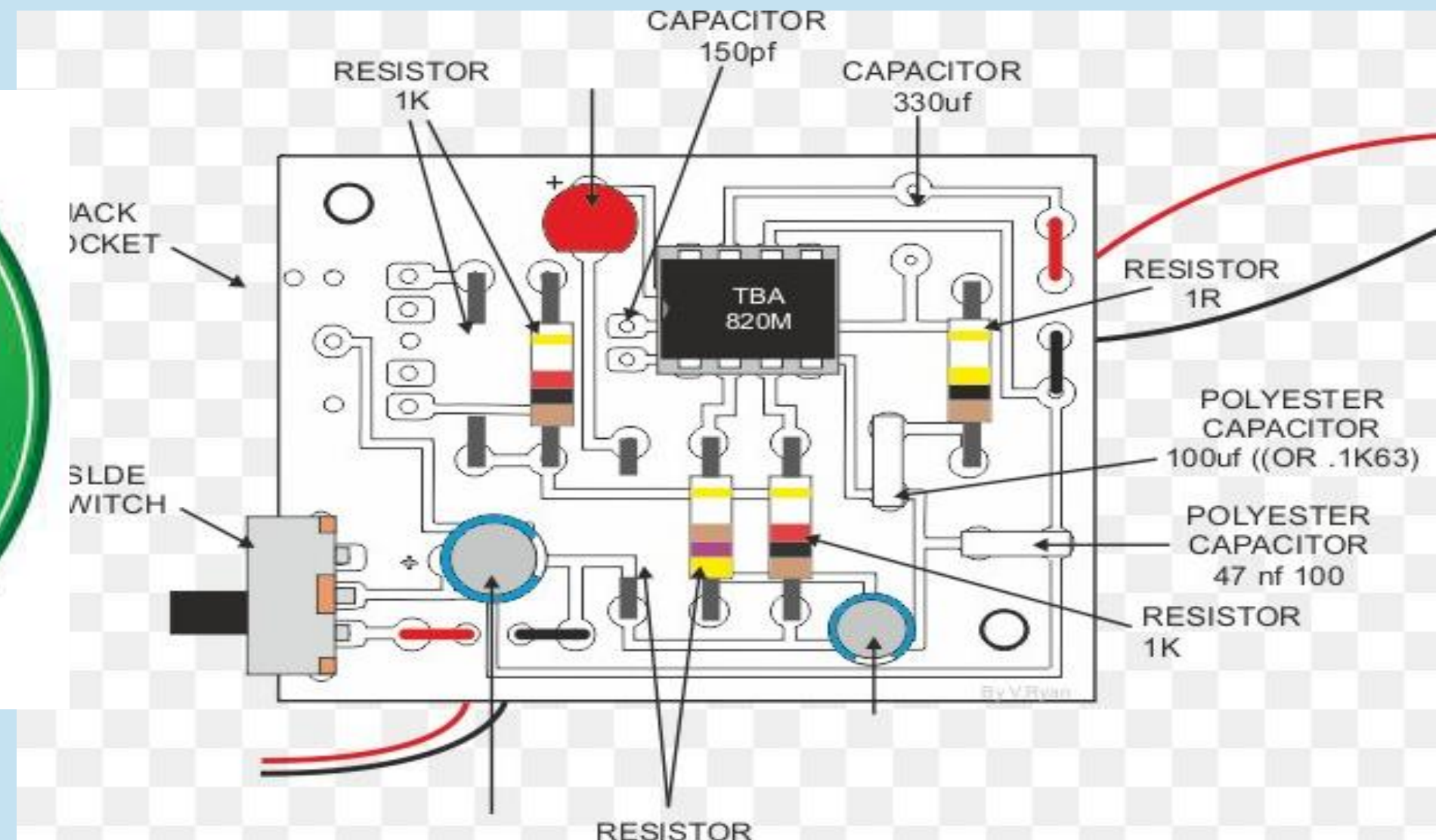
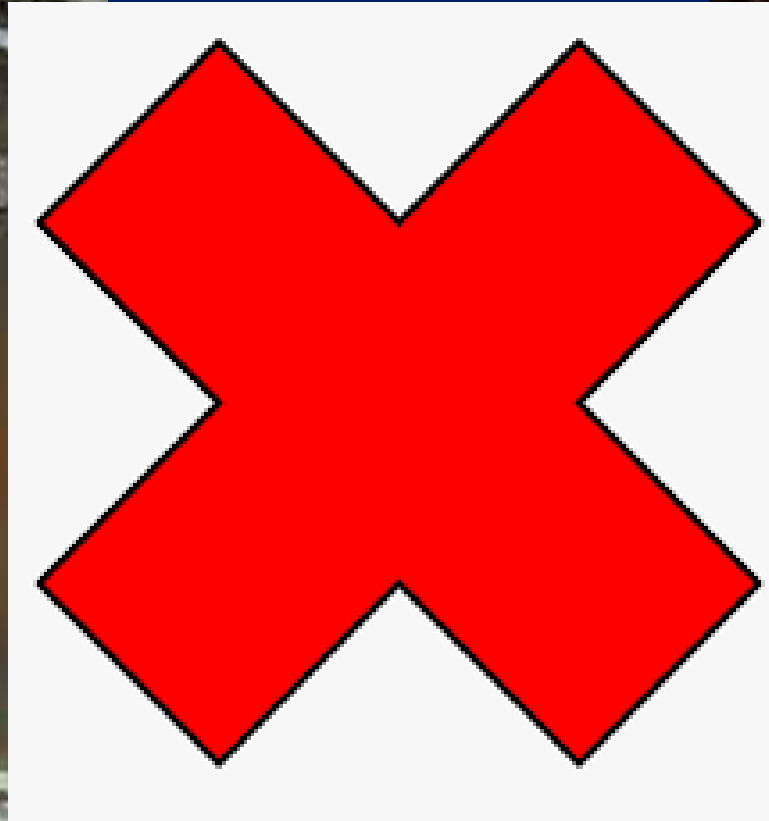
# THE IMPERATIVE FOR DIGITAL TRANSFORMATION

Digital transformation addresses the profound transformation of the activities of the business, processes, organization, and IT and technology, to fully leverage the changes and opportunities of a mix of digital technologies and their accelerating impact on business strategic direction.

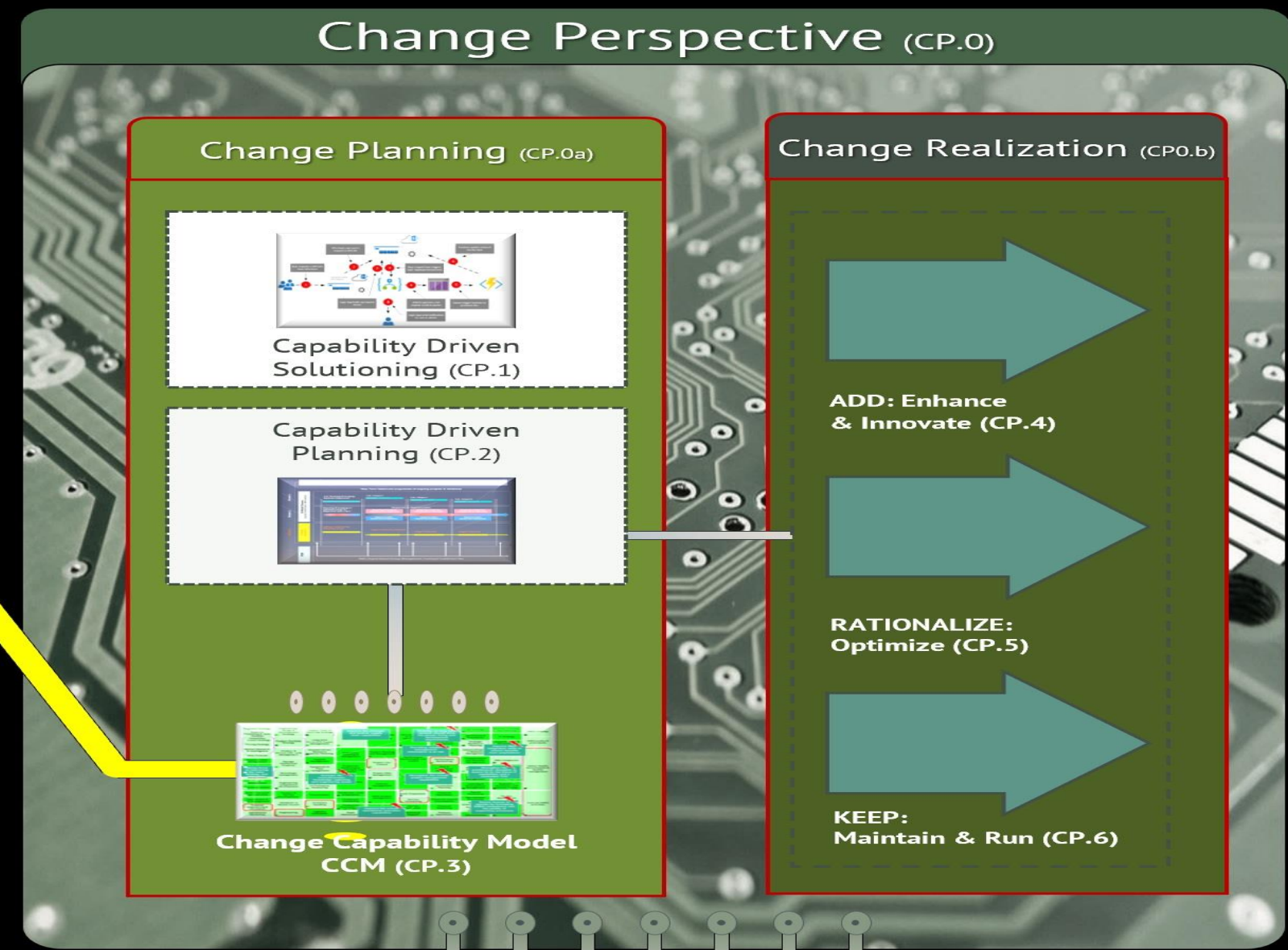
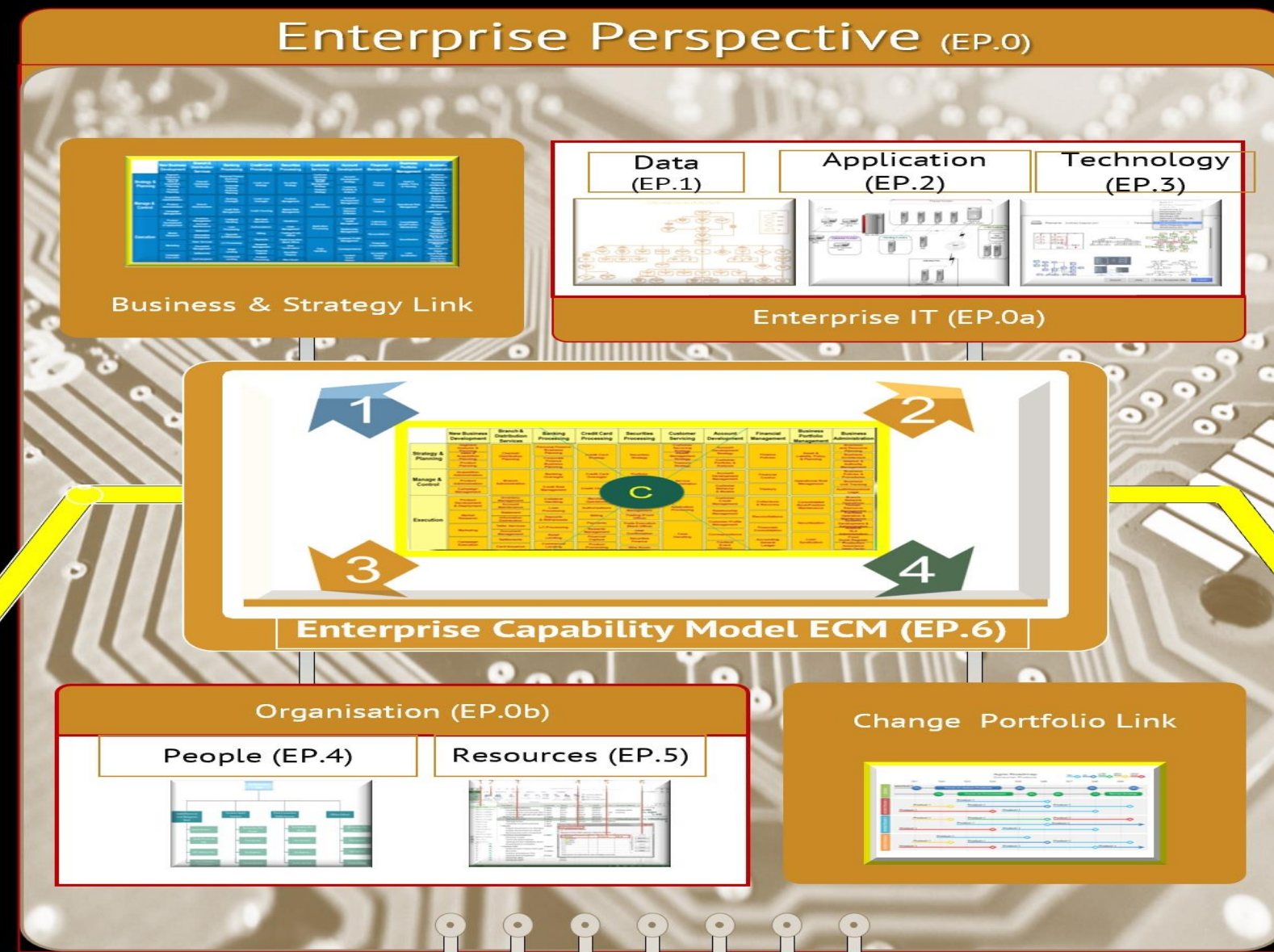
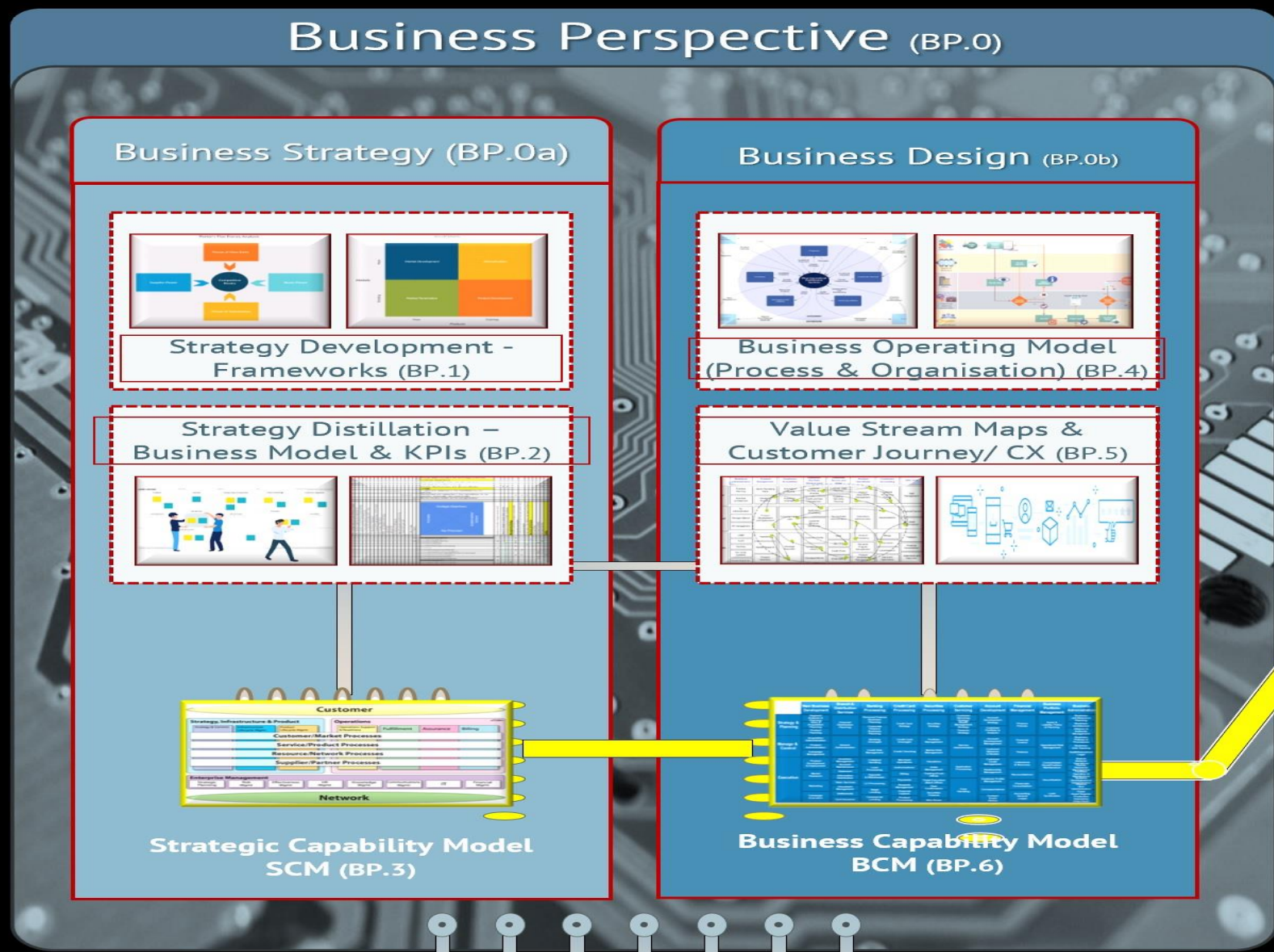
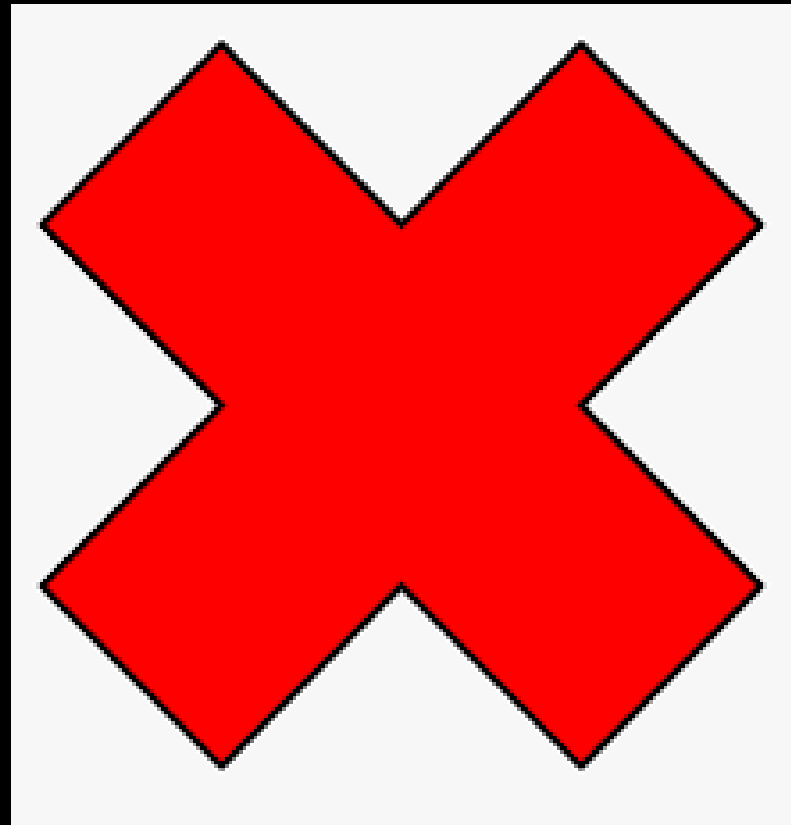
- Digital Transformation is one of only a few high priorities facing organizations across all industries, and the market size for business and digital transformation is a multi-hundred billion market
- The digital era has brought new challenge to organization such as more aggressive competition, demanding customer expectations, significantly shortened idea to market cycle time, and transition from a product-based model to one of servitization and customer centricity. This leaves organizations with little choice but to successfully embrace and execute digital transformation
- C-level executives have an unprecedented challenge for full visibility and coordination across the business and IT, with encompassing business strategy and business model, products, services, resources, locations, applications, projects, etc., hence greater oversight into work and improved accuracy and currency of insight
- According to McKinsey most organizations experience much greater complexity in their digital transformation journey leading to even opposite effects such as being slower to market or less capable of responding quickly to the changing customer demands
- It is therefore imperative for organizations to devise well-founded digital transformation roadmaps that can be simplified enough to be uniformly understood and embraced across various parts of the organization that often have different backgrounds and approaches, and fully optimized and aligned with Business Strategy & Goals, KPI's, Values, Customer Experience, as well as Enterprise IT & Technology landscape
- This makes a strong case for an outcome-based EA-driven approach to manage the complexity associated with digital transformation to ensure that change & transformation Programs are also harmonized and optimized across Business and IT



# MINDSET GUIDE TO FOLLOW: DIGITAL PARADIGM SHIFT - ELECTRONICS



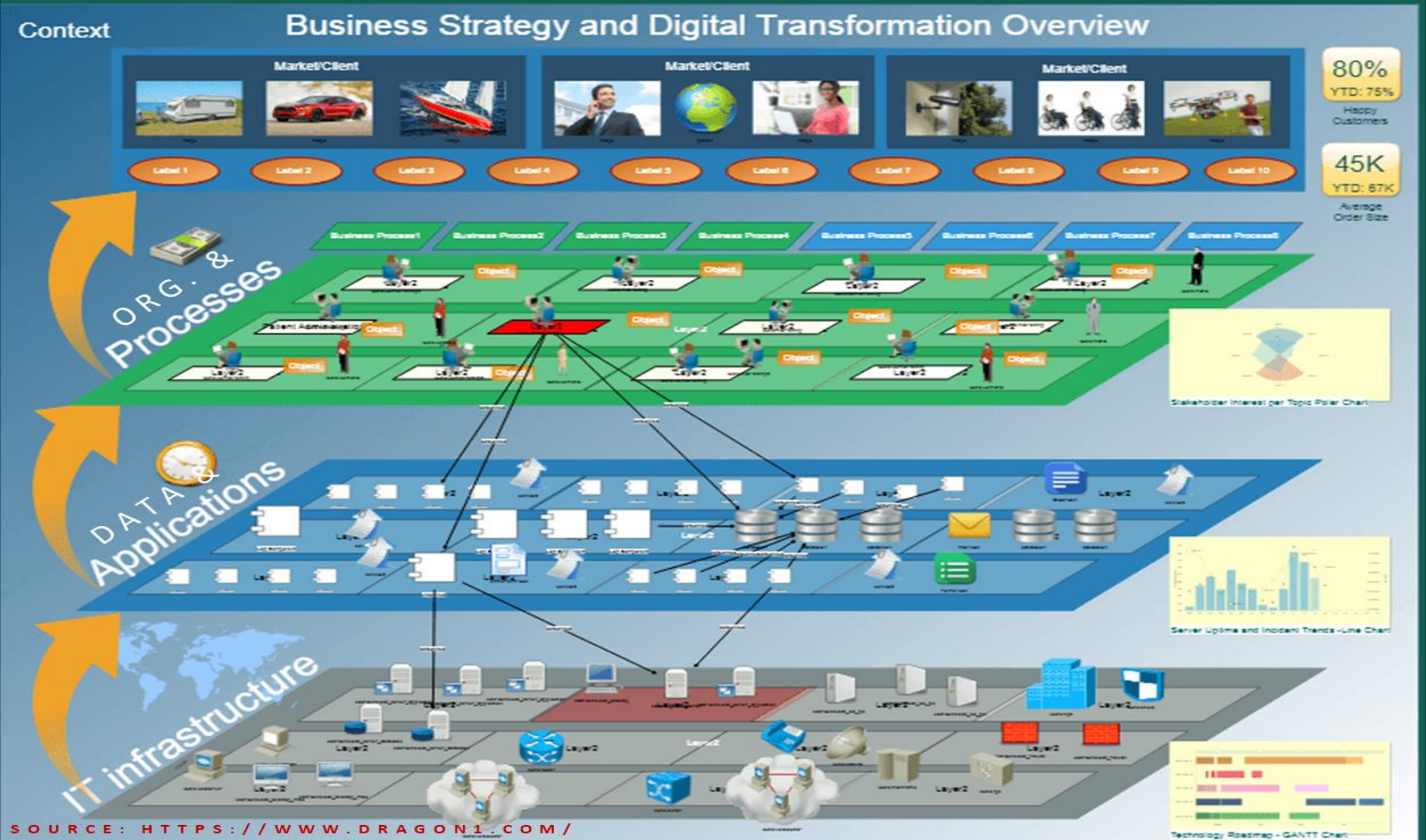
# DIGITAL PARADIGM SHIFT - BUSINESS ENTERPRISE



Enterprise Planning Perspective (PP.0)
Enterprise Planning Perspective (PP.0)
Enterprise Planning Perspective (PP.0)

Operations Perspective (OP.0)
Operations Perspective (OP.0)
Operations Perspective (OP.0)

# NEED FOR PERSPECTIVES: NEED TO HAVE TRACEABILITY FROM HIGH LEVEL BUSINESS STRATEGY & DESIGN TO IMPLEMENTATION & DEPLOYMENT





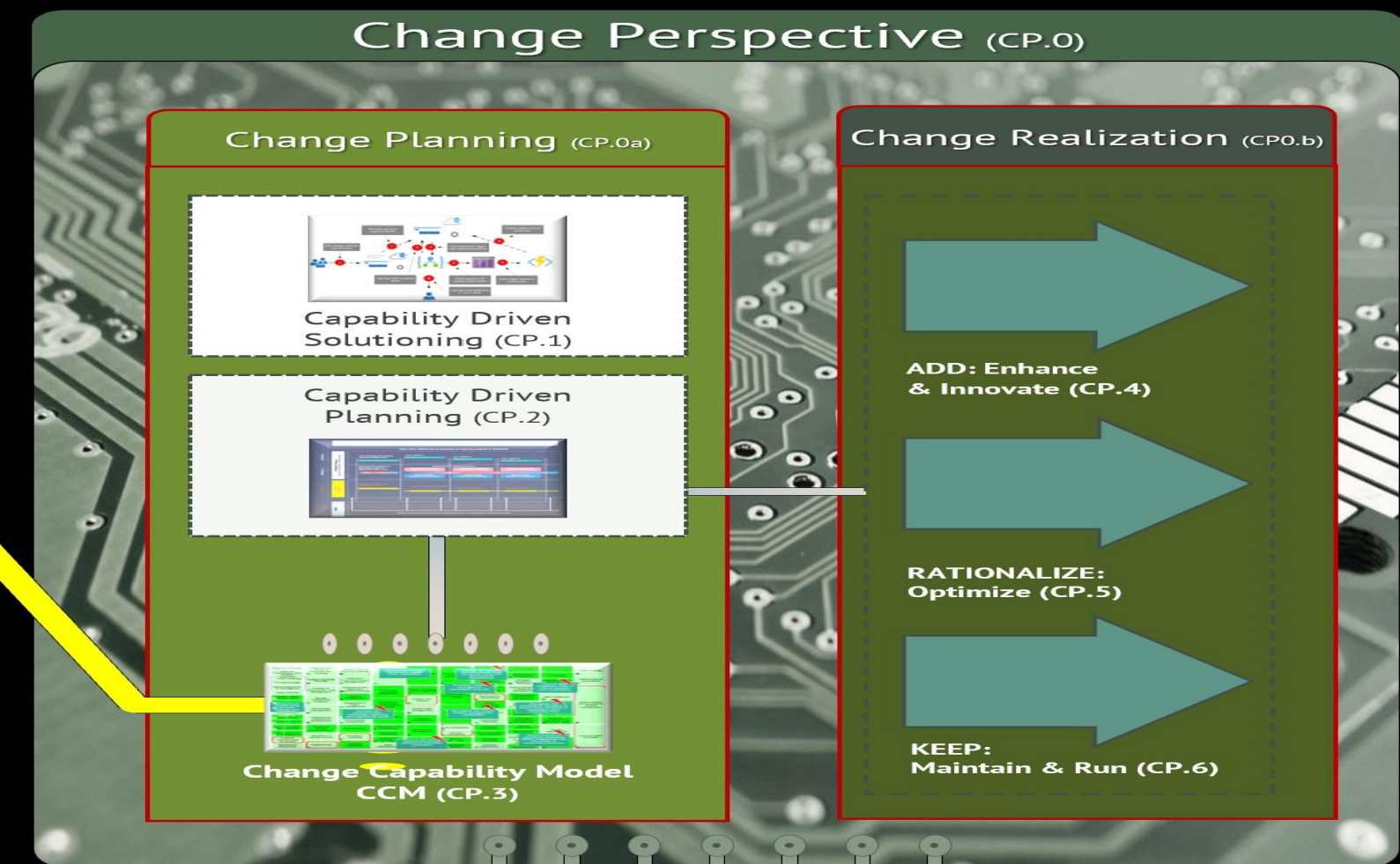
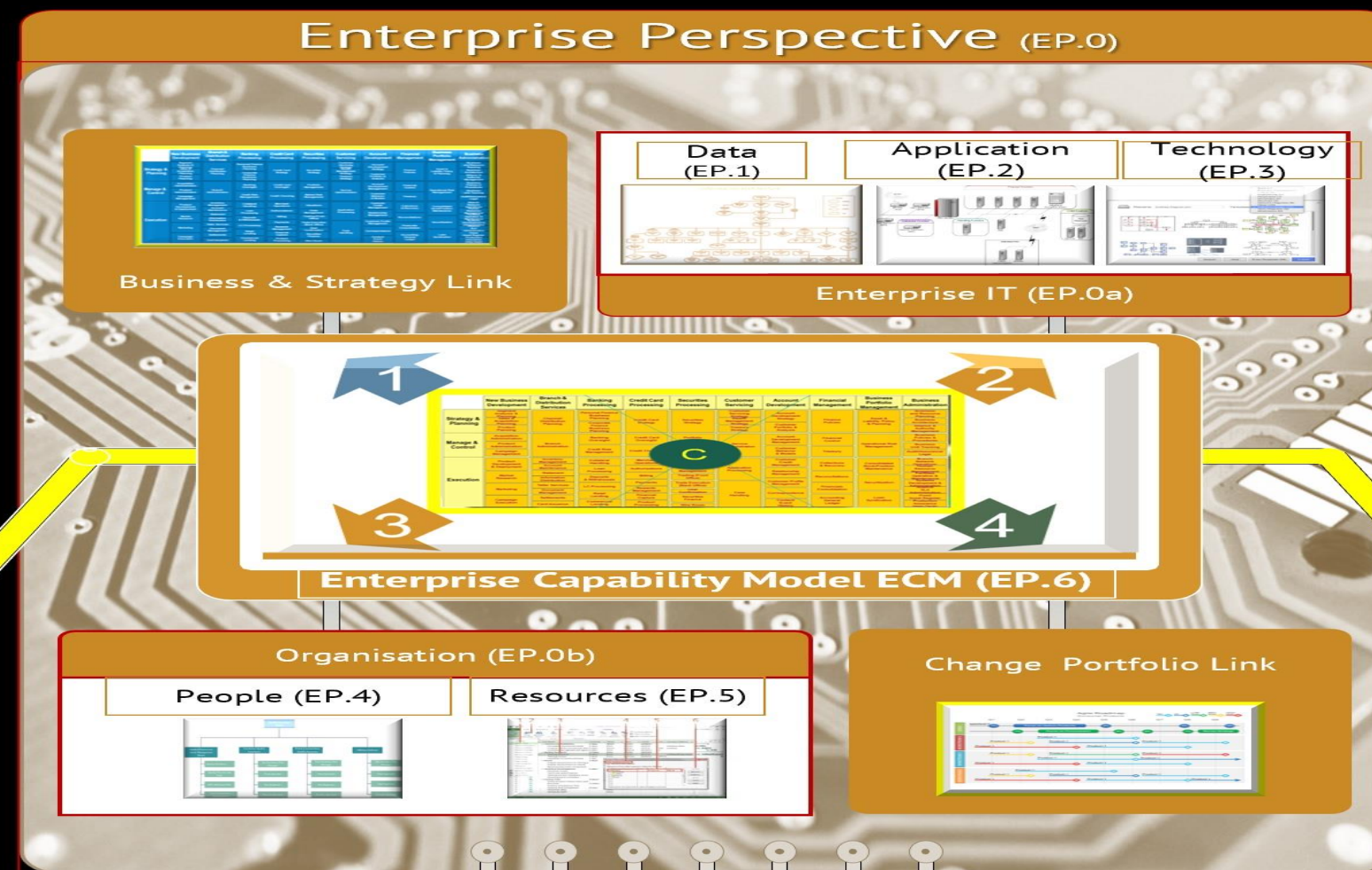
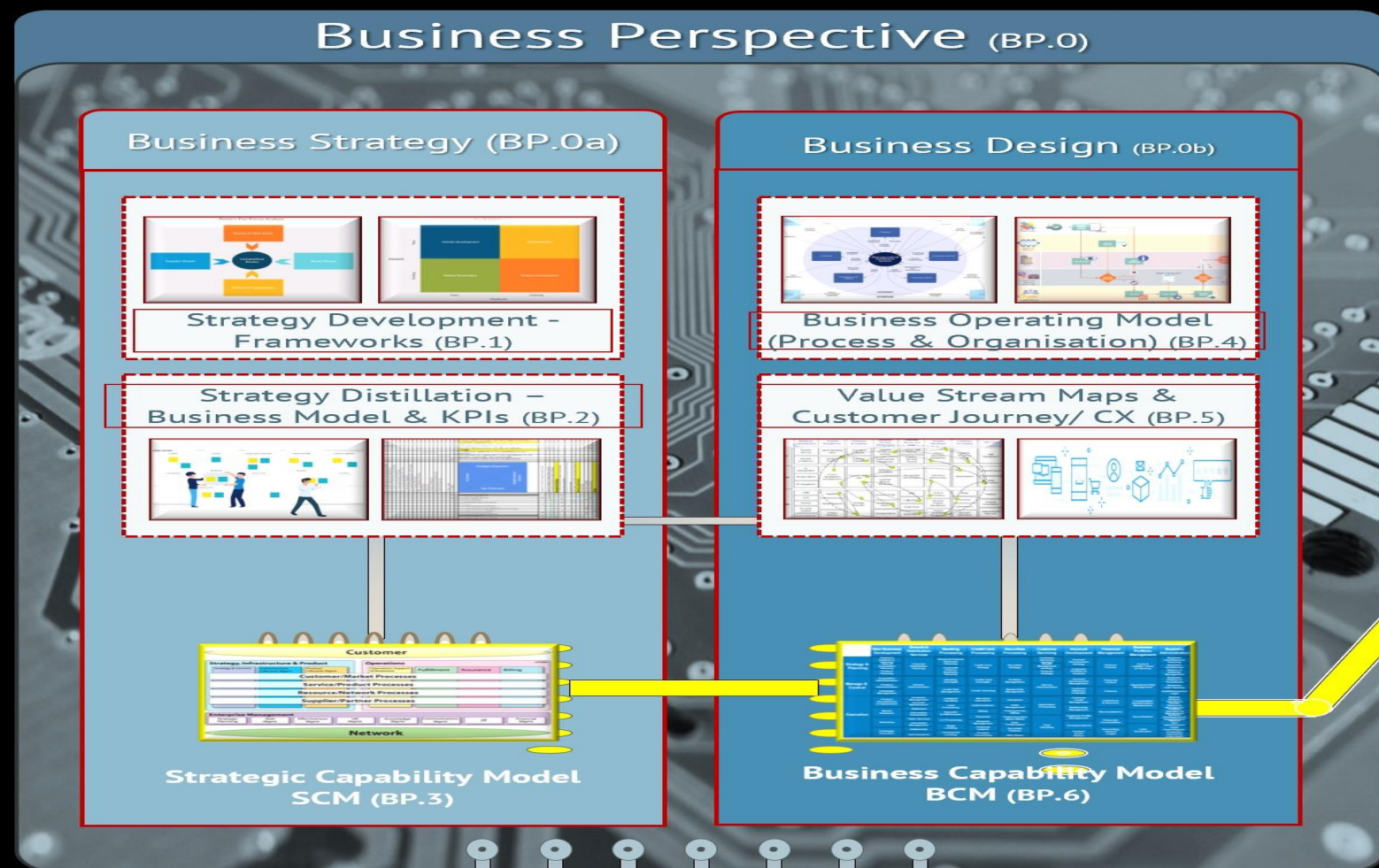
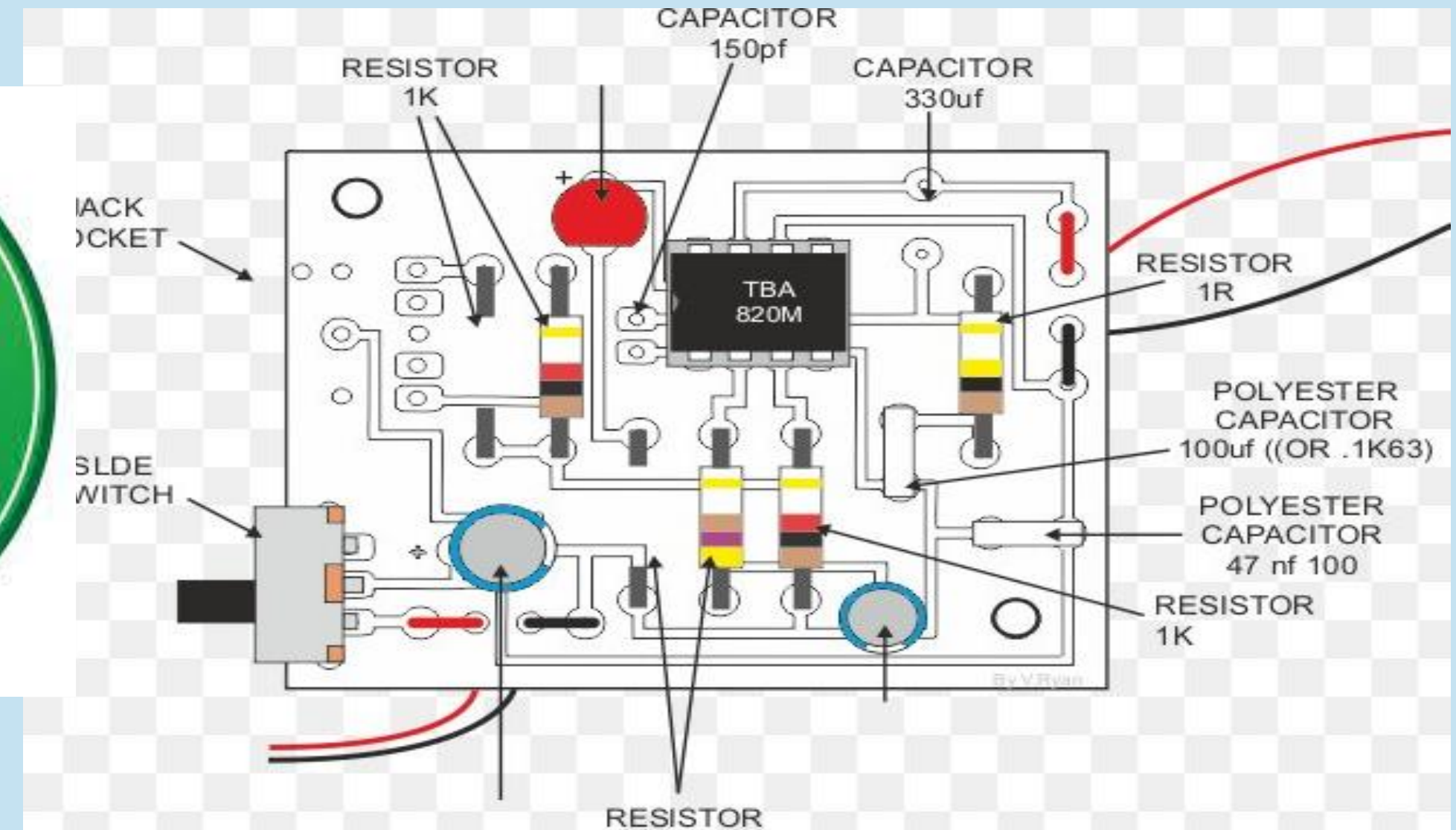
**EA TRANSFORM**

**Digital Enterprise Transformation**

# **Simplifying and Accelerating Digital Transformation with ePerspectives Digital Enterprise Framework**



# DIGITAL ENTERPRISE - SAME PARADIGM AS DIGITAL ELECTRONIC CIRCUITS

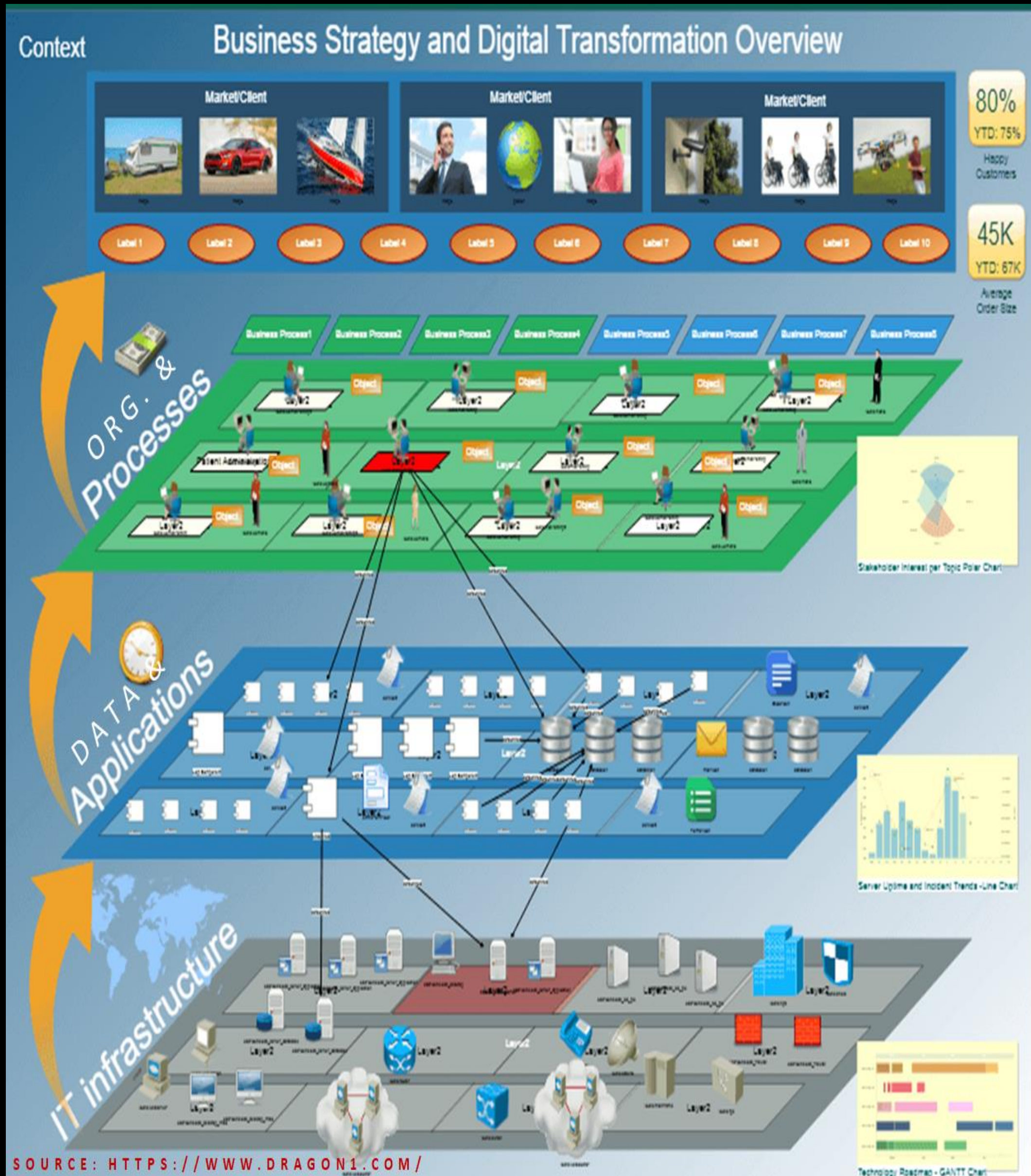


Enterprise Planning Perspective (PP.0)  
Operations Perspective (OP.0)

Enterprise Planning Perspective (PP.0)  
Operations Perspective (OP.0)

Enterprise Planning Perspective (PP.0)  
Operations Perspective (OP.0)

# EXAMPLE: A "PERSPECTIVE BASED APPROACH TO REGULATORY COMPLIANCE"

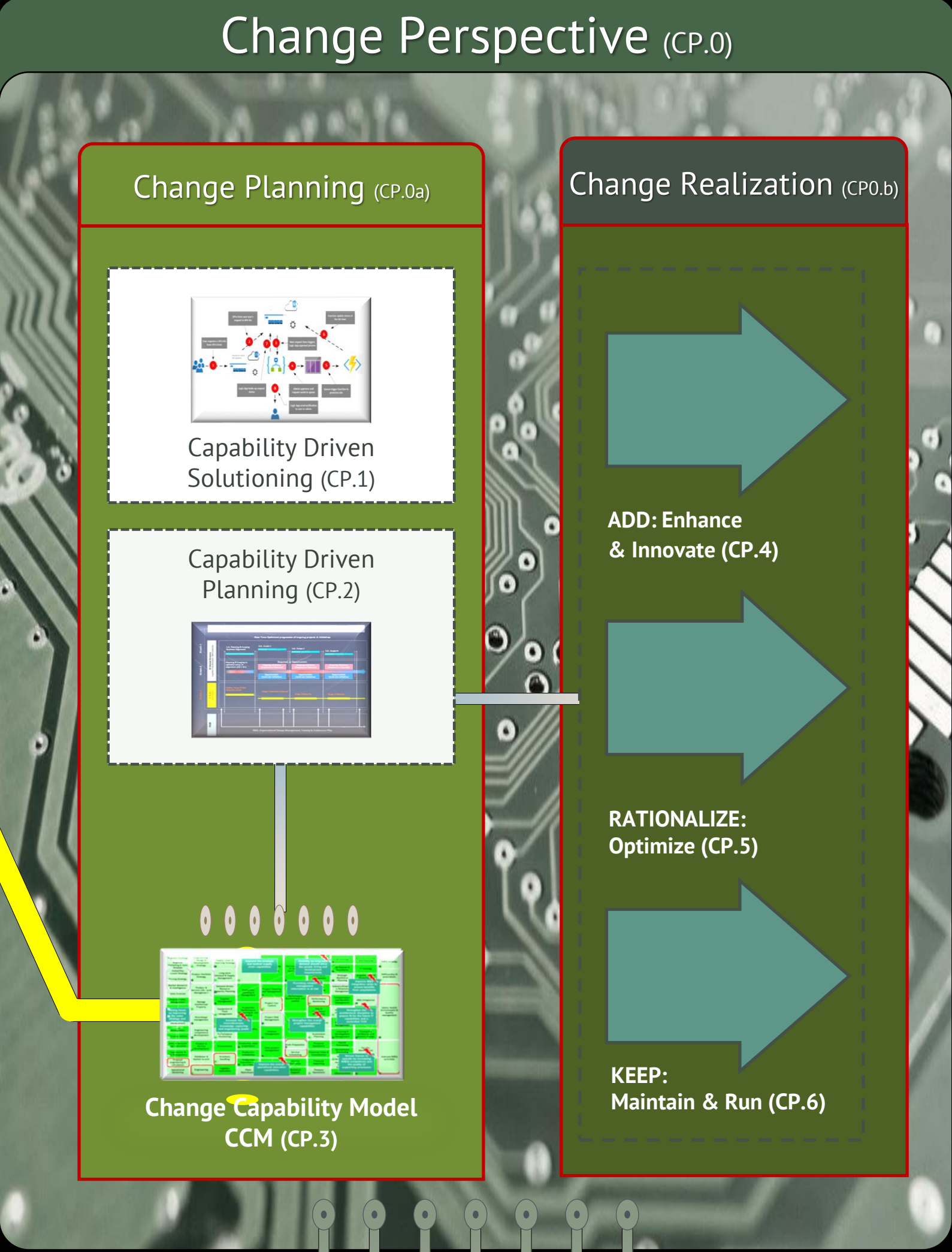
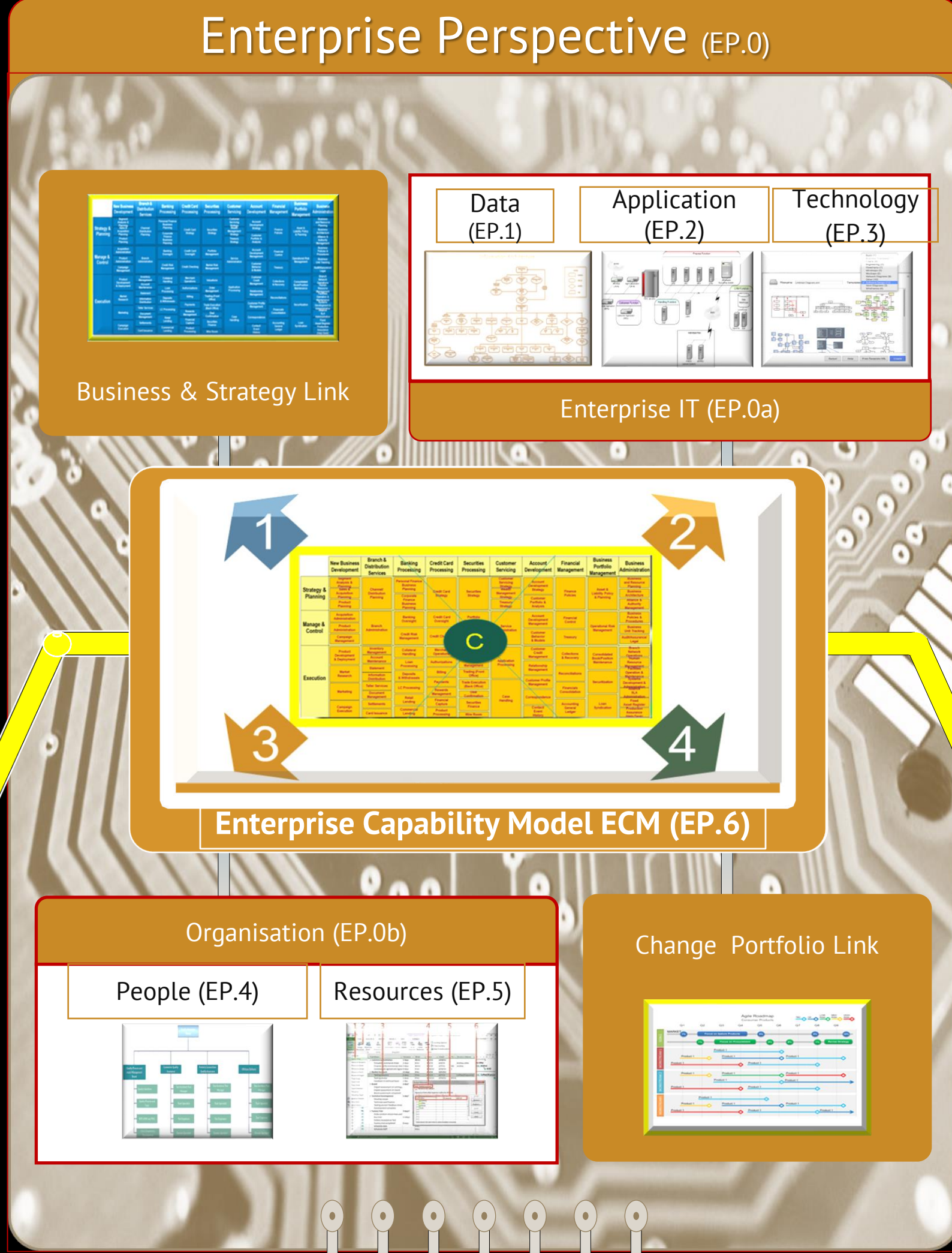
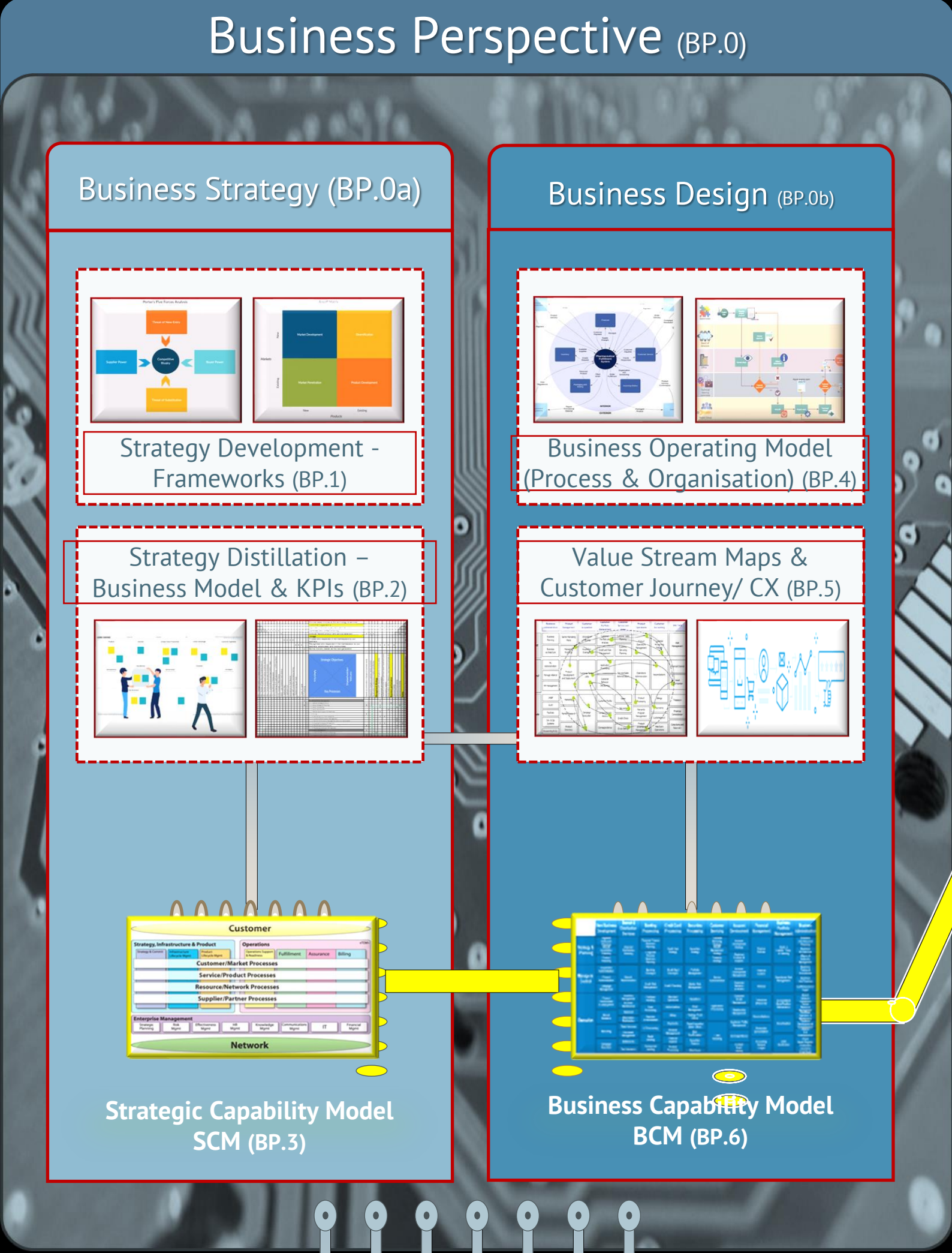


SOURCE: [HTTPS://WWW.DRAGON1.COM/](https://www.dragon1.com/)

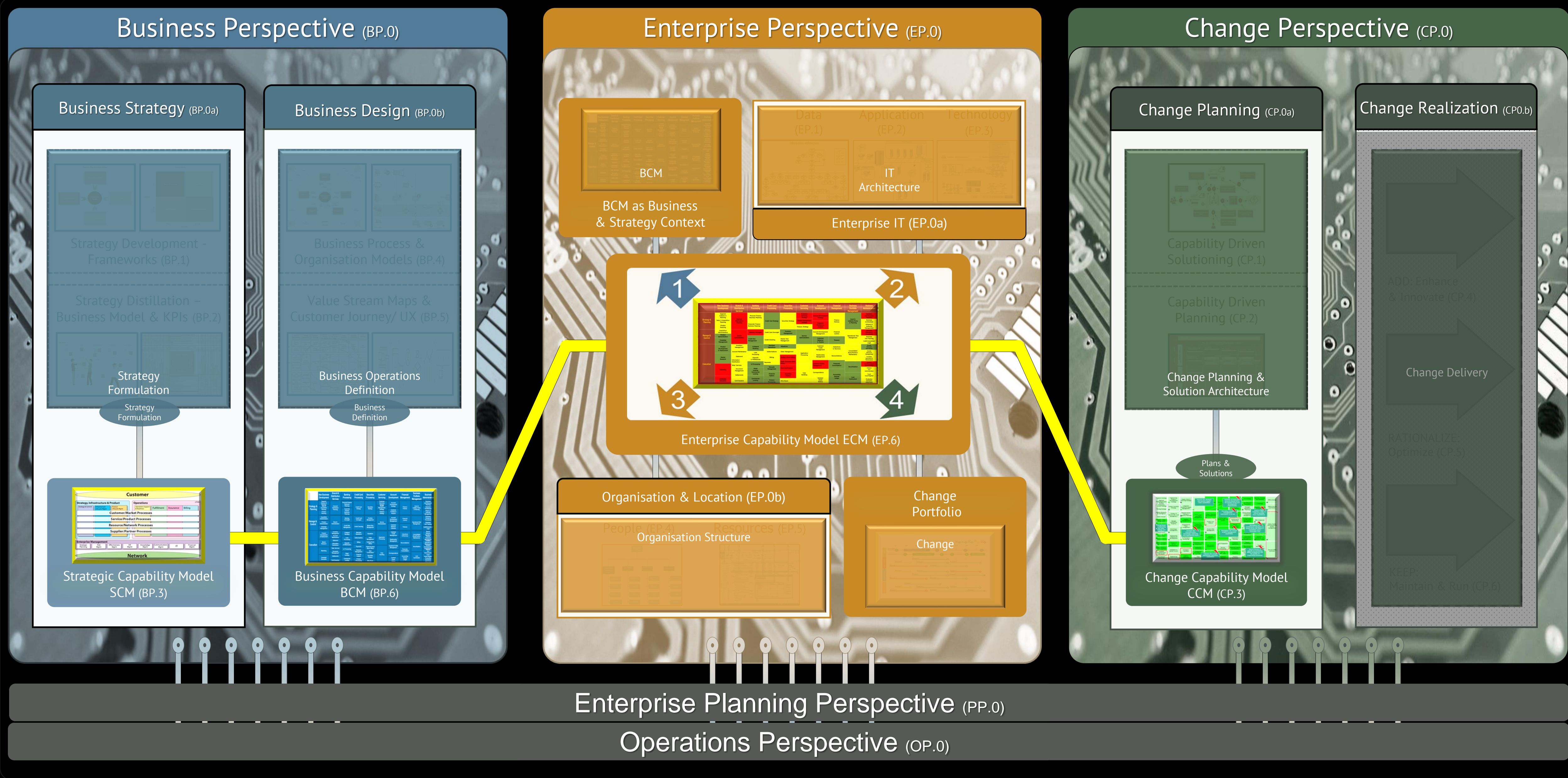


- This picture presents the scope of what must be covered under Regulatory Compliance
- Achieving Compliance is a highly challenging undertaking for business organizations
- Many companies start downstream and acquire "Compliance" Solutions and application
- Regulatory Compliance is a business focused concept, not a technology focused one, hence we must start from top level Business Strategy, then following downstream (Business Design, IT & Organization Architecture, to implemented solutions and technologies
- Need an approach that focuses on different "Perspectives" (based on a multi-layered architecture), to assess and determine exactly where Compliance is pertinent to the business and hence to the enterprise.

# EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK



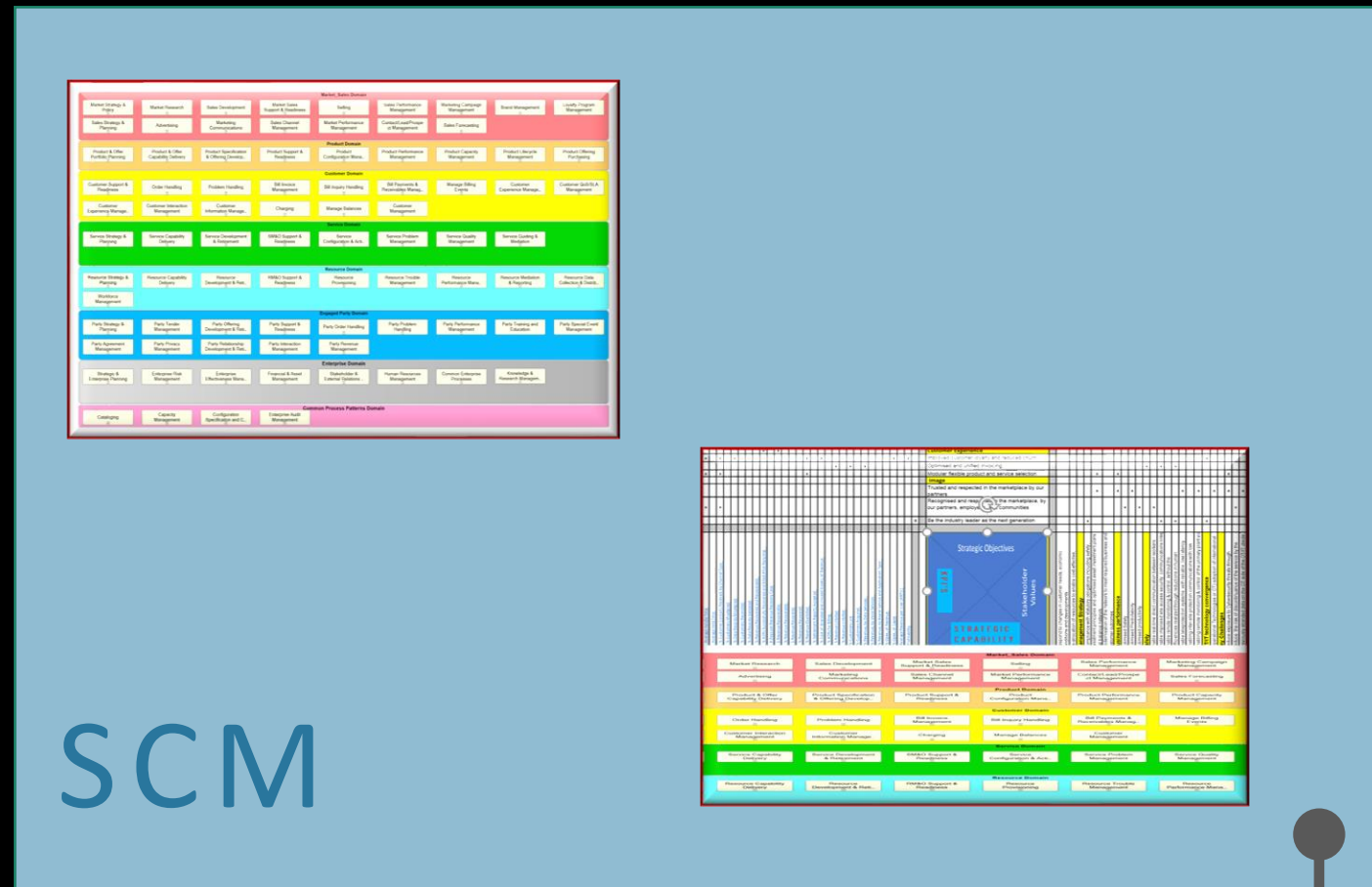
# EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK IN MOTION



# THE 4-STAGE EVOLUTION OF THE CAPABILITY MODEL (XCM)

**1-SCM – WHAT** does the Business want to be and do?

What Strategic Capabilities best support key strategic products and services, and how do we measure and monitor fulfillment of target capabilities?



SCM

**3- ECM - HOW** does the Enterprise operate (to optimally accommodate and implement the Business)?

What Enterprise Capabilities best support target Business Capabilities (and hence implicitly Strategic Goals and KPI's) with optimized Organisation, Technology, and Planning, where are the commonalities to leverage to optimize, and, where can we differentiate?



ECM

**2-BCM – HOW** does the Business operate (function & Structure)?

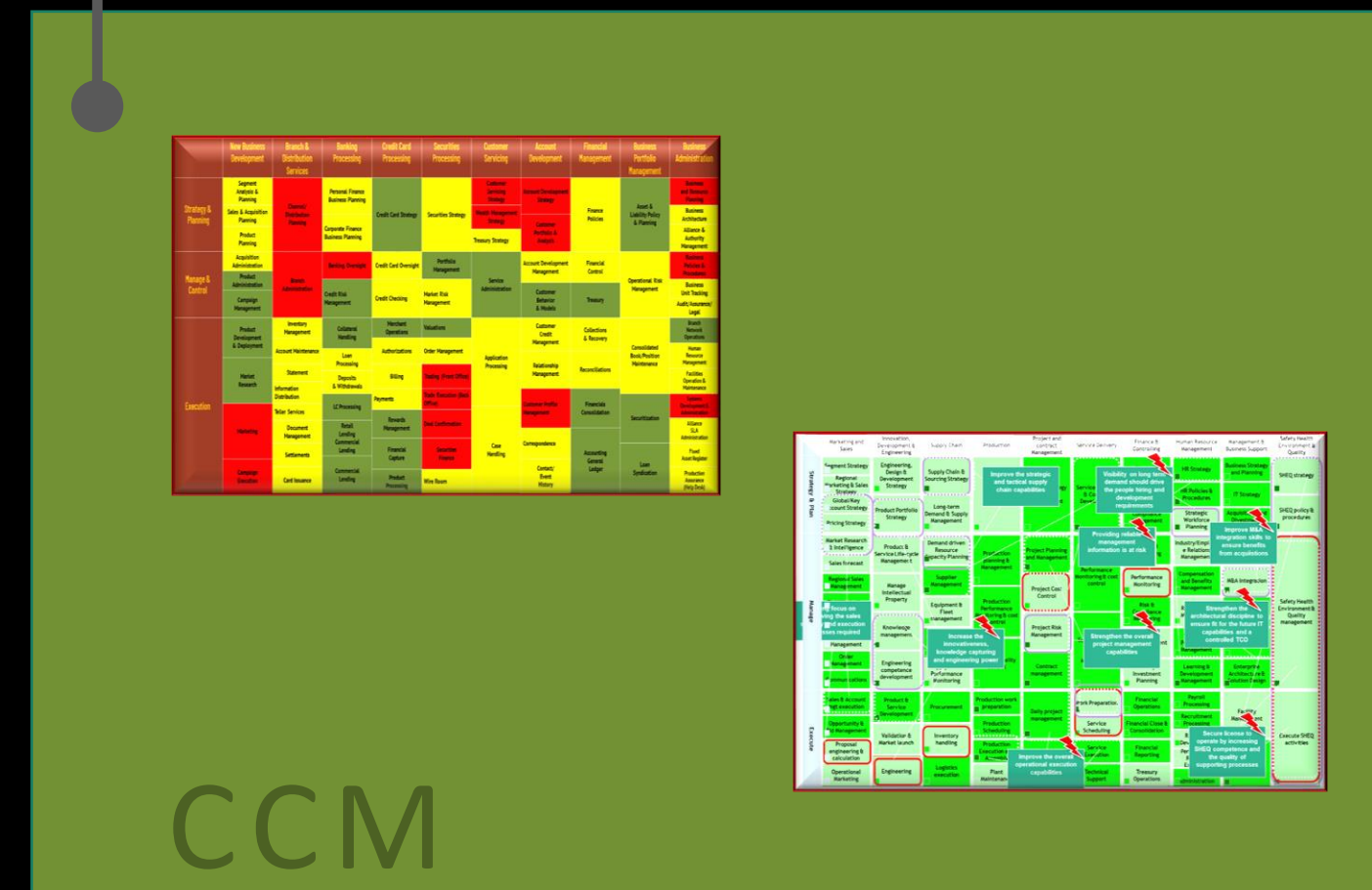
Business Capabilities can best support baselined Strategic Capabilities, what Business Service Capabilities are needed for the Business to operate optimally to fulfill Strategic Goals and KPI's, and, where can we differentiate?



BCM

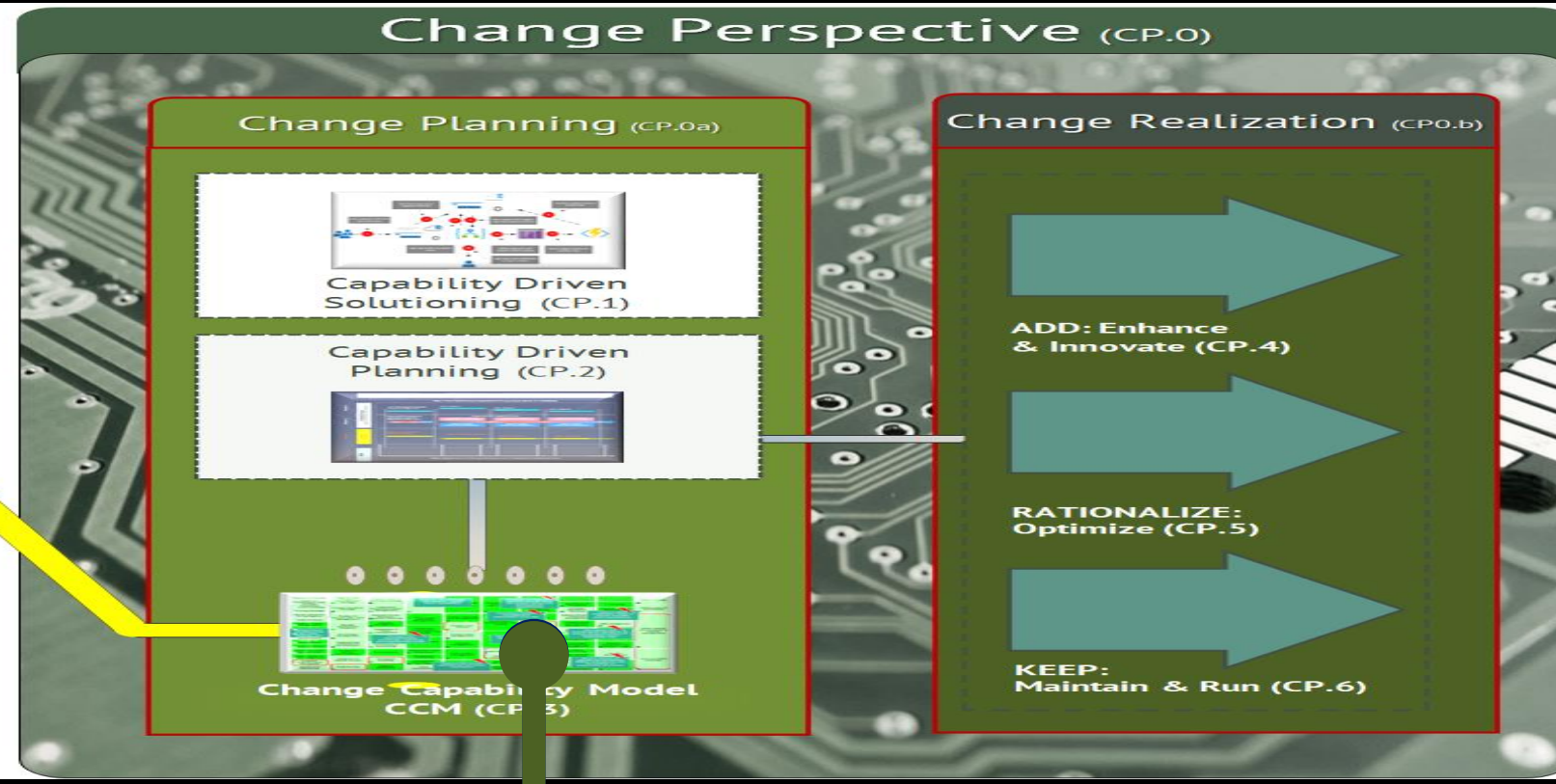
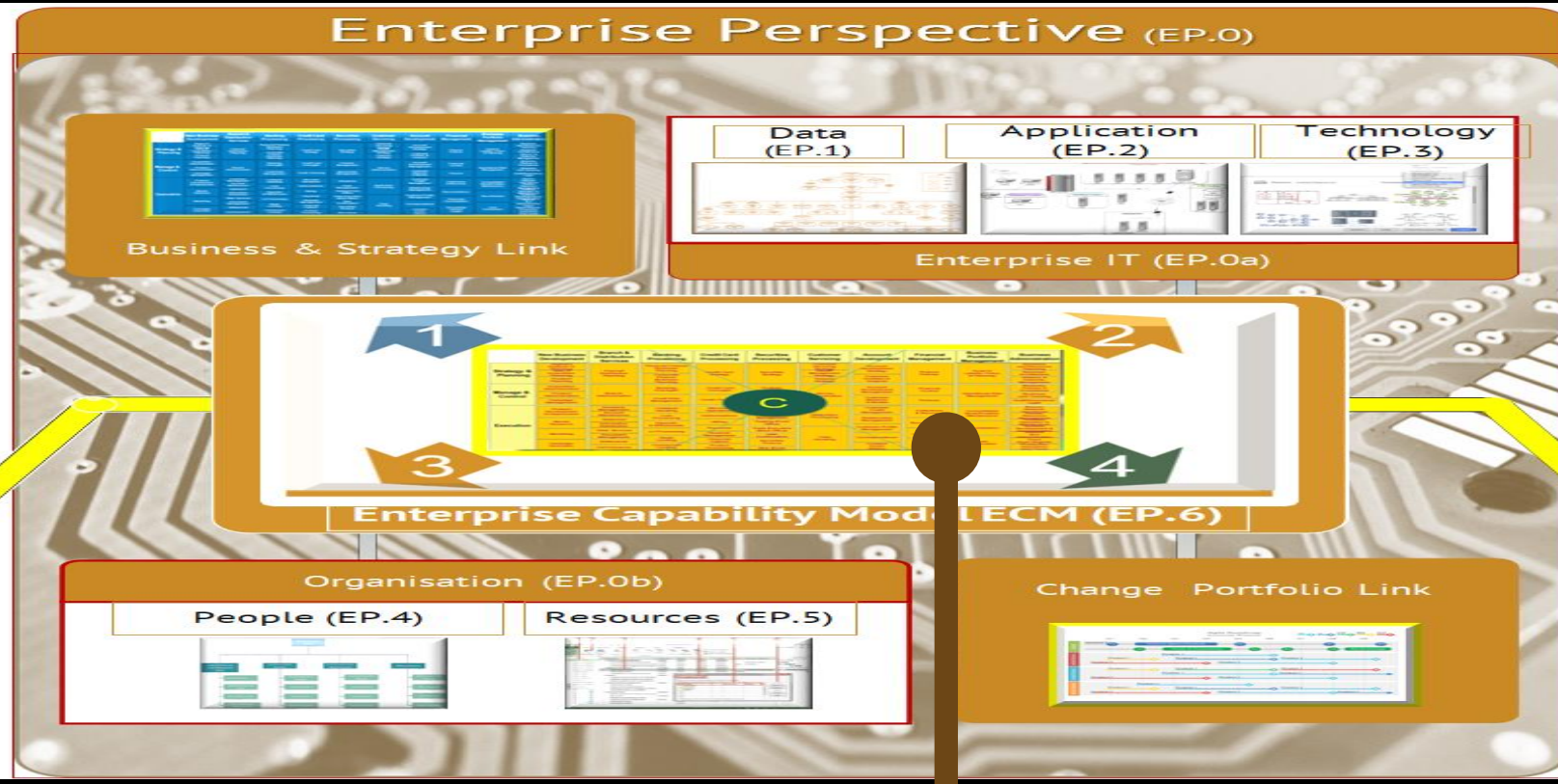
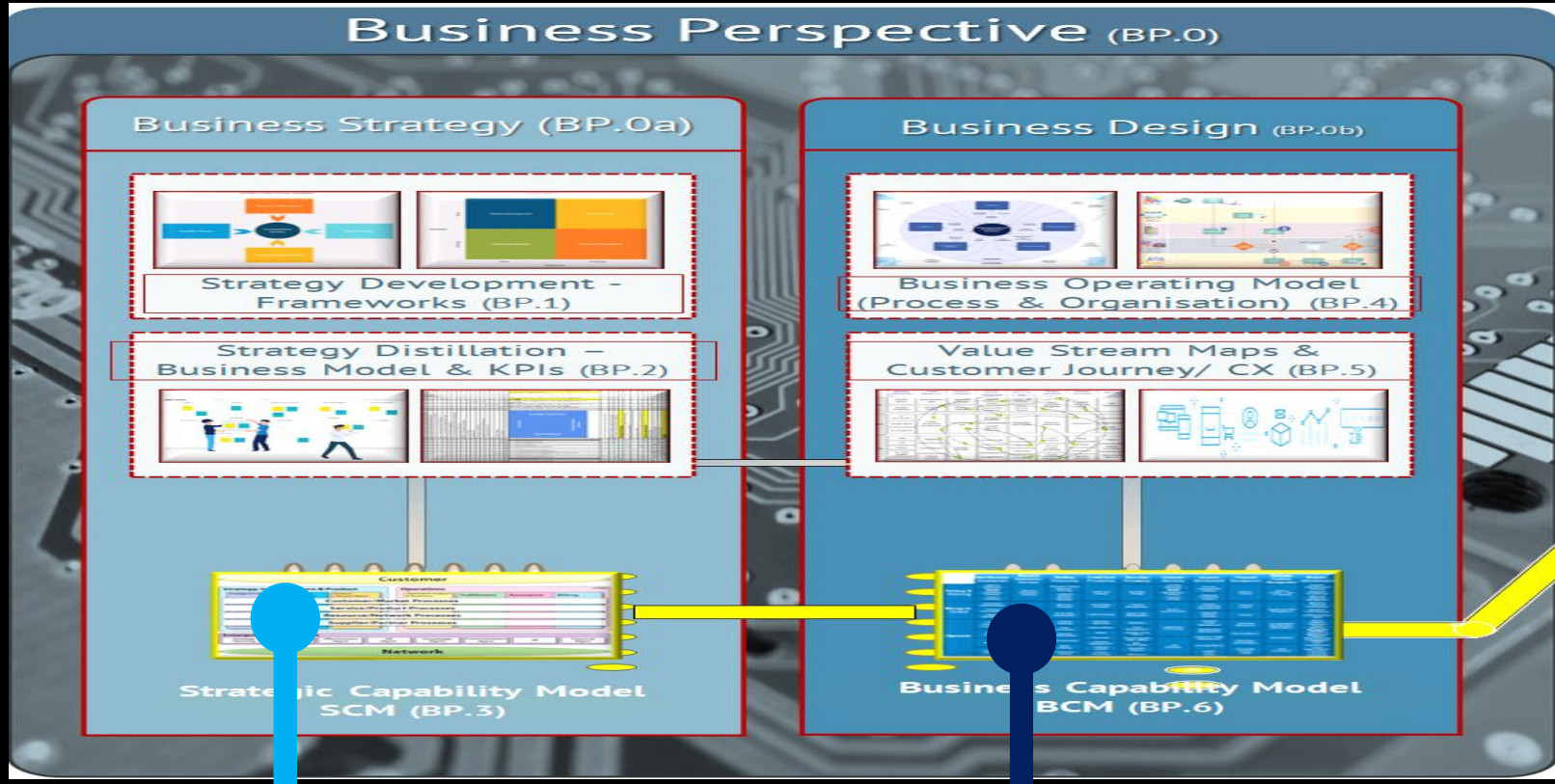
**4- CCM – How** are changes solutioned and planned to be implemented to make the Business agile and achieve new Business requirements?

Which are the areas for Implementation, Change or Transformation to achieve optimized improvement for change Program to be planned or prioritised?



CCM

# DIGITAL FOUNDATION WITH E-PERSPECTIVES



BP.0	Business Strategy (BP.0a)	Business Design (BP.0b)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.0	Business Strategy (BP.0a)	Business Design (BP.0b)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.1	Strategy Development - Frameworks (BP.1)	Business Operating Model (Process & Organisation) (BP.4)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.2	Strategy Distillation - Business Model & KPIs (BP.2)	Value Stream Maps & Customer Journey/ CX (BP.5)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.3			Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.4		Business Operating Model (Process & Organisation) (BP.4)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.5		Value Stream Maps & Customer Journey/ CX (BP.5)	Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)
BP.6			Strategic Capability Model (SCM) (BP.3)	Business Capability Model (BCM) (BP.6)

**BUSINESS PERSPECTIVE DIGITAL FOUNDATION-BP: CURRENT AND TARGET BUSINESS STRATEGY & DESIGN DIGITAL FOUNDATION BASELINING (ACCELERATED)**

EP.0	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.0	Enterprise Architecture EA	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.1	Data (EP.1)	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.2	Application (EP.2)	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.3	Technology (EP.3)	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.4	People (EP.4)	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.5	Resources (EP.5)	Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link
EP.6		Enterprise Capability Model (ECM) (EP.6)	Enterprise IT (EP.0a)	Organisation (EP.0b)	Change Portfolio Link

**ENTERPRISE PERSPECTIVE DIGITAL FOUNDATION-EP: CURRENT AND TARGET ENTERPRISE ARCHITECTURE DIGITAL FOUNDATION BASELINING (ACCELERATED)**

CP.0	Change Planning (CP.0a)	Change Realization (CP.0b)
CP.0	Change Planning (CP.0a)	Change Realization (CP.0b)
CP.1	Capability Driven Solutioning (CP.1)	Change Realization (CP.0b)
CP.2	Capability Driven Planning (CP.2)	Change Realization (CP.0b)
CP.3	Change Capability Model (CCM) (CP.3)	Change Realization (CP.0b)
CP.4		ADD: Enhance & Innovate (CP.4)
CP.5		RATIONALIZE: Optimize (CP.5)
CP.6		KEEP: Maintain & Run (CP.6)

**CHANGE PERSPECTIVE DIGITAL FOUNDATION-CP: ENTERPRISE-CONSOLIDATED CHANGE PLANNING & SOLUTIONING BASELINING (ACCELERATED)**

BUSINESS STRATEGY REVIEW/REFINEMENT, BUSINESS CANVAS MODELING, X-MATRIX (+ OTHER)

BUSINESS OPERATIONS MODEL REVIEW/REFINEMENT, PROCESS & ORG MODELING, VALUE STREAM CUSTOMER JOURNEY CX FORMULATION(+ OTHER)

ENTERPRISE ARCHITECTURE REVIEW/REFINEMENT, "4+1" 360-DEGREE MAPPING AND PROFILING OF IT ARCHITECTURE, ORGANIZATION & RESOURCING, AS WELL AS CHANGE PORTFOLIO AND BUSINESS VALUE LINK & PROFILE

CHANGE & TRANSFORMATION OUTLOOK REVIEW/REFINEMENT, CHANGE PORTFOLIO AND SOLUTION ARCHITECTURE OPTIMISATION AND HARMONISATION (+OTHER)

DISTILL AND BASELINE BUSINESS STRATEGY DIGITAL FOUNDATION INTO STRATEGIC CAPABILITY MODEL (SCM BASELINED)

DISTILL AND BASELINE BUSINESS DESIGN DIGITAL FOUNDATION INTO BUSINESS CAPABILITY MODEL (BCM BASELINED) DIGITAL FOUNDATION

ESTABLISH CURRENT ARCHITECTURE, HEAT-MAP THE ECM, AND DEFINE TARGET ENTERPRISE ARCHITECTURE

DISTILL AND BASELINE CHANGE PORTFOLIO DIGITAL FOUNDATION INTO CHANGE CAPABILITY MODEL (CCM BASELINED) DIGITAL FOUNDATION

DISTILL DIGITAL ENTERPRISE DIGITAL FOUNDATION INTO ENTERPRISE CAPABILITY MODEL (ECM BASELINED)





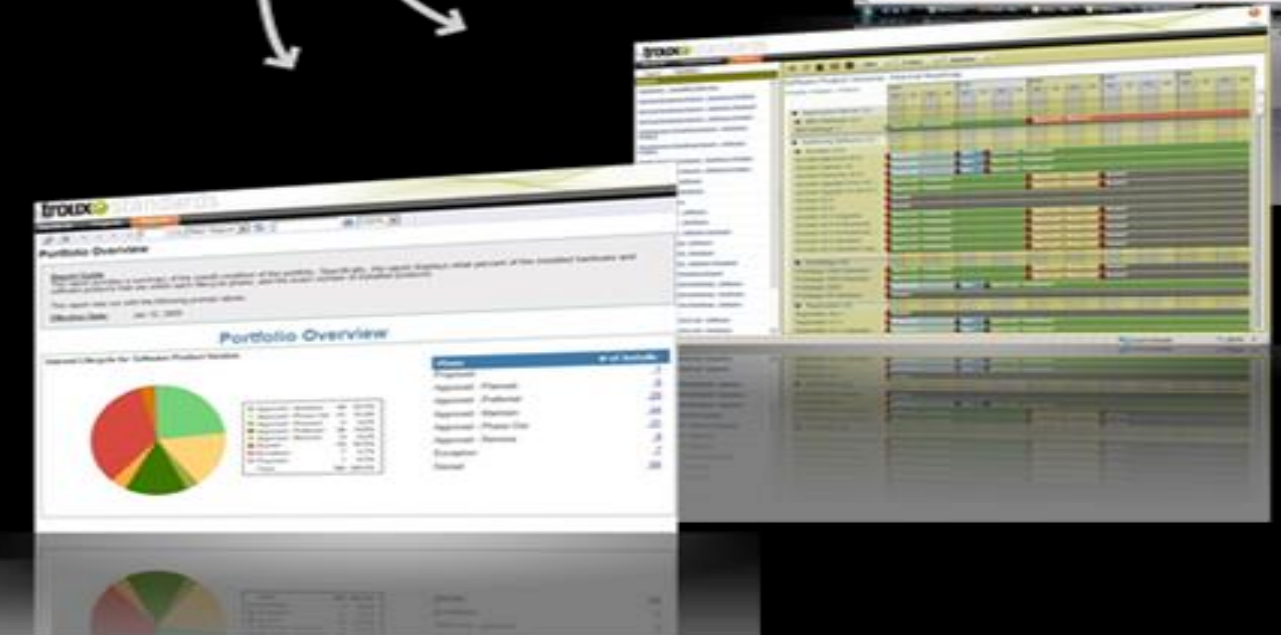
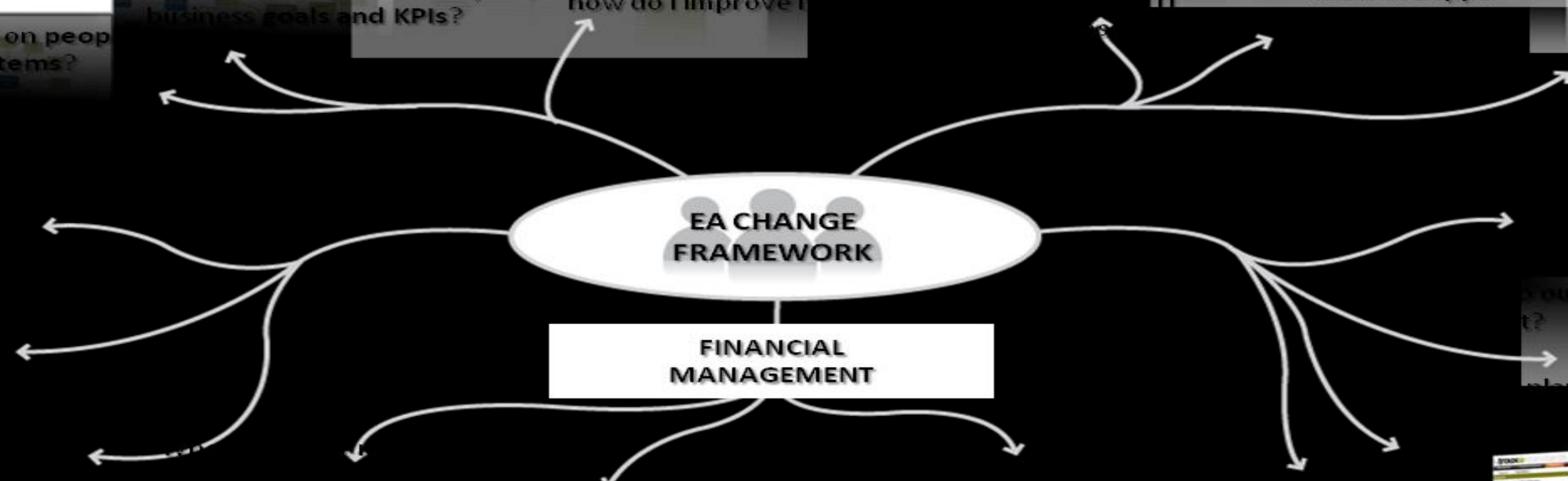
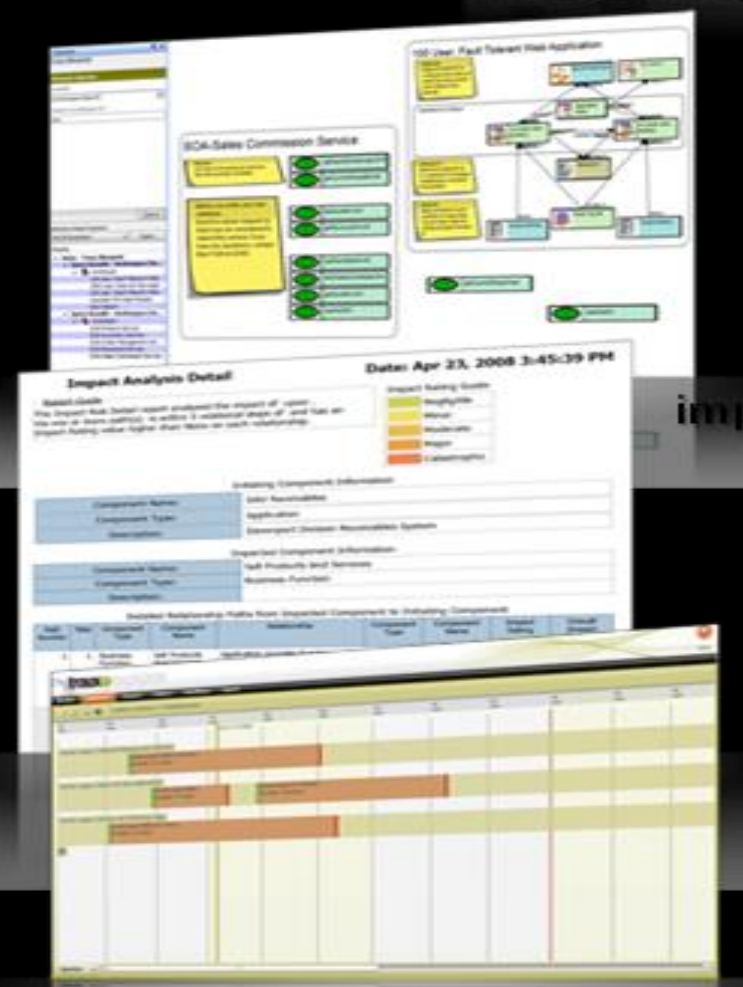
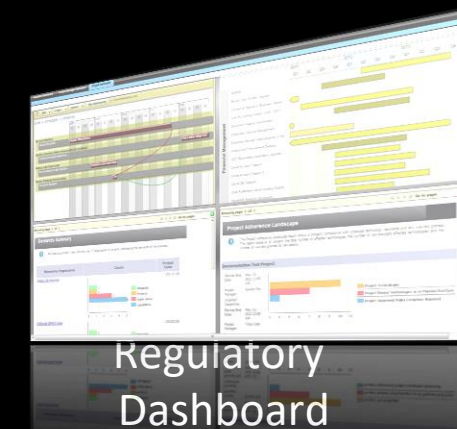
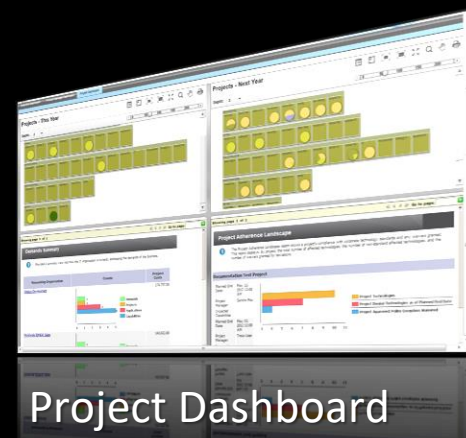
# SOFTWARE AG'S ALFABET & ARIS

Preferred Tool Tailor-made for  
ePerspectives Digital Enterprise  
Method & Framework

**EA TRANSFORM**

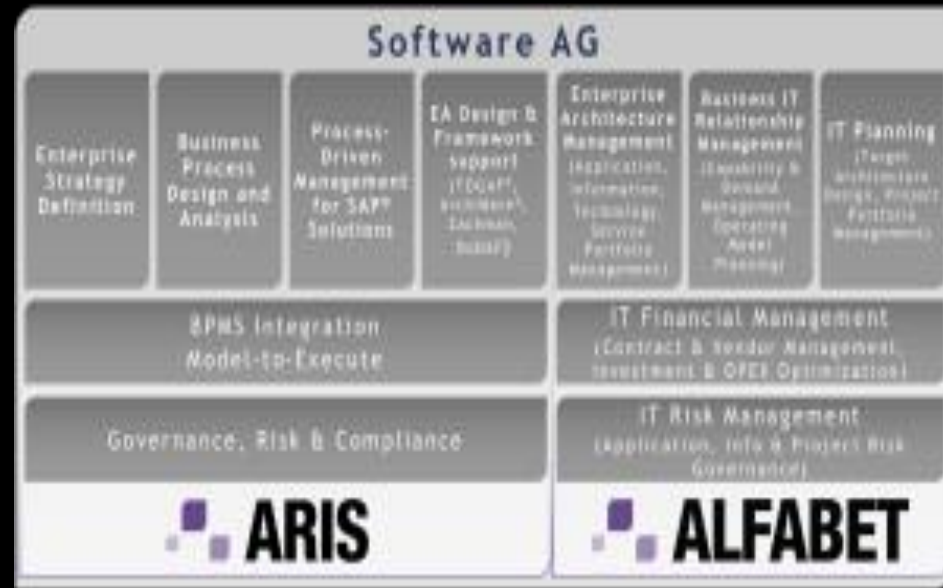
Digital Enterprise Transformation

# EPERSPECTIVES FRAMEWORK PROVIDING STRATEGIC INSIGHT THROUGH EA TOOLING





# SOFTWARE AG'S TOOLS EMPOWER DIGITAL TRANSFORMATION ACROSS BUSINESS & IT



SOFTWARE AG HAS AGAIN BEEN NAMED A LEADER IN THE GARTNER MAGIC QUADRANT. GARTNER POSITIONED SOFTWARE AG'S ALFABET AS A LEADER FOR THE 11TH YEAR IN A ROW IN ITS MAGIC QUADRANT FOR ENTERPRISE ARCHITECTURE, AND, PORTFOLIO MANAGEMENT TOOLS



**15+** Experience in **EAM & IT Planning** **Years**

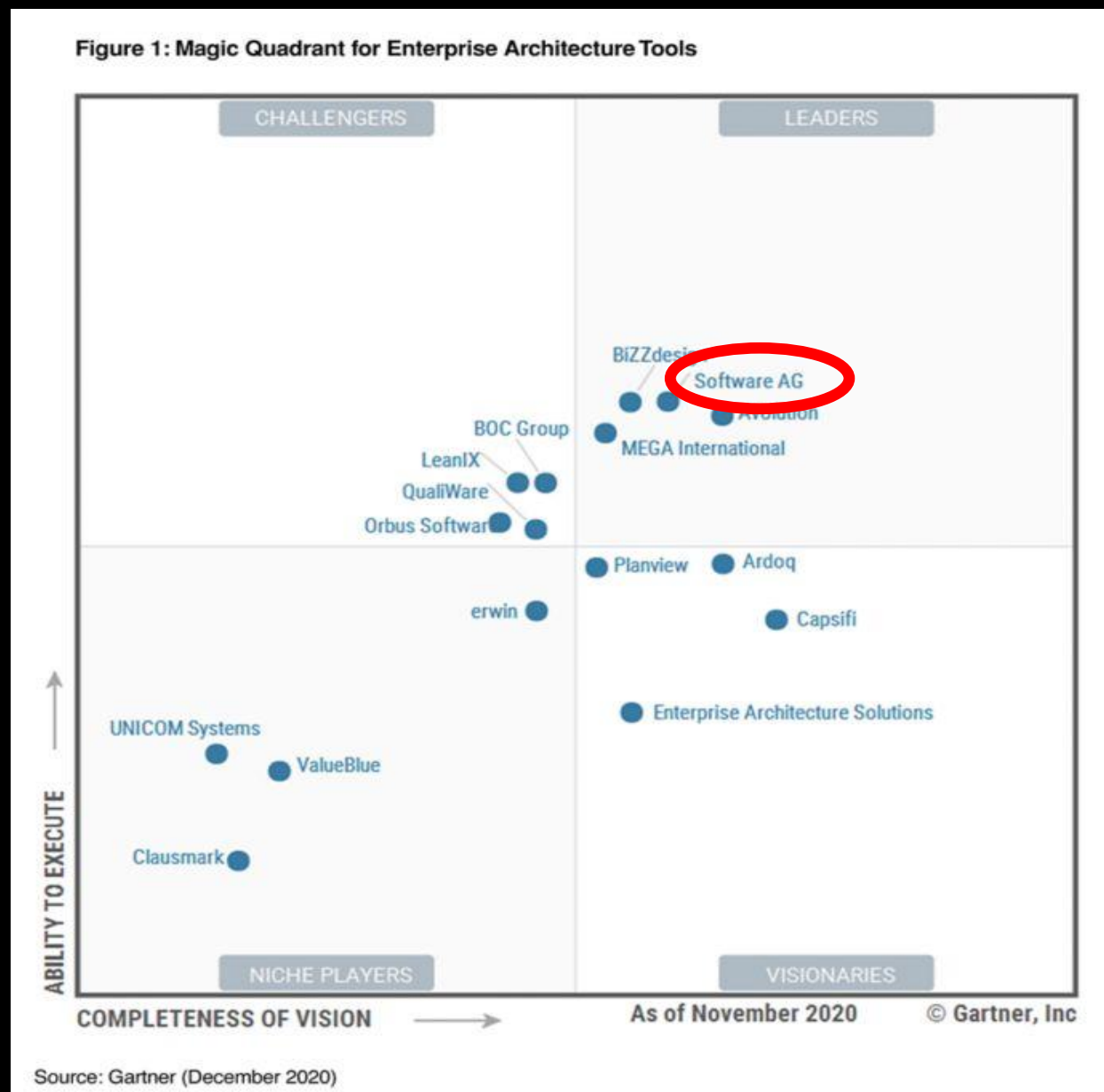
**Great Analysts Recognition**  
**FORRESTER** **Gartner**

All Product Capabilities in the **CLOUD**

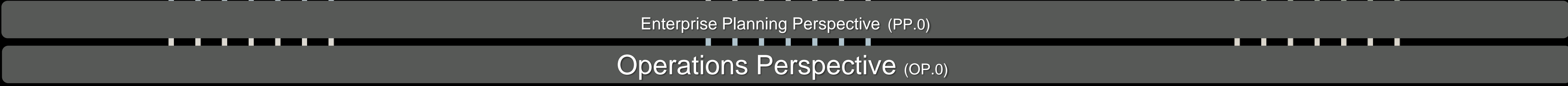
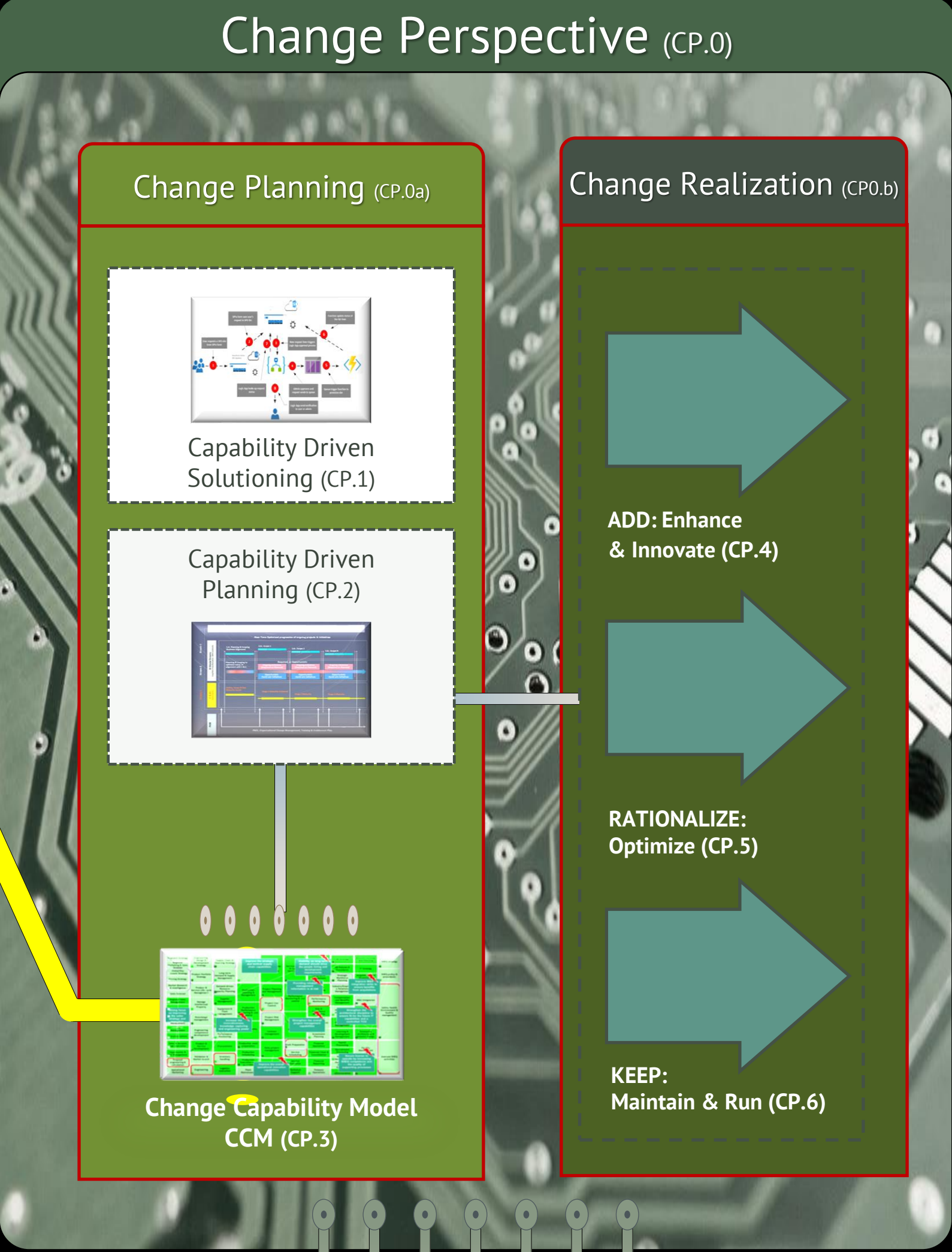
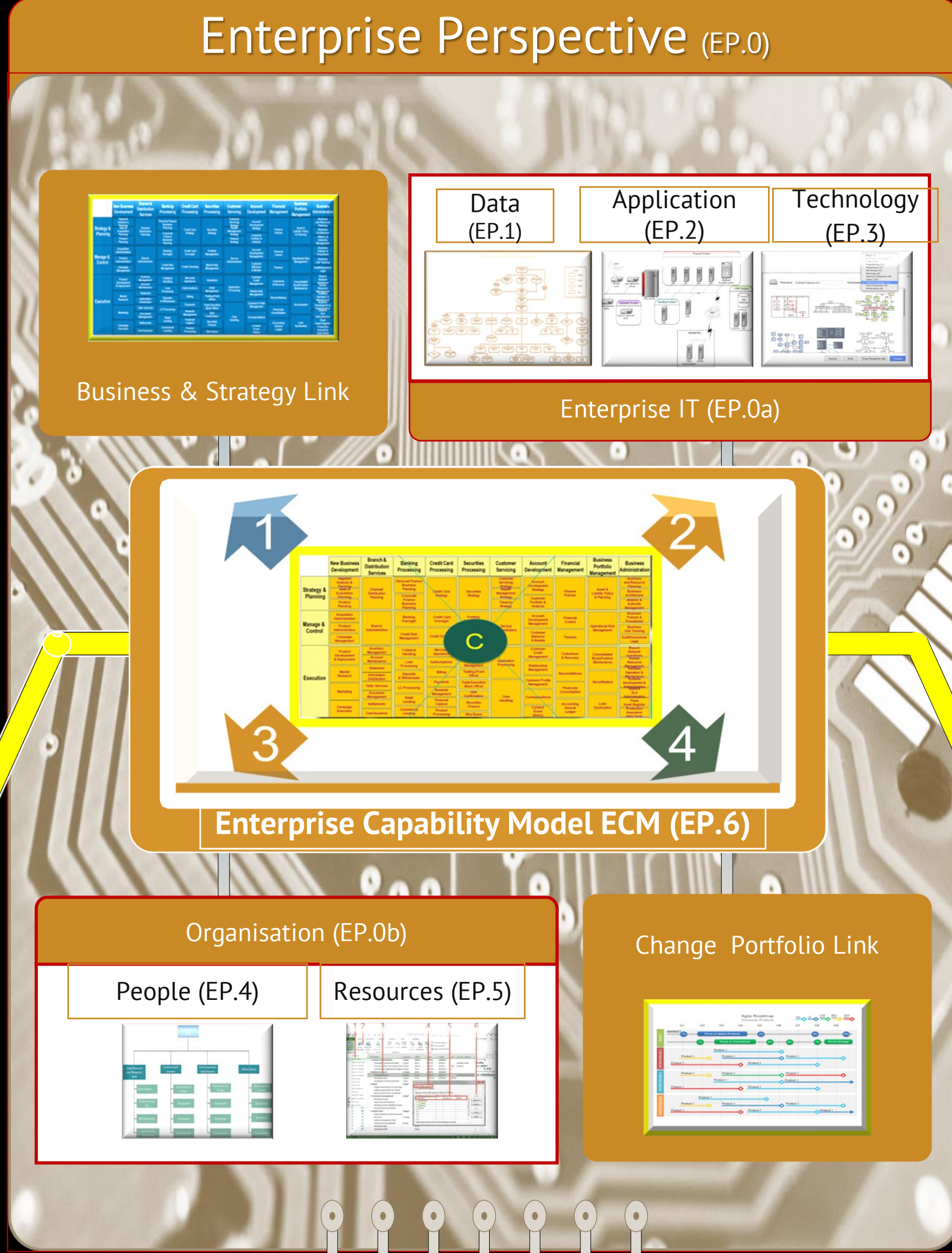
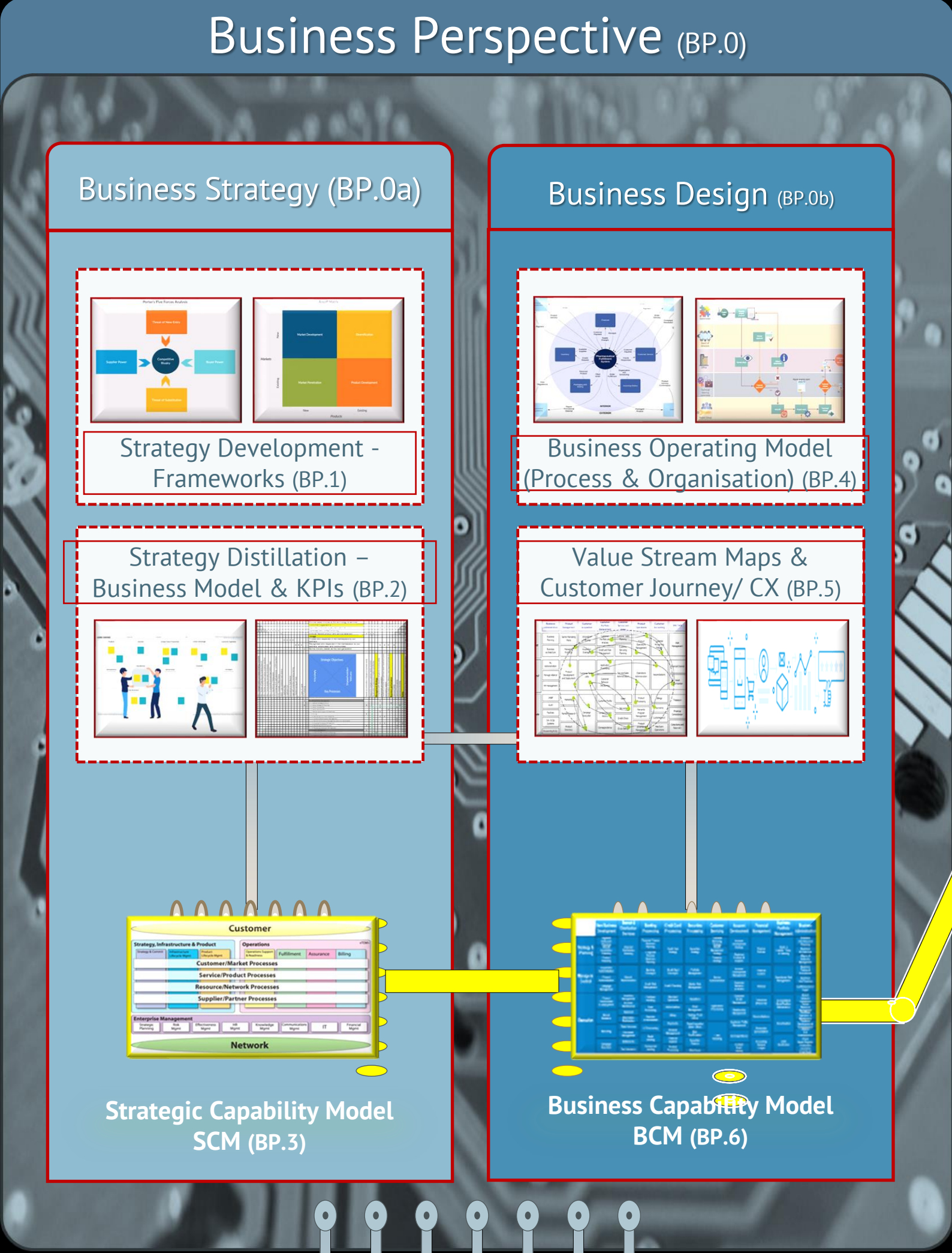
**97%** Customer Retention

Typical reduction of operating costs **10%**

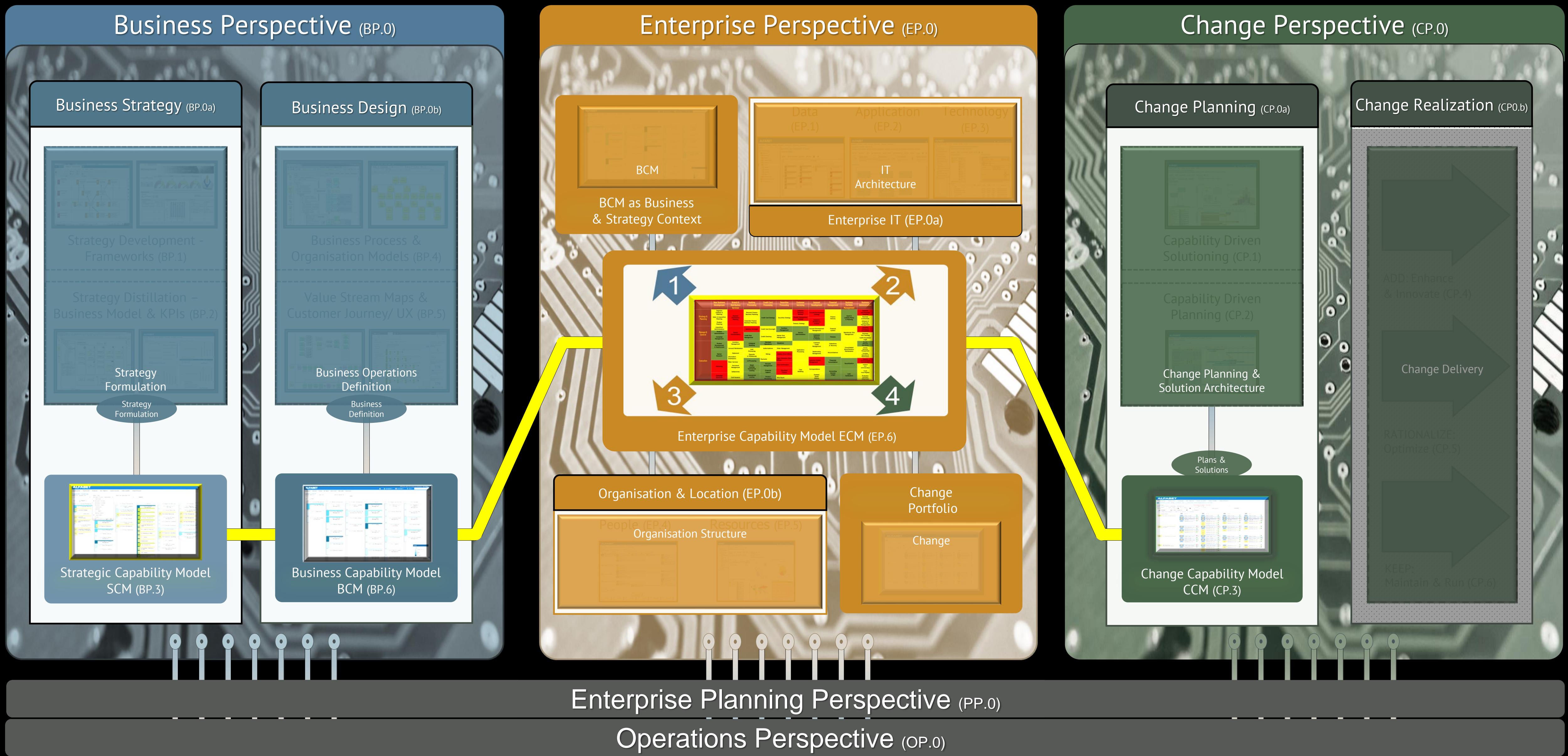
Rich Meta Model with **200+** Configurable Classes



# EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK



# E-PERSPECTIVES DIGITAL ENTERPRISE METHOD & FRAMEWORK: WITH SAG ALFABET/ARIS



# E-PERSPECTIVES DIGITAL ENTERPRISE METHOD & FRAMEWORK WITH SAG ALFABET/ARIS

## Business Perspective (BP.0)

### Business Strategy (BP.0a)

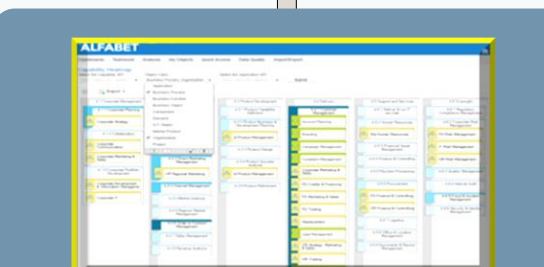


Strategy Development - Frameworks (BP.1)

### Strategy Distillation - Business Model & KPIs (BP.2)

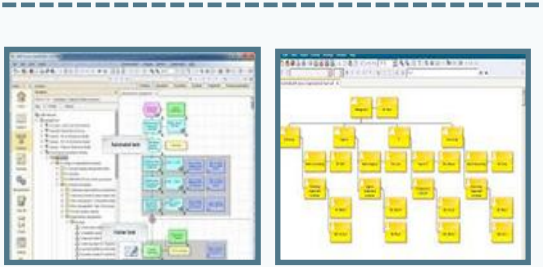


Strategy Distillation - Business Model & KPIs (BP.2)



Strategic Capability Model SCM (BP.3)

### Business Design (BP.0b)

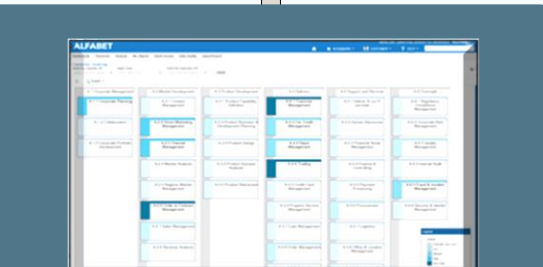


Business Process & Organisation Models (BP.4)

### Value Stream Maps & Customer Journey/ CX (BP.5)

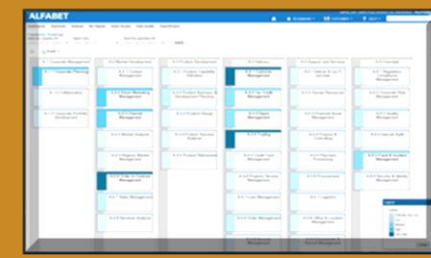


Value Stream Maps & Customer Journey/ CX (BP.5)



Business Capability Model BCM (BP.6)

## Enterprise Perspective (EP.0)



BCM as Business & Strategy Context

### Data (EP.1) Application (EP.2) Technology (EP.3)



Enterprise IT (EP.0a)



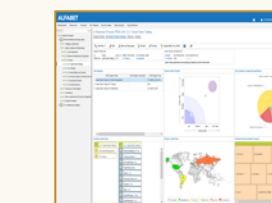
Enterprise Capability Model ECM (EP.6)

### Organisation & Location (EP.0b)

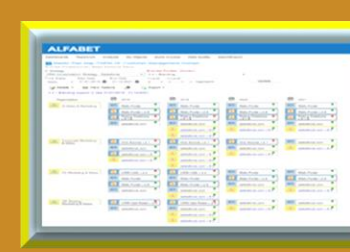
#### People (EP.4)



#### Resources (EP.5)

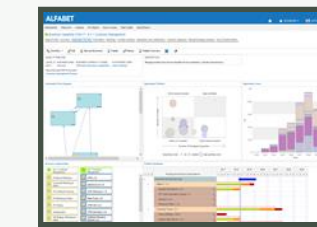


### Change Portfolio



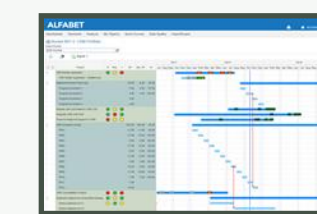
## Change Perspective (CP.0)

### Change Planning (CP.0a)

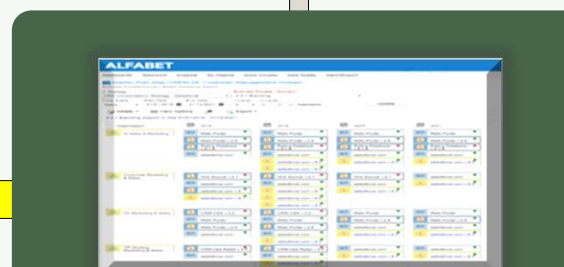


Capability Driven Solutioning (CP.1)

### Capability Driven Planning (CP.2)

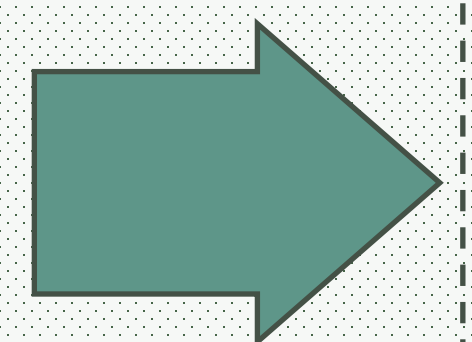


Capability Driven Planning (CP.2)

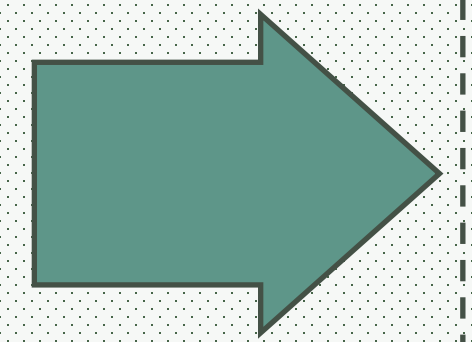


Change Capability Model CCM (CP.3)

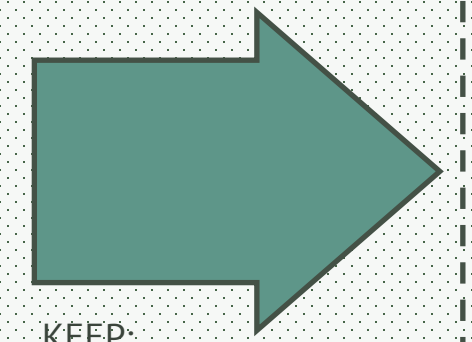
### Change Realization (CP.0b)



ADD: Enhance & Innovate (CP.4)



RATIONALIZE: Optimize (CP.5)



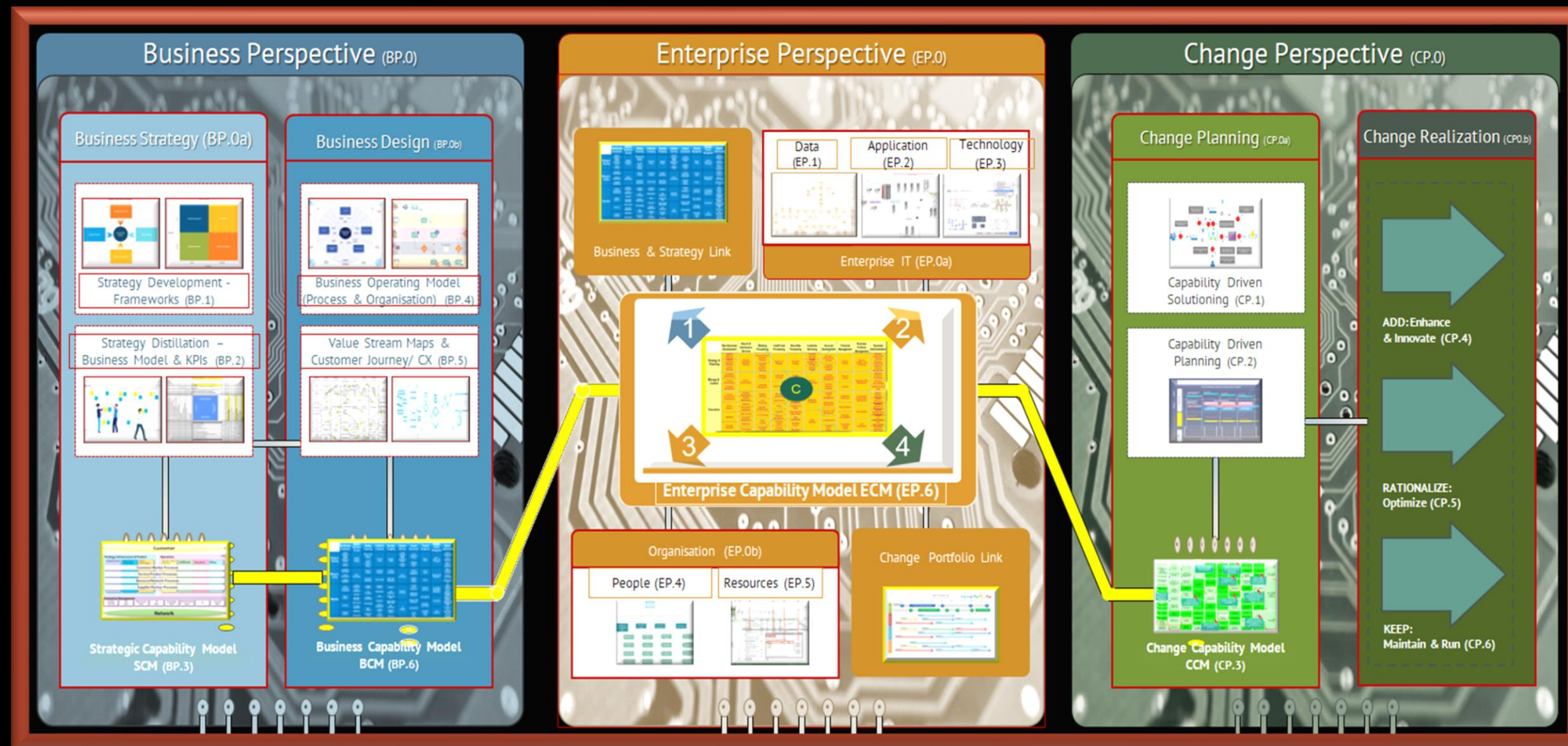
KEEP: Maintain & Run (CP.6)

## Enterprise Planning Perspective (PP.0)

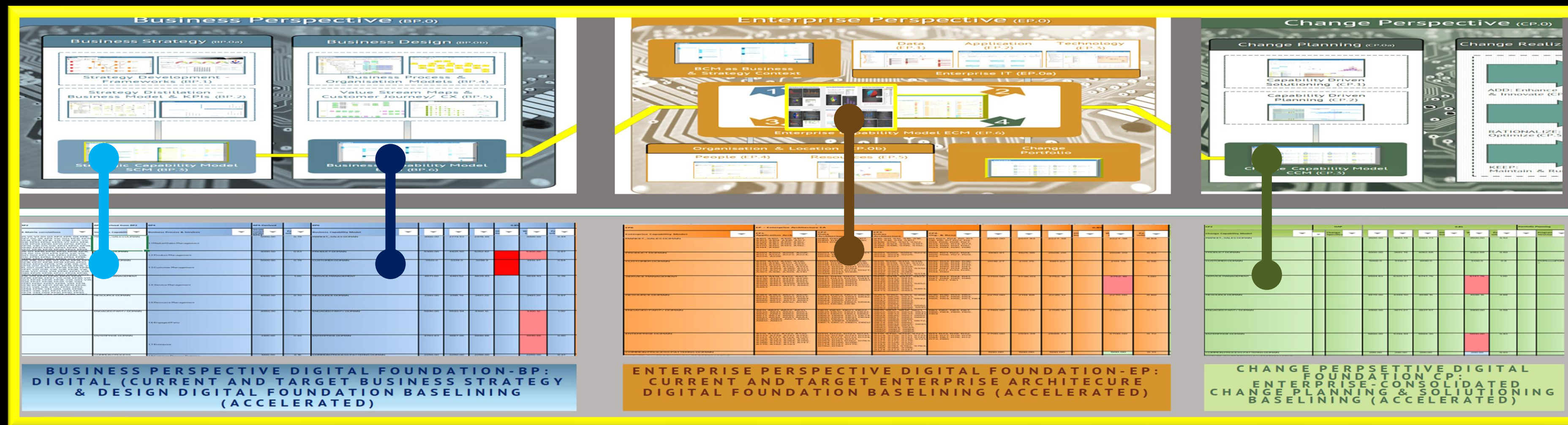
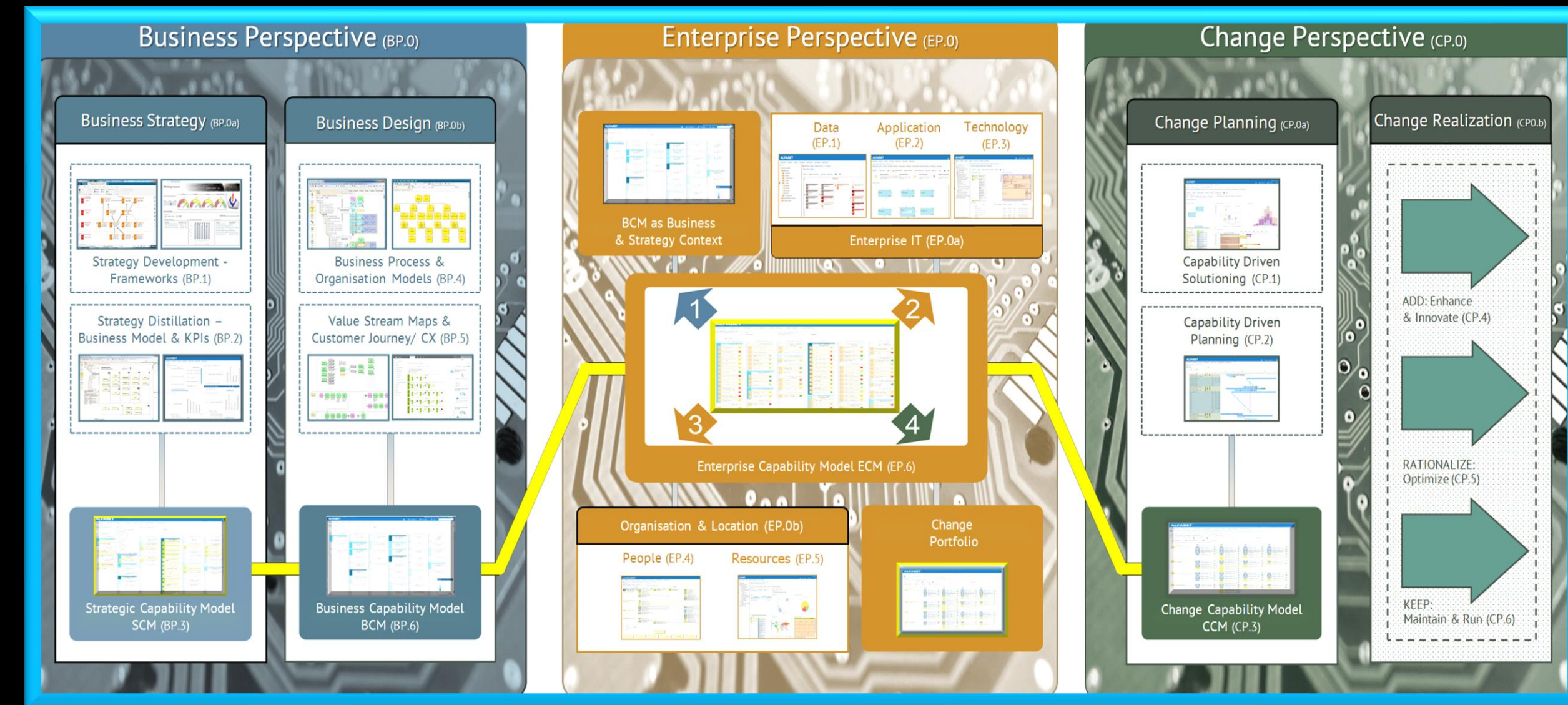
## Operations Perspective (OP.0)

# Method and Tool in perfect sync: ePerspectives + SAG Alfabet/Arif

## EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK

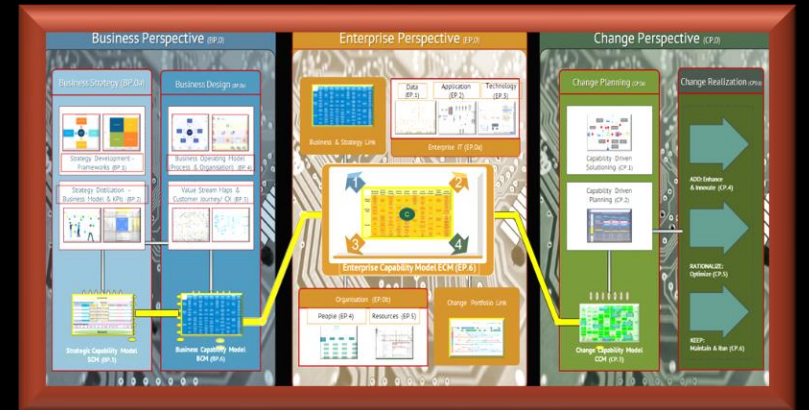


## EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK & TOOLING



# BUSINESS PERSPECTIVE - BPO

## BUSINESS STRATEGY ANALYSIS & DEVELOPMENT



**Business Strategy (BP.0a)**

**Strategy Development - Frameworks (BP.1)**

**Strategy Distillation - Business Model & KPIs (BP.2)**

**Strategic Capability Model SCM (BP.3)**

**ALFABET**

Strategic Theme VMND-54: Real-time customer interactions (CRM++)

Object Profile Overview Funnel

BASE ATTRIBUTES

AUTHORIZED USER	RESPONSIBLE ORGA	OBJECT STATE	WEIGHT	BUDGET
John Customer	FD Marketing & Sales	Plan	0.33	7,000,000.00

DESCRIPTION

Companies often have to maintain hundreds of promotional offers and thousands of customers interactions. A centralized recommendation engine automates the process of selecting personalized, relevant offers and delivers them across several channels – in real time. In addition it distributes all important information to the corresponding customer engagement to the responsible employees to annoy double interactions.

SCENARIOS

TRACKING	SUPPORTS OBJECTIVES
CRM Portfolio Scenarios	Ensure seamless customer interactions across all channels

ENABLING TECHNOLOGIES

ARIS JOURNEY MAPS	MASTER PLAN MAPS
Big Data	Smart Credit One - to-be_BIO CX Plan
Content brokering	Smart Credit One - to-be
Predictive analytics	

87% / 13% Demands / Epic 14 Budget Allocation 105% 78% / 22%

Submitter	Name	Status
1 Jean-Christoph Picard	H/WI packages	Done
2 Jean-Christoph Picard	Remove manual price entry	Done
3 Jean-Christoph Picard	Lightning transfer	In Dec
4 David Gossarah	Big data for campaigns	In Dec
5 Jean-Christoph Picard	Offer loans 24/7 via the internet	In Imp
6 Jean-Christoph Picard	Insite sales	In Rev

Class	Name	Status
1 Demand	Consolidate Market Development Applications to salesforce.com	New
2 Demand	Create Customer Advisory Web Application	New
3 Demand	CRM Alignment	Approved
4 Demand	CRM Change	Approved
5 Demand	CRM Consolidation	Approved
6 Epic	Development CRM Briefing Center Analytics	Approved
7 Demand	Implement Customer Advisory Core	Described
8 Demand	Implement UK CRM on Demand	Approved
9 Demand	Improve data quality for customer data	Approved
10 Epic	Mobile based instant money transfer	Approved
11 Demand	Replace AI CRM System	Approved
12 Demand	Replace OptiRetail CRM System	Approved
13 Demand	Revort CRM for regional support	Approved

Demands & Epics Costs and Revenue

Real-time customer interactions (CRM++)	2017-07	2018-01	2018-07
Customer Satisfaction	35%	37%	39%
Customers engaged	18%	23%	28%

Investment Budget and Spending

My connection 3 - ARIS Architect

03 Strategy map - Balanced scorecard (BSC)

Rel. perspectives: Financial, Customer, Internal business processes, Learning and growth

Cause-and-effect

Improve operating margin to 6% → Report annualized profits of 7 bn € → Achieve annualized sales of 30 bn. €

Leave unprofitable segments within 2 years → Increase high-wealth product attractiveness by... → Report annualized profits of 7 bn €

Process transformation to increase efficiency... → Restructure service offering to boost high-growth... → Implement campaigns for high-growth revenue... → Acquisition of profitable niche player in car... → Report annualized profits of 7 bn €

Build up 100% expertise to run high-wealth market... → Boost product innovation for high-wealth market... → Employ 15% additional experts in high-wealth produ... → Increase high-wealth product attractiveness by... → Report annualized profits of 7 bn €

My connection 3 - ARIS Architect

01 KPIs & more

ЦЕЛ: Process transformation to increase efficiency by 30%

Инициатива: 'Process Automation'

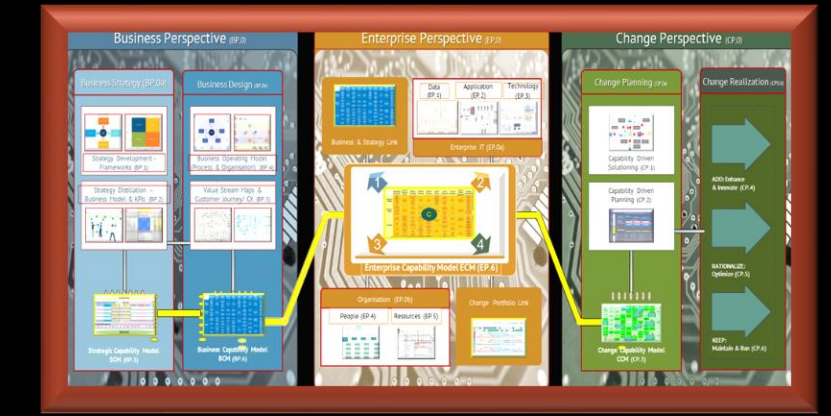
КЛЮЧОВ ИНДИКАТОР: Process automation rate (all business units), Cycle time improvement rate, Overall process error ratio, Overall process

БИЗНЕС ПРОЦЕС: Sales order processing (as-is)

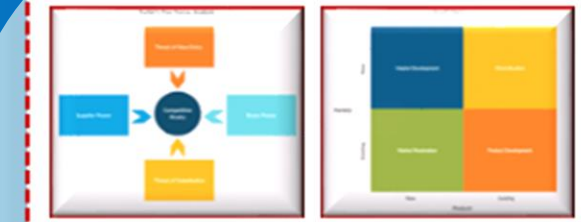
More details: Define initiative (e.g. program / project) in more detail via assignment Initiative --> open 'Project schedule'

# BUSINESS PERSPECTIVE - BP 1

## STRATEGY ANALYSIS & DEVELOPMENT



### Business Strategy (BP.0a)



### Strategy Development - Frameworks (BP.1)

### Strategy Distillation - Business Model & KPIs (BP.2)



### Strategic Capability Model SCM (BP.3)

### ALFABET

Strategic Theme VMND-54: Real-time customer interactions (CRM++)

Object Profile: Overview | Funnel

BASE ATTRIBUTES

AUTHORIZED USER	RESPONSIBLE ORGA	OBJECT STATE	WEIGHT	BUDGET
John Customer	FD Marketing & sales	Plan	0.33	7,000,000.00

DESCRIPTION

Companies often have to maintain hundreds of promotional offers and thousands of customers interactions. A centralized recommendation engine automates the process of selecting personalized, relevant offers and delivers them across several channels — in real time. In addition it distributes all important information to the corresponding customer engagement to the responsible employees to annoy double interactions.

Alignment Analysis

A.1 Corporate Management	A.2 Market Development	A.3 Product Development	A.4 Delivery	A.5 Support and Services	A.6 Oversight
A.1.1 Corporate Planning Customer Engagement Growth Acceleration Upgrade GenManager	A.2.1 Contact Management CRM Consolidation Project Upgrade CRM CSS Improve CRM	A.3.1 Product Capability Definition CRM Analytics Center A.3.2 Product Business & Development Planning A.3.3 Product Design CRM Analytics Center A.3.4 Product Success Analysis CRM Analytics Center A.3.5 Product Retirement	A.4.1 Customer Management Implement Money/Trans App Enhance Regional Support of CRM CRM Analytics Center CRM Consolidation Project A.4.2 Car Credit Management Evaluate market available car loan solutions Implement new car loan application Design target processes for car loan solution	A.5.1 Deliver & run IT services A.5.2 Human Resources Replace AF HR Online by SAP HR HD Introduce AF HR Upgrade SAP HR Online Increase usability of Opt SAP HR A.5.3 Financial Asset Management Integrate CRM with SAP A.5.4 Finance & Controlling	A.6.1 Regulatory Compliance Management A.6.2 Corporate Risk Management A.6.3 Quality Management A.6.4 Internal Audit A.6.5 Fraud & Incident Management A.6.6 Security & Identity Management

Running / Planned Projects

Project	Status	Contrib. [%]	€ Res.	2019	2020
CRM Mobile Application	In Execution	100	100	█	█
Implement Money/Trans App	In Execution	100	100	█	█
Migrate CRM Opti Retail to CRM CSS	Planned	40.00	40	█	█
Integrate CRM with SAP	Planned	30.00	30	█	█
Enhance Regional Support of CRM	Described	50.00	50	█	█
CRM Analytics Center	In Execution	100	100	█	█
CRM Consolidation Project	In Execution	100.00	100	█	█

### United Motors Group

UMG Business Model Financial Services

### UMG Strategy Scorecard

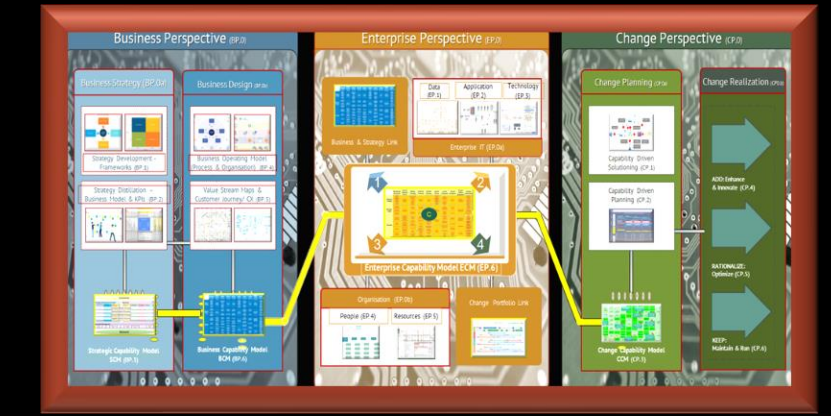
Scorecard Perspectives: Finance, Customer, Process, Learning & Growth

Scorecard Details: Strategic Objectives, Key Performance Indicator, Action Plan

Strategic Objectives	Achievement	Trend
Increase UMG market visibility at Fa	81.66	0.79
Lean Six Sigma RollOut for core proc	80.00	0.80
Increase efficiency of UMG financing	90.00	0.84

# BUSINESS PERSPECTIVE - BP2

## BUSINESS CANVAS AND X-MATRIX

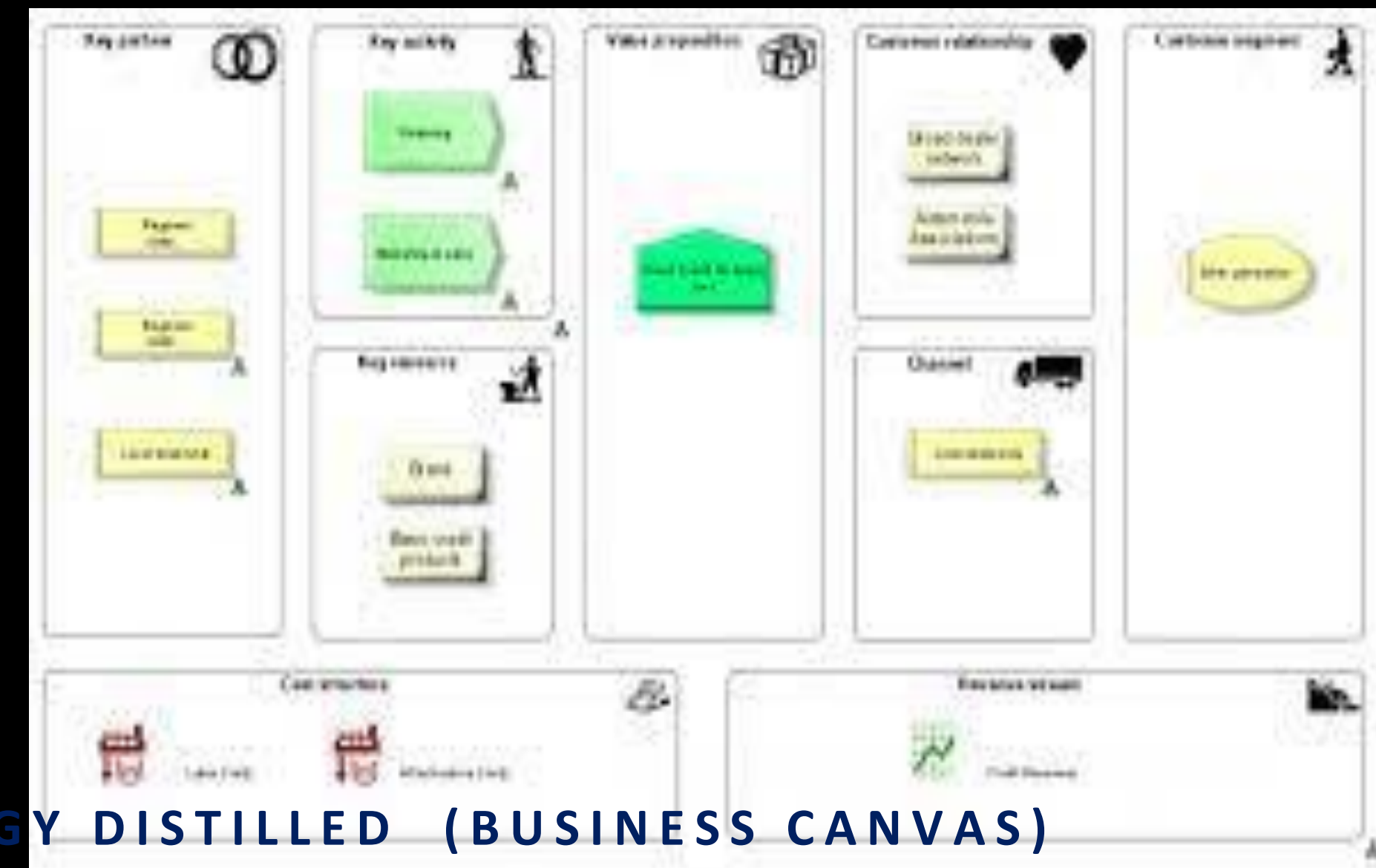
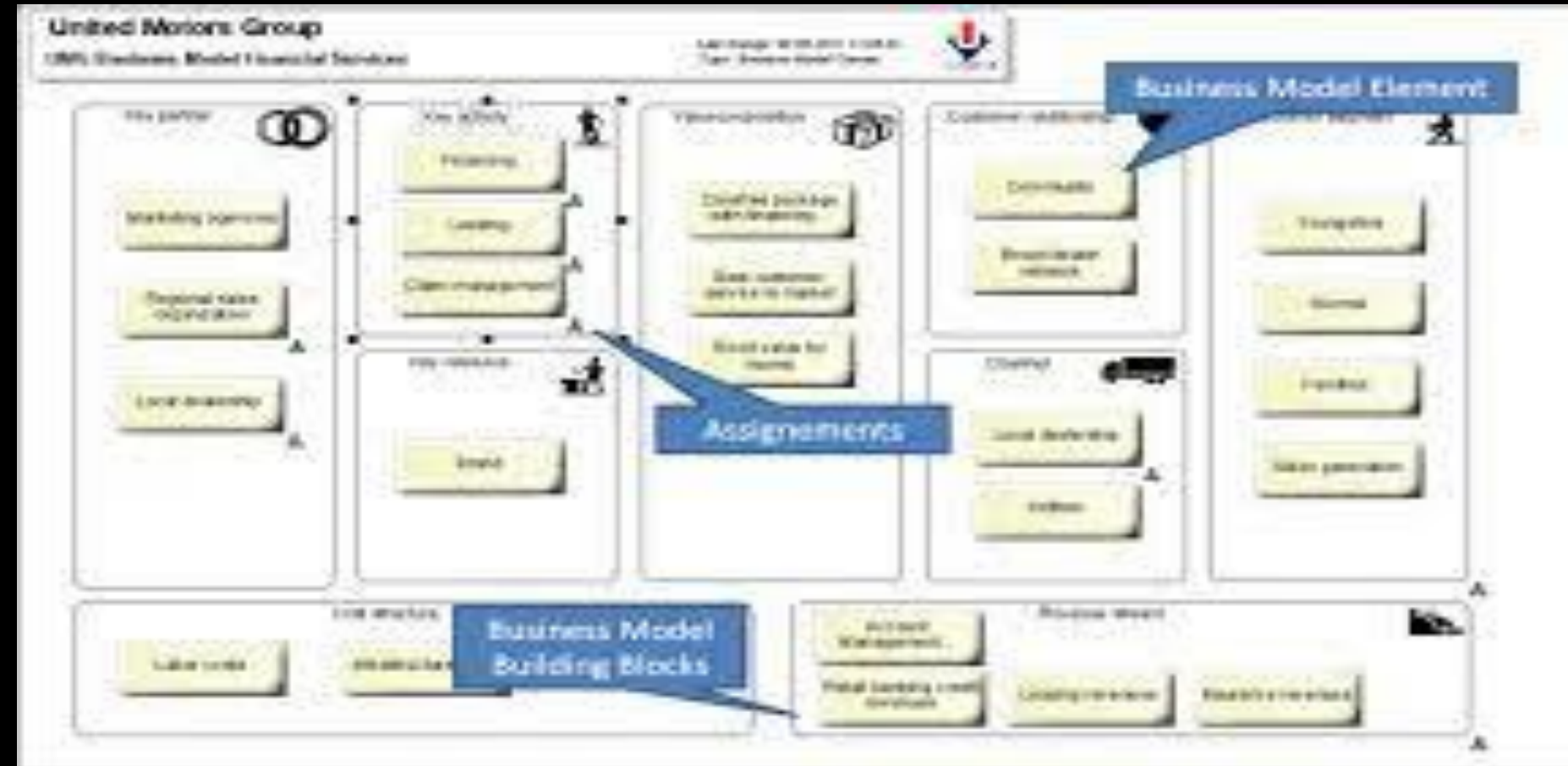


**Business Strategy (BP.0a)**

Strategy Development - Frameworks (BP.1)

Strategy Distillation - Business Model & KPIs (BP.2)

Strategic Capability Model SCM (BP.3)



**ALFABET**

Dashboards | Teamwork | Analysis | My Objects | Quick Access | Data Quality | Import/Export

**X-Matrix**

Strategic Objectives vs Metrics

	Goal	Strategic Objective
1	Develop digital-technology strategy	
2		Establish an agile and scalable infrastructure
3		
4		Ensure consistency of integrated EA landscape
5		
6	Foster product and service innovation	
7		Identify new target groups
8		
9		Develop new and disruptive services
10		
11	Offer industry-specific financial services	
12		Create mortgaging services
13		
14	Provide outstanding customer experience	
15		

Strategic Objectives vs Stakeholder Values

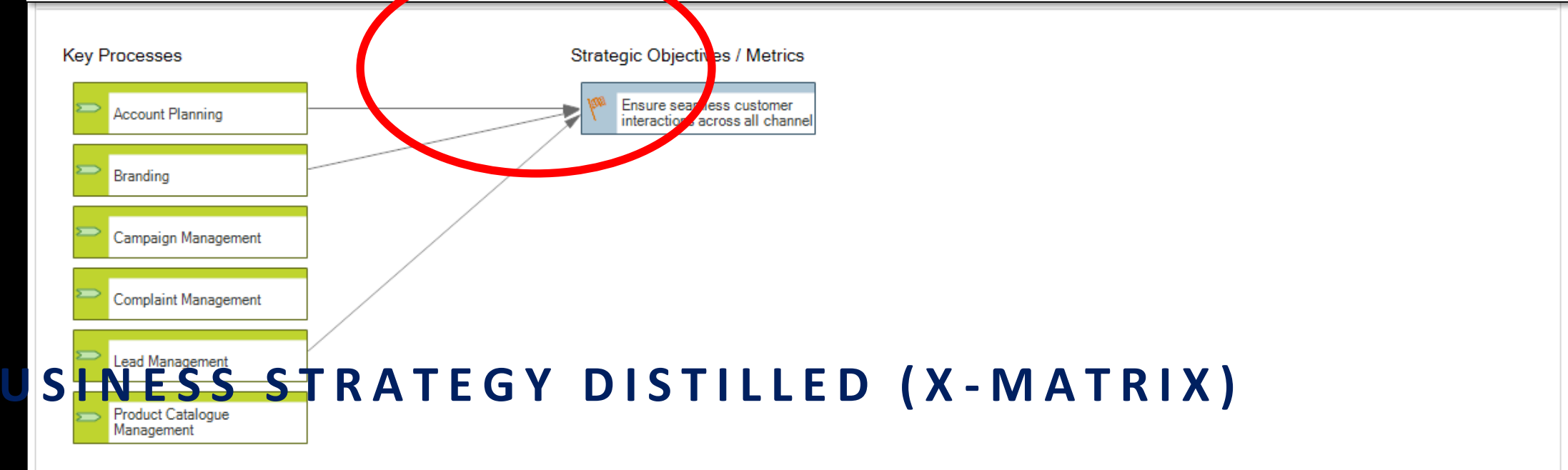
	Strategic Objective	Stakeholder Value
1	Align strategy, processes and IT-architecture	Knowledge of service offerings
2	Analyze business processes iteratively	Long term, consistent returns (revenue, capital)
3	Be always compliant with regulations	Management of risk
4	Create a digital DNA image	Customer investment
5	Create mortgaging services	Successful offer and delivery quality service

Metrics vs Key Processes

	Key Process	Metric
1	Align quality processes and IT-architecture	
2	Analyze how new processes iteratively	
3	Be always compliant with regulations	
4	Create a digital DNA image	
5	Create mortgaging services	

Key Processes vs Stakeholder Values

	Key Process	Stakeholder Value
1	1 Strategy & Governance	Knowledge of service offerings
2	1.1 Business Architecture	Long term, consistent returns (revenue, capital)
3	1.2 Information Technology Architecture	Management of risk
4	1.3 End to End Service Level Management	Customer investment
5	1.4 Executive Stakeholder Management	Successful offer and delivery quality service



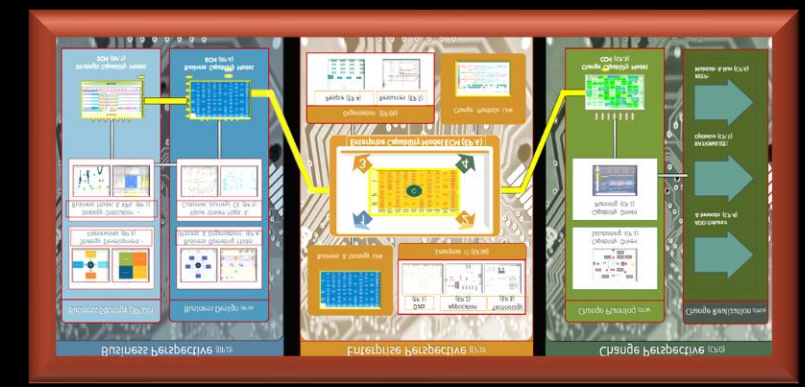
BUSINESS STRATEGY DISTILLED (BUSINESS CANVAS)

BUSINESS STRATEGY DISTILLED (X-MATRIX)



# BUSINESS PERSPECTIVE - BP3

## STRATEGIC CAPABILITY MAP - SCM



Business Strategy (BP.0a)

Strategy Development - Frameworks (BP.1)

Strategy Distillation - Business Model & KPIs (BP.2)

Strategic Capability Model SCM (BP.3)

### ALFABET

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

#### Capability Heatmap

Select the Capability KPI: Select Select the Capabil...  
Object Class: Business Process, Organization  
Select the Application KPI: Select Select the Applicat...  
Submit

Export

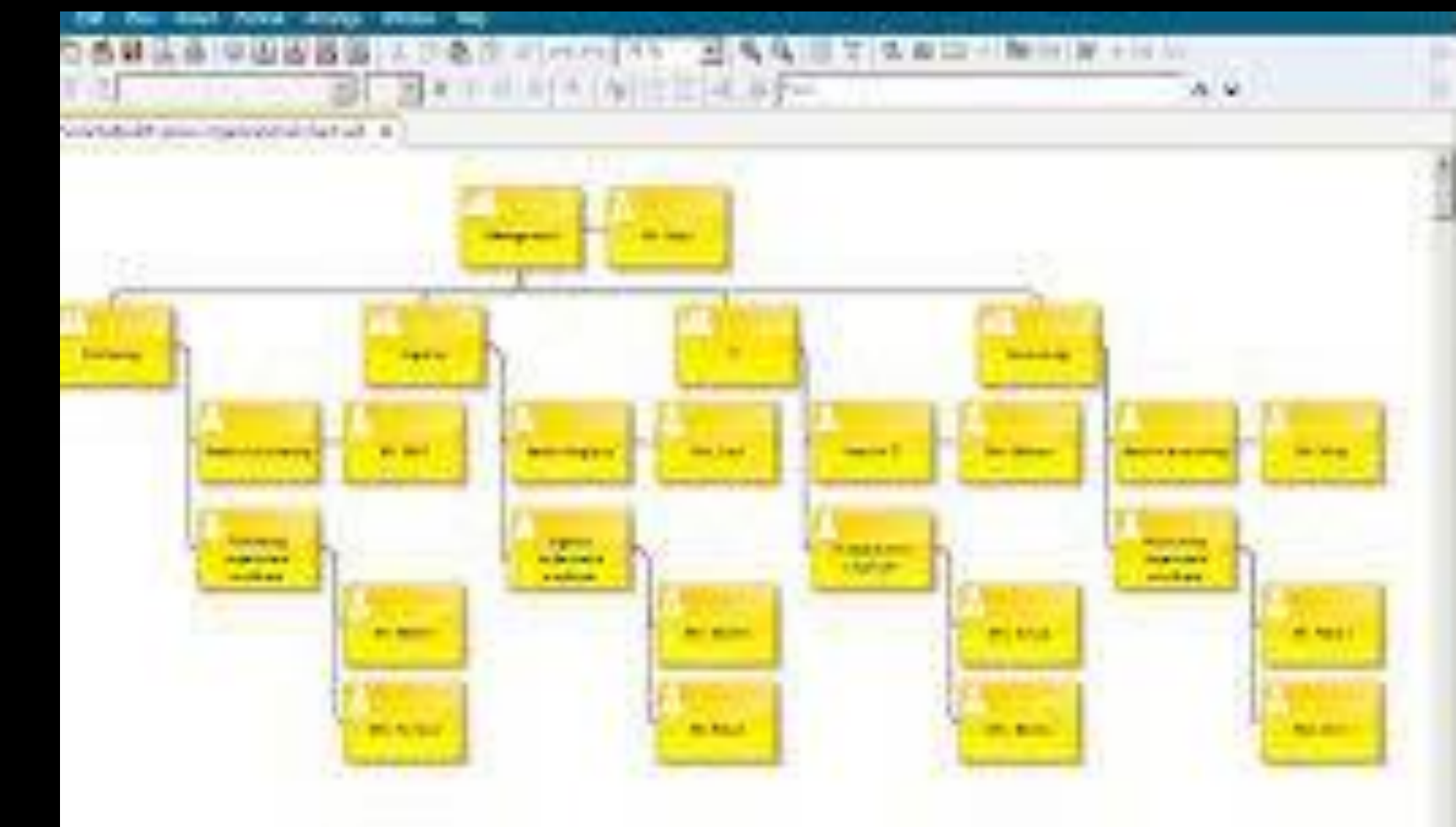
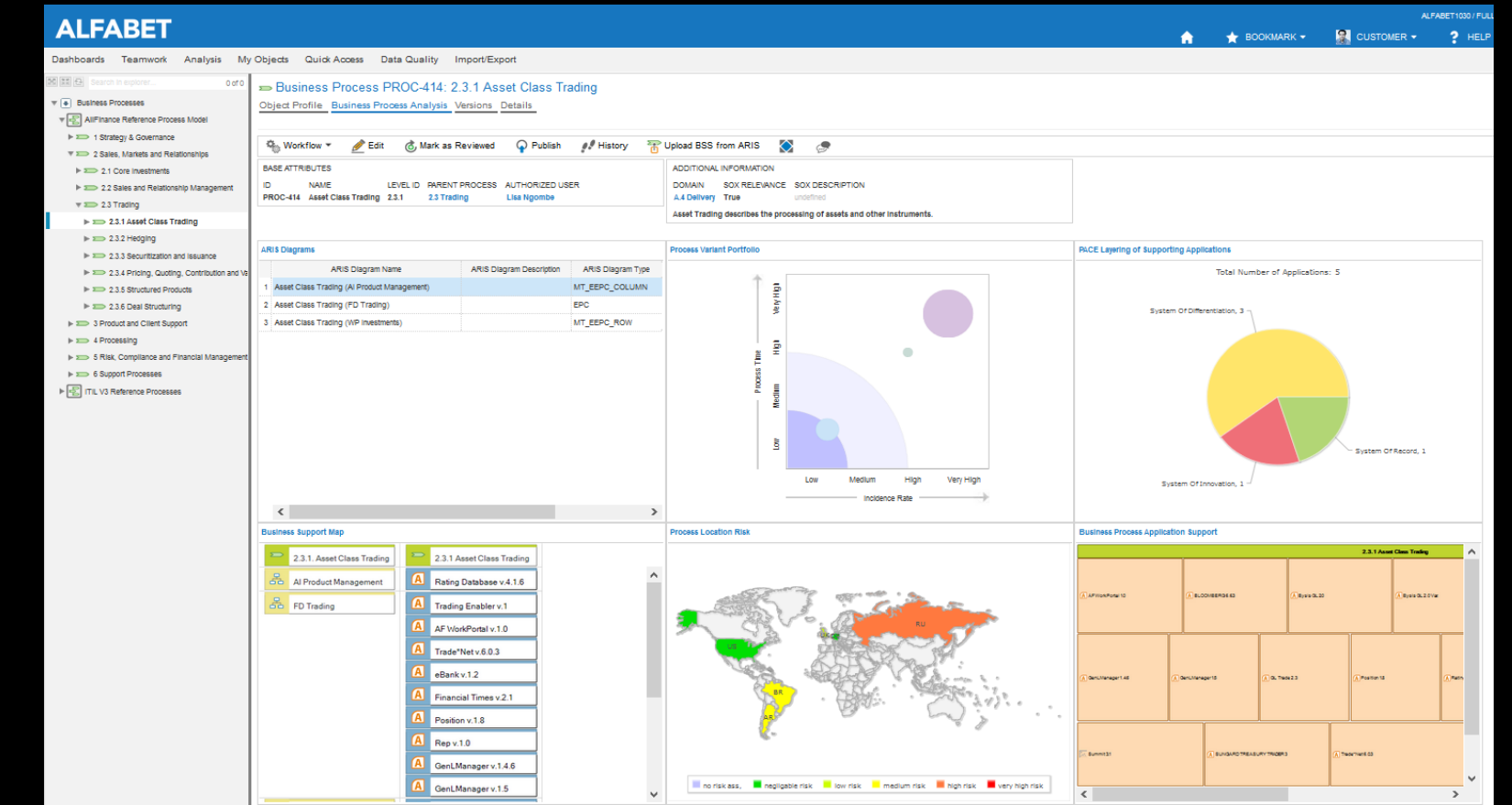
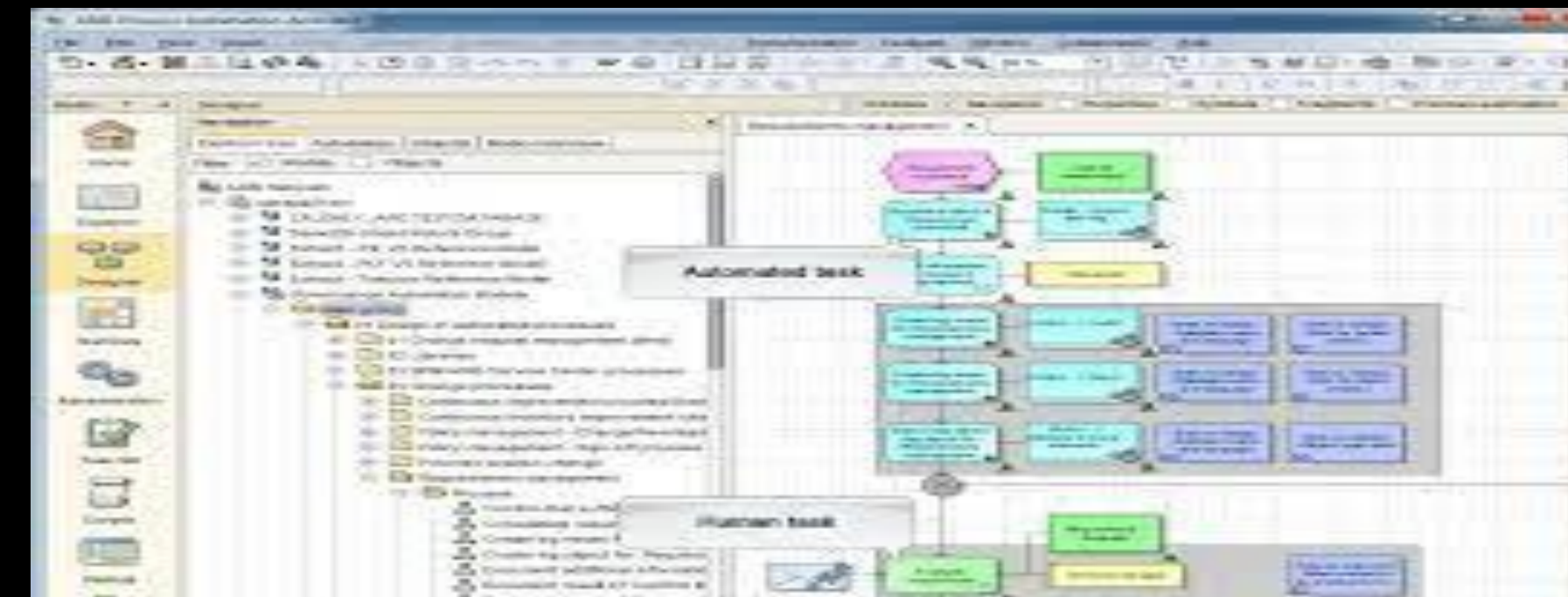
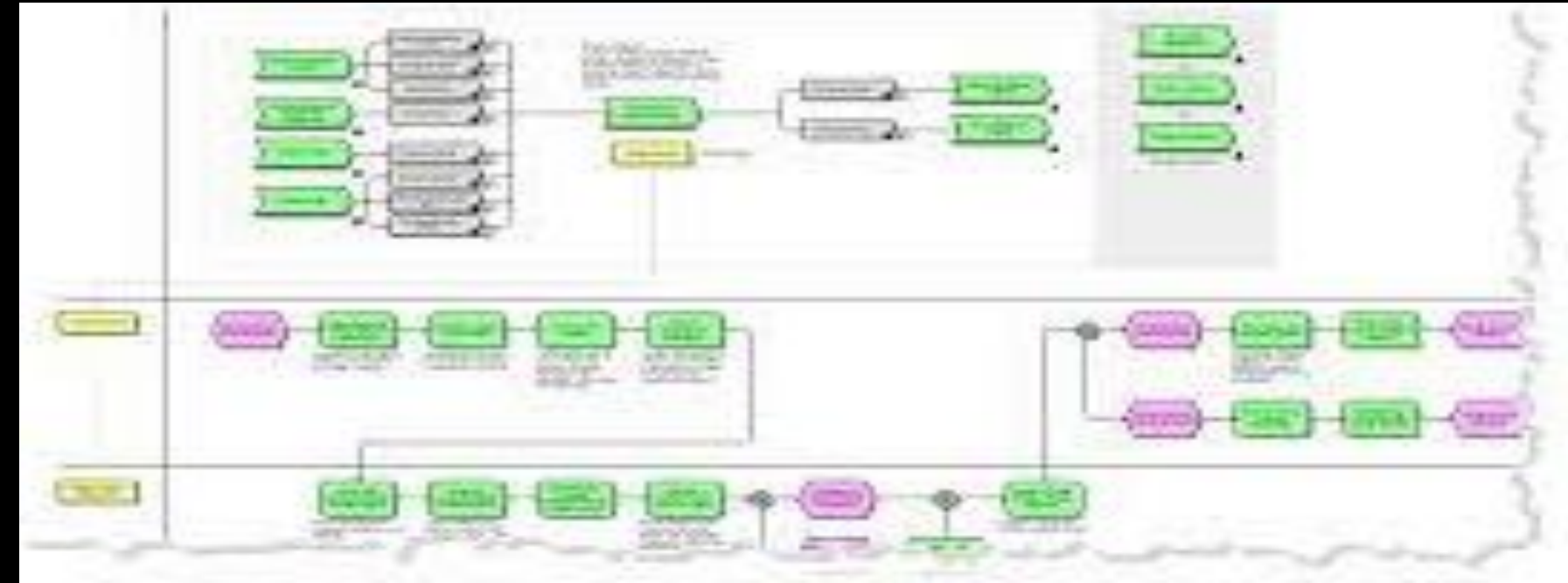
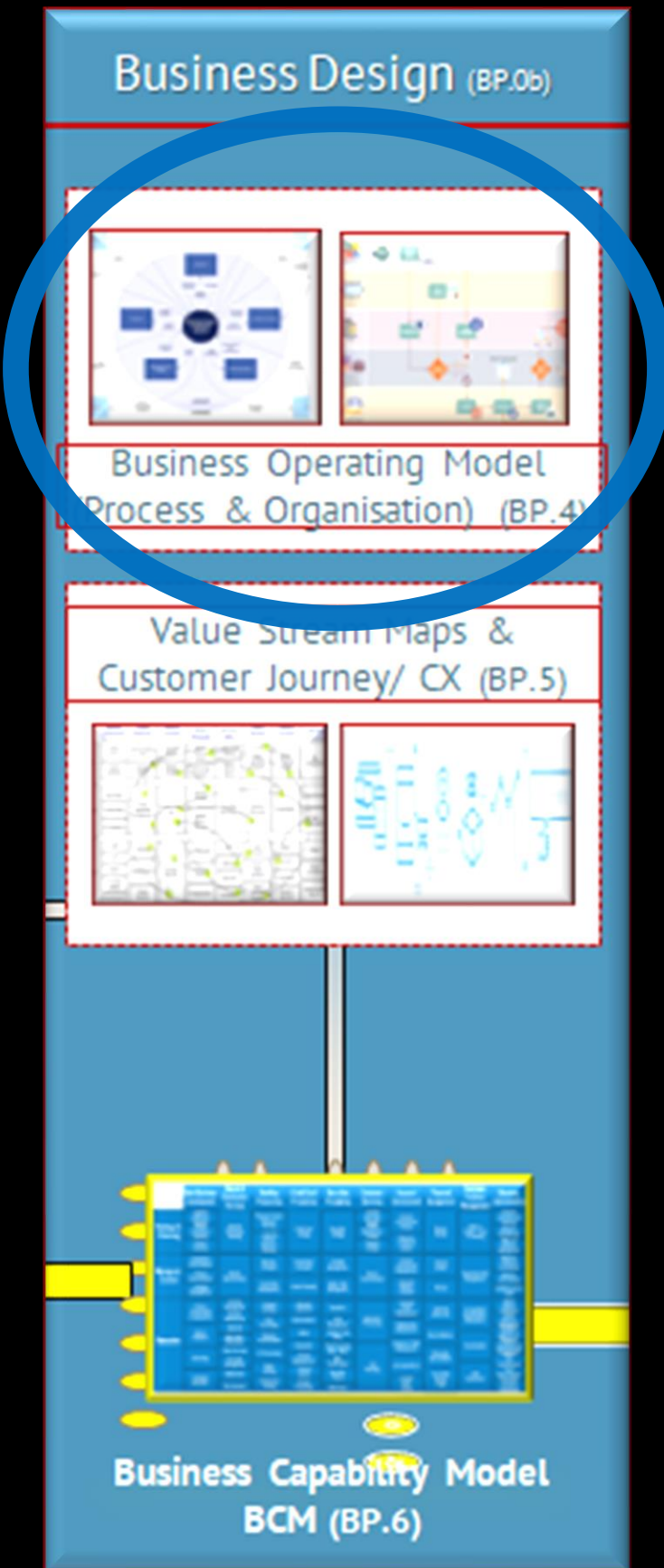
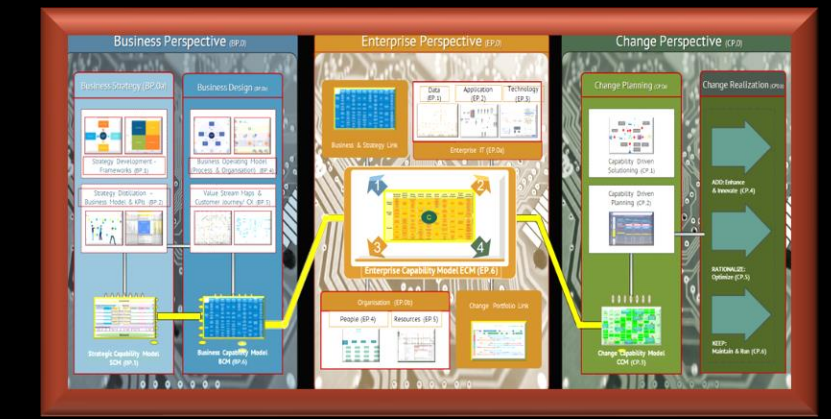
Object Class	Application	Business Process	Business Function	Business Object	Component	Demand	ICT Object	Market Product	Organization	Project
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Object Class	Application	Business Process	Business Function	Business Object	Component	Demand	ICT Object	Market Product	Organization	Project				
A.1 Corporate Management	A.1.1 Corporate Planning	Corporate Strategy												
A.1.2 Collaboration	Corporate Communication	Corporate Marketing & Sales												
A.1.3 Corporate Portfolio Development	Corporate Development & Information Management	Corporate IT												
A.2 Direct Marketing Management	A.2.1 Direct Marketing Management	WP Regional Marketing												
A.2.2 Channel Management														
A.2.3 Market Analysis														
A.2.4 Regional Market Management														
A.2.5 Order to Contract Management														
A.2.6 Sales Management														
A.2.7 Revenue Analysis														
A.3 Product Development	A.3.1 Product Capability Definition													
A.3.2 Product Business & Development Planning	AI Product Management													
A.3.3 Product Design														
A.3.4 Product Success Analysis	AI Product Management													
A.3.5 Product Refinement														
A.4 Delivery	A.4.1 Customer Management	Account Planning	Branding	Campaign Management	Complaint Management	Corporate Marketing & Sales	FD Credits & Financing	FD Marketing & Sales	FD Trading	Headquarters	Lead Management	OR Strategy, Marketing & Sales	OR Trading	Product Catalogue Management
A.5 Support and Services	A.5.1 Deliver & run IT services	HQ Human Resources	A.5.3 Financial Asset Management	A.5.4 Finance & Controlling	A.5.5 Payment Processing	A.5.6 Procurement	FD Finance & Controlling	OR Finance & Controlling	A.5.7 Logistics	A.5.8 Office & Location Management	A.5.9 Documents & Record Management			
A.6 Oversight	A.6.1 Regulatory Compliance Management	FD Risk Management	IT Risk Management	OR Risk Management	A.6.3 Quality Management	A.6.4 Internal Audit	A.6.5 Fraud & Incident Management	A.6.6 Security & Identity Management						



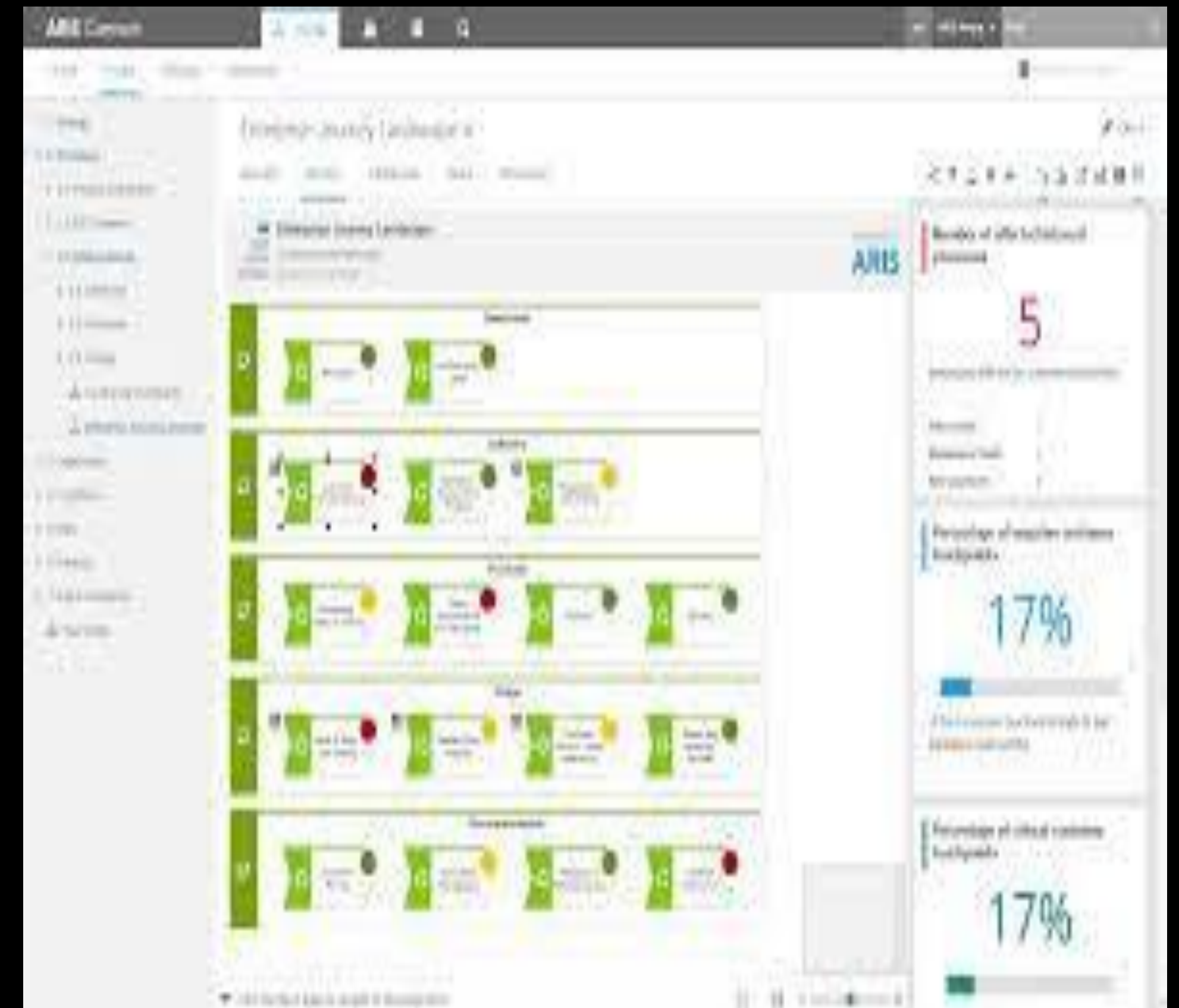
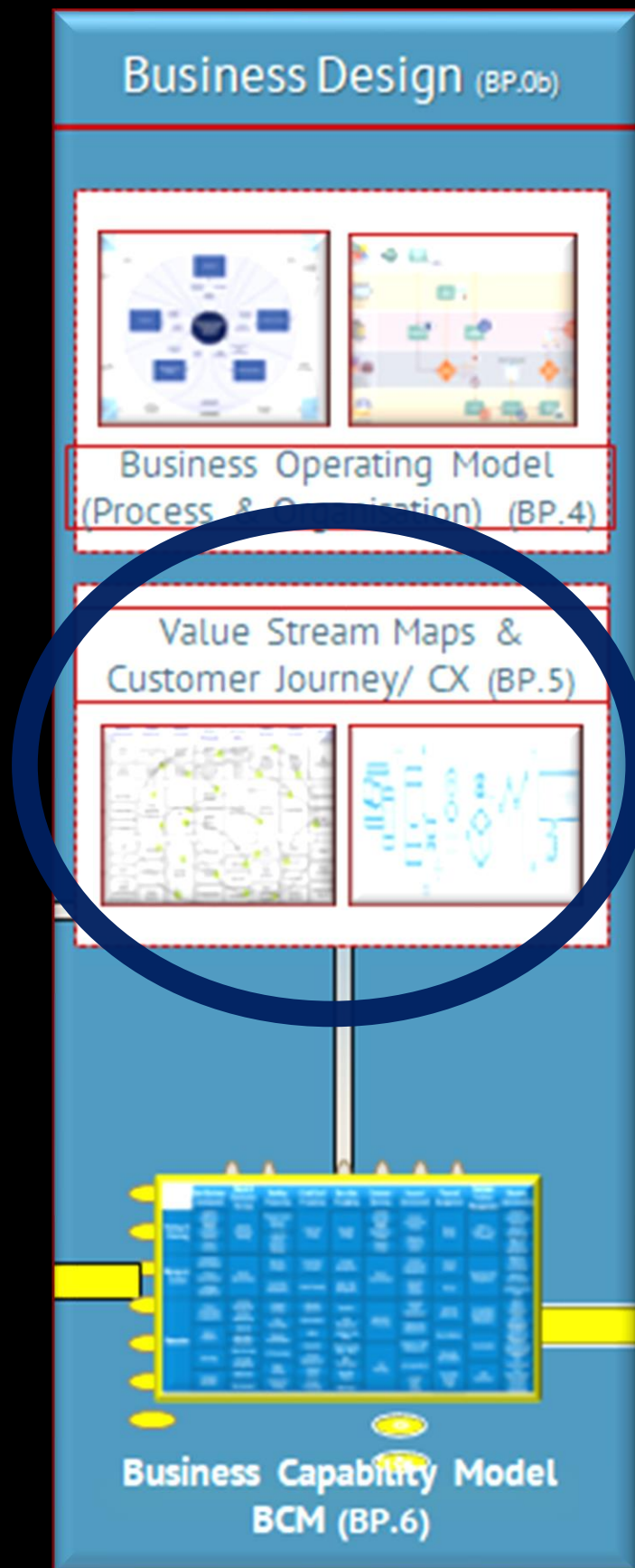
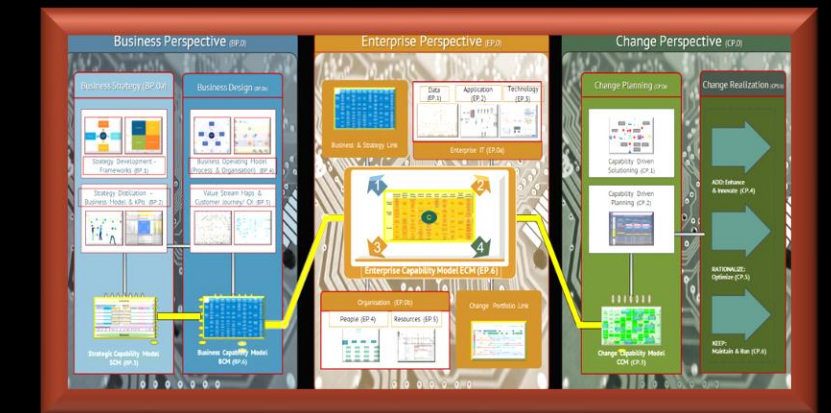
# BUSINESS PERSPECTIVE – BP4

## BUSINESS AND ORGANISATION MODELS



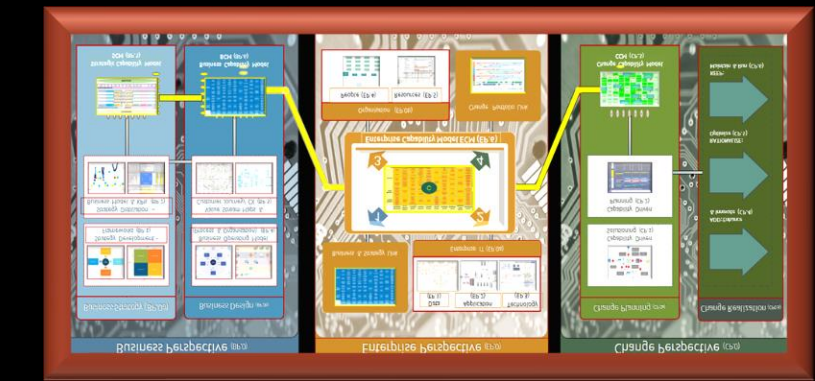
# BUSINESS PERSPECTIVE – BP5

## CUSTOMER JOURNEY-EXPERIENCE (CX) MAPPING TO VALUE STREAMS



# BUSINESS PERSPECTIVE – BP6

## BUSINESS CAPABILITY MODEL (BCM)

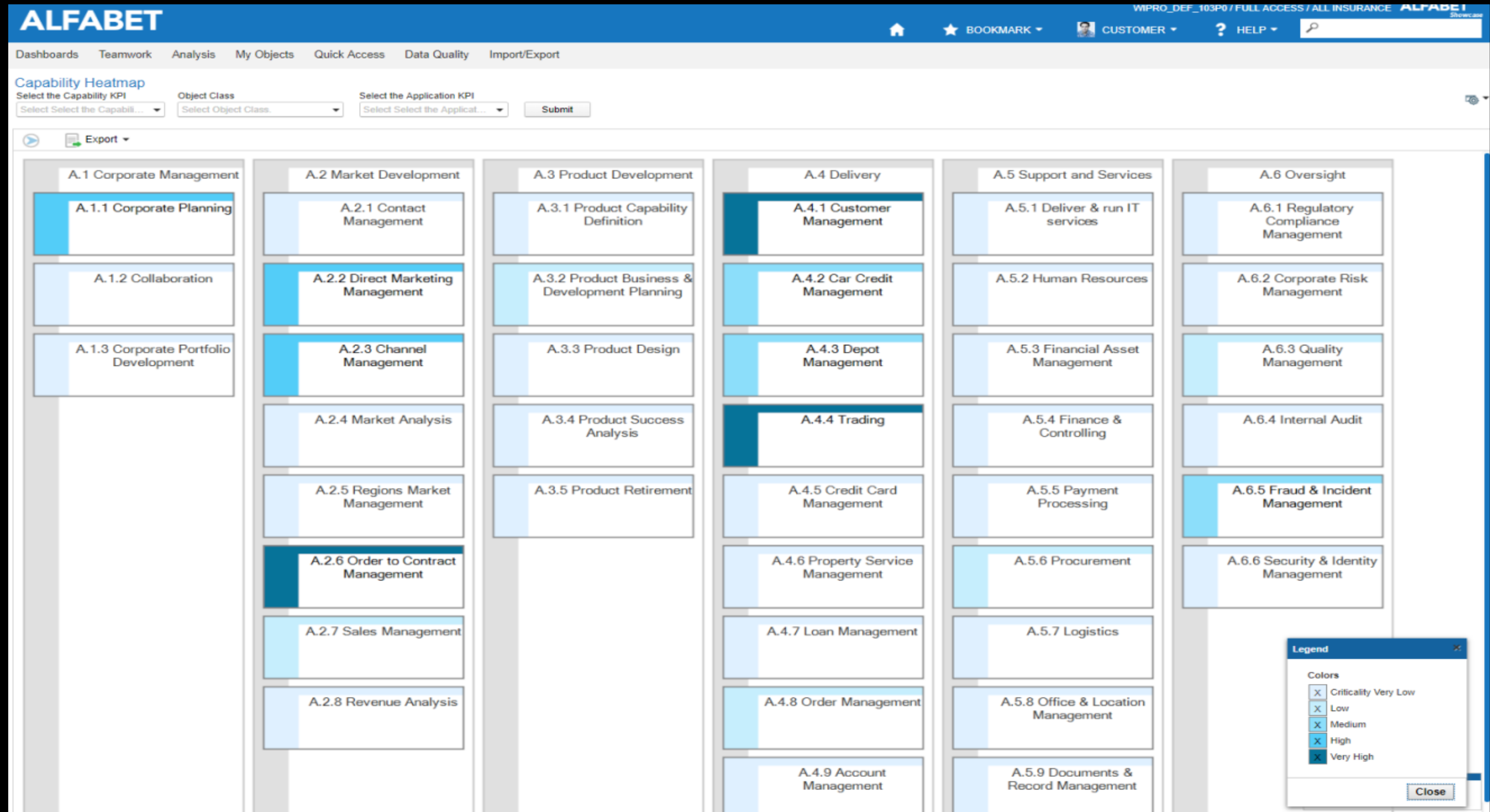


**Business Design (BP.0b)**

**Business Operating Model (Process & Organisation) (BP.4)**

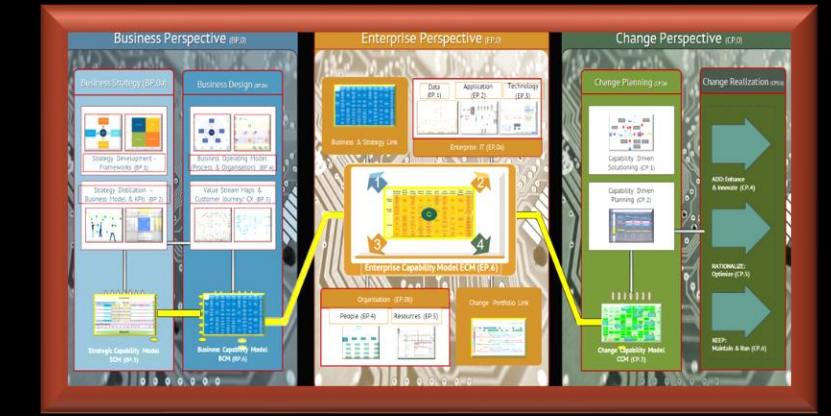
**Value Stream Maps & Customer Journey/ CX (BP.5)**

**Business Capability Model BCM (BP.6)**



# BUSINESS PERSPECTIVE – BP6

## BUSINESS CAPABILITY MODEL (BCM)



ALFABET

[Home](#)
[BOOKMARK](#)

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

Search in explorer... 0 of 0

Business Capabilities

▶ A AllFinance Business Capabilities

Business Capability Model DOM-105: A AllFinance Business Capabilities

Object Profile [Business Capability Assessment](#) [Overview Cockpit](#) [Enterprise Landscape](#) [Application User Satisfaction](#) [Cloud Transformation](#) [Capability Layers](#) [Service Delivery](#)

**Business Capability Map**

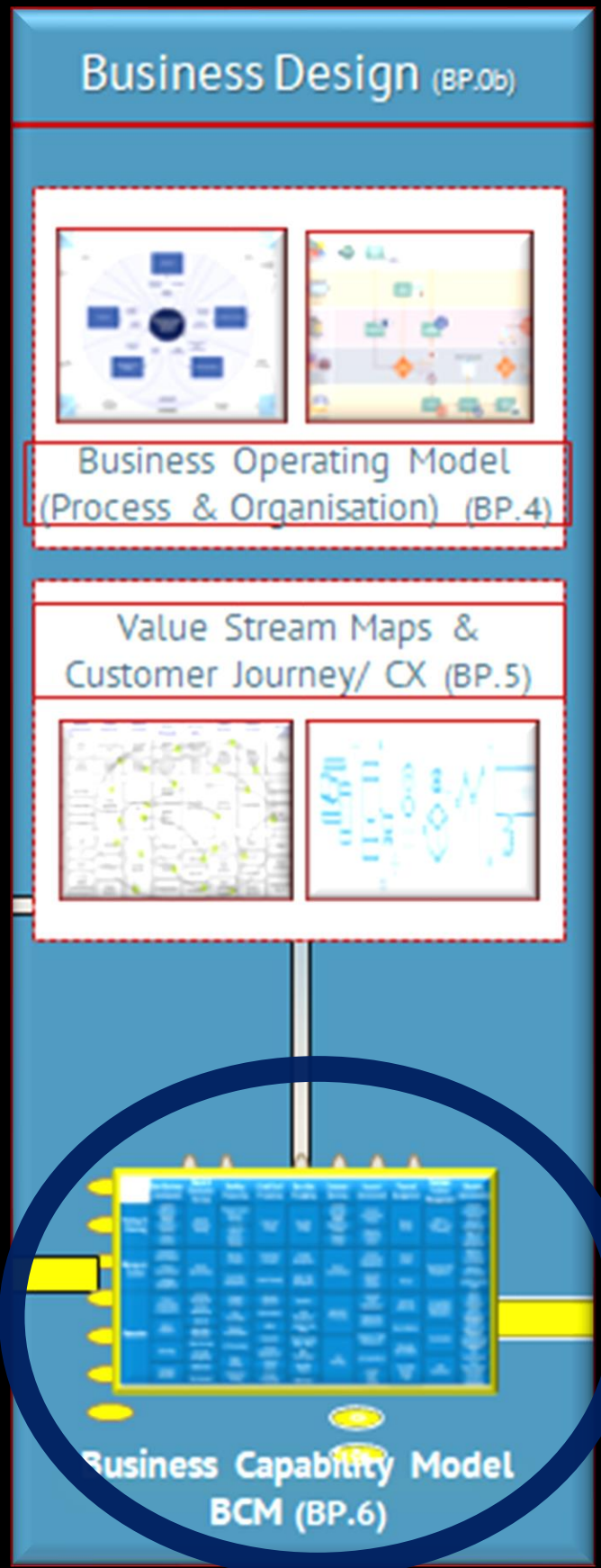
A.1 Corporate Management	A.2 Market Development	A.3 Product Development	A.4 Delivery	A.5 Support and Services	A.6 Oversight
A.1.1 Corporate Plan	A.2.1 Contact Management	A.3.1 Product Capabil	A.4.1 Customer Management	A.5.1 Deliver & run IT	A.6.1 Regulatory Com
A.1.2 Collaboration	A.2.2 Direct Marketin	A.3.2 Product Busine	A.4.2 Car Credit Man	A.5.2 Human Resources	A.6.2 Corporate Risk
A.1.3 Corporate Portf	A.2.3 Channel Management	A.3.3 Product Design	A.4.3 Depot Management	A.5.3 Financial Asset	A.6.3 Quality Management
	A.2.4 Market Analysis	A.3.4 Product Succes	A.4.4 Trading	A.5.4 Finance & Contr	A.6.4 Internal Audit
	A.2.5 Regions Market Management	A.3.5 Product Retirem	A.4.5 Credit Card Ma	A.5.5 Payment Proce	A.6.5 Fraud & Inciden
	A.2.6 Order to Contra		A.4.6 Property Servic	A.5.6 Procurement	A.6.6 Security & Ident
			A.4.7 Loss Managem	A.5.7 Logistics	
				A.5.8 Office & Locatio	
				A.5.9 Documents & R	

**OPEX/CAPEX over Time**

Year	2013	2014	2015	2016	2017	2018	2019
Cost	84K	100K	110K	115K	121K	135K	100.58K
CAPEX	31.59K	53.7K	88.5K	105.73K	115.98K	121.1K	3.0K
OPEX	49.7K	40.45K	20K	10.06K	0.14K	10.03K	97.58K

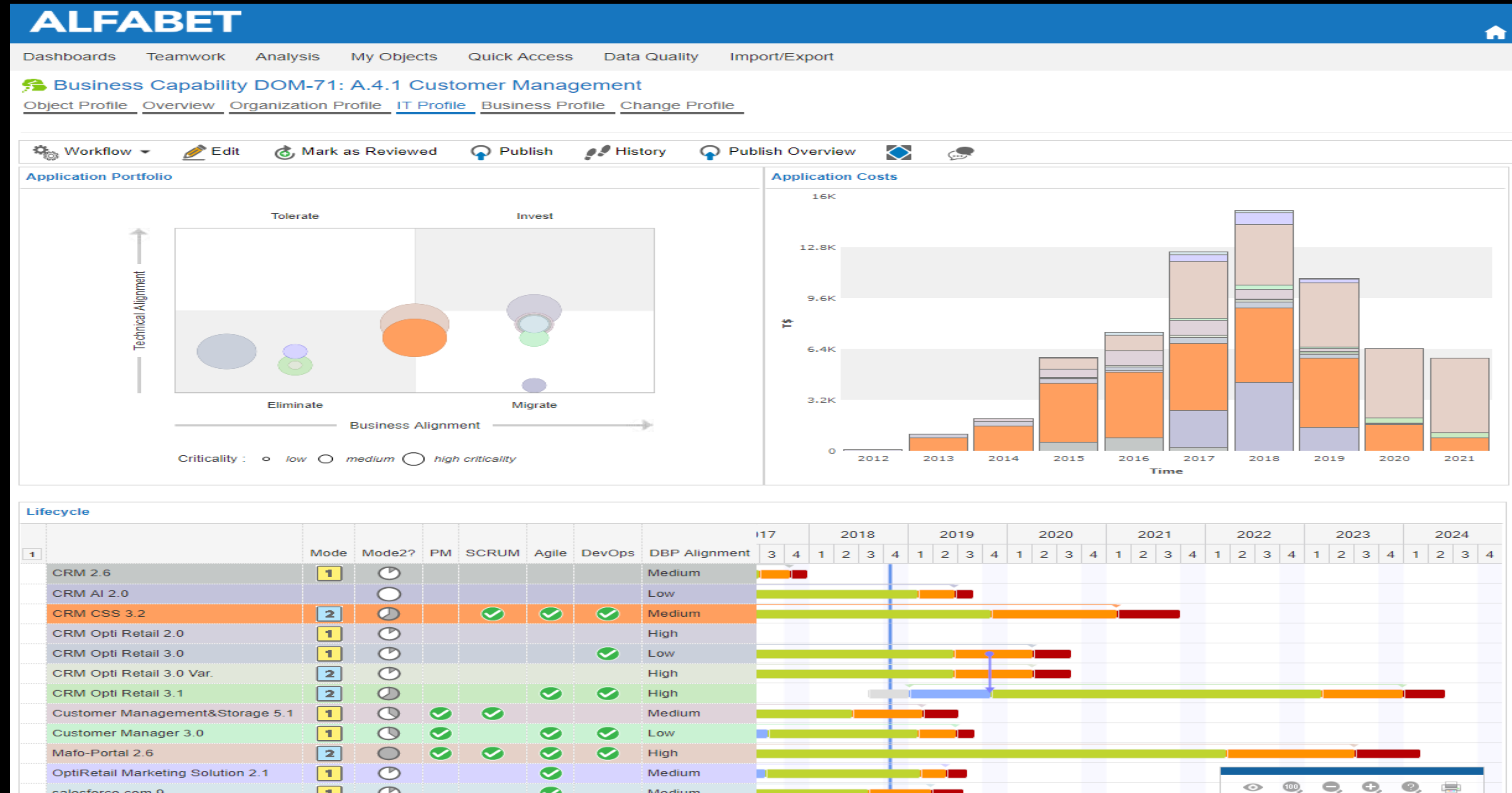
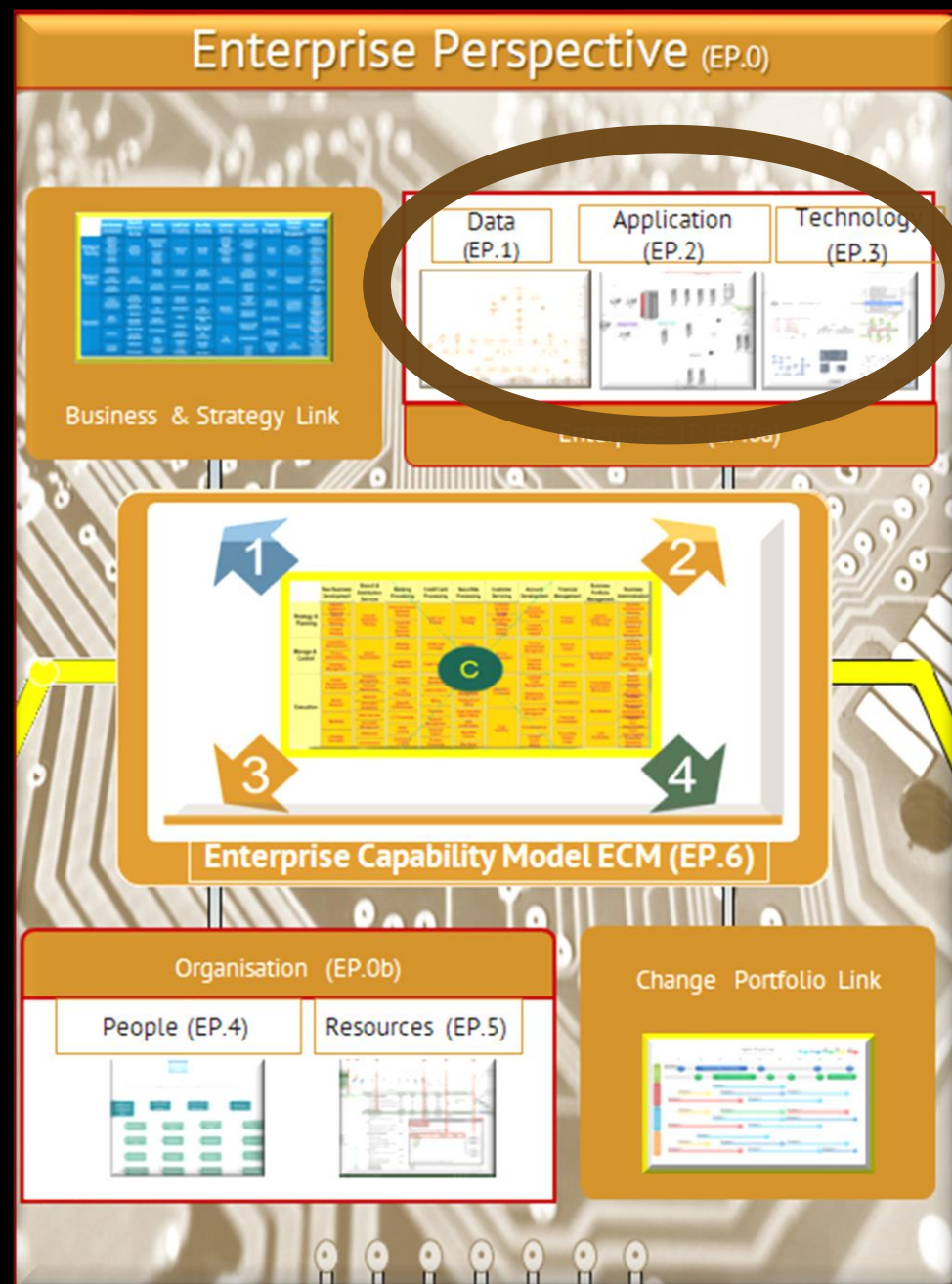
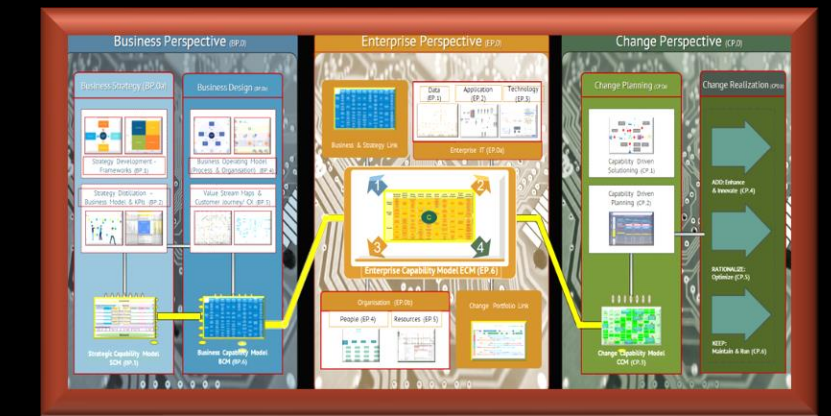
**Application Burn Rate**

Time	Oct 2018	Jan 2019	Apr 2019	Jul 2019	Oct 2019	Jan 2020	Apr 2020	Jul 2020	Oct 2020	Jan 2021	Apr 2021	Jul 2021	Oct 2021
Number of Applications	325	325	305	293	291	275	226	214	197	182	166	159	153



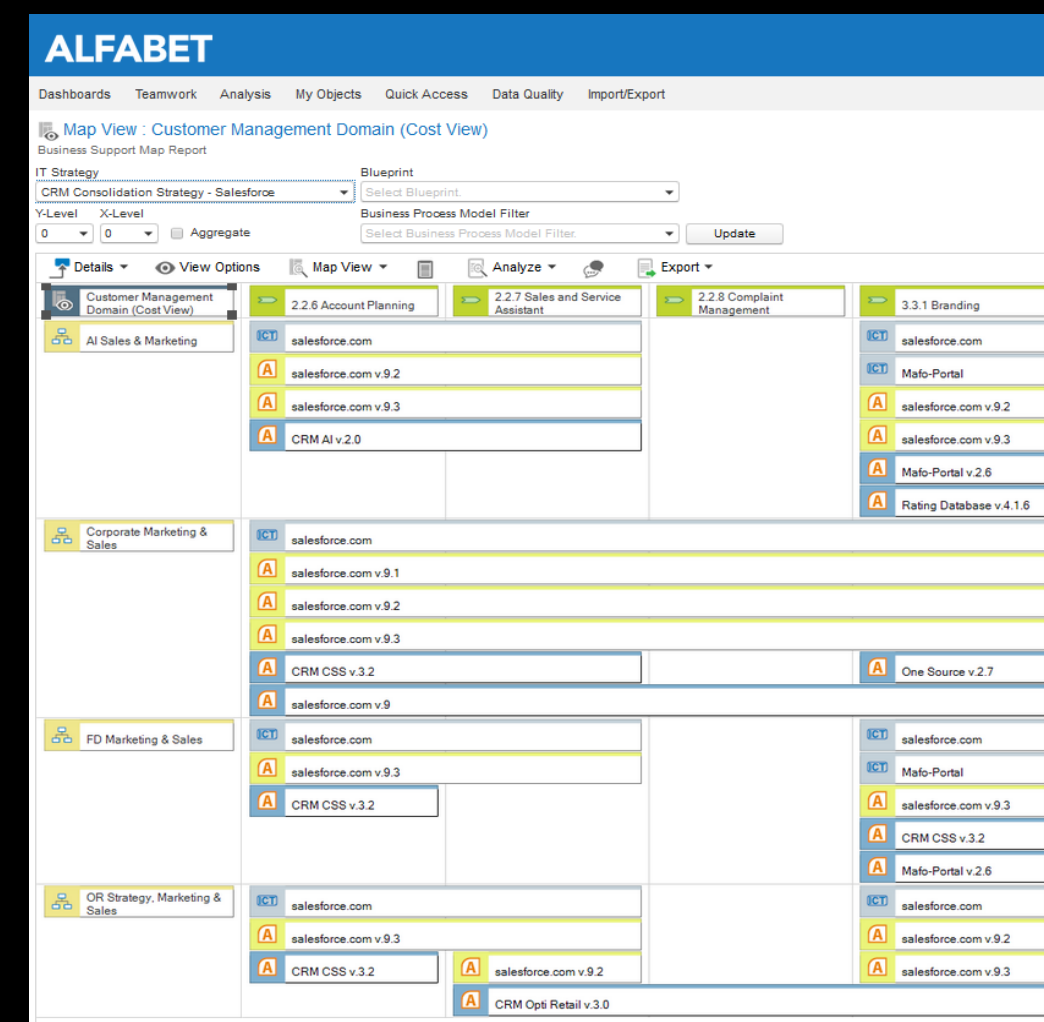
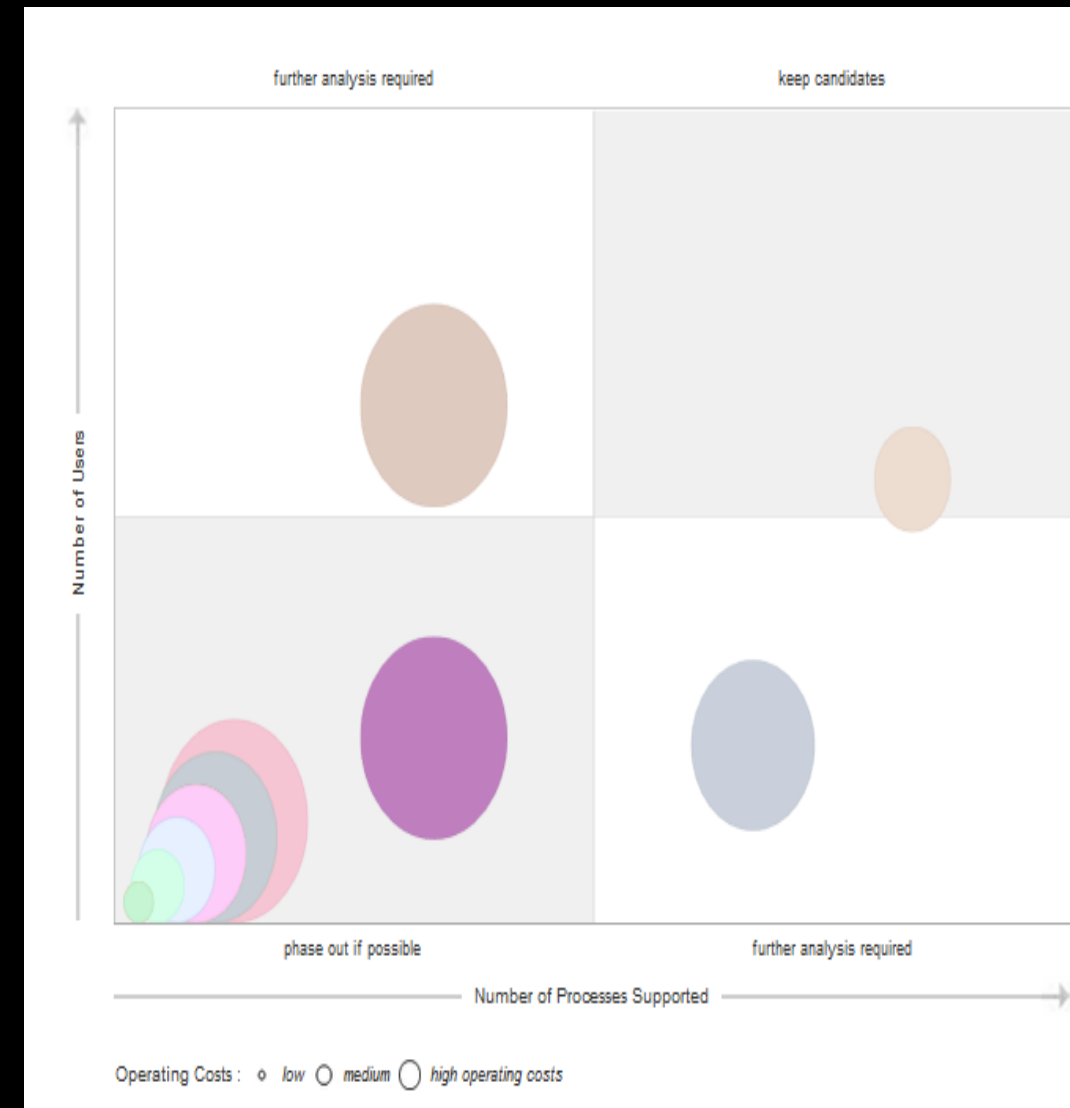
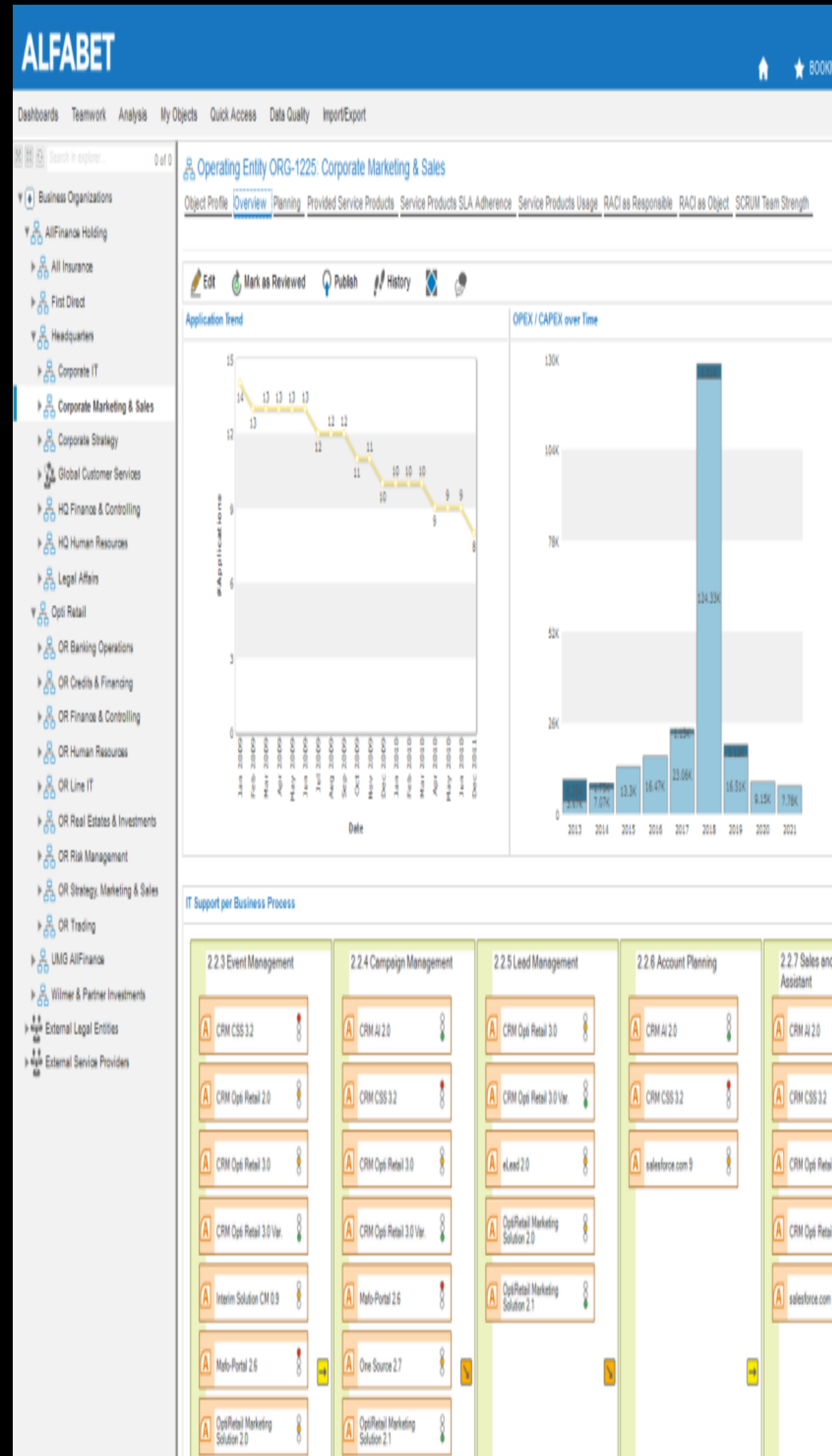
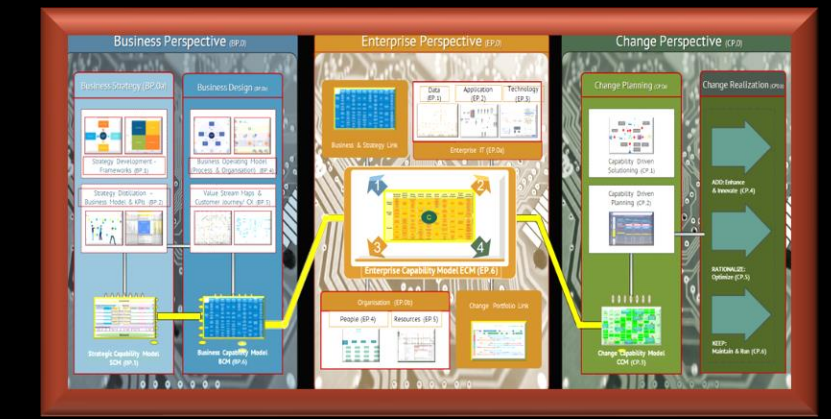
# ENTERPRISE PERSPECTIVE – EPOA

## IT ARCHITECTURE



# ENTERPRISE PERSPECTIVE – EPOB

ORGANISATION STRUCTURE (SCOPE: ENTERPRISE PERSPECTIVE, NOT ENTIRE ORGANISATION)



ANALYSE AND CAPTURE THE ORGANISATION IN SCOPE FOR THE ENTERPRISE PERSPECTIVE (OR ENTERPRISE ARCHITECTURE), ENABLING TO ANALYSE, PROFILE, AND ACCESS STAFF, GEO LOCATIONS, NON-HUMAN RESOURCES (BACKGROUNDS, BSUIENSS/ENTERPRISE/CHANGE/OPERATIONS/PLANING ROLES, OTHER PERTINENT PROFILING) TO SUPPORT EFFECTIVE ENTERPRISE MANAGEMENT AND GOVERNANCE OF IT.

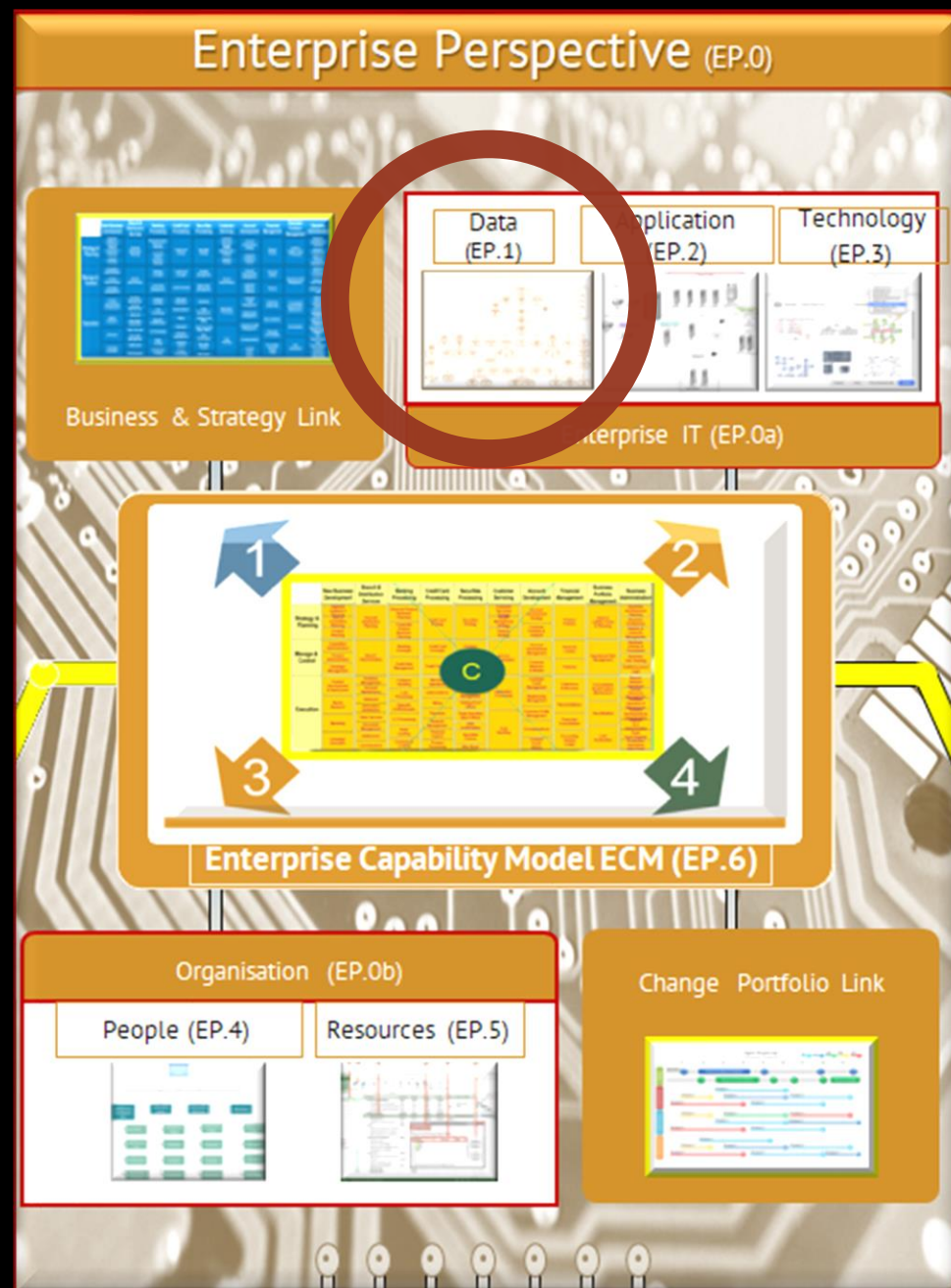
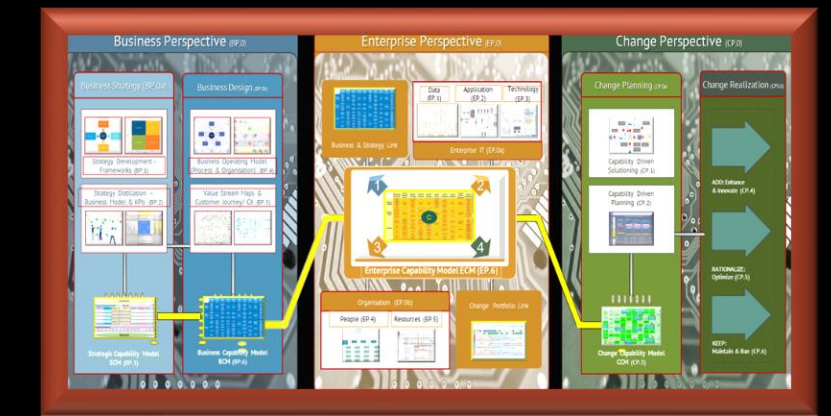
ASSESS OWNERSHIP THROUGH PORTFOLIO ANALYSIS REPORTS.

ANSWERS THE QUESTION:

WHO OWNS WHICH IT ASSETS IN THE ORGANISATION? WHO MAKES DECISIONS FOR WHICH IT ASSETS IN WHAT PART OF THE ORGANISATION? WHO IS RESPONSIBLE (RACI) FOR WHICH IT ASSET IN WHAT PART OF THE ORGANISATION? HOW MUCH IS IT COSTING FOR THIS ORGANISATION?

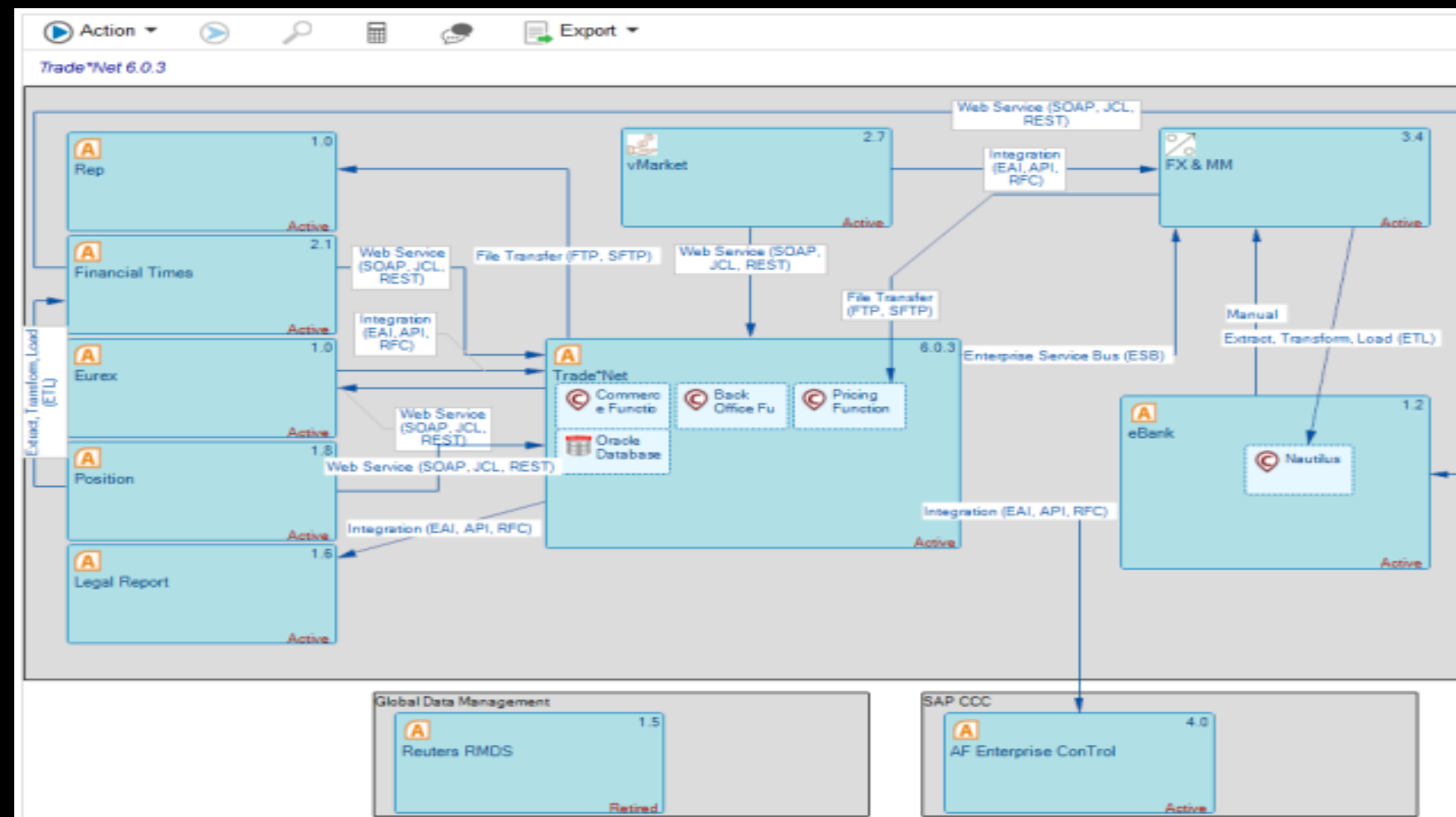
# ENTERPRISE PERSPECTIVE – EP1

## DATA ARCHITECTURE



The screenshot shows the ALFABET interface for Business Object Category BOC-1: 5. Person. The left sidebar lists Business Objects under 'Data Library', including categories 1-6 and sub-objects like Applicant, Customer, Employee, and Partner. The main area displays the '5. Person' object profile with a 'Cockpit' view, showing various data objects categorized by Applicant, Customer, Employee, and Partner.

	Name	Stereotype	Is Canonical	Usage Comment	CRUDP	In/Out	Data Retention Policy	Short Name	Data Retention Time	Archival Rule	Minimum Ex
1	Asset.Stock v.1.5		<input checked="" type="checkbox"/>		RU	In	Asset, 3 Years	Ass-3Y	3 Years	Deferred Archiving Allowed	AES-128
2	Customer Audit v.1.0				CRUP	In					
3	Customer.Commercial v.2.5				RU	In					
4	Customer.Private v.1.5				RU	In					
5	Future Trade v.2.5		<input checked="" type="checkbox"/>		CUDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128
6	Future Trade v.2008				CRUDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128
7	FXMM Trade v.2.0		<input checked="" type="checkbox"/>		CRUDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128
8	FXMM Trade v.2008				UDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128
9	Order v.3.5				CRU	In					
10	Price v.2.0				RP	In	Prices, 10 Years	Pri-10Y	10 Years	Deferred Archiving Allowed	No Encrypt
11	Price.Curve v.2008				RP	In	Prices, 10 Years	Pri-10Y	10 Years	Deferred Archiving Allowed	No Encrypt
12	Stock Trade v.2.0		<input checked="" type="checkbox"/>		CRUDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128
13	Stock Trade v.2008				CRUDP	In/Out	Trades need to be traceable for one Year	Tra-1Y	1 Year	Instant Archiving Required	AES-128



DEFINE AND MANAGE YOUR DATA LIBRARY COMPOSED ON BUSINESS OBJECTS AND BUSINESS DATA.

LINK BUSINESS DATA TO INFORMATION FLOWS AND MANAGE THE FLOW OF INFORMATION METADATA LIKE METHOD, FREQUENCY, DATA, NAME)

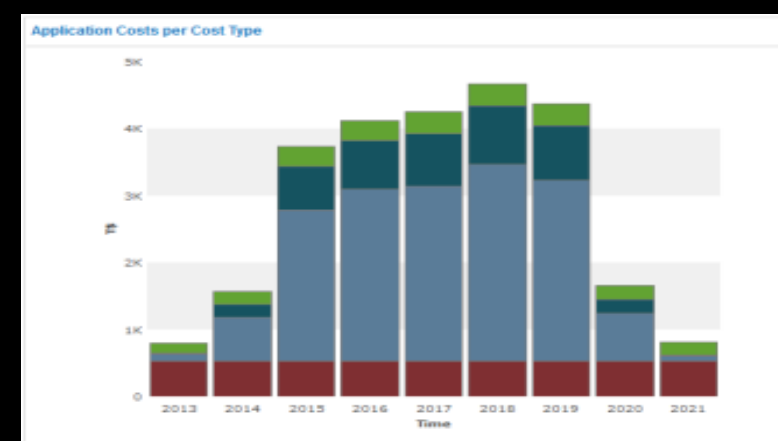
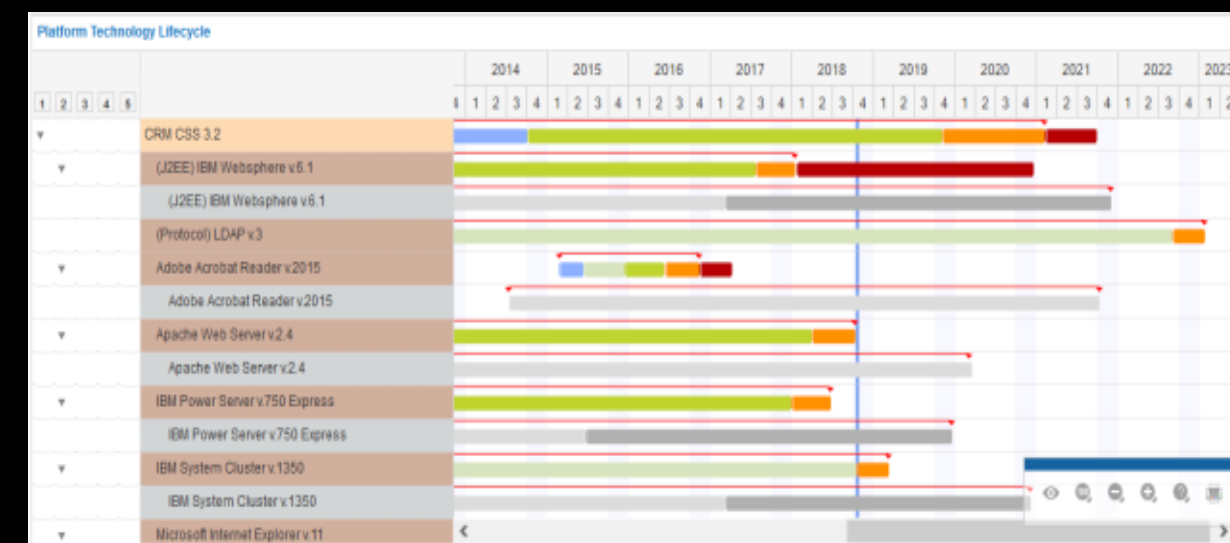
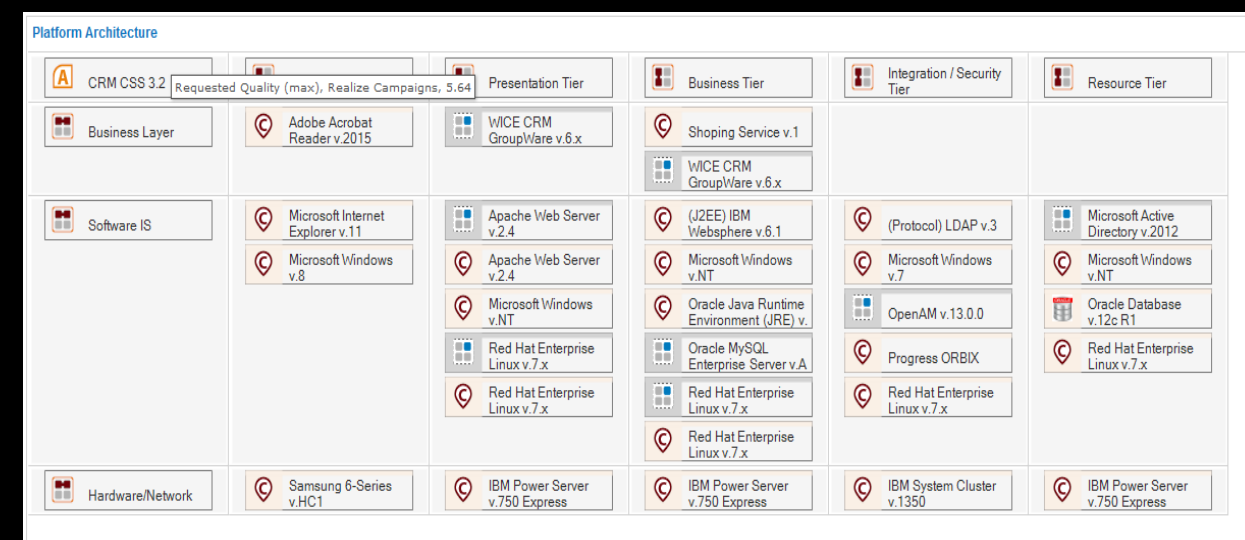
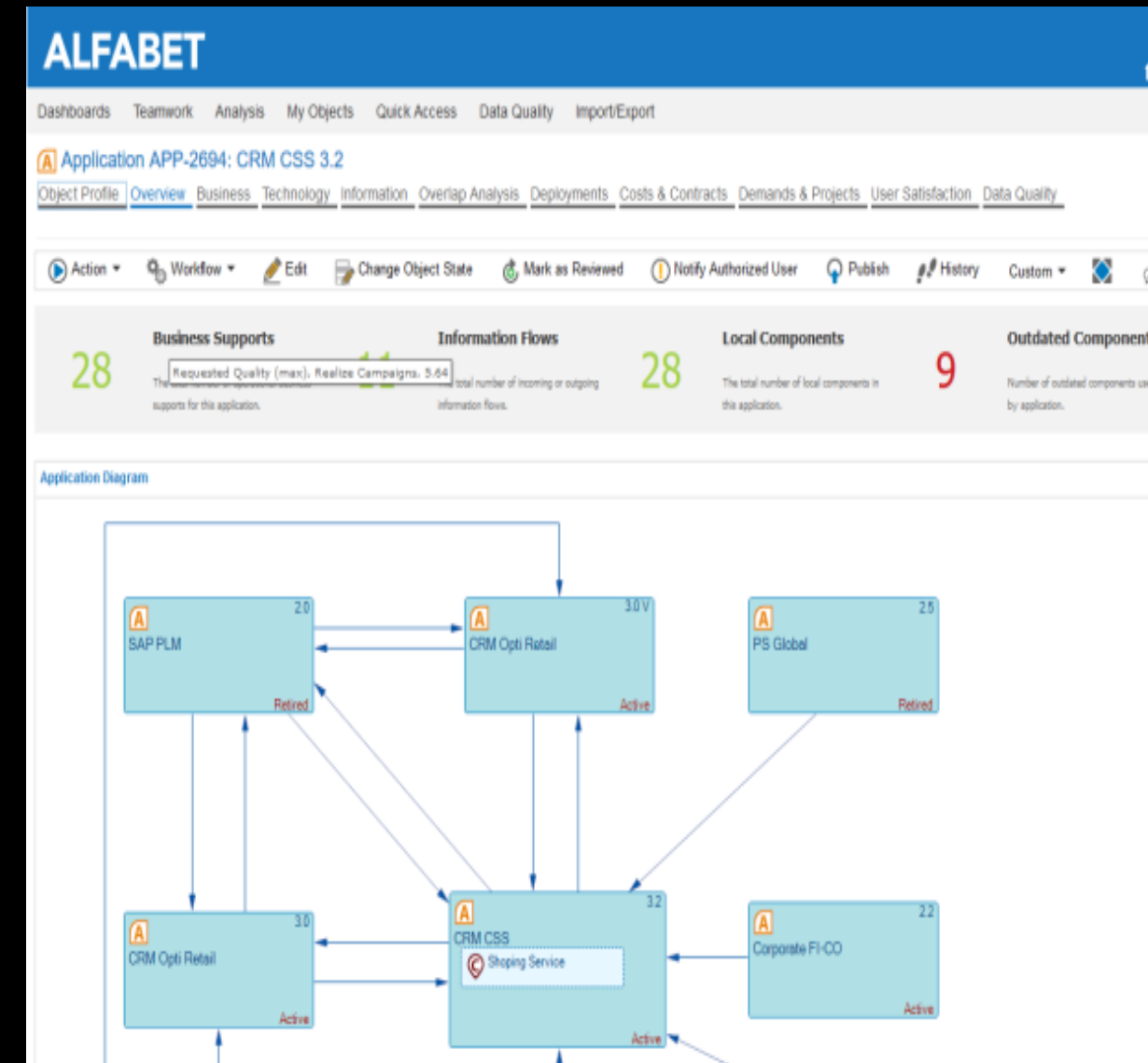
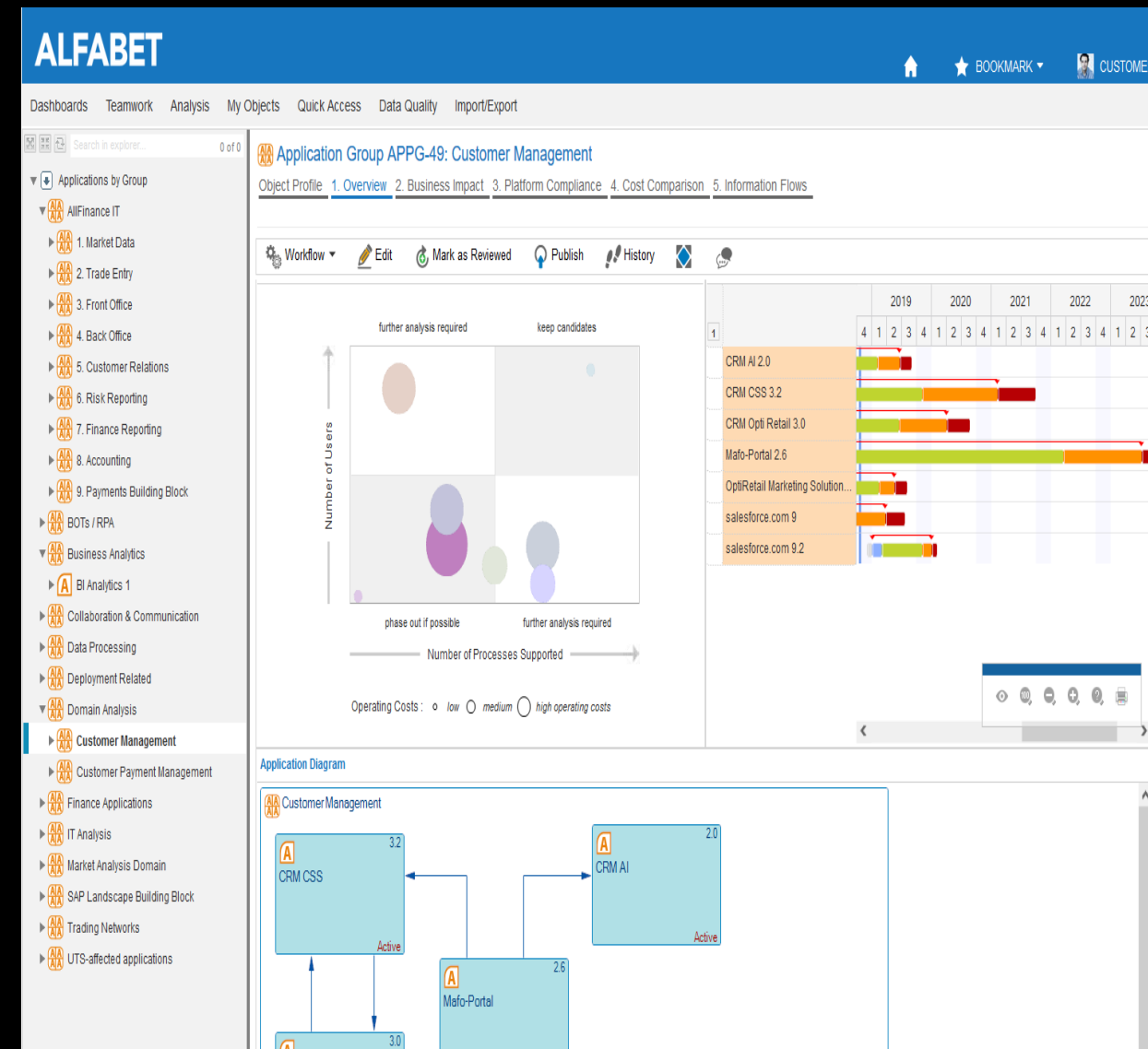
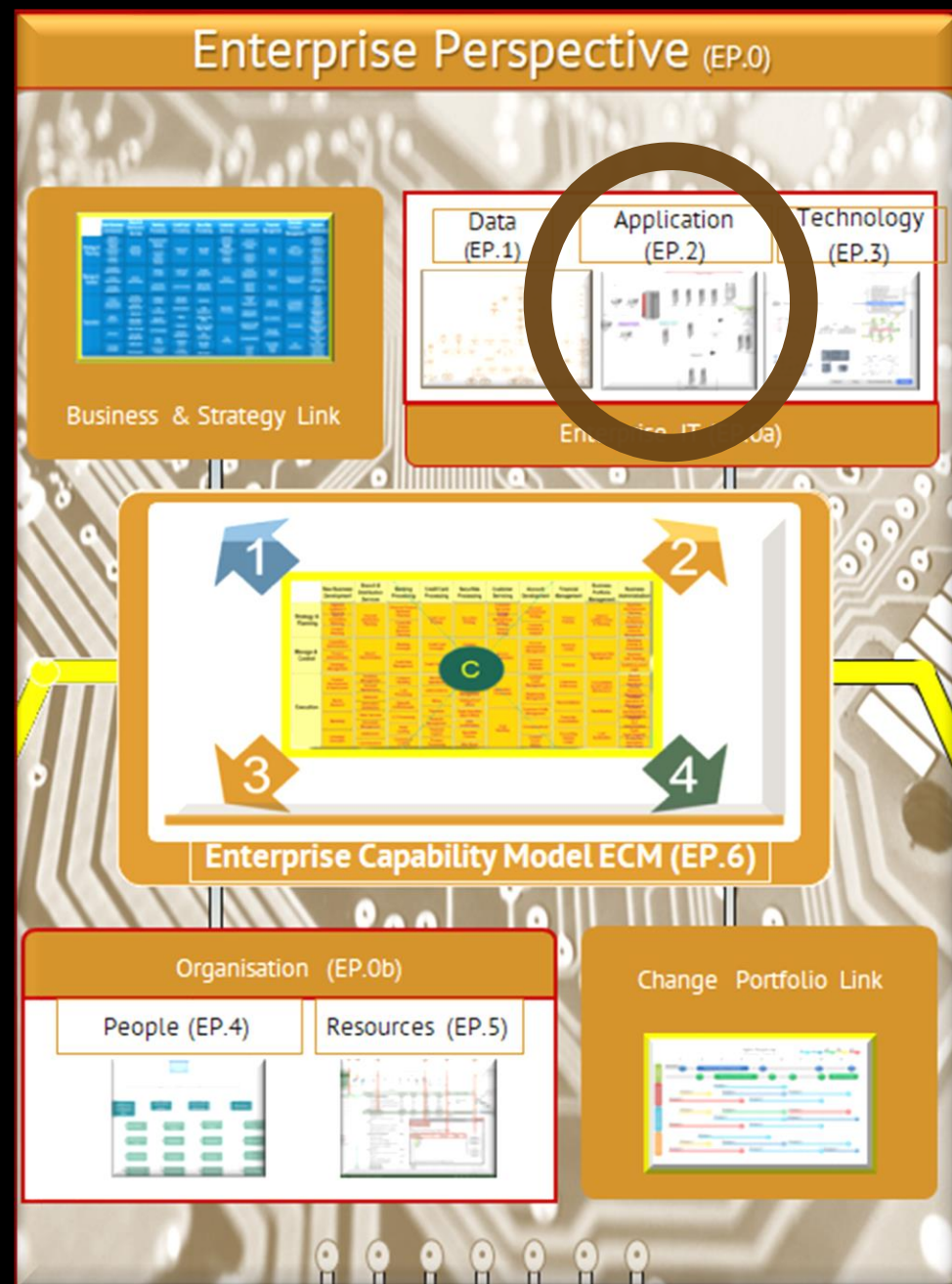
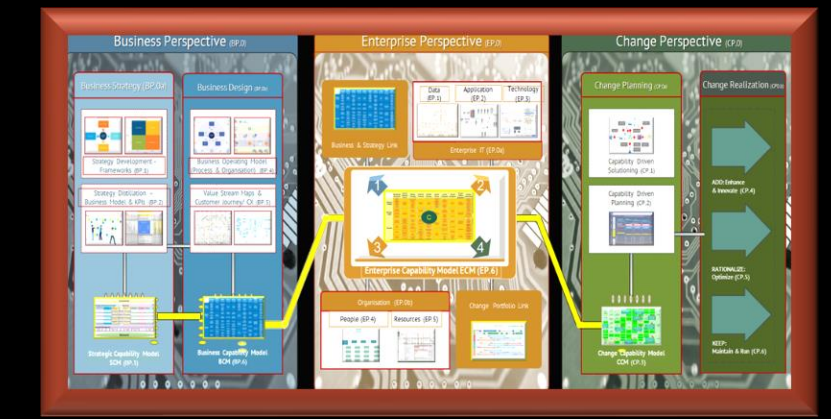
MANAGE DATA POLICIES AND CRUD INFORMATION TO UNDERSTAND IMPORTANT OPERATIONS ON DATA FOR GOVERNANCE FRAMEWORKS LIKE GDPR.





# ENTERPRISE PERSPECTIVE – EP2

## APPLICATION ARCHITECTURE



CAPTURE APPLICATIONS AND MANAGE APPLICATION DATA ACROSS MULTIPLE DIMENSIONS AND PERSPECTIVE.

ANALYSE THE APPLICATION PORTFOLIO WITH PORTFOLIO CHARTS, LIFECYCLE ANALYSIS AND APPLICATION DIAGRAMS, AMONGST OTHERS.

APPLICATION GROUPS OFFER LOGICAL GROUPS OF APPLICATIONS FOR PORTFOLIO ANALYSIS

CAPTURE, ASSESS, AND MANAGE APPLICATION DATA ACROSS MULTIPLE DIMENSIONS AND PERSPECTIVE, E.G. THE VENDOR, THE COST, CONTRACT LENGTH, INTERNAL OR EXTERNAL VENDOR RATING,...

MANAGE YOUR APPLICATIONS FUNCTIONAL AND DATA OVERLAP ANALYSIS REVEALS POTENTIAL CONSOLIDATION CANDIDATES BASED ON APPLICATION OVERLAP PERCENTAGE.

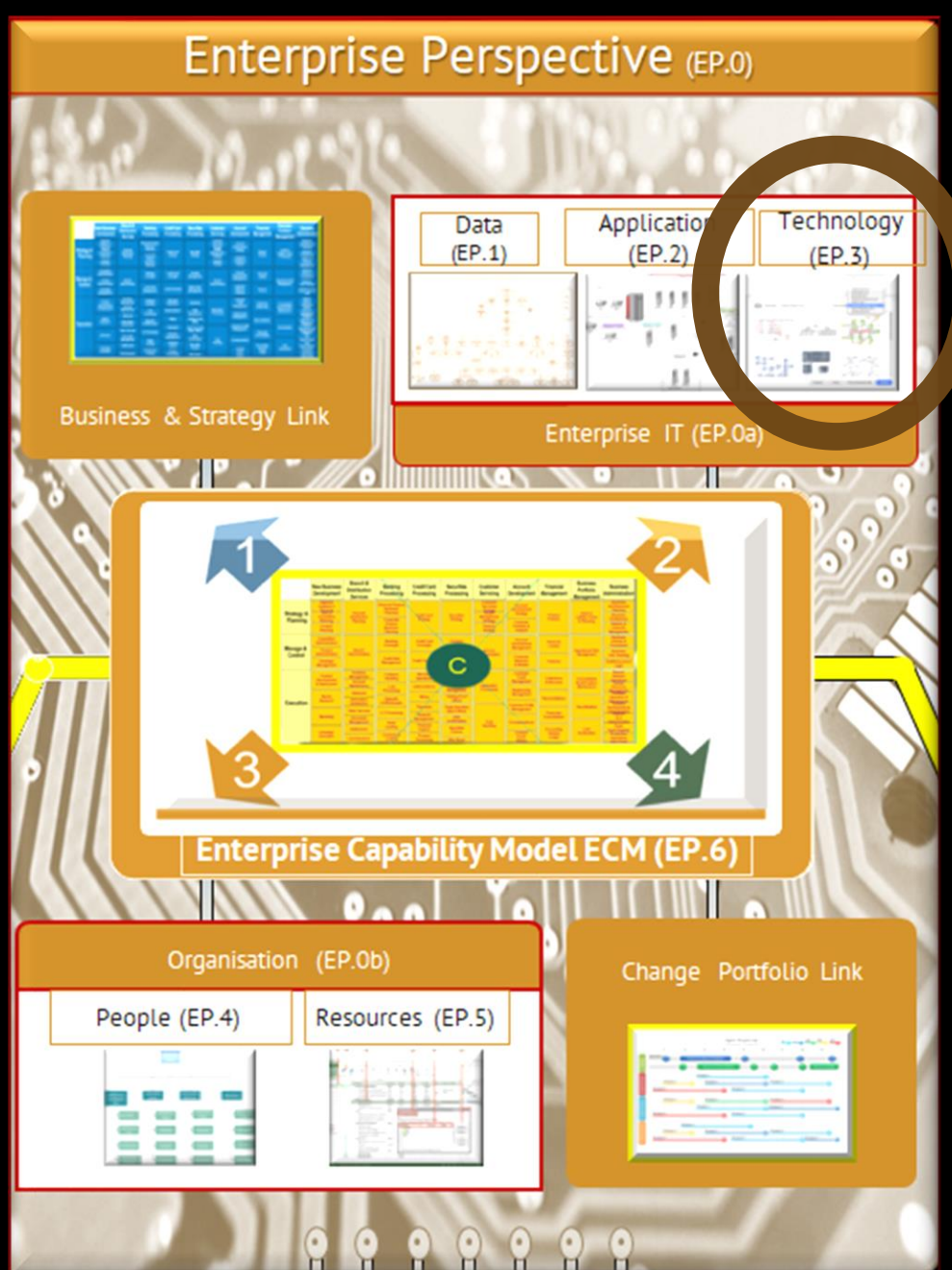
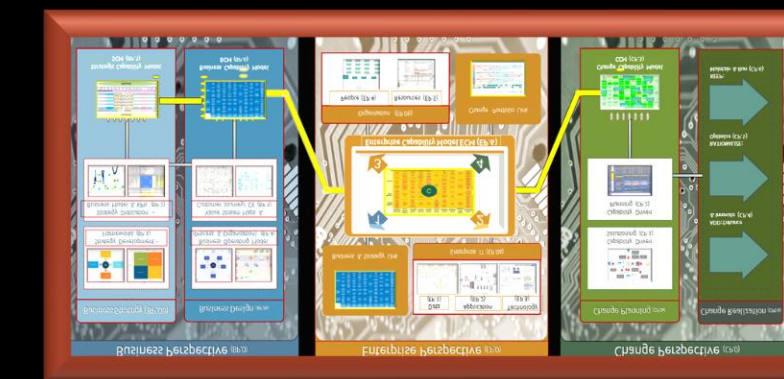
LINK APPLICATIONS TO UNDERLYING SUPPORTING TECHNOLOGY COMPONENTS AND DEFINED APPLICATION PLATFORM ARCHITECTURE.

MANAGE DETAILED LIFECYCLE INFORMATION (APPLICATION ROADMAP ANALYSIS) OF APPLICATION AND SUPPORTING TECHNOLOGIES.



# ENTERPRISE PERSPECTIVE – EP3

## TECHNOLOGY ARCHITECTURE



The screenshot shows the ALFABET software interface. The top navigation bar includes 'Dashboards', 'Teamwork', 'Analysis', 'My Objects', 'Quick Access', 'Data Quality', and 'Import/Export'. The main content area is titled 'Technology Domain DOM-288: Relational Database Management'. It features a left-hand navigation menu with categories like 'Enterprise Technologies', 'Application Development Services', 'Cloud Technologies', 'Enterprise Software', 'Infrastructure Technologies', 'Middleware Technologies', 'Database', 'Data Access', 'In-Memory Data Grids', 'Non-Relational Database Management', 'Relational Database Management', 'Integration', 'Process & Workflow Solutions', 'Digital Business Platform V2', 'Presentation & Customer Facing Technology', and 'Technology Planning Areas'. The main area displays a 'Technology Standards Overview' and a 'Technology Occurrence Analysis' grid. The grid shows various database products and their occurrences across different versions and editions. Below the grid is a 'Vendor Products' table.

	Name	Edition	Short Name	Start Date	End Date	ID	Primary Domain
1	Assigned						
2	Adabas v all Versions			26/05/2009	28/01/2026	SWP-992	Relational Database Management
3	Data Archiving for Adabas v all Versions			26/11/2008	30/10/2022	SWP-993	Relational Database Management
4	Data Masking for Adabas v all Versions			26/04/2008	28/01/2023	SWP-994	Relational Database Management
5	HP Tandem Nonstop SQL v.3.0			30/06/2010	30/03/2016	SWP-17	Relational Database Management
6	IBM DB2 v.10.1			22/10/2010	30/09/2017	SWP-13	Relational Database Management
7	IBM DB2 v.10.1			18/02/2007	27/06/2014	SWP-11	Relational Database Management

MANAGE TECHNOLOGY DOMAINS AND PORTFOLIOS.

GROUP TECHNOLOGIES ACCORDING TO COMPONENT CATEGORIES.

ESTABLISH STANDARD PLATFORMS FOR USE IN YOUR APPLICATION ARCHITECTURE.

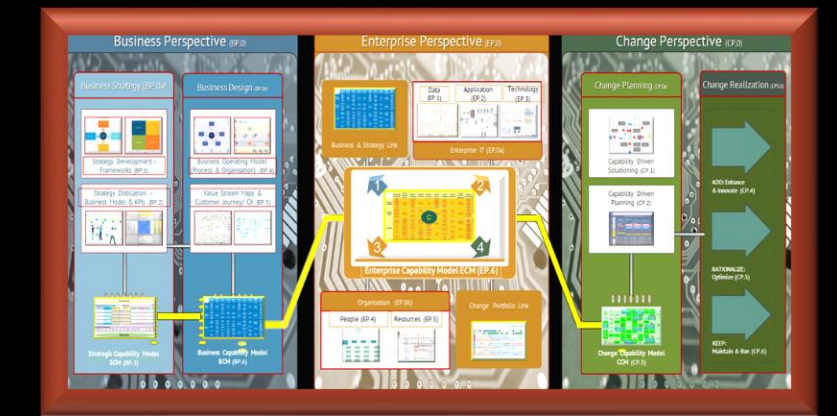
CAPTURE, ASSESS, AND MANAGE TECHNOLOGY AND MANAGE TECHNOLOGY DATA ACROSS MULTIPLE DIMENSIONS AND PERSPECTIVE, E.G. THE VENDOR, THE COST, CONTRACT LENGTH, INTERNAL OR EXTERNAL VENDOR RATING,...

ESTABLISH GOVERNANCE PROCESSES TO MANAGE STANDARDIZATION OF TECHNOLOGY.

ANSWERS TO QUESTIONS LIKE: WHERE IS THE TECHNOLOGY BEING USED AND BY WHOM?]

# ENTERPRISE PERSPECTIVE –EP4

## PEOPLE (PEOPLE & LOCATION)



ALFABET

Business Process PROC-414: 2.3.1 Asset Class Trading

Object Profile Business Process Analysis Versions Details

Workflow Edit Mark as Reviewed Publish History Upload BSS from ARIS

BASE ATTRIBUTES

ID	NAME	LEVEL ID	PARENT PROCESS	AUTHORIZED USER
PROC-414	Asset Class Trading	2.3.1	2.3 Trading	Lisa Vigombo

ADDITIONAL INFORMATION

DOMAIN: A.4 Delivery True

SOX RELEVANCE: unclassified

SOX DESCRIPTION: Asset Trading describes the processing of assets and other instruments.

ARIS Diagrams

ARIS Diagram Name	ARIS Diagram Description	ARIS Diagram Type
1 Asset Class Trading (AI Product Management)		MT_EEPC_COLUMN
2 Asset Class Trading (FD Trading)		EPC
3 Asset Class Trading (VIP Investments)		MT_EEPC_ROW

Process Variant Portfolio

Process Layering of Supporting Applications

Total Number of Applications: 5

Business Support Map

2.3.1 Asset Class Trading	2.3.1 Asset Class Trading
AI Product Management	Rating Database v.4.1.6
FD Trading	Trading Enable v.1
	AFVivikPortal v.1.0
	TradeNet v.6.0.3
	eBank v.1.2
	Financial Times v.2.1
	Position v.1.8
	Rep v.1.0
	Genl_Manager v.1.4.6
	Genl_Manager v.1.5

Process Location Risk

Business Process Application Support

2.3.1 Asset Class Trading			
Application 1	Application 2	Application 3	Application 4
Application 5	Application 6	Application 7	Application 8
Application 9	Application 10	Application 11	Application 12
Application 13	Application 14	Application 15	Application 16
Application 17	Application 18	Application 19	Application 20

ALFABET

Bucket BKT-2: CRM Portfolio

This configured report shows the resource planning for the projects assigned to the bucket.

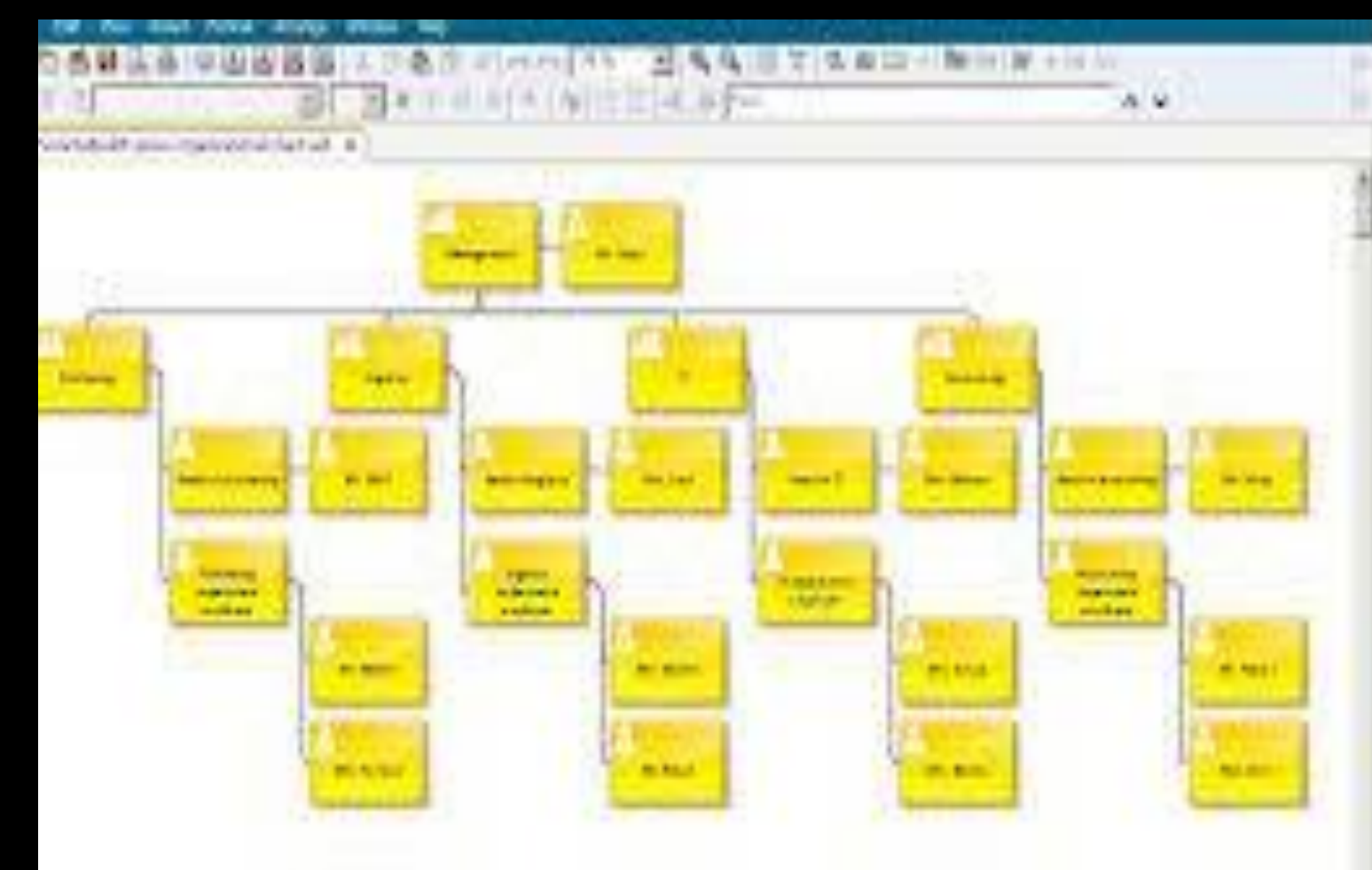
Select Bucket

CRM Portfolio

Submit

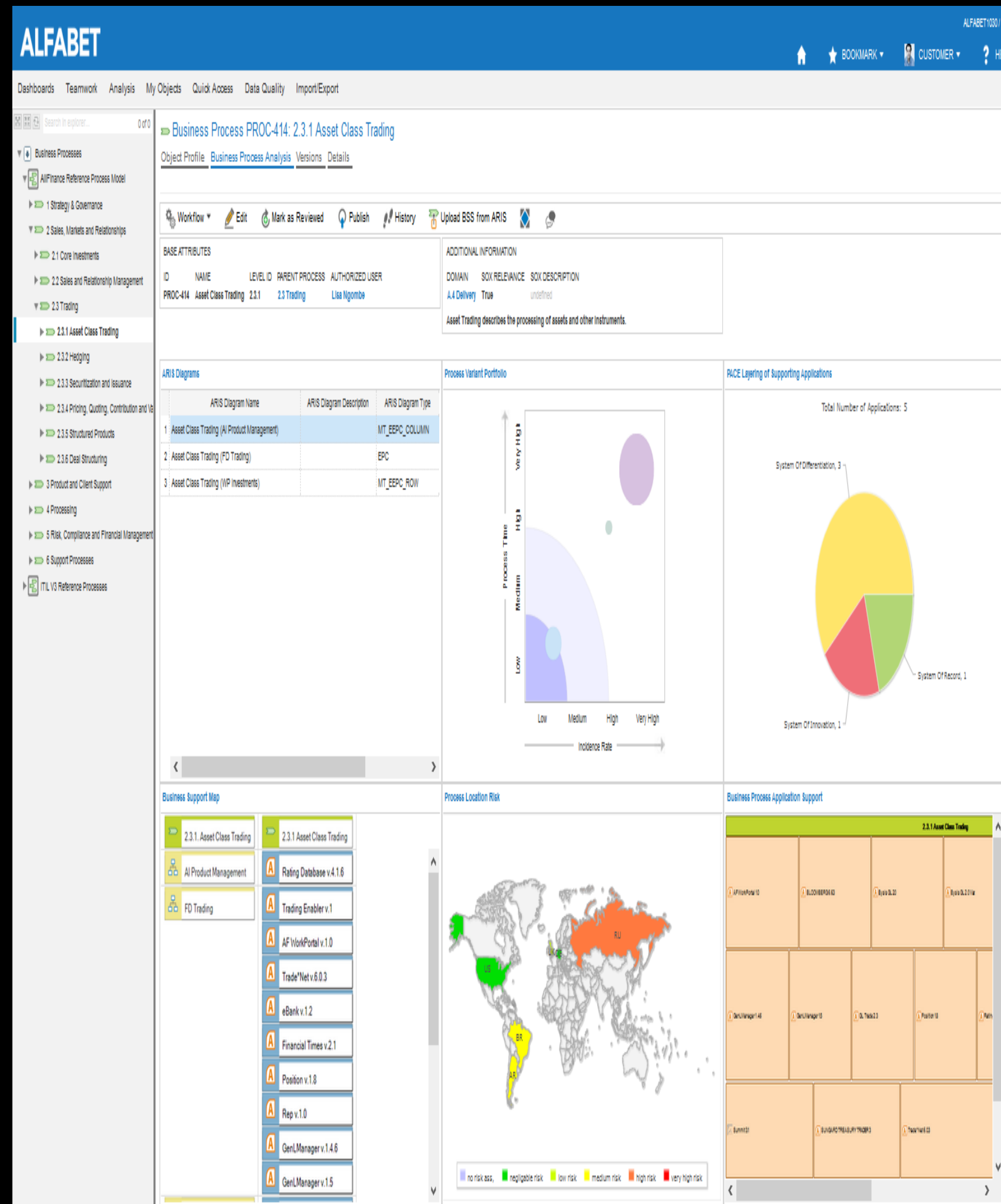
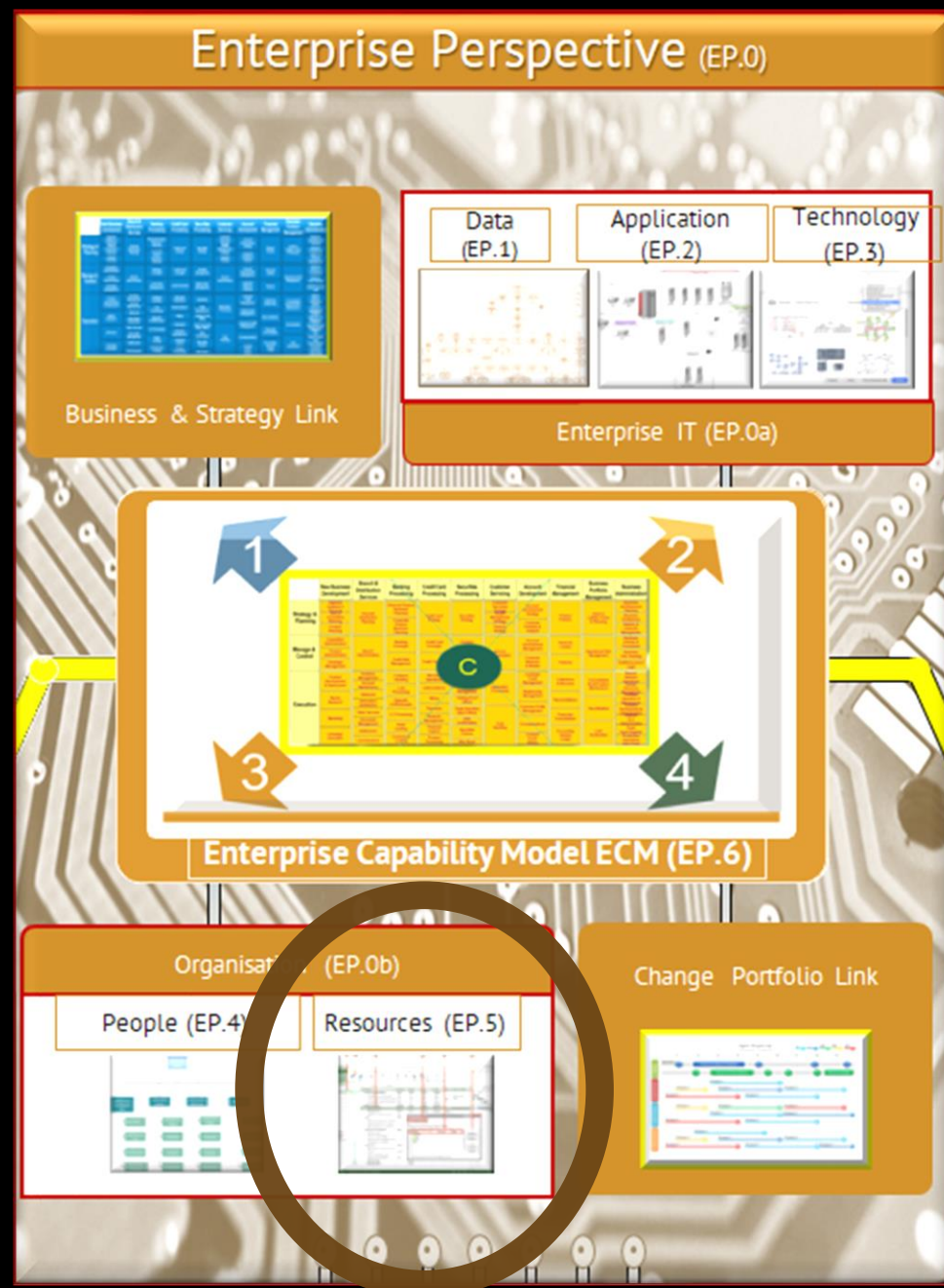
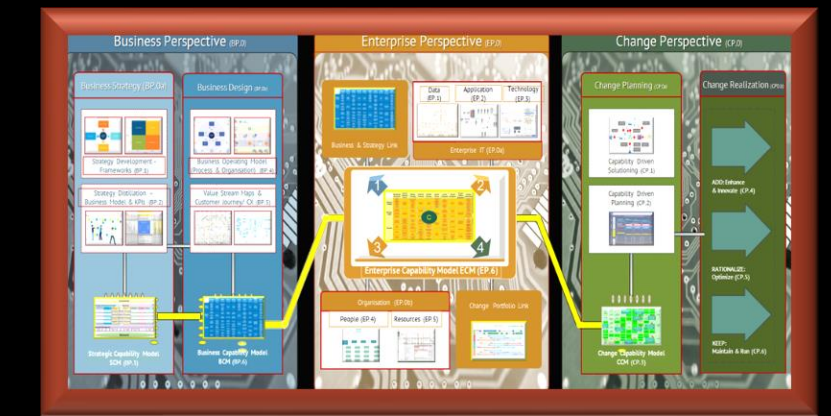
Export

Timeline	2017					2018																		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CRM Analytics Center																								
CRM Consolidation Project																								
Database Programming																								
Develop Staging Database Reviewer Jo																								
Mainframe Administration																								
Mainframe Administration & Operations																								
Project Management																								
Project Management & Control																								
JAWA Programming																								
REST API Interaction Development																								
CRM Mobile Application																								
Javascript Programming																								
Development and deployment of mobile crm application Judge George																								
Development and deployment of mobile crm application Lee Jackie																								



# ENTERPRISE PERSPECTIVE – EP5

RESOURCING & LOCATION (SCOPE: ENTERPRISE PERSPECTIVE, NOT ENTIRE ORGANISATION)

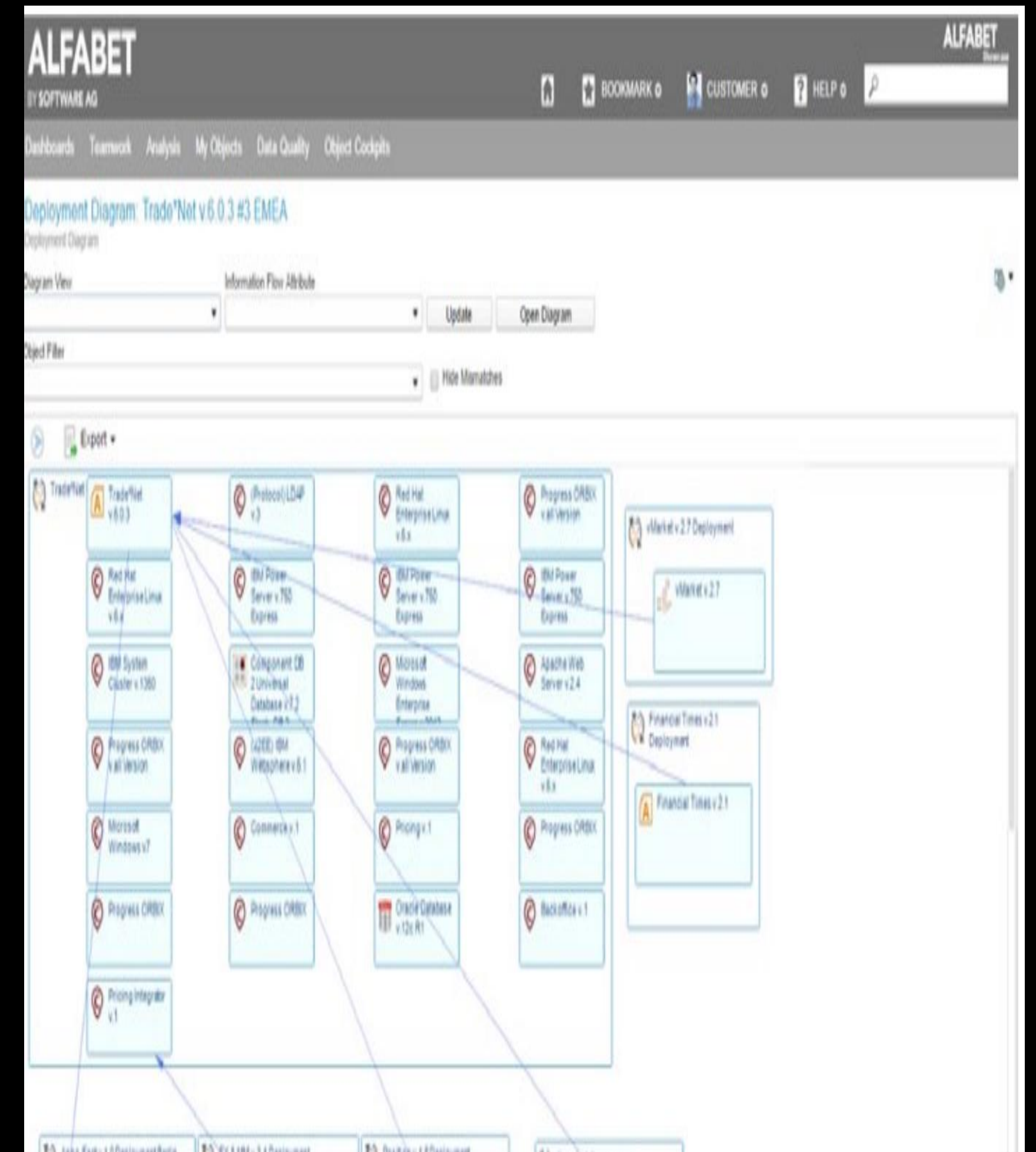


The screenshot shows the ALFABET Business Process Analysis interface for PROC-414: 2.3.1 Asset Class Trading. The interface includes a navigation menu on the left, a main content area with various charts and tables, and a top navigation bar. The main content area is divided into several sections: ARIS Diagrams, Process Variant Portfolio, RICE Layering of Supporting Applications, Business Support Map, Process Location Risk, and Business Process Application Support.

ID	NAME	LEVEL ID	PARENT PROCESS	AUTHORIZED USER	DOMAIN	SOI RELEVANCE	SOI DESCRIPTION
PROC-414	Asset Class Trading	2.3.1	2.3 Trading	Lisa Ngobza	4.4 Delivery	True	unclassified

ARIS Diagram Name	ARIS Diagram Description	ARIS Diagram Type
1 Asset Class Trading (A Product Management)		MT_EPC_COLUMN
2 Asset Class Trading (FD Trading)		EPC
3 Asset Class Trading (NP Investments)		MT_EPC_ROW

Process Variant	Process Variant Description	Process Variant Type
2.3.1 Asset Class Trading		
AI Product Management	Trading Database v4.1.6	
FD Trading	Trading Enabler v1	
	AF VoloPortal v1.0	
	TradeNet v6.0.3	
	eBank v1.2	
	Financial Times v2.1	
	Position v1.0	
	Rag v1.0	
	GetManager v1.4.6	
	GetManager v1.5	

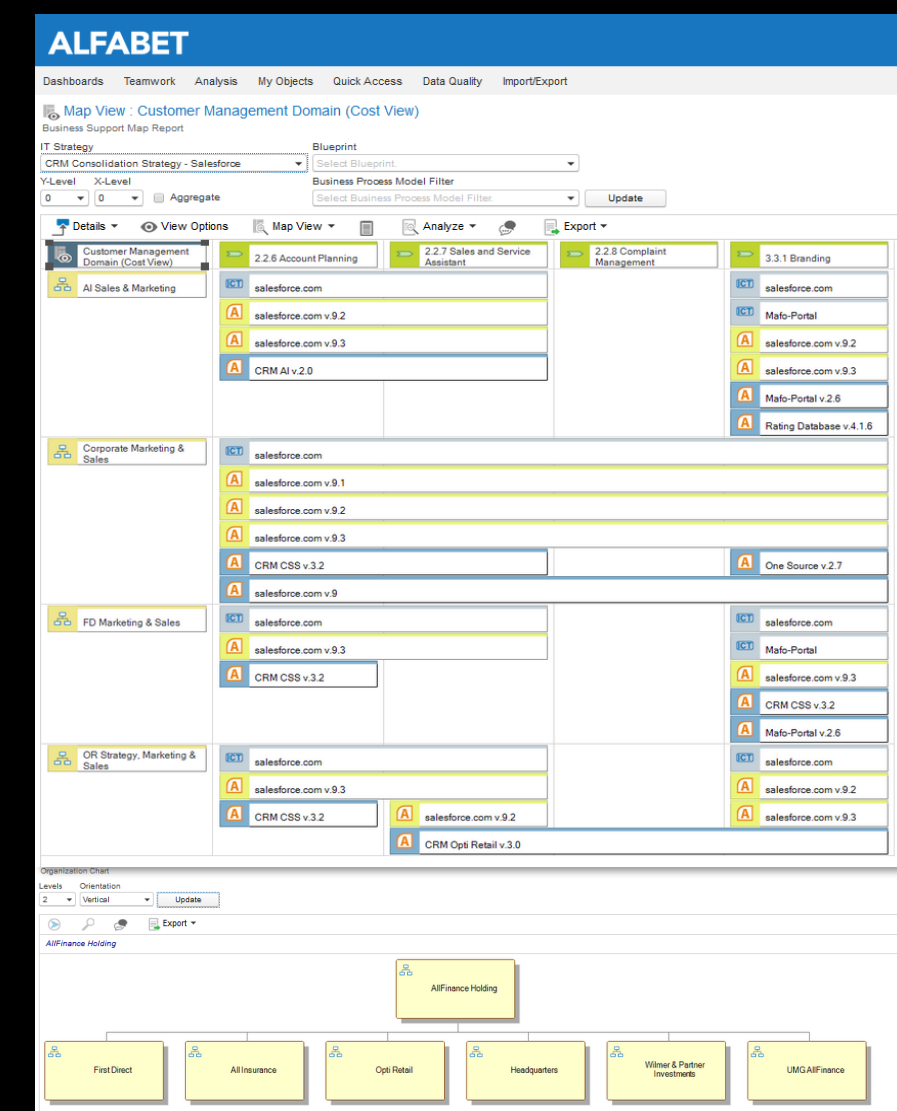
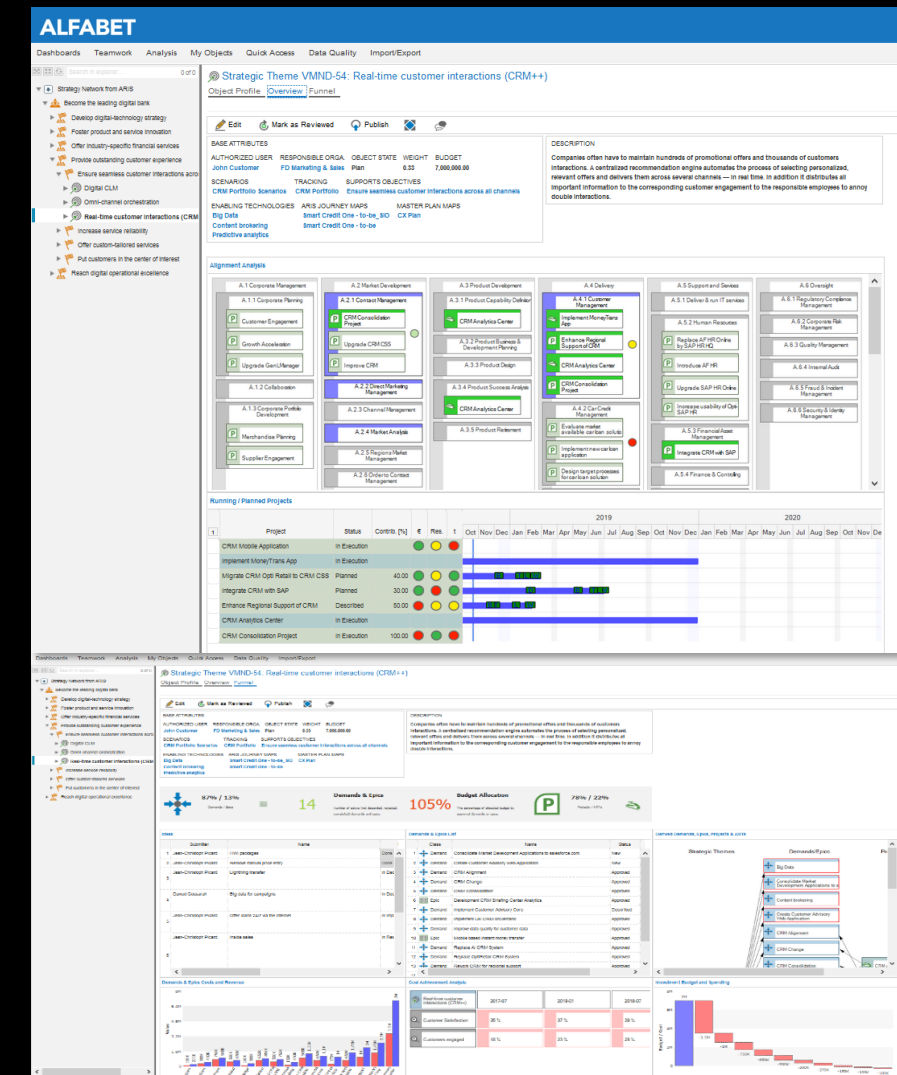


The screenshot shows the ALFABET Deployment Diagram interface for TradeNet v6.0.3 #3 EMEA. The interface displays a complex network of components and their relationships. The components are organized into a grid, with each component represented by a box containing its name and version. The components are connected by lines, indicating dependencies and relationships. The interface includes a navigation menu on the left, a main content area with the deployment diagram, and a top navigation bar.



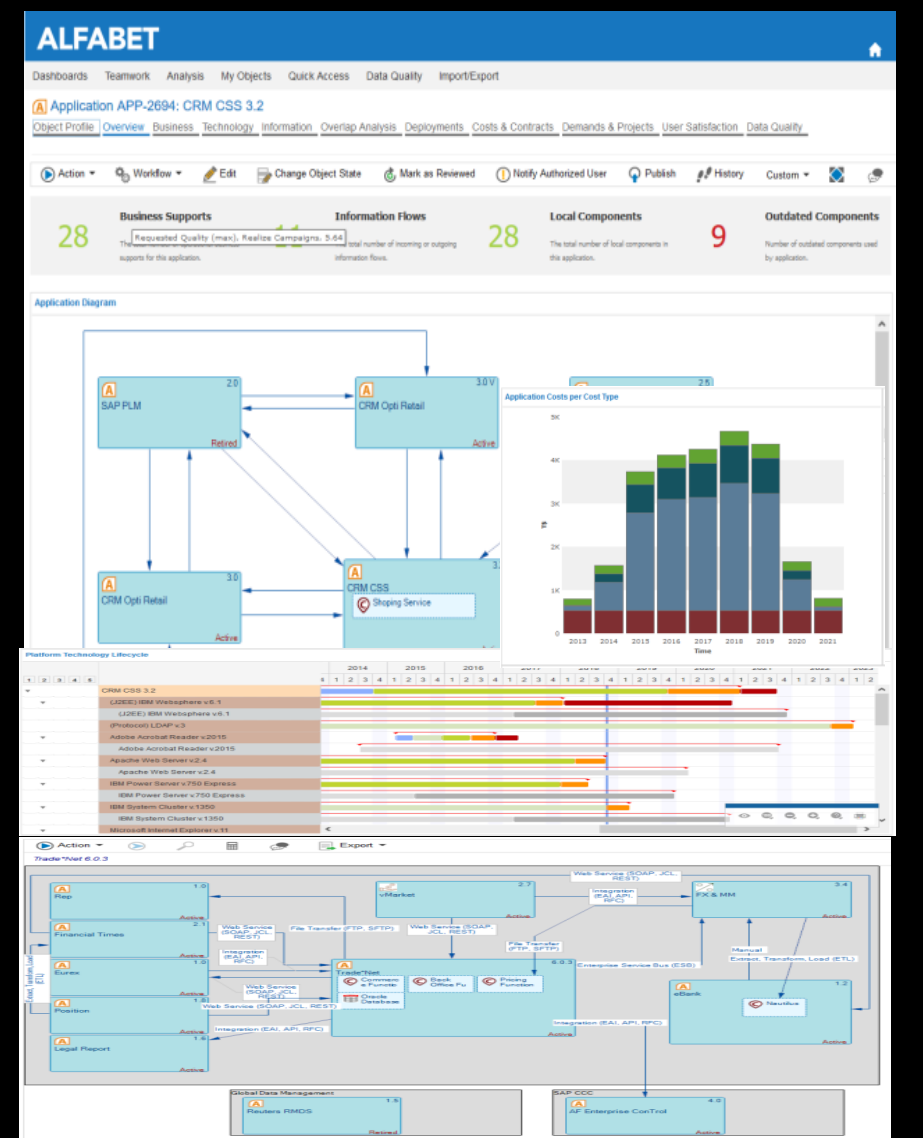
# ENTERPRISE PERSPECTIVE – EP6

## ENTERPRISE CAPABILITY MODEL (ECM) – 4+1 360-DEGREE ENTERPRISE ASSESSMENT & BASELINING



Business & Strategy Profile & Oversight Link

Enterprise IT App., Data, Technology Profile & Oversight Link



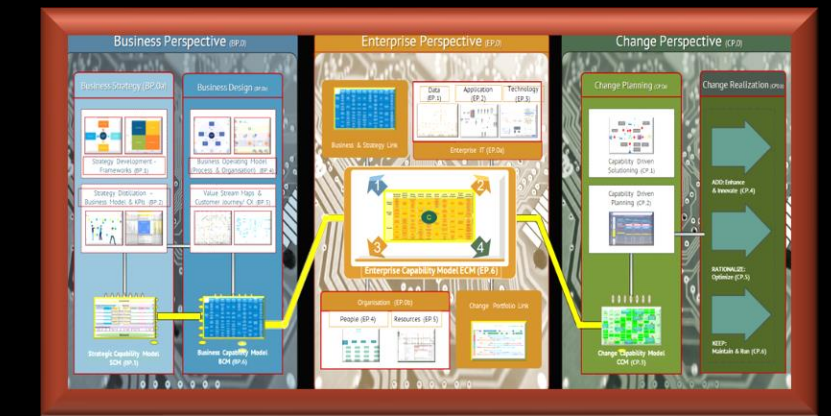
	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning Sales & Acquisition Planning Product Planning	Channel/ Distribution Planning	Personal Finance Business Planning Corporate Finance Business Planning	Credit Card Strategy	Securities Strategy	Customer Servicing Strategy Wealth Management Strategy Treasury Strategy	Account Development Strategy Customer Portfolio & Analysis	Finance Policies	Asset & Liability Policy & Planning	Business and Resource Planning Business Architecture Alliance & Authority Management
Manage & Control	Acquisition Administration Product Administration Campaign Management	Branch Administration	Banking Oversight Credit Risk Management	Credit Card Oversight Credit Ch...	Portfolio	Service Administration	Account Development Management Customer Behavior & Models	Financial Control Treasury	Operational Risk Management	Business Policies & Procedures Business Unit Tracking Audit/Assurance/ Legal
Execution	Product Development & Deployment Market Research Marketing Campaign Execution	Inventory Management Account Maintenance Statement Information Distribution Teller Services Document Management Settlements Card Issuance	Collateral Handling Loan Processing Deposits & Withdrawals Retail Lending Commercial Lending	Merchant Operations Authorizations Billing Payments Rewards Management Financial Capture Product Processing	Management Trading (Front Office) Trade Execution (Back Office) Deal Confirmation Securities Finance Wire Room	Application Processing Case Handling	Customer Credit Management Relationship Management Customer Profile Management Correspondence Contact/ Event History	Collections & Recovery Reconciliations Financials Consolidation Accounting General Ledger	Consolidated Book/Position Maintenance Securitization Loan Syndication	Branch Network Operations Human Resource Management Facilities Operation & Maintenance Systems Development & Administration Alliance SLA Administration Fixed Asset Register Production Assurance (Help Desk)

organisation Profile & Oversight Link

Change Portfolio- PGMs & Projects Profile & Oversight Link

# ENTERPRISE PERSPECTIVE – EP6

## ENTERPRISE CAPABILITY MODEL (ECM) – WITH HEATMAPPING



**ALFABET**

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

**Capability Heatmap**

Select the Capability KPI: [Select Select the Capability] Object Class: [Application] Select the Application KPI: [Operating Costs] [Submit]

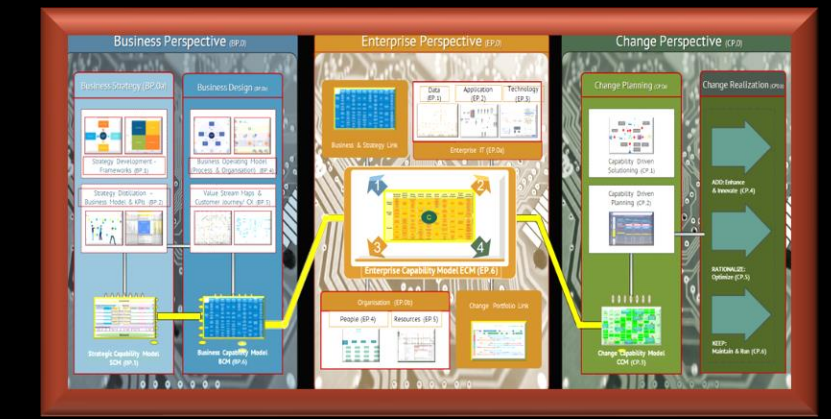
Expert

A.1 Corporate Management	A.2 Market Development	A.3 Product Development	A.4 Delivery	A.5 Support and Services	A.6 Oversight
<b>A.1.1 Corporate Planning</b> <ul style="list-style-type: none"> <li>AP Enterprise Control 3.1</li> <li>AP Enterprise Control 4.0</li> <li>AP HR Online 2.2</li> <li>AP HR Online EU 2.2 Var.</li> <li>AP HR Online US 2.3 Var.</li> <li>AP InWorkPortal 1.0</li> <li>AI-Mixer 1</li> <li>ALL Finance PMS 2.9</li> <li>ARIS 8.2.1</li> <li>CorpPlanner 1</li> <li>Enterprise Knowledge Base 2</li> <li>planningIT 8.1</li> <li>SAP Strategic Enterprise Manage</li> <li>SAC Enterprise Guide 1.0</li> </ul>	<b>A.2.1 Contact Management</b> <ul style="list-style-type: none"> <li>Digital Marketeer 1.0</li> <li>Digital Marketeer 2.0</li> <li>Interim Solution CM 0.9</li> <li>Marketing Manager 1.3</li> <li>SAP Business Partner 1.0</li> <li>SAP CMS 2.0</li> </ul> <b>A.2.2 Direct Marketing Management</b> <ul style="list-style-type: none"> <li>salesforce.com 9.1</li> <li>salesforce.com 9.2</li> <li>salesforce.com 9.3</li> </ul> <b>A.2.3 Channel Management</b> <ul style="list-style-type: none"> <li>CashLine Infb - Germany 1</li> <li>Global Watch List 1.10.1</li> </ul> <b>A.2.4 Market Analysis</b> <ul style="list-style-type: none"> <li>Rating Database 4.1.6</li> </ul> <b>A.2.5 Regional Market Management</b>	<b>A.3.1 Product Capability Definition</b> <ul style="list-style-type: none"> <li>CAMS II 3.0</li> <li>Digital Survey Engine 2.6</li> </ul> <b>A.3.2 Product Business &amp; Development Planning</b> <ul style="list-style-type: none"> <li>SAP Enterprise Portal 4.7.0.1</li> </ul> <b>A.3.3 Product Design</b> <ul style="list-style-type: none"> <li>Market Data Workbench 1.0</li> <li>Marketview 1</li> </ul> <b>A.3.4 Product Success Analysis</b> <ul style="list-style-type: none"> <li>Cognotec 1</li> <li>Cognotec 1.1</li> <li>Cognotec 1.1 Var</li> </ul> <b>A.3.5 Product Retirement</b> <ul style="list-style-type: none"> <li>Credit Products Group - Credits Da</li> </ul>	<b>A.4.1 Customer Management</b> <ul style="list-style-type: none"> <li>CRM 2.6</li> <li>CRM AI 2.0</li> <li>CRM CBS 3.2</li> <li>CRM Opt Retail 2.0</li> <li>CRM Opt Retail 3.0</li> <li>CRM Opt Retail 3.0 Var.</li> <li>CRM Opt Retail 3.1</li> <li>Customer Management&amp;Stor</li> <li>Customer Manager 3.0</li> <li>Info-Portal 2.6</li> <li>OptRetail Marketing Solution</li> <li>salesforce.com 9</li> </ul> <b>A.4.2 Car Credit Management</b> <ul style="list-style-type: none"> <li>Eggs Credit Application 1.DevOps</li> <li>Loan Active 1.0</li> <li>Loan Passive 1.0</li> </ul>	<b>A.5.1 Deliver &amp; run IT services</b> <ul style="list-style-type: none"> <li>Market @ Cloud 9.8</li> <li>Business EM Platform 2.2</li> <li>Business Enabling Platform 4.0</li> <li>Exchange Main Rel Relay 1.2</li> </ul> <b>A.5.2 Human Resources</b> <ul style="list-style-type: none"> <li>AP HR Online 3.0</li> <li>Opt-SAP HR 2.0</li> <li>SAP Human Resources Heads</li> <li>SAP Human Resources Heads</li> <li>SAP Human Resources Online</li> <li>SAP Human Resources Online</li> <li>SAP Human Resources Online</li> <li>SAP Human Resources/Busine</li> <li>SAP Human Resources/Busine</li> </ul> <b>A.5.3 Financial Asset Management</b> <ul style="list-style-type: none"> <li>Financial Times 2.1</li> </ul>	<b>A.6.1 Regulatory Compliance Management</b> <ul style="list-style-type: none"> <li>Announcements for Federal Reserve</li> <li>comptex 2.2</li> </ul> <b>A.6.2 Corporate Risk Management</b> <ul style="list-style-type: none"> <li>CCountryRiskLevels allonSystems 1.0</li> <li>Risk Watch 1.0</li> <li>RiskCon 1.0</li> <li>Risktool Lite 1</li> <li>SAP Enterprise Portal 4.7.0</li> </ul> <b>A.6.3 Quality Management</b> <ul style="list-style-type: none"> <li>Continuity Manager 1.0</li> </ul> <b>A.6.4 Internal Audit</b> <ul style="list-style-type: none"> <li>Administrative General Ledger 1</li> <li>Corporate FI-CO 2.2</li> </ul> <b>A.6.5 Fraud &amp; Incident Management</b> <ul style="list-style-type: none"> <li>Eurox Repo 1.0</li> <li>IT-Reporting Tool (SAP BW 2.0)</li> </ul>



# CHANGE PERSPECTIVE – CPO

## CAPABILITY DRIVEN CHANGE PLANNING & SOLUTIONING



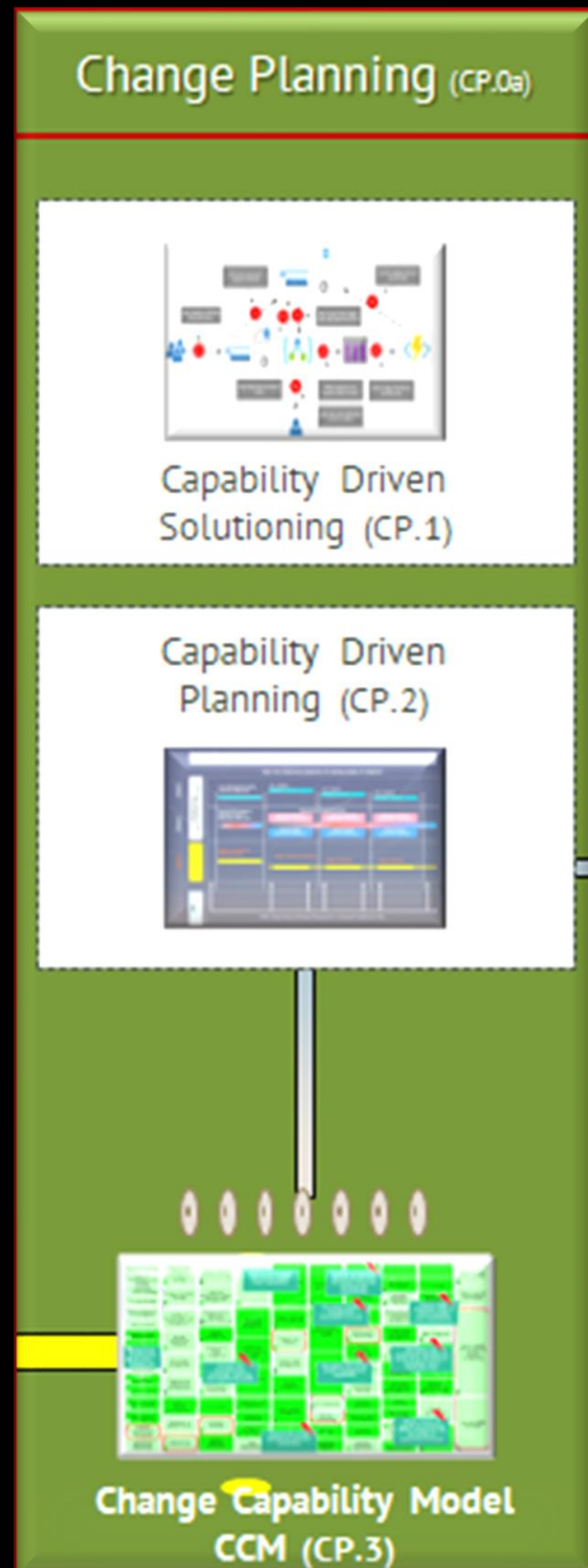
*ANALYSE YOUR PROGRAM/PROJECT / AGILE RELEASE TRAIN PORTFOLIOS.*

*INTEGRATE TO EXISTING PPM TOOLS OR MAINTAIN TIMELINE AND MILESTONE / STORY POINT ACHIEVE IN ALFABET*

*START WITH THE BASELINED HEAT-MAPPED VERSION OF THE ENTERPRISE CAPABILITY MODEL (ECM)*

*DEVISE (OR ADHERE TO AN EXISTING) OPTIMISED ENTERPRISE-OVERARCHING MULTI-SPEED TRANSFORMATION PROGRAM ARCHITECTURE.*

*ADOPT THE BEST/OPTIMISED SOLUTION ARCHITECTURE FOR EVERY STREAM IN ADGHERENCE TO ENTERPRISE ARCHITECTURE GUIDELINES*



**ALFABET**

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

Master Plan Map ITMPM-28: Customer Management Domain

Object Profile Support Map Information Migrations Roadmaps Aspects

Workflow Edit Mark as Reviewed Publish History

BASE ATTRIBUTES

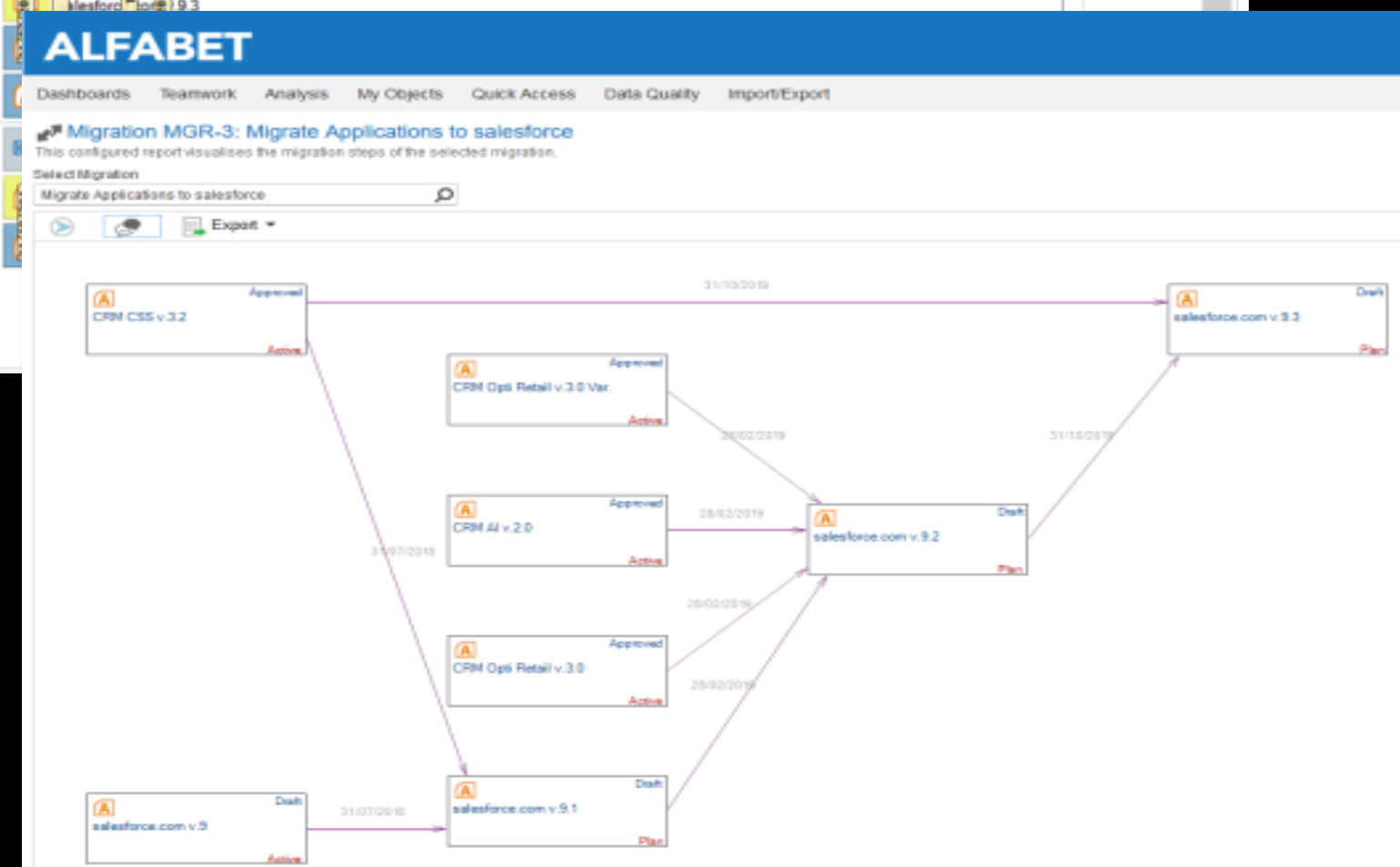
MASTER PLAN	FOLDER	AUTHORIZED USER
AllFinance IT Master Plan	Domain Analysis	Aifons Aifabet

DESCRIPTION

This master plan is dedicated to our customer management processes.

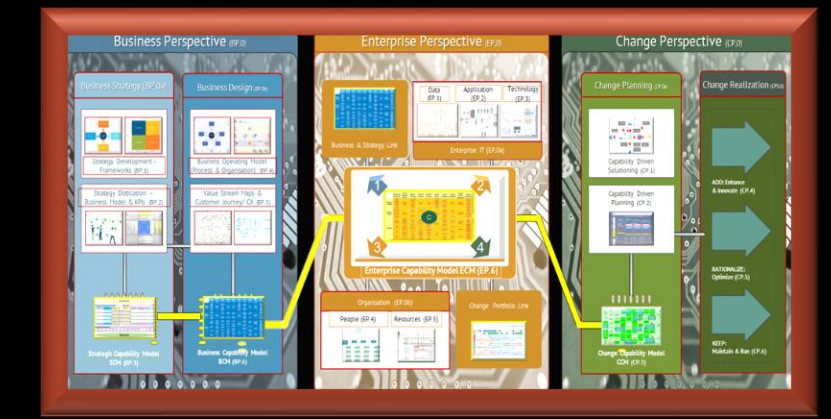
Migrations

Migration	Version	Start Date	End Date
Customer Management Domain	2.2.6 Account Planning		
	2.2.7 Sales and Service Assistant		
	2.2.8 Complaint Management		
	3.3.1 Branding		
AI Sales & Marketing	salesforce.com		
	salesforce.com v 9.2		
	salesforce.com v 9.3		
	CRM AI v 2.0		
Corporate Marketing & Sales	salesforce.com		
	salesforce.com v 9.1		
	salesforce.com v 9.2		
	salesforce.com v 9.3		
FD Marketing & Sales	salesforce.com		



# CHANGE PERSPECTIVE – CPO

## CAPABILITY DRIVEN CHANGE PLANNING & SOLUTIONING

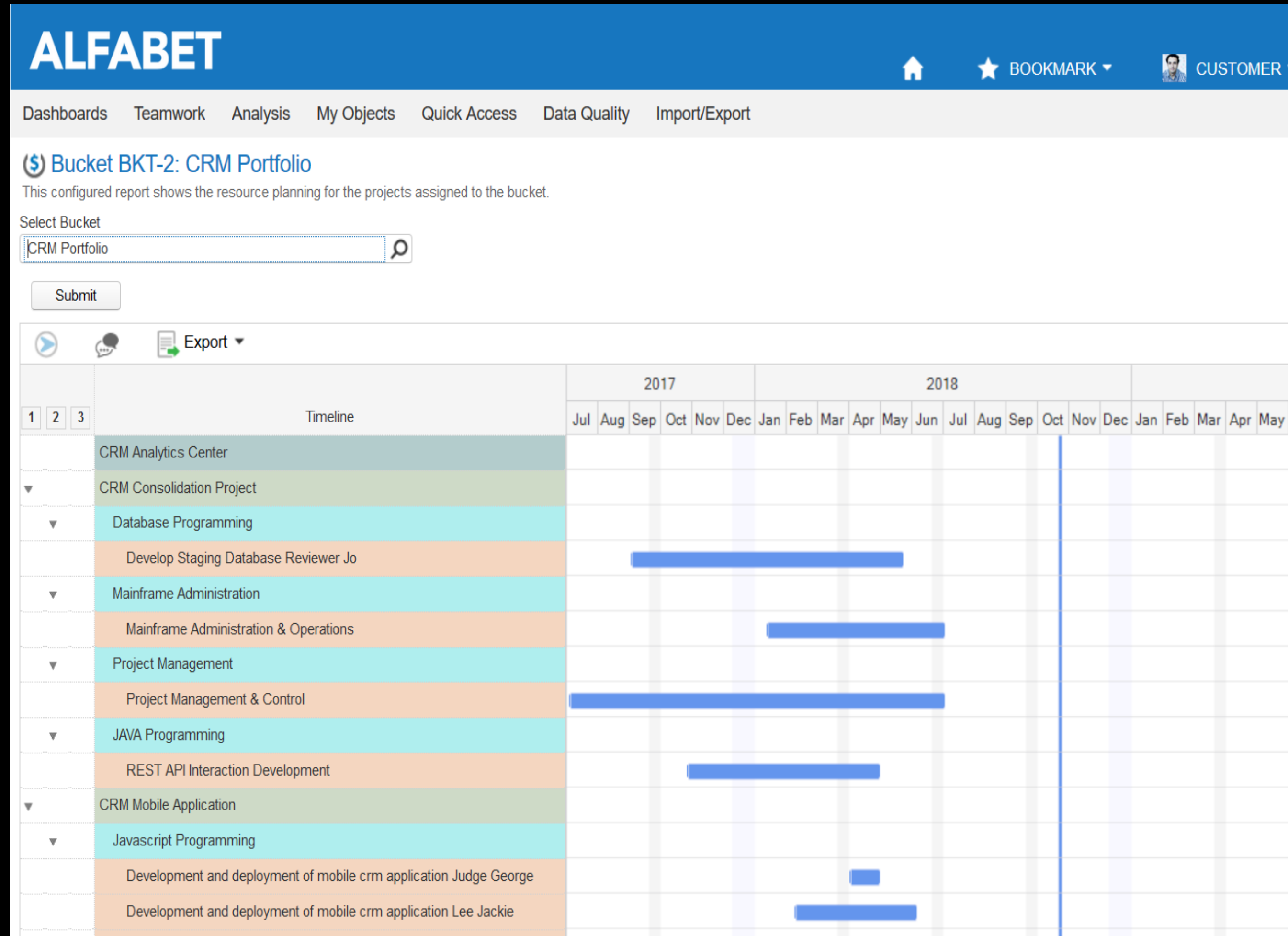


Change Planning (CP.0a)

Capability Driven Solutioning (CP.1)

Capability Driven Planning (CP.2)

Change Capability Model CCM (CP.3)



MANAGE AND PLAN RESOURCES IN ALFABET.

MANAGE RESOURCE UTILIZATION WITH TIME AND COST PERSPECTIVES.

ANSWERS THE QUESTIONS:

WHICH RESOURCES TO DO I NEED FOR THE PROGRAMS AND PROJECT STREAMS?

HOW MANY RESOURCES DO I HAVE AVAILABLE? WHAT IS THE COST OF THE RESOURCES?

WHAT SPECIALTY AND BACKGROUND IS NEEDED FOR THE RESOURCES?

WHAT ARE THE PHASES AND STAGES OF THE IMPLEMENTATION?

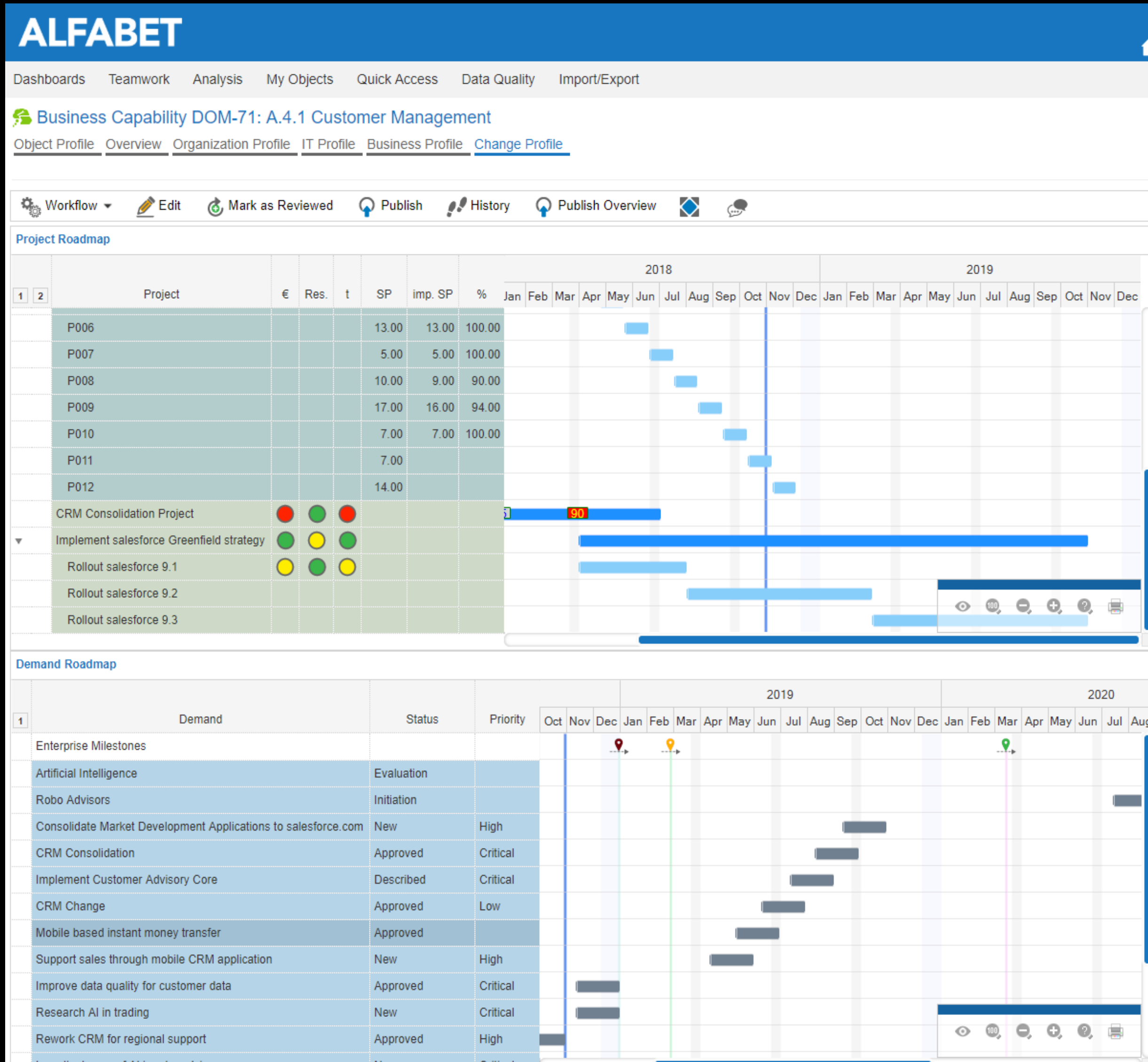
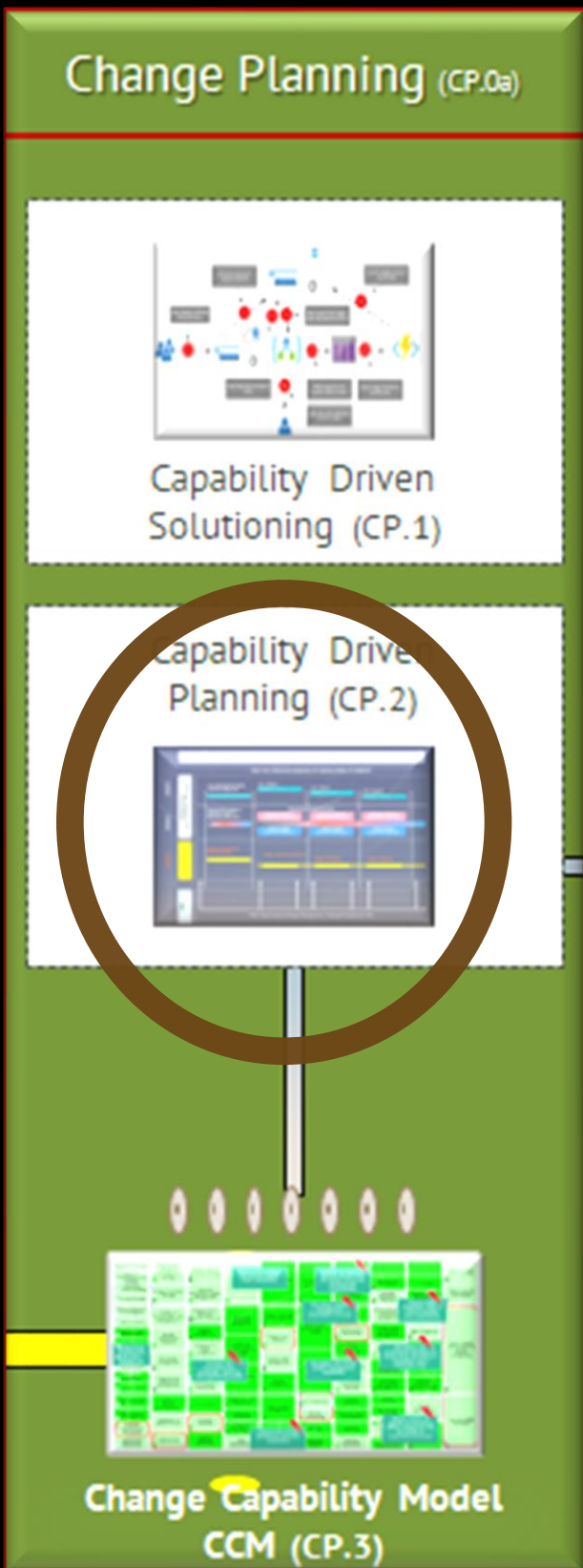
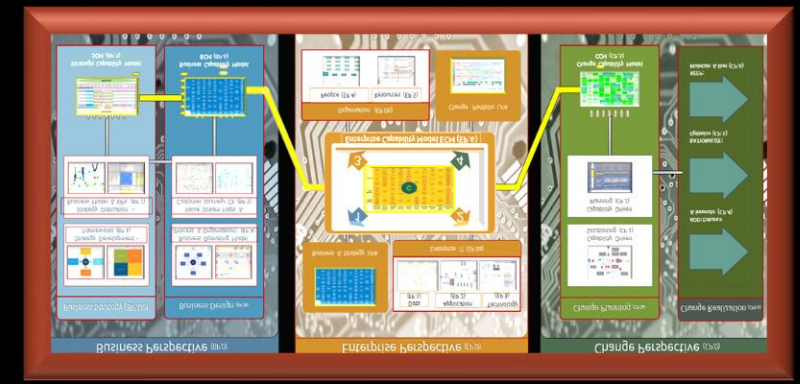
HOW IS PROGRESS MONITORED? HOW IS QA APPLIED?...





# CHANGE PERSPECTIVE – CP2

## CAPABILITY DRIVEN CHANGE PLANNING



ANALYSE YOUR PROGRAM/PROJECT / AGILE RELEASE TRAIN PORTFOLIOS.

INTEGRATE TO EXISTING PPM TOOLS OR MAINTAIN TIMELINE AND MILESTONE / STORY POINT ACHIEVE IN ALFABET.

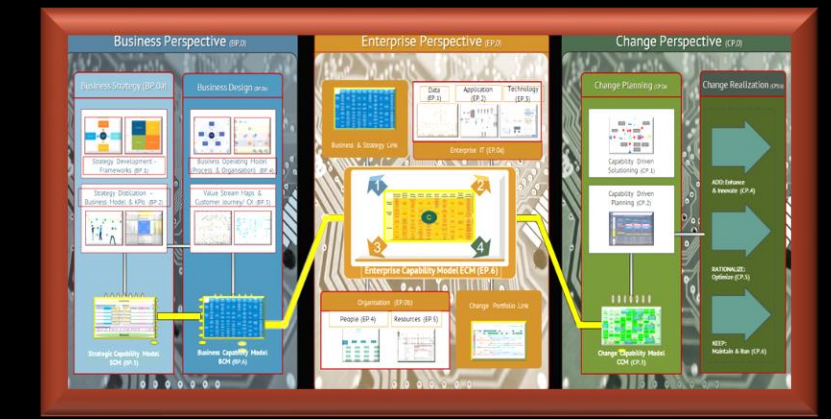
ANSWER THE QUESTIONS:

WHAT IS THE OVERARCHING ENTERPRISE MULTI-SPEED PROGRAM ARCHITECTURE? HOW DOES A GIVEN PROGRAM ARCHITECTURE BEST FIT INTO TO THE OVERARCHING ENTERPRISE MULTI-SPEED PROGRAM ARCHITECTURE OPTIMALLY? WHAT ARE THE PROJECTS STREAMS WITHIN THE PROGRAM, AND HOW ARE THEY BEST HARMONISED AND OPTIMISED (HENCE IMPLICITLY ALSO ALIGNED WITH OVERARCHING ENTERPRISE MULTI-SPEED PROGRAM ARCHITECTURE (AND ITS SUB-STREAMS)? WHAT ARE THE PROJECT TIMELINES? WHAT ARE THE PROJECT MILESTONES? WHAT SUB-CAPABILITIES OR ASEPECTS ARE BEING IMPACTED BY WHAT PROJECTS...



# CHANGE PERSPECTIVE – CP2

## PORTFOLIO PRIORITISATION AND BALANCING WITH CCM



Change Planning (CP.0a)

Capability Driven Solutioning (CP.1)

Capability Driven Planning (CP.2)

Change Capability Model CCM (CP.3)

**ALFABET**

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

Search in explorer... 0 of 0

Project Group PRJG-16: Modernization Projects

Object Profile Assign **Prioritize** Balance Manage Report

Edit Mark as Reviewed Publish History

**Prioritization**

Name	Architectural Impact	Business Value	Project Risk	Strategic Value	Average	Ranking Calculated	Ranking Manually
1 Migrate CRM Opti Retail to CRM CSS	→	⊙	L	↓	1.56	5	1
2 Implement salesforce Greenfield strategy	→	⊙	L	↗	3.80	1	2
3 CRM Consolidation Project	→	⊙	L	↗	3.45	2	3
4 Consolidate HR Systems	→	⊙	M	↗	3.09	3	4
5 Modernize Reporting Applications	→	⊙	S	↓	1.72	4	5
6 CRM Analytics Center	↑	⊙	XXS	↓	0.13	6	6

**Cost Planning**

Project	Cost Type	Cost \$	Accumulated Cost \$
1 Migrate CRM Opti Retail to CRM CSS		100,000.00	

**ALFABET**

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

Search in explorer... 0 of 0

Project Group PRJG-16: Modernization Projects

Object Profile Assign Prioritize **Balance** Manage Report

Edit Mark as Reviewed Publish History

BASE ATTRIBUTES

SPEND LIMIT [T\$] SHORT NAME  
3,300.00 MoPro

DESCRIPTION  
This group includes all projects which are dealing with t

**Time Balancing**

	Status	Dependency	Resource	APM Impact	2018
1 Migrate CRM Opti Retail to CRM CSS	Planned				Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb
CRM Analytics Center	In Execution	⚠	⚙	⚠	
CRM Consolidation Project	In Execution	⚙	⚙		
Consolidate HR Systems	In Execution	⚙	⚙		
Implement salesforce Greenfield strategy	Planned	⚙	⚙	⚠	
Modernize Reporting Applications	In Review	⚠			

PRIORITIZE YOUR PROJECT PORTFOLIO AGAINST DIFFERENT DIMENSIONS LIKE ARCHITECTURAL IMPACT, BUSINESS VALUES, ETC.

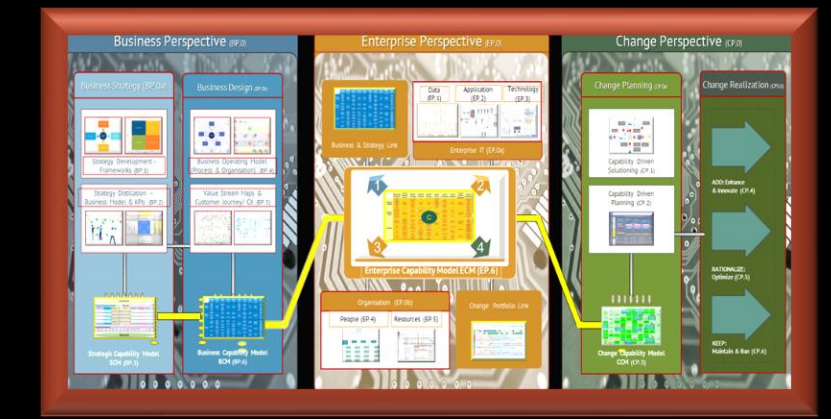
SEE THE IMPACT OF PRIORITIZATION ON BUDGET AND PLAN ACCORDINGLY.

BALANCE YOUR PORTFOLIO TAKING INTO ACCOUNT PROJECT DEPENDENCIES AND ARCHITECTURAL IMPACTS.

ANSWERS THE QUESTIONS: WHICH PROJECTS SHOULD WE EXECUTE FIRST? WHAT DEPENDENCIES COULD IMPEDE PROJECT EXECUTION?

# CHANGE PERSPECTIVE – CP3

## CHANGE CAPABILITY MODEL (CCM)



**Change Planning (CP.0a)**

Capability Driven Solutioning (CP.1)

Capability Driven Planning (CP.2)

Change Capability Model CCM (CP.3)

**ALFABET**

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

**Master Plan Map ITMPM-28: Customer Management Domain**  
Business Process/Domain Based Schedule Report

IT Strategy: CRM Consolidation Strategy - Salesforce  
Business Process / Domain\*: 3.3.1 Branding

Time Scale: Yearly | Start Date: 01/01/2018 | End Date: 31/12/2021 | Y-Level: 0 | X-Level: 0 | Aggregate | Update

Details View Options Export

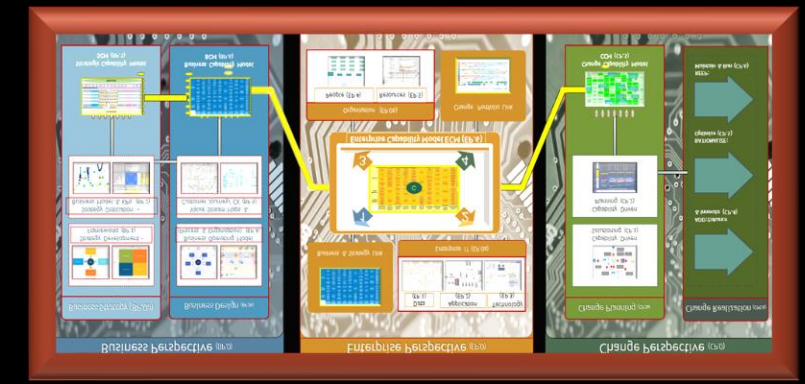
**3.3.1 Branding support in time 01/01/2018 - 31/12/2021**

Organization	2018	2019	2020	2021
<b>AI Sales &amp; Marketing</b>	Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com	Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com salesforce.com v.9.2 salesforce.com v.9.3	Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com salesforce.com v.9.3	Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com salesforce.com v.9.3
<b>Corporate Marketing &amp; Sales</b>	One Source v.2.7 salesforce.com salesforce.com v.9 salesforce.com v.9.1	One Source v.2.7 salesforce.com salesforce.com v.9.1 salesforce.com v.9.2 salesforce.com v.9.3	One Source v.2.7 salesforce.com salesforce.com v.9.3	salesforce.com salesforce.com v.9.3
<b>FD Marketing &amp; Sales</b>	CRM CSS v.3.2 Mafo-Portal Mafo-Portal v.2.6 salesforce.com	CRM CSS v.3.2 Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3	Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3	Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3
<b>OR Strategy, Marketing &amp; Sales</b>	CRM Opti Retail v.3.0 salesforce.com	CRM Opti Retail v.3.0 salesforce.com salesforce.com v.9.2 salesforce.com v.9.3	salesforce.com salesforce.com v.9.3	salesforce.com salesforce.com v.9.3



# CHANGE PERSPECTIVE – CP3

## CAPABILITY DRIVEN PORTFOLIO ANALYSIS



Change Planning (CP.0a)

Capability Driven Solutioning (CP.1)

Capability Driven Planning (CP.2)

Change Capability Model CCM (CP.3)

**ALFABET** ALFABET1030 / FULL AC

Dashboards Teamwork Analysis My Objects Quick Access Data Quality Import/Export

Business Capability DOM-71: A.4.1 Customer Management

Object Profile Overview **Application Portfolio** Information Roadmap Overlap Analysis Application User Satisfaction Customer Alignment Bimodal Strategy Analysis Cloud Transformation

Workflow Edit Mark as Reviewed Publish History Publish Overview

**BASE ATTRIBUTES**

LEVEL ID	BUSINESS AREA	BUSINESS CAPABILITY MODEL	AUTHORIZED USER
A.4.1	Delivery	AllFinance Business Capabilities	John Customer

**DESCRIPTION**

Manage product and service bundles for all customers - private and business.

**RELATED MASTER PLAN MAP**

Customer Management Domain

**Information Flow Diagram**

**Application Portfolio**

**Application Costs**

**Business Support Map**

Business Area	Application
A.4.1. Customer Management	A.4.1 Customer Management
AI Sales & Marketing	CRM v.2.6
Corporate Marketing & Sales	salesforce.com v.9
FD Credits & Financing	ATM Withdrawal v.1.0
FD Marketing & Sales	Mafo-Portal v.2.6
FD Trading	CRM CSS v.3.2
Headquarters	CRM Opt Retail v.3.0
OR Strategy, Marketing & Sales	OptRetail Marketing Solution v.2.1

**Portfolio Roadmap**

Projects and (Solution-)Applications	2017				2018				2019				2020				2021				2022				2023			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				
Implement MoneyTrans App																												
eBank v. 1.2																												
Apache Web Server v. 2.4																												
HP Tru64 Application Server v. 5																												
Nautilus v. 3.0																												
Pervasive PSQL v. 10																												
Financial Times v. 2.1																												
Altova DiffDog v. 2010																												
Apache Web Server v. 2.4																												

ANALYSE CAPABILITY IT PORTFOLIO WITH DRILL DOWN ANALYSIS TO DEEPER LAYERS OF THE ENTERPRISE ARCHITECTURE.

ANSWER THE QUESTIONS: WHAT ARE THE CAPABILITY COST DRIVERS? WHICH ARE THE CONSOLIDATION CANDIDATES WITHIN THE PORTFOLIO? WHAT IS THE TECHNOLOGY ROADMAP OF THE CAPABILITY PORTFOLIO?



# Approach & Roadmap

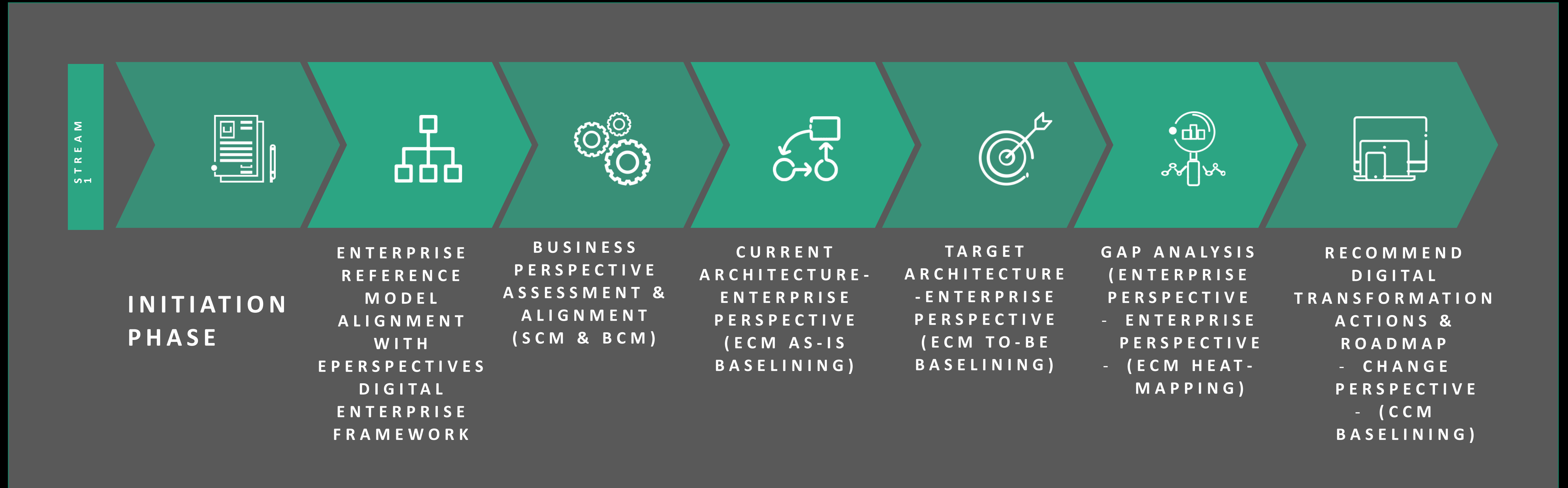
## Adopting ePerspectives with Tooling

### To become a true Digital Enterprise

**EA TRANSFORM**

Digital Enterprise Transformation

# EA DRIVEN DIGITAL TRANSFORMATION WITH EPERSPECTIVES: GETTING THE BEST OF METHOD/Framework + CUSTOM TOOLING



**ePerspectives-E (ePerspectives Digital Framework Adoption)**

**ePerspectives-T (ePerspectives Tooling Adoption – SAG Alfabet & Aris)**

# DIGITAL FOUNDATION PROJECT (INDICATIVE): WORK BLOCKS

## BUSINESS PERSPECTIVE DIGITAL FOUNDATION-BPOA: CURRENT AND TARGET BUSINESS STRATEGY DIGITAL FOUNDATION BASELINING (ACCELERATED)

BUSINESS STRATEGY  
REVIEW/REFINEMENT,  
BUSINESS CANVAS MODELING,  
X-MATRIX (+ OTHER)

DISTILL AND BASELINE  
BUSINESS STRATEGY DIGITAL  
FOUNDATION INTO STRATEGIC  
CAPABILITY MODEL (SCM  
BASELINED)



## BUSINESS PERSPECTIVE DIGITAL FOUNDATION-BPOB: CURRENT AND TARGET BUSINESS DESIGN DIGITAL FOUNDATION BASELINING (ACCELERATED)

BUSINESS OPERATIONS MODEL  
REVIEW/REFINEMENT, PROCESS  
& ORG MODELING, VALUE  
STREAM CUSTOMER JOURNEY CX  
FORMULATION(+ OTHER)

DISTILL AND BASELINE  
BUSINESS DIGITAL FOUNDATION  
INTO BUSINESS CAPABILITY  
MODEL (BCM BASELINED)  
DIGITAL FOUNDATION

## ENTERPRISE PERSPECTIVE DIGITAL FOUNDATION-EP: CURRENT AND TARGET ENTERPRISE ARCHITECTURE DIGITAL FOUNDATION BASELINING (ACCELERATED)

ENTERPRISE ARCHITECTURE  
REVIEW/REFINEMENT, "4+1"  
360-DEGREE MAPPING AND  
PROFILING OF IT  
ARCHITECTURE,  
ORGANIZATION &  
RESOURCING, AS WELL AS  
CHANGE PORTFOLIO AND  
BUSINESS VALUE LINK &  
PROFILE

ESTABLISH CURRENT  
ARCHITECTURE, HEAT-MAP  
THE ECM, AND DEFINE  
TARGET ENTERPRISE  
ARCHITECTURE

DISTILL DIGITAL  
ENTERPRISE DIGITAL  
FOUNDATION INTO  
ENTERPRISE CAPABILITY  
MODEL (ECM BASELINED)

## BUSINESS CASE

- VALIDATE BUSINESS CASE WHICH DETAILS THE INVESTMENTS AND BENEFITS OVER TIME
- PLANNING, PRIORITIZING & RESOURCING NEEDED TO IMPLEMENT FULL SCALE PROGRAM
- SPONSORSHIP AGREED
- IMPACT ON FUTURE SCOPE OF CHANGE AND TRANSFORMATION ASSESSED AND FINALISED

## CHANGE PERSPECTIVE DIGITAL FOUNDATION CP: ENTERPRISE- CONSOLIDATED CHANGE PLANNING & SOLUTIONING BASELINING (ACCELERATED)

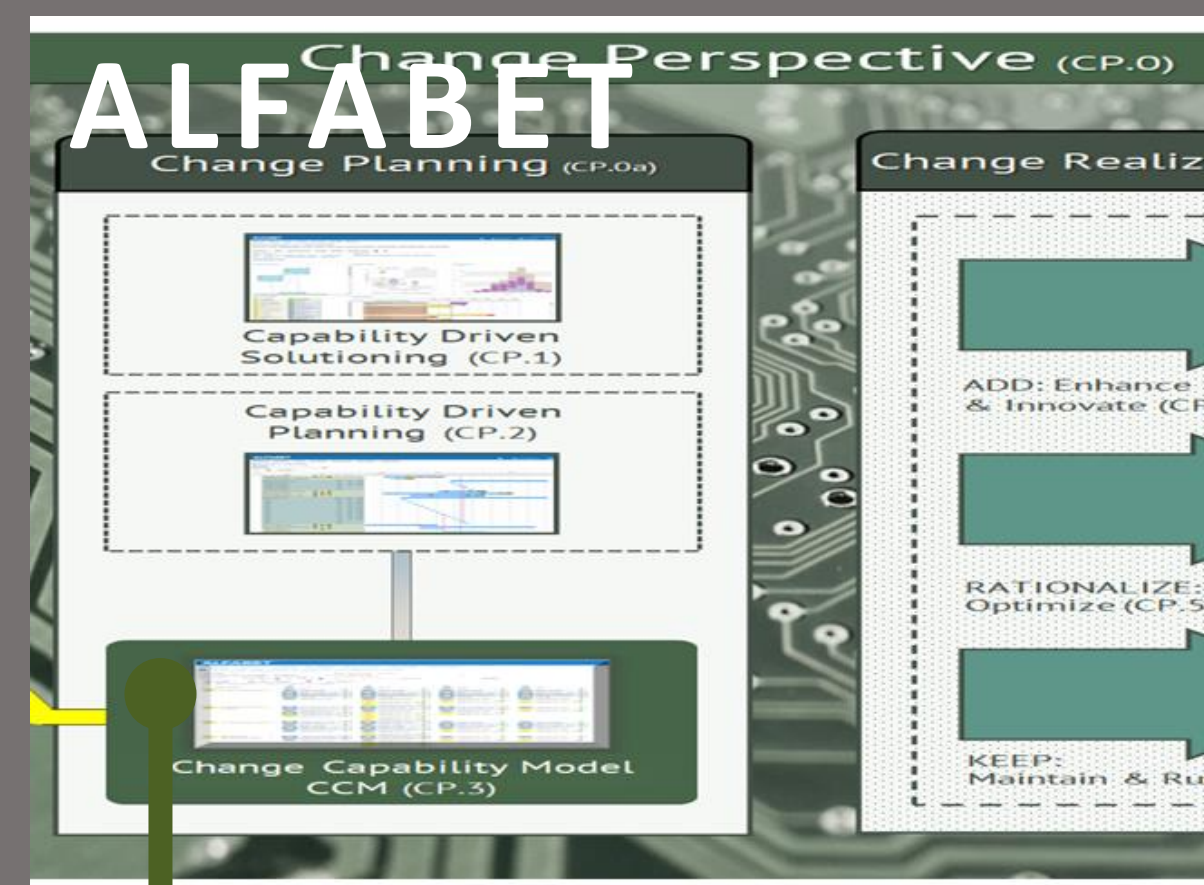
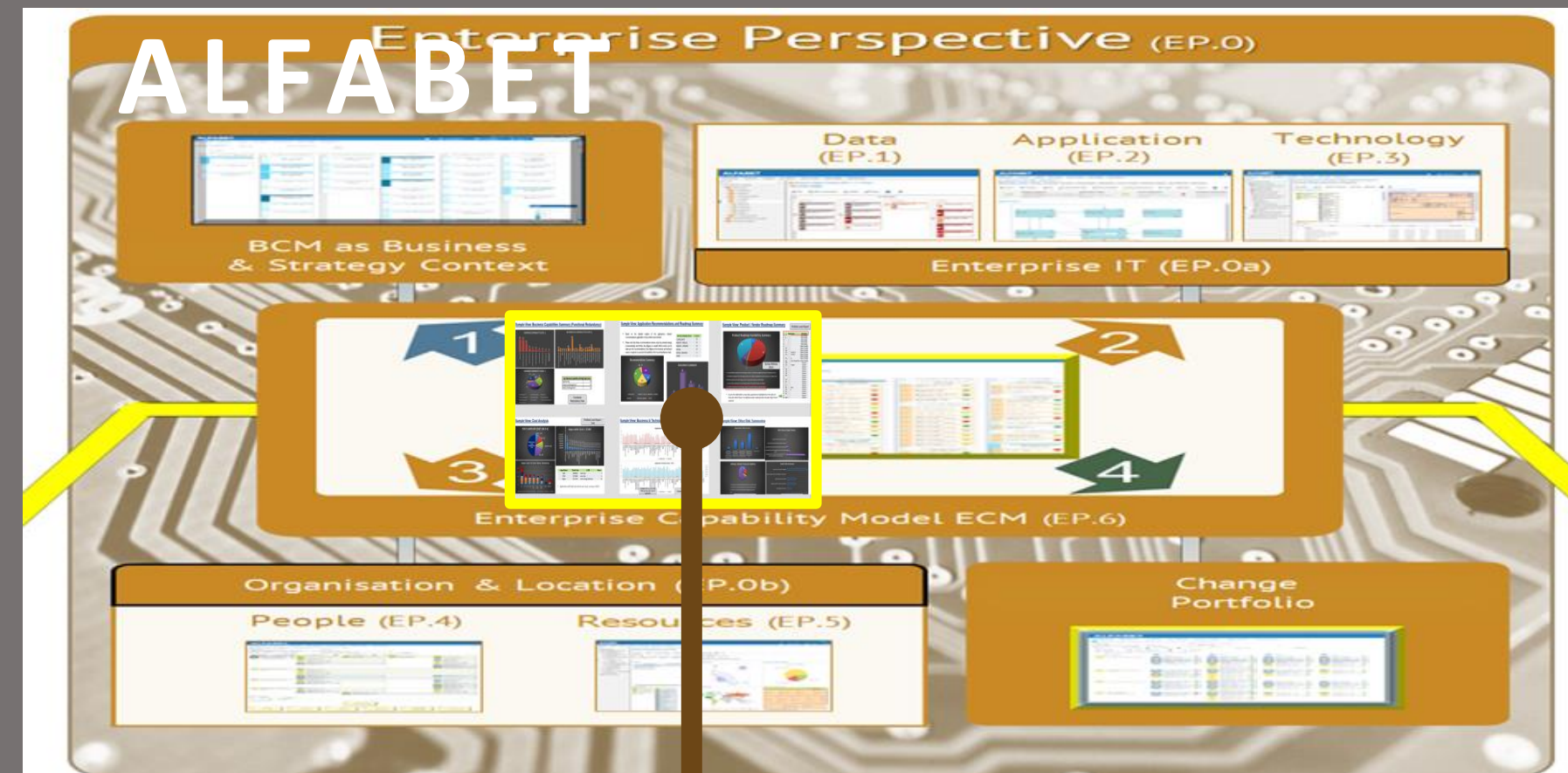
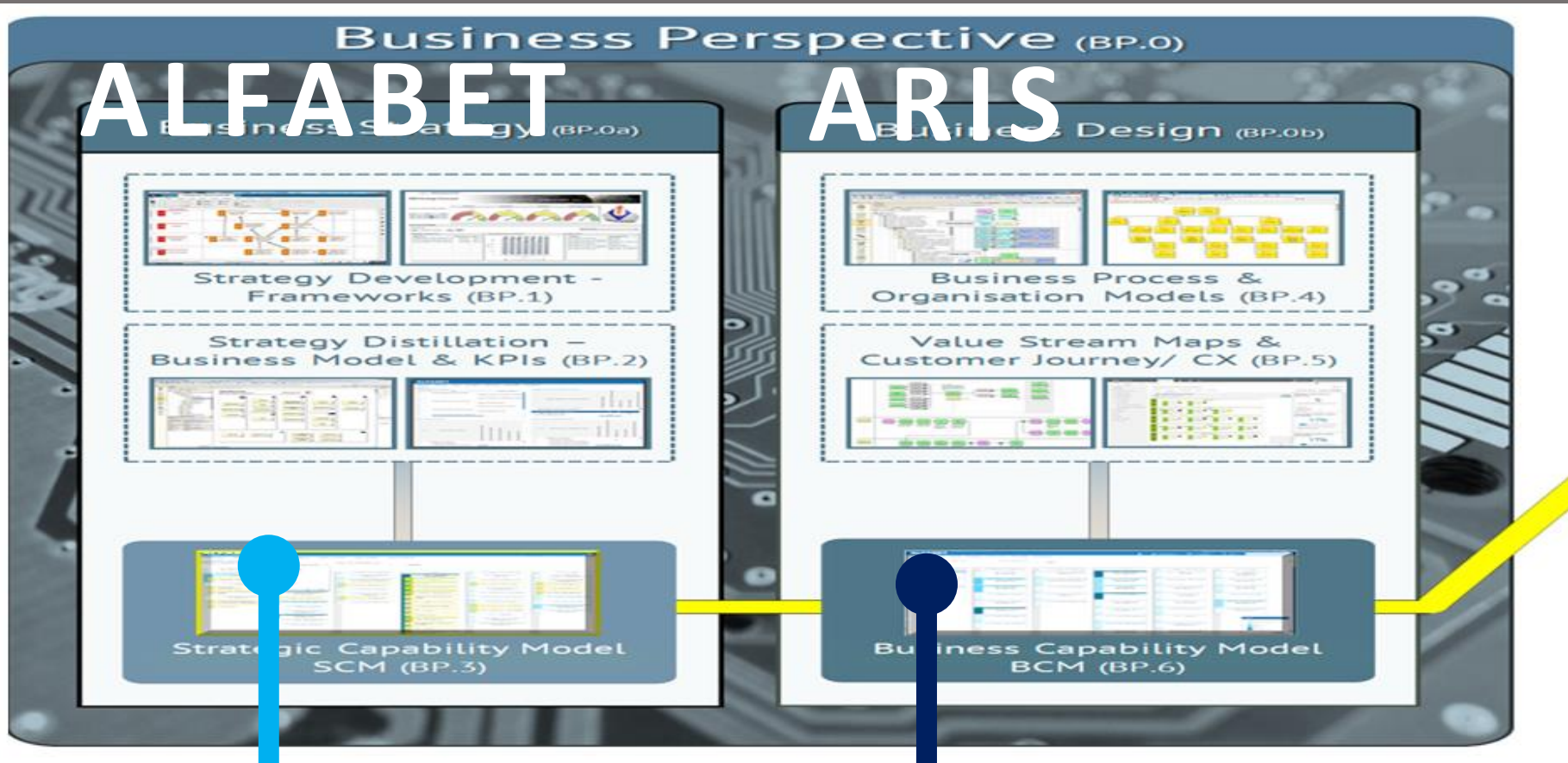
CHANGE & TRANSFORMATION  
OUTLOOK  
REVIEW/REFINEMENT, CHANGE  
PORTFOLIO AND SOLUTION  
ARCHITECTURE OPTIMISATION  
AND HARMONISATION  
(+OTHER)

DISTILL AND BASELINE  
CHANGE PORTFOLIO DIGITAL  
FOUNDATION INTO CHANGE  
CAPABILITY MODEL (CCM  
BASELINED) DIGITAL  
FOUNDATION





# DIGITAL FOUNDATION WITH E-PERSPECTIVES AND SOFTWARE AG ARIS + ALFABET



BP	BP.0a	BP.0b	BP.0c	BP.0d	BP.0e	BP.0f	BP.0g	BP.0h	BP.0i	BP.0j	BP.0k	BP.0l	BP.0m	BP.0n	BP.0o	BP.0p	BP.0q	BP.0r	BP.0s	BP.0t	BP.0u	BP.0v	BP.0w	BP.0x	BP.0y	BP.0z	
Business Strategy	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design	Business Design

EP	EP.0a	EP.0b	EP.0c	EP.0d	EP.0e	EP.0f	EP.0g	EP.0h	EP.0i	EP.0j	EP.0k	EP.0l	EP.0m	EP.0n	EP.0o	EP.0p	EP.0q	EP.0r	EP.0s	EP.0t	EP.0u	EP.0v	EP.0w	EP.0x	EP.0y	EP.0z	
Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture	Enterprise Architecture

CP	CP.0a	CP.0b	CP.0c	CP.0d	CP.0e	CP.0f	CP.0g	CP.0h	CP.0i	CP.0j	CP.0k	CP.0l	CP.0m	CP.0n	CP.0o	CP.0p	CP.0q	CP.0r	CP.0s	CP.0t	CP.0u	CP.0v	CP.0w	CP.0x	CP.0y	CP.0z	
Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning	Change Planning

**BUSINESS PERSPECTIVE DIGITAL FOUNDATION-BP: CURRENT AND TARGET BUSINESS STRATEGY & DESIGN DIGITAL FOUNDATION BASELINING (ACCELERATED)**

**ENTERPRISE PERSPECTIVE DIGITAL FOUNDATION-EP: CURRENT AND TARGET ENTERPRISE ARCHITECTURE DIGITAL FOUNDATION BASELINING (ACCELERATED)**

**CHANGE PERSPECTIVE DIGITAL FOUNDATION-CP: ENTERPRISE-CONSOLIDATED CHANGE PLANNING & SOLUTIONING BASELINING (ACCELERATED)**

BUSINESS STRATEGY REVIEW/REFINEMENT, BUSINESS CANVAS MODELING, X-MATRIX (+ OTHER)  
 DISTILL AND BASELINE BUSINESS STRATEGY DIGITAL FOUNDATION INTO STRATEGIC CAPABILITY MODEL (SCM BASELINED)

BUSINESS OPERATIONS MODEL REVIEW/REFINEMENT, PROCESS & ORG MODELING, VALUE STREAM CUSTOMER JOURNEY CX FORMULATION(+ OTHER)  
 DISTILL AND BASELINE BUSINESS DESIGN DIGITAL FOUNDATION INTO BUSINESS CAPABILITY MODEL (BCM BASELINED) DIGITAL FOUNDATION

ENTERPRISE ARCHITECTURE REVIEW/REFINEMENT, "4+1" 360-DEGREE MAPPING AND PROFILING OF IT ARCHITECTURE, ORGANIZATION & RESOURCING, AS WELL AS CHANGE PORTFOLIO AND BUSINESS VALUE LINK & PROFILE  
 ESTABLISH CURRENT ARCHITECTURE, HEAT-MAP THE ECM, AND DEFINE TARGET ENTERPRISE ARCHITECTURE  
 DISTILL DIGITAL ENTERPRISE DIGITAL FOUNDATION INTO ENTERPRISE CAPABILITY MODEL (ECM BASELINED)

CHANGE & TRANSFORMATION OUTLOOK REVIEW/REFINEMENT, CHANGE PORTFOLIO AND SOLUTION ARCHITECTURE OPTIMISATION AND HARMONISATION (+OTHER)  
 DISTILL AND BASELINE CHANGE PORTFOLIO DIGITAL FOUNDATION INTO CHANGE CAPABILITY MODEL (CCM BASELINED) DIGITAL FOUNDATION  
 EA TRANSFORM CONFIDENTIAL



# EA Tooling to support ePerspectives (ARIS & Alfabet)

practical and pragmatic approach - Recommend to have two parallel tracks

1

## Track I

**ePerspectives-T (EA-Tooling)** : Establish and tune EA Tool Platform to support EA content and approach for ePerspectives including Installation, Configuration, and Maintenance

2

## Track II

**ePerspectives-E (eP-Content)** : Establish required EA competencies, EA artefacts, capture Method & Process and Governance to support future projects; with the expectation to cut-over onto an EA tool as and when ready.

**Track 1** needs to be supported with tool enablement skills - how to install, configure, manage and sustain the EA tool

**Track 2** needs to be supported with EA practitioner skills – what information to collect, what correlations to establish, what reports/visualisations to provide the required insights for the business

# Phase I: ePerspectives-T (Set up tooling and ensure EA suitability)

## ePerspectives Adoption Mobilisation / Project Setup

### Indicative Deliverables

- Agreed scope and objectives ePerspectives
  - Identified Content sources & owners
- Detailed project plan & SoW
  - Interview preparations
- Stakeholder information and selection for interviews

## eP Tool Setup, Configuration & Customisation

- Indicative Deliverables
- Initial Installation & Migration

## ePerspectives Current Assessment

### Indicative Deliverables (Current Outlook)

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• EA Reference model</li><li>• Business Strategy Alignment</li><li>• EA Reference Model</li><li>• Business Architecture</li><li>• State of Value Streams &amp; Processes</li><li>• Business Capability Model</li></ul> | <ul style="list-style-type: none"><li>• Organizational ownership</li><li>• Governance</li><li>• Training &amp; Enablement</li><li>• KPI's</li><li>• Demand Management &amp; Forecasting</li></ul> |
|--|---|

## ePerspectives Target definition (and determine gaps)

### Indicative Deliverables (Target Outlook)

- ePerspectives Gaps
  - redundancies
- EA Content & EA Tooling Synch Up
- Recommendations based on identified Business / IT gaps

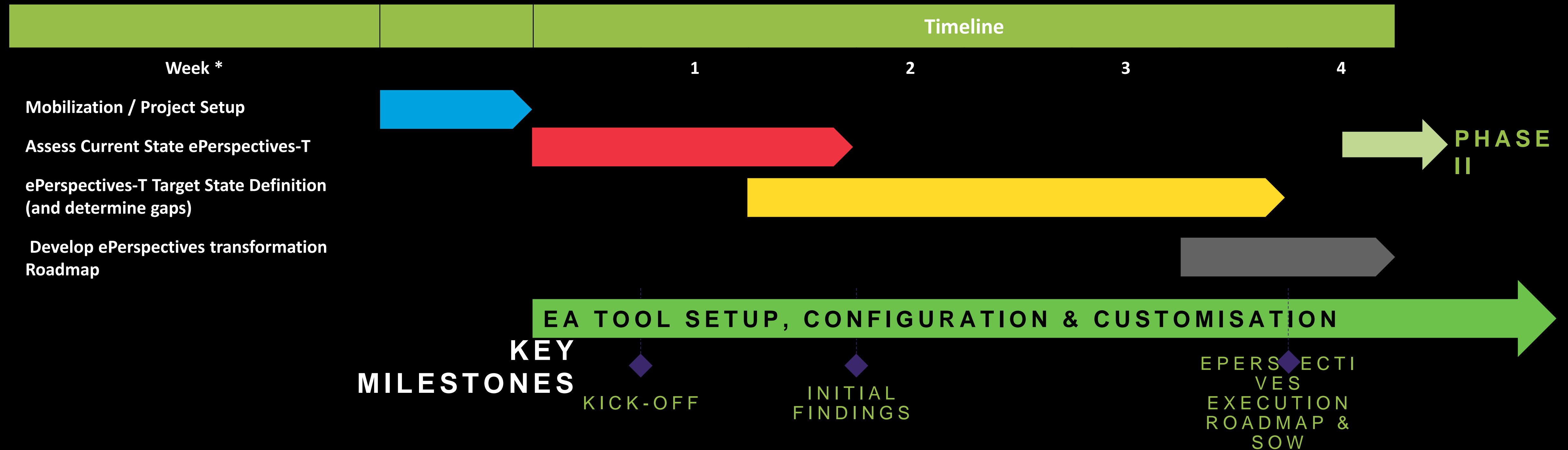
**Target definition: EA Reference model, Business Strategy Alignment, EA Reference Model, EA Tooling, Business Architecture, State of Value Streams & Processes, Training & Enablement, Organisational ownership, Governance, ePerspectives KPI's**

## ePerspectives Develop transformation roadmap

### Indicative Deliverables

- Roadmap and SoW to move towards "Target ePerspectives-T" (will be incrementally developed towards target state including during Phase II)

# Phase I: eP + Tool – Roadmap (Indicative Sample)



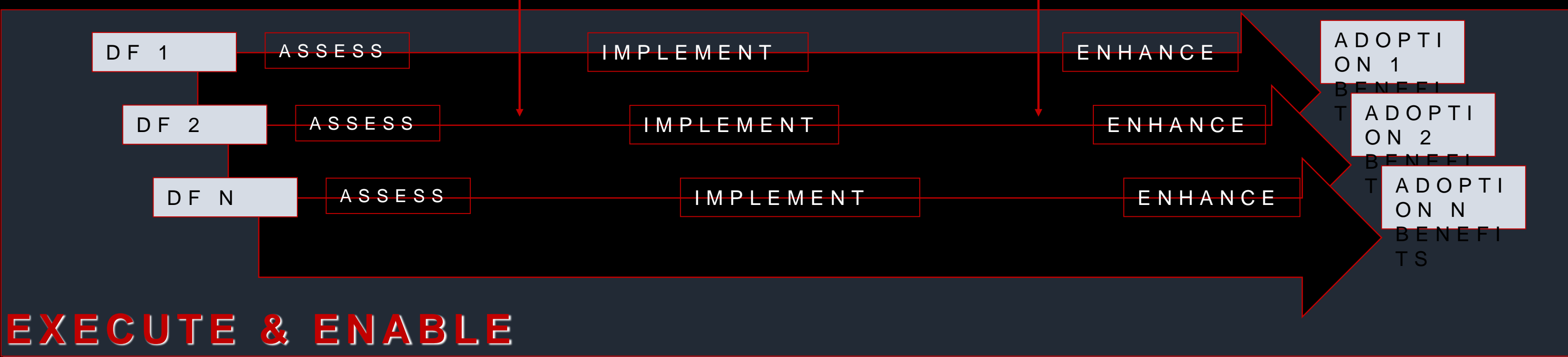
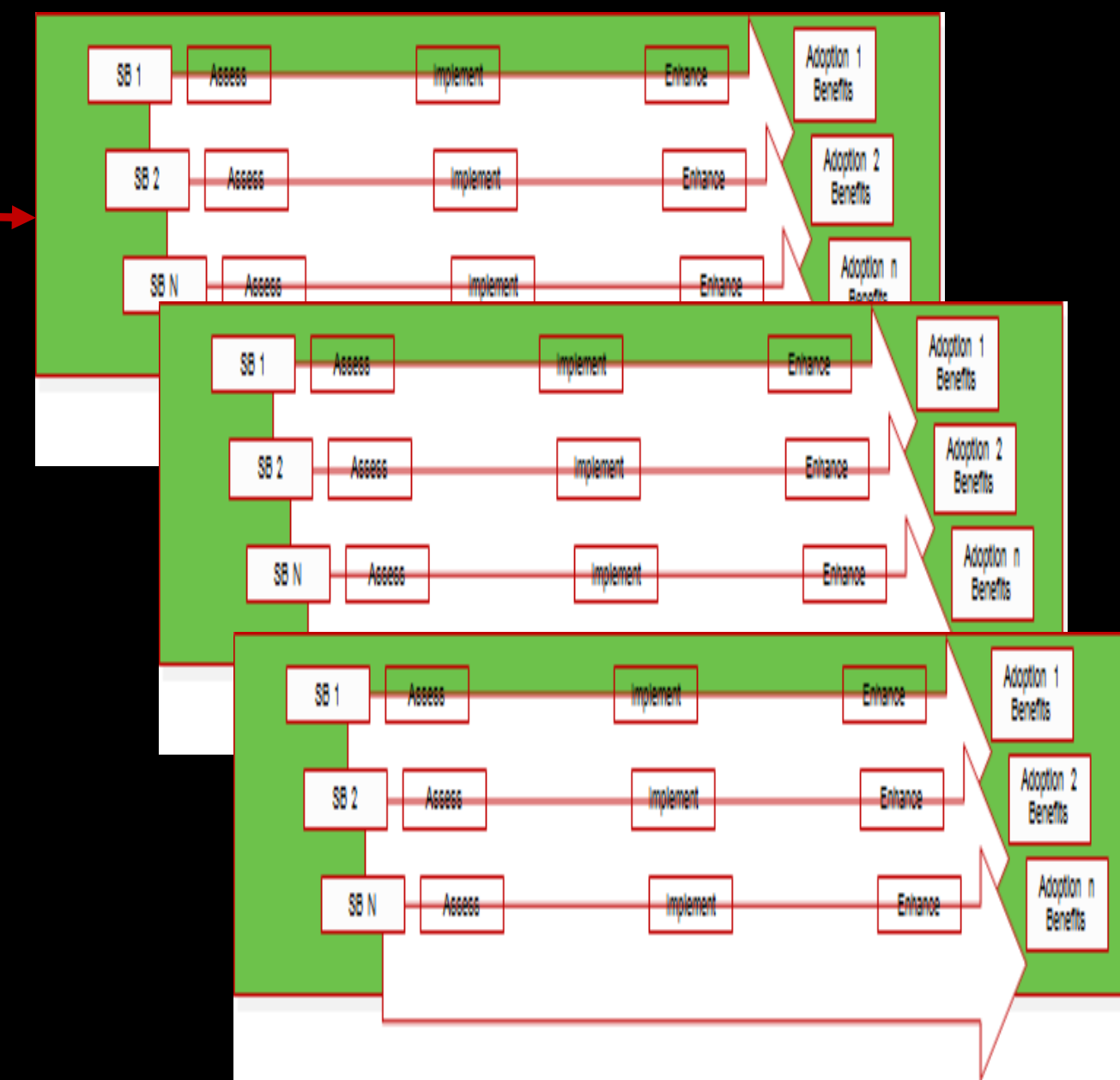
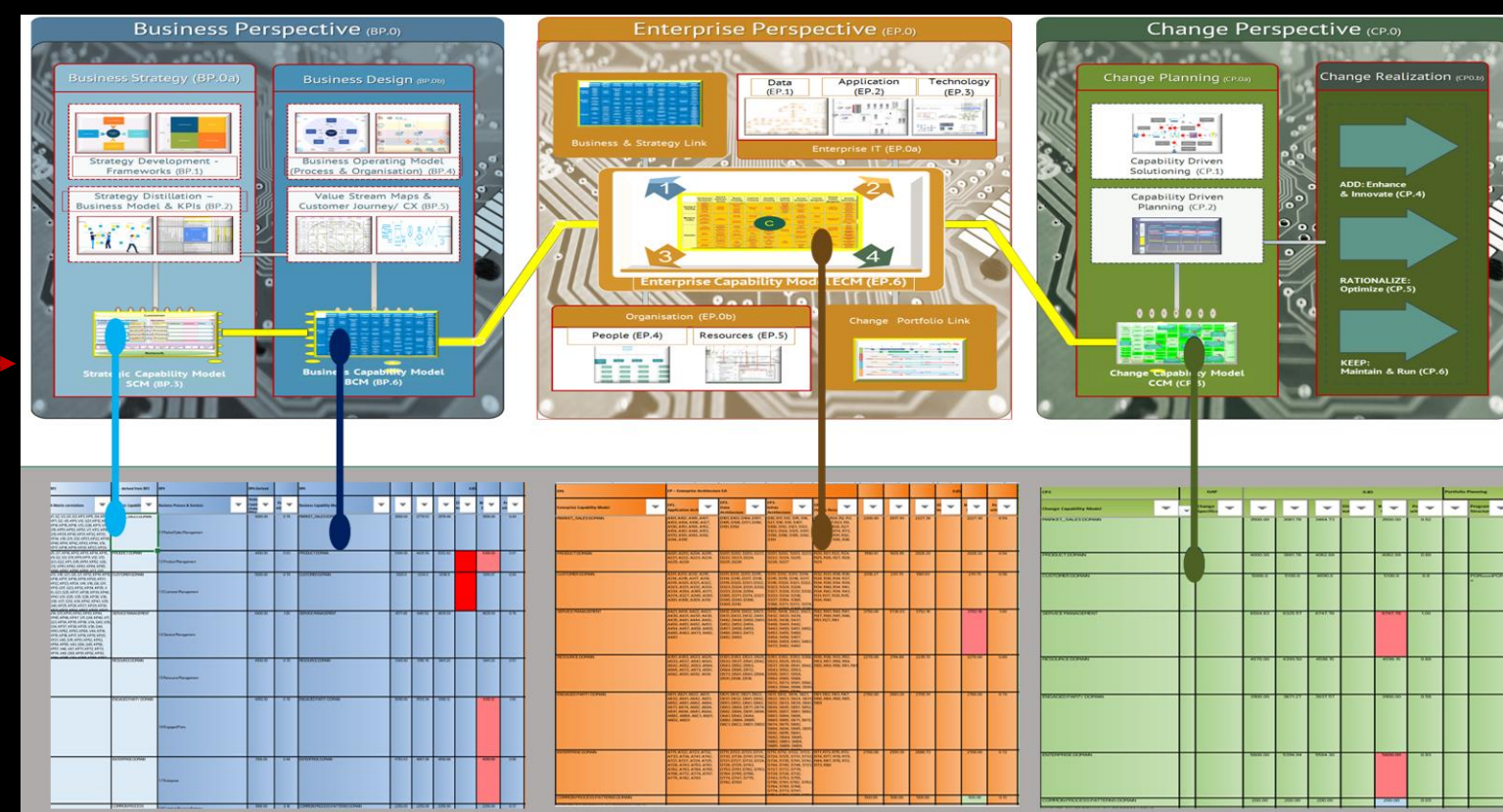
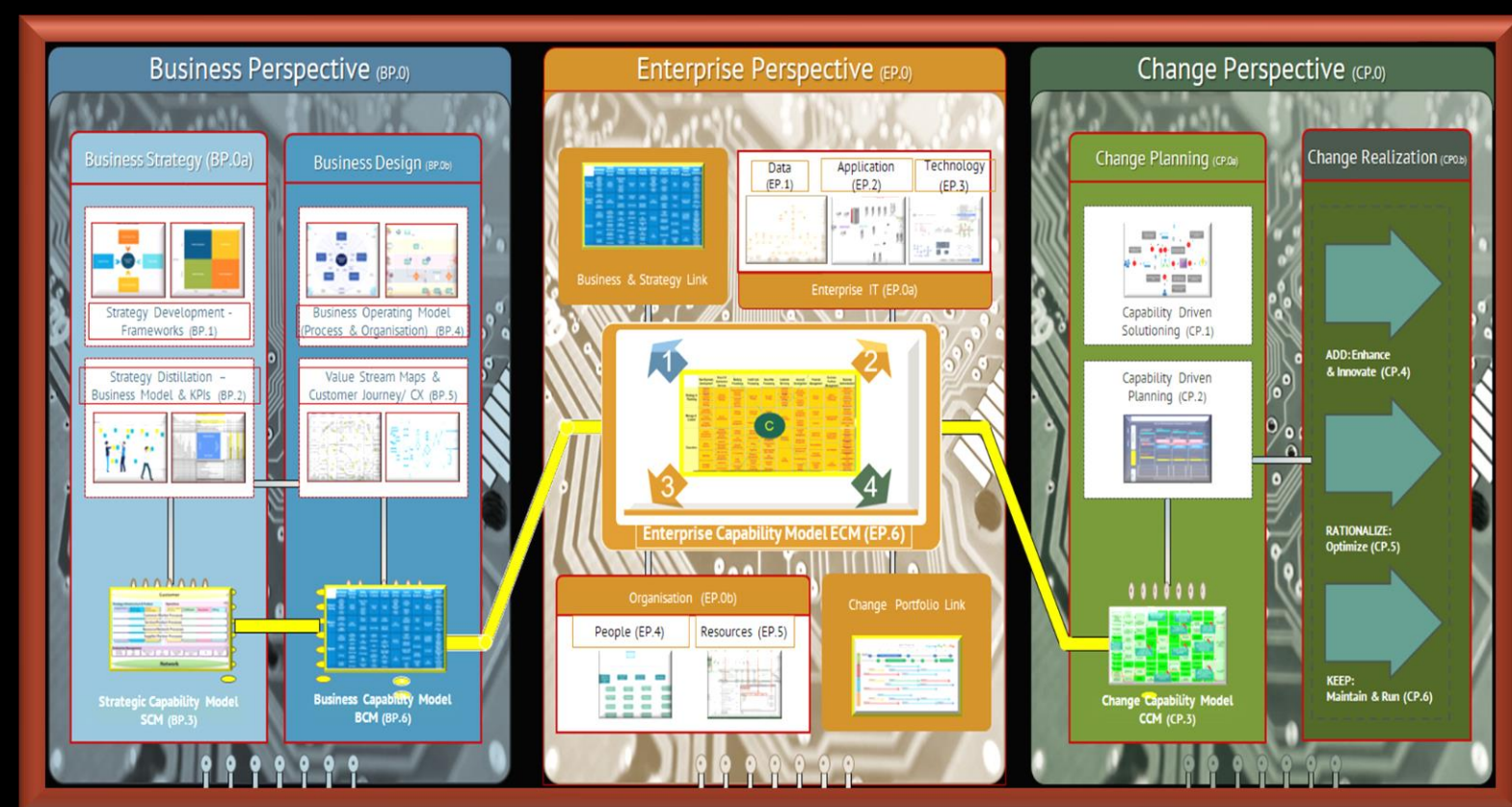
\* THE ACTUAL DURATION WILL DEPEND ON SPECIFIC REQUIREMENTS AND CIRCUM

# Incremental Optimized Focused Skills Transfer & in-Project Mentoring

**FOCUS - DIGITAL FOUNDATION WITH EP:  
METHOD, FRAMEWORK, OWNERSHIP,  
RELATIONS, & INTERACTIONS**

**FOCUS - DIGITAL FOUNDATION WITH EP:  
EXECUTING OF DIGITAL  
FOUNDATION PROJECTS BY PRACTITIONER**

**EXECUTE:  
ASSISTED ADVISORY,  
OR,  
BY CLIENT ONLY**

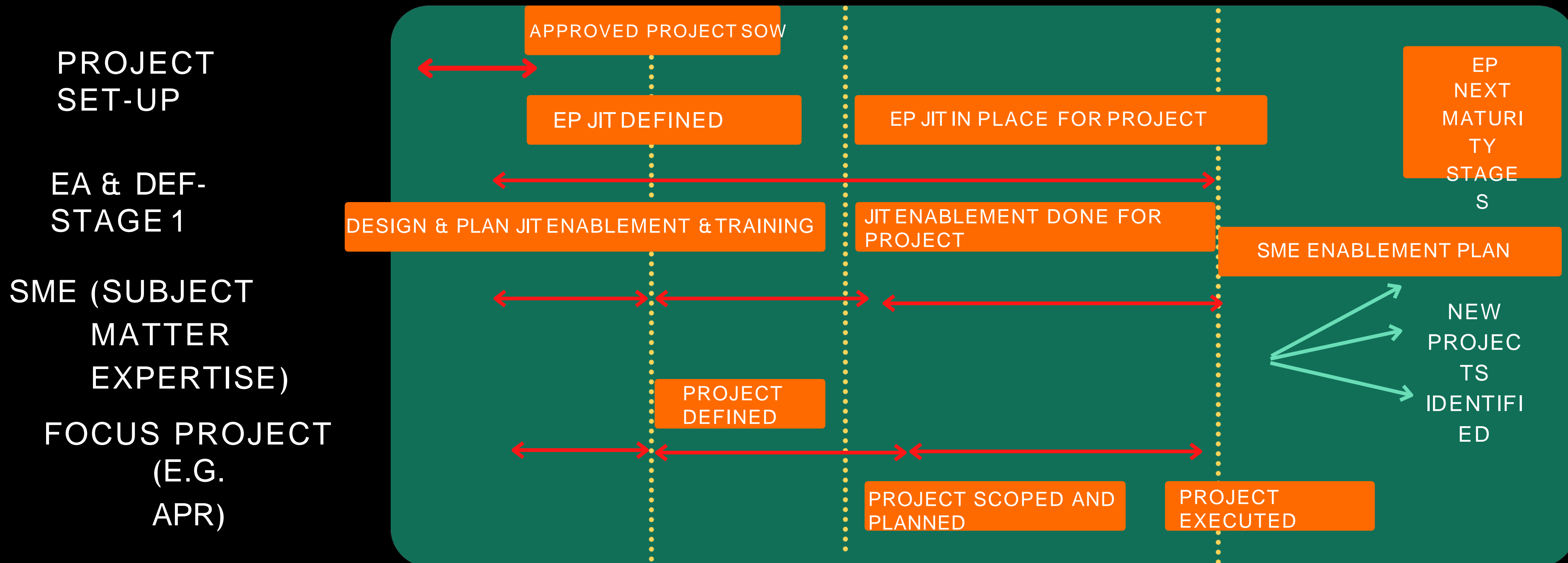


**EXECUTE & ENABLE**

# JUST-IN-TIME PRACTICAL APPROACH TO eP Adoption (Indicative)

THE BELOW PICTURE ILLUSTRATES A HIGH-LEVEL PLAN SUITED FOR A JUST-IN-TIME APPROACH TO OBTAIN A BASIC DEGREE OF EP AS PER THE PREVIOUS SLIDE, WHILE IN PARALLEL APPLYING THIS TO A PROJECT. THIS REPRESENTS A MINIMALISTIC APPROACH, THAT CAN ALSO TEST THE FRAMEWORK AND ITS APPLICABILITY AND VALUE.

A PARAMETERISED CONFIGURATION OF THIS HIGH-LEVEL PLAN CAN BE DERIVED WITH ACTUAL TIMEFRAME AND RESOURCING ETC., WHEN THE AMBITION AND SCOPE FOR THE UNDERTAKING ARE BETTER DEFINED.





# Thank You!

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**EATTRANSFORM**

Digital Enterprise Transformation