



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

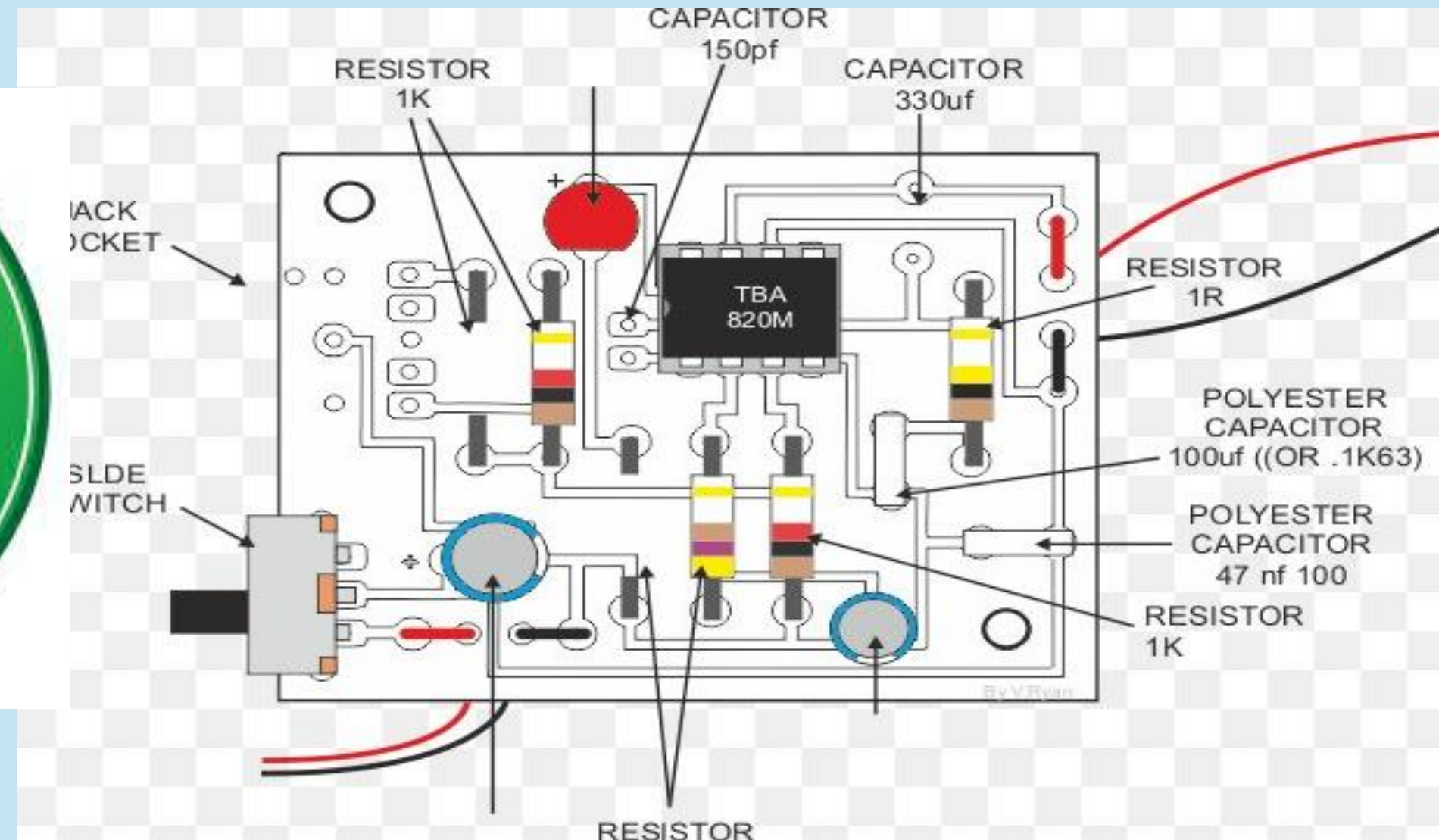
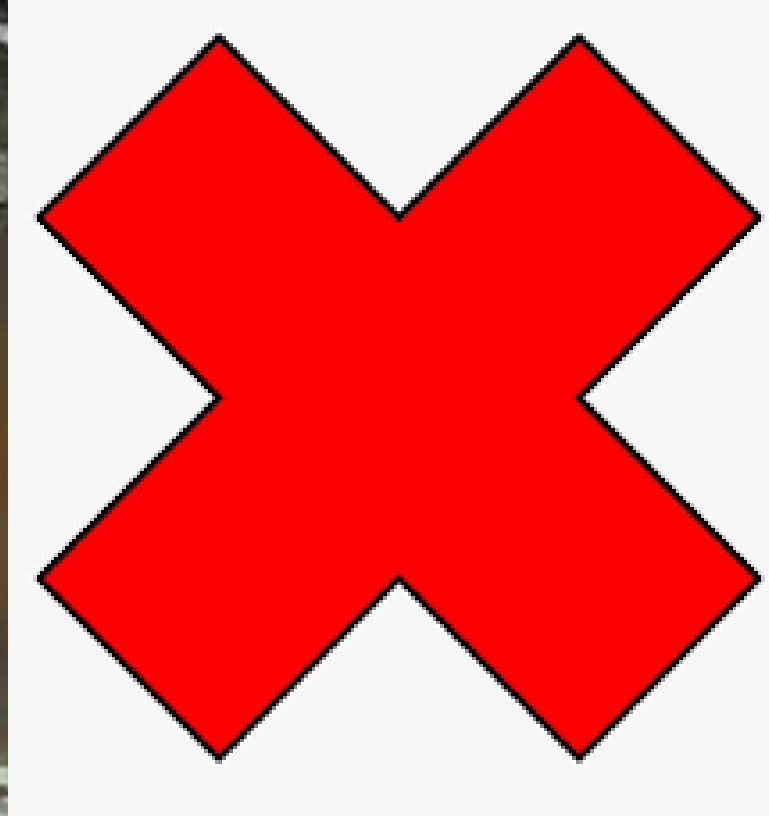
THE IMPERATIVE FOR DIGITAL TRANSFORMATION

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.

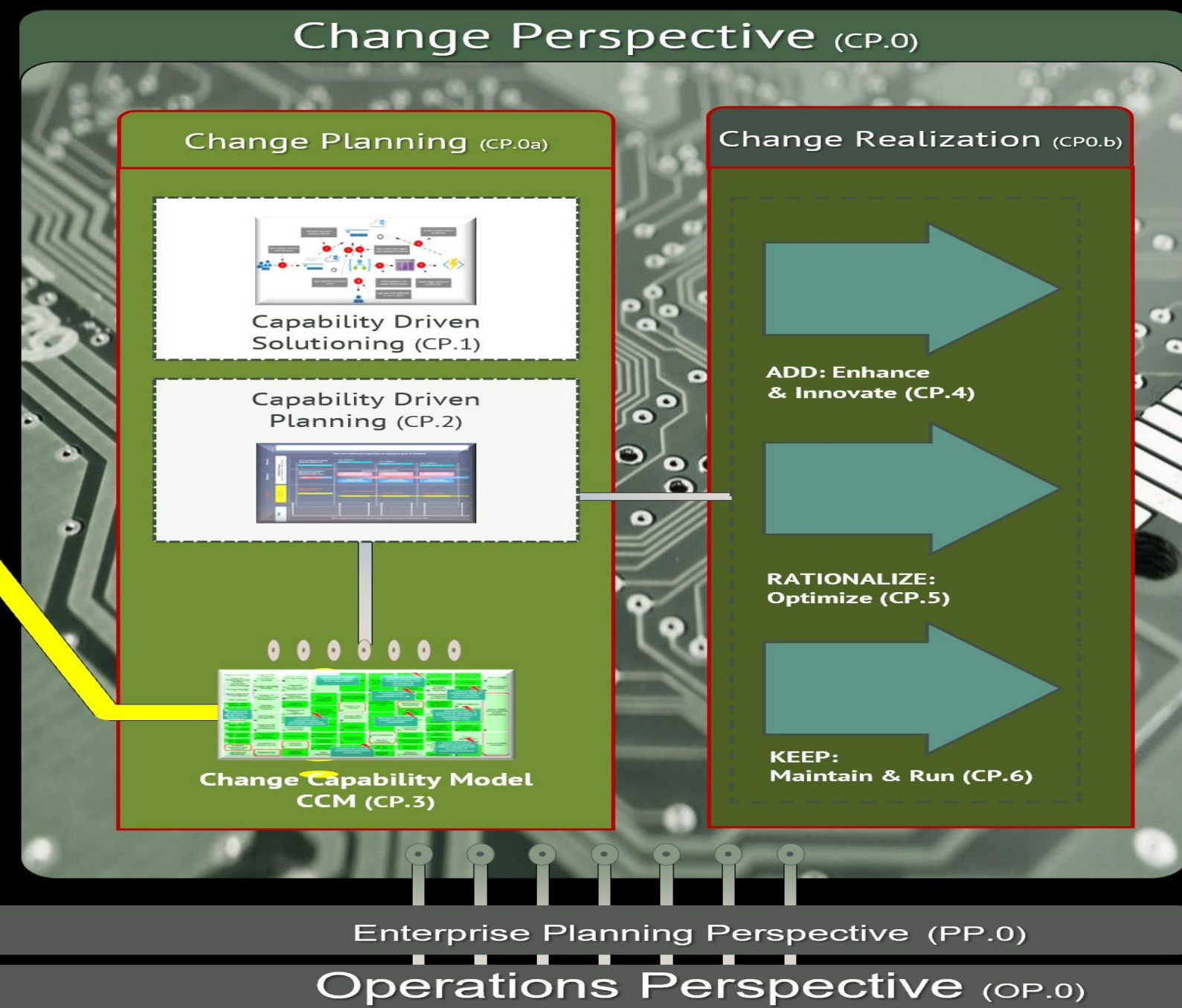
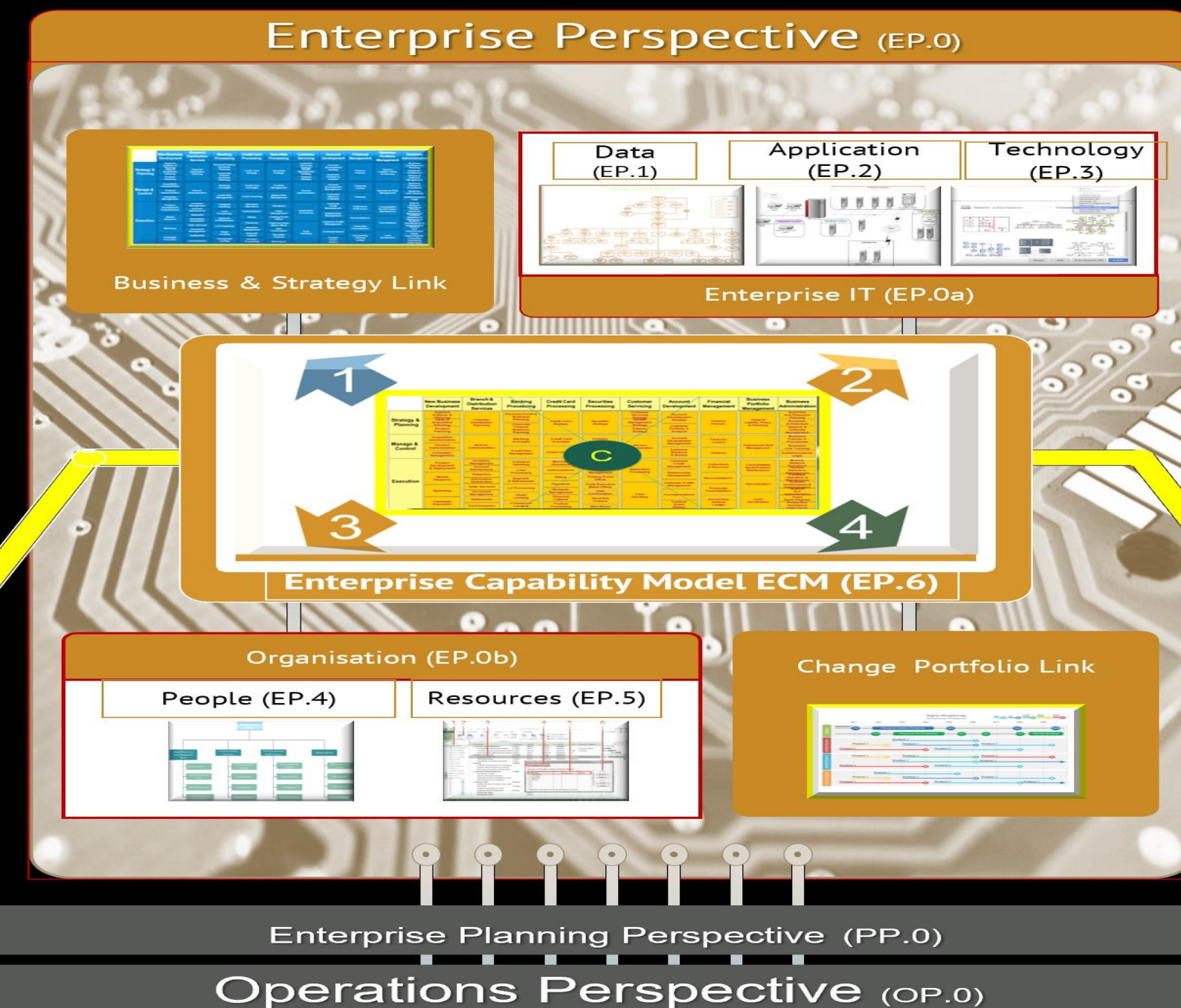
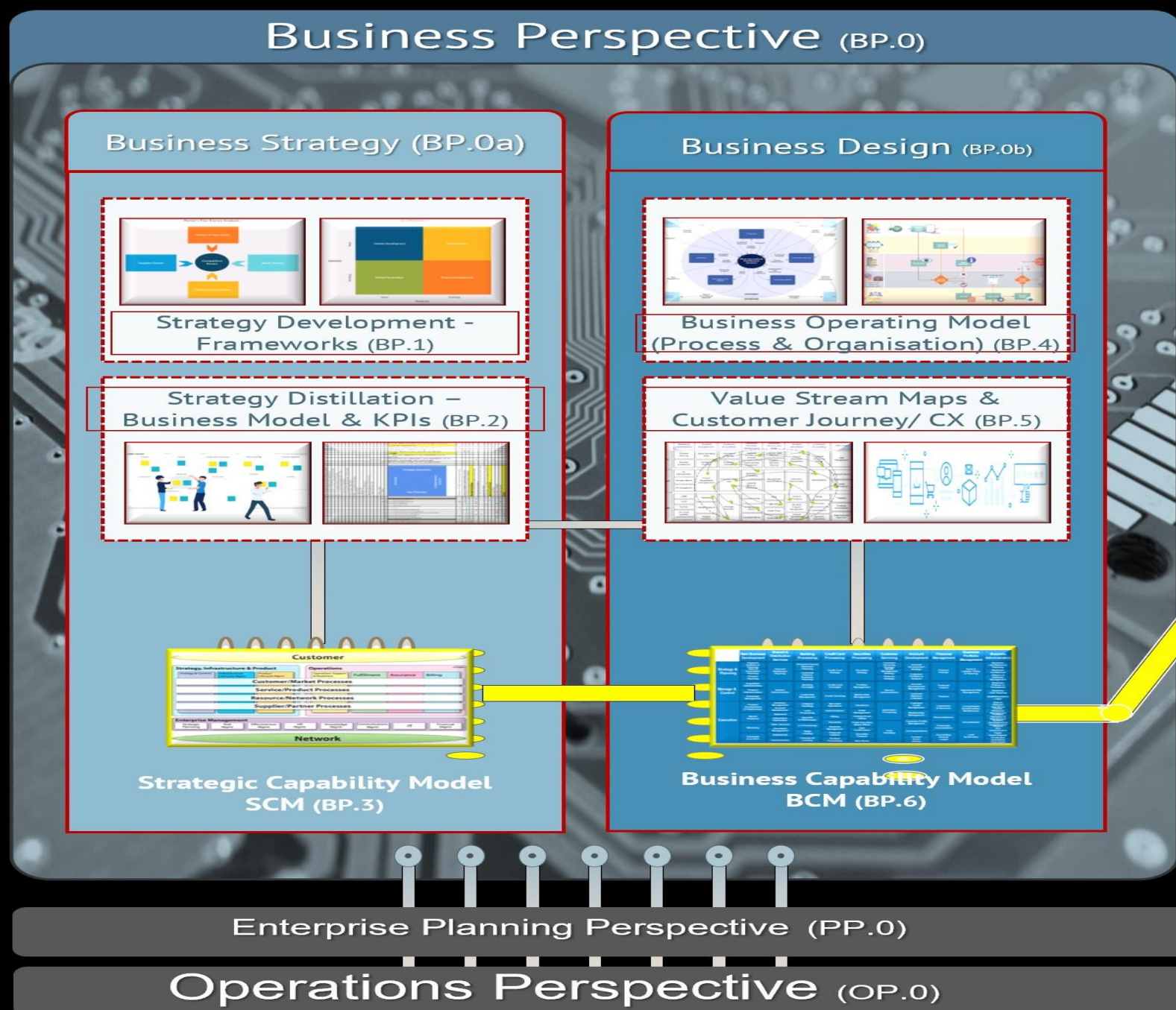
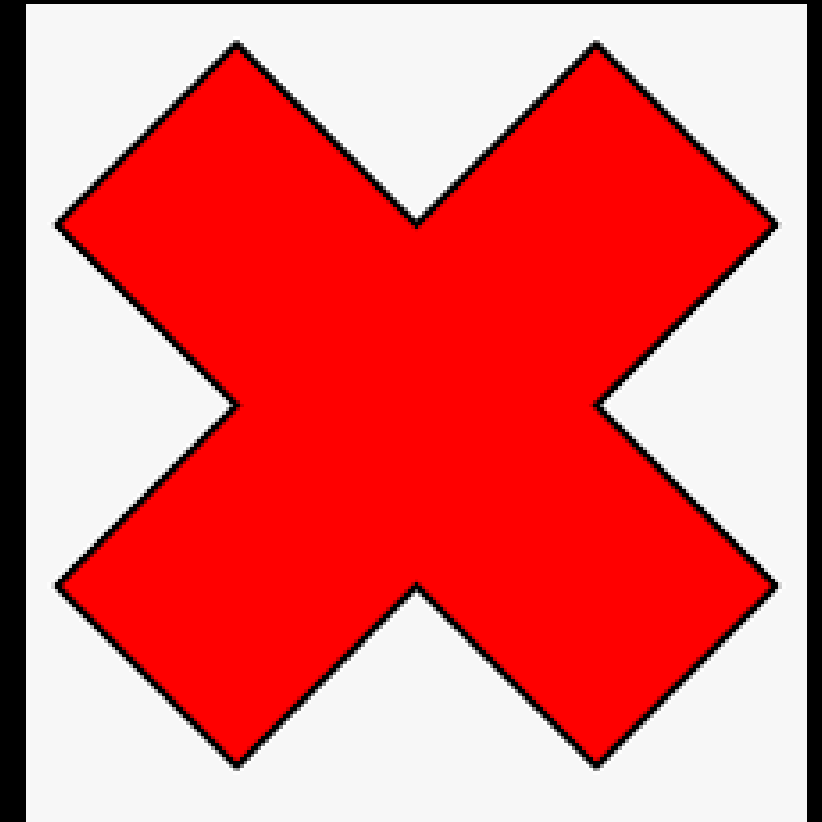
- Digital Transformation is one of only a few high priorities facing organizations across all industries, and the market size for business and digital transformation is a multi-hundred billion market
- The digital era has brought new challenge to organization such as more aggressive competition, demanding 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



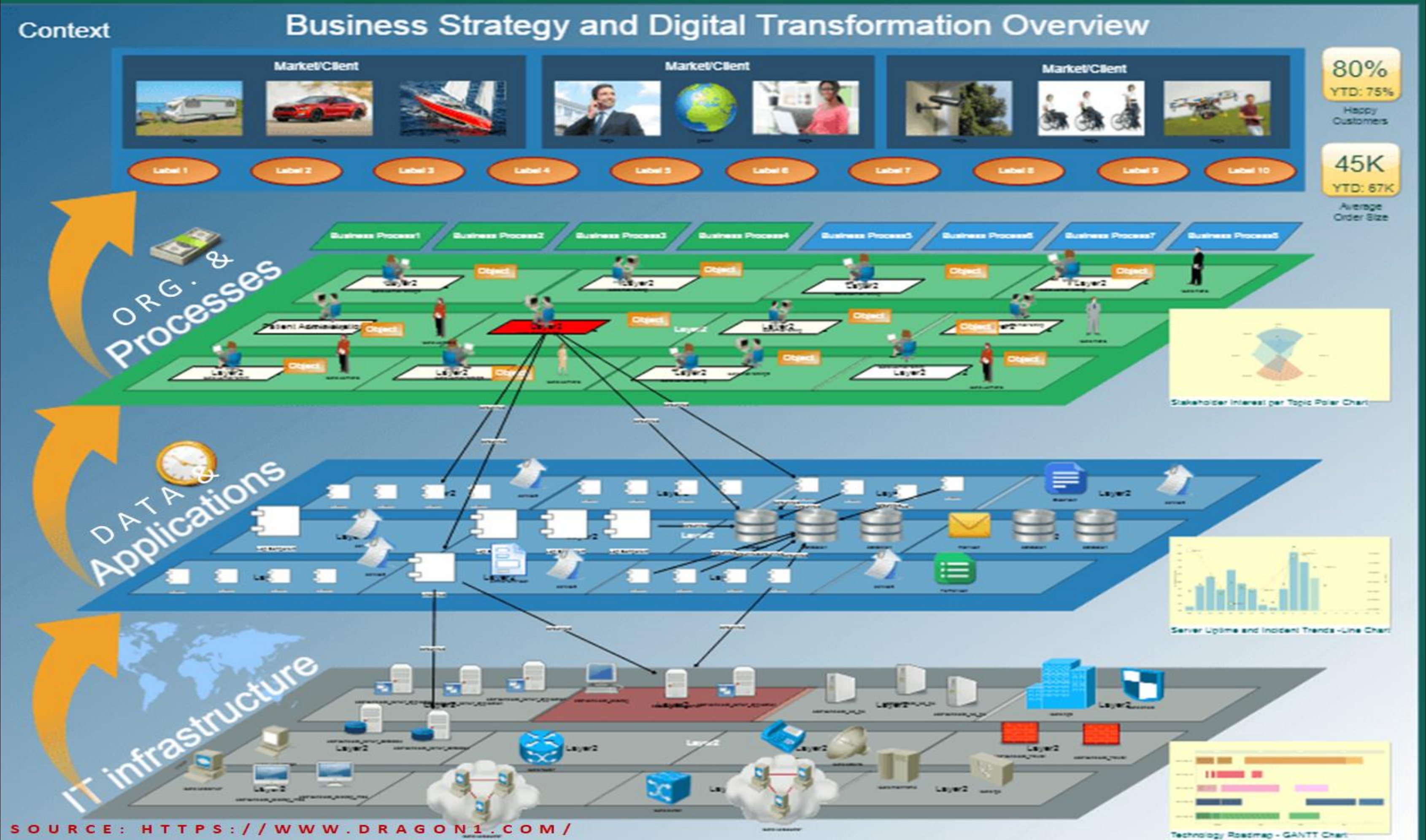
MINDSET GUIDE TO FOLLOW: DIGITAL PARADIGM SHIFT - ELECTRONICS



DIGITAL PARADIGM SHIFT - BUSINESS ENTERPRISE



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





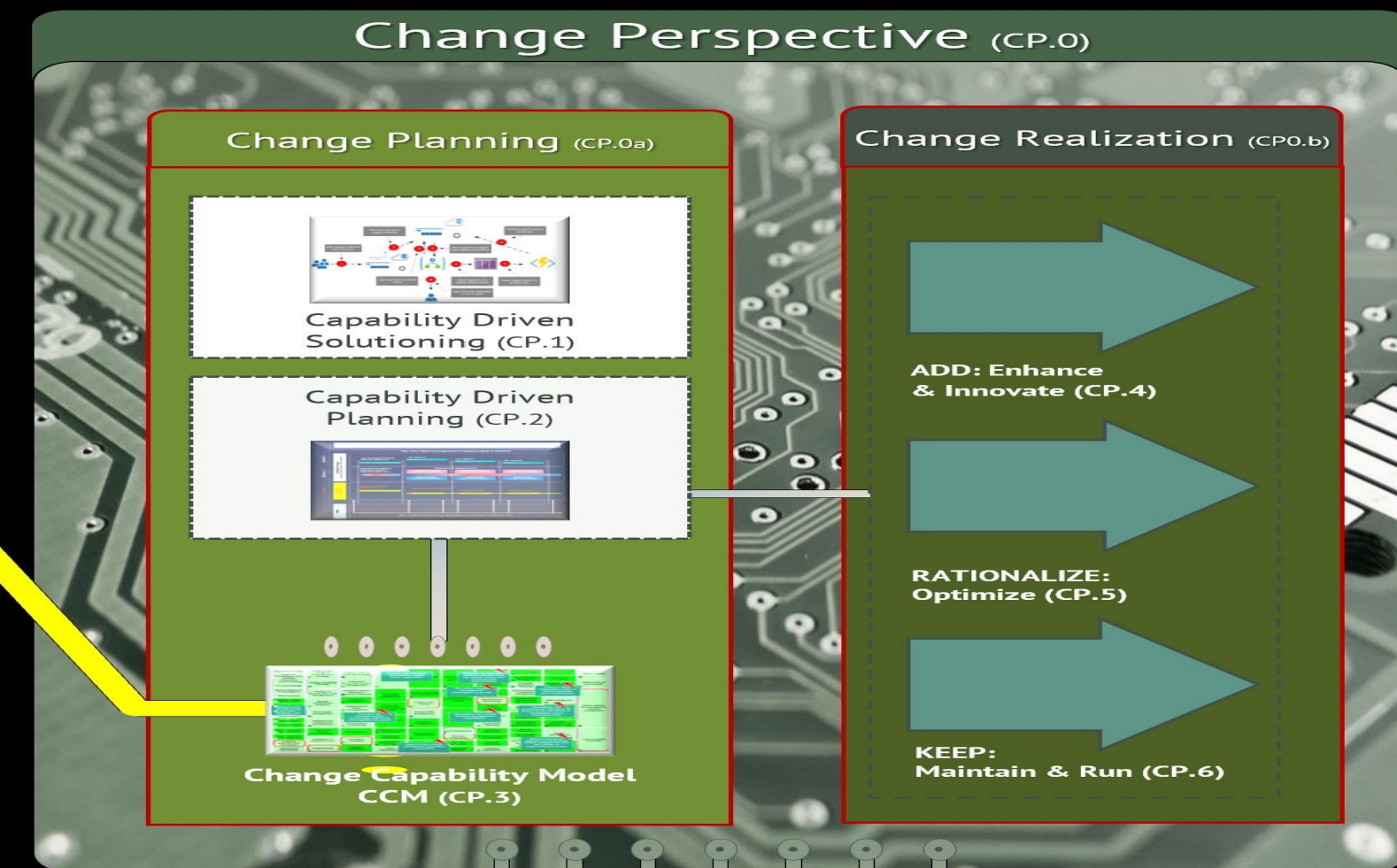
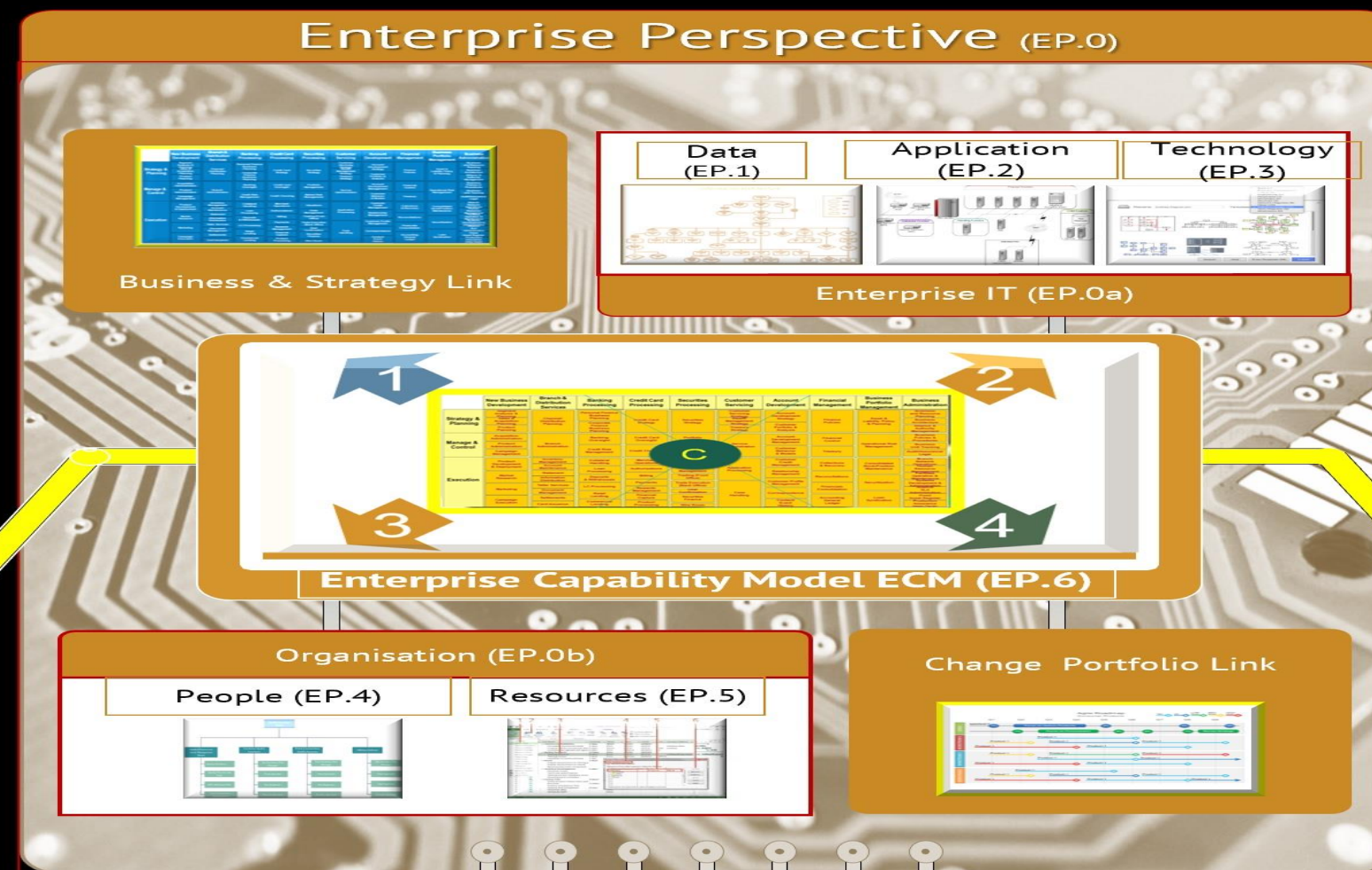
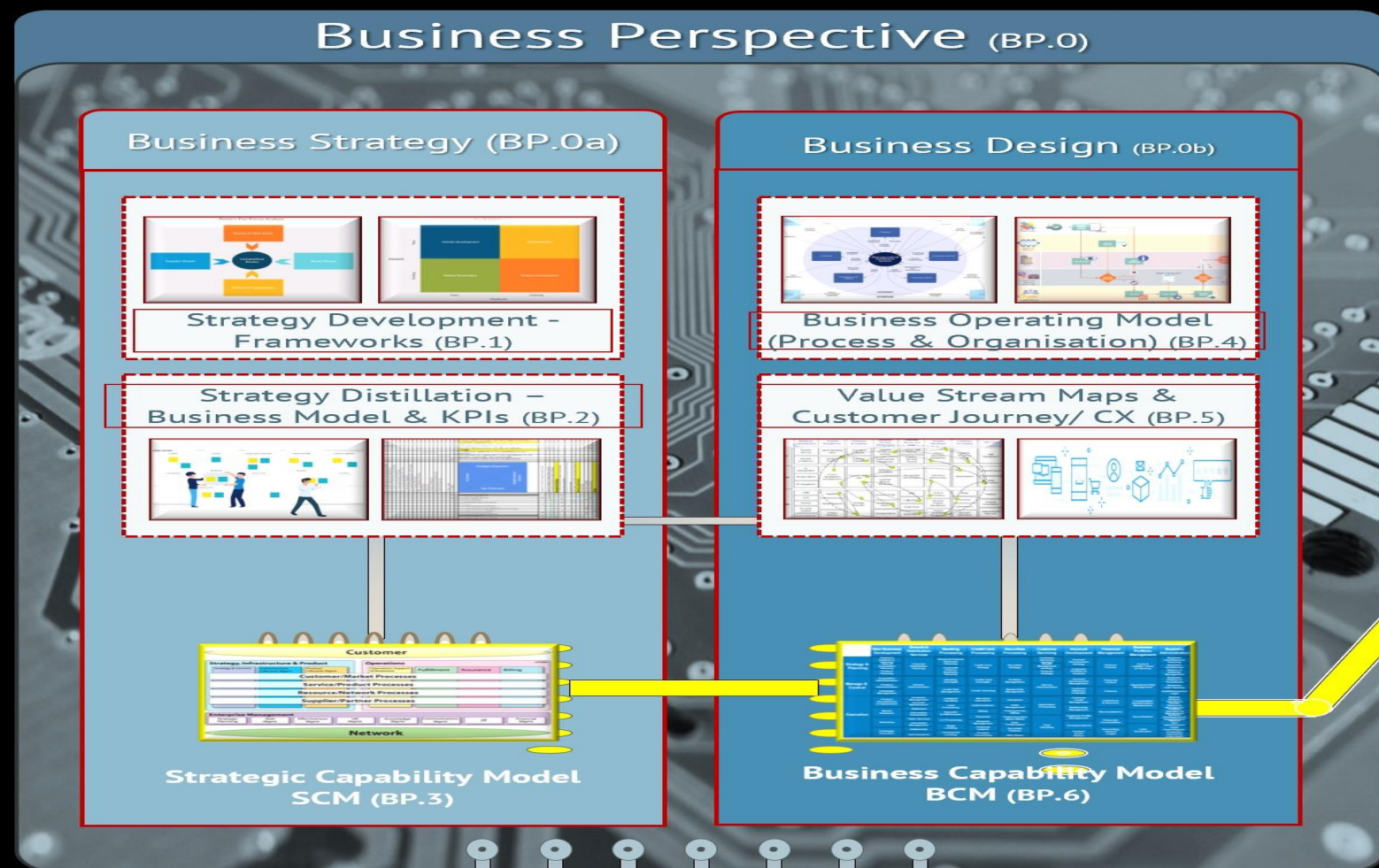
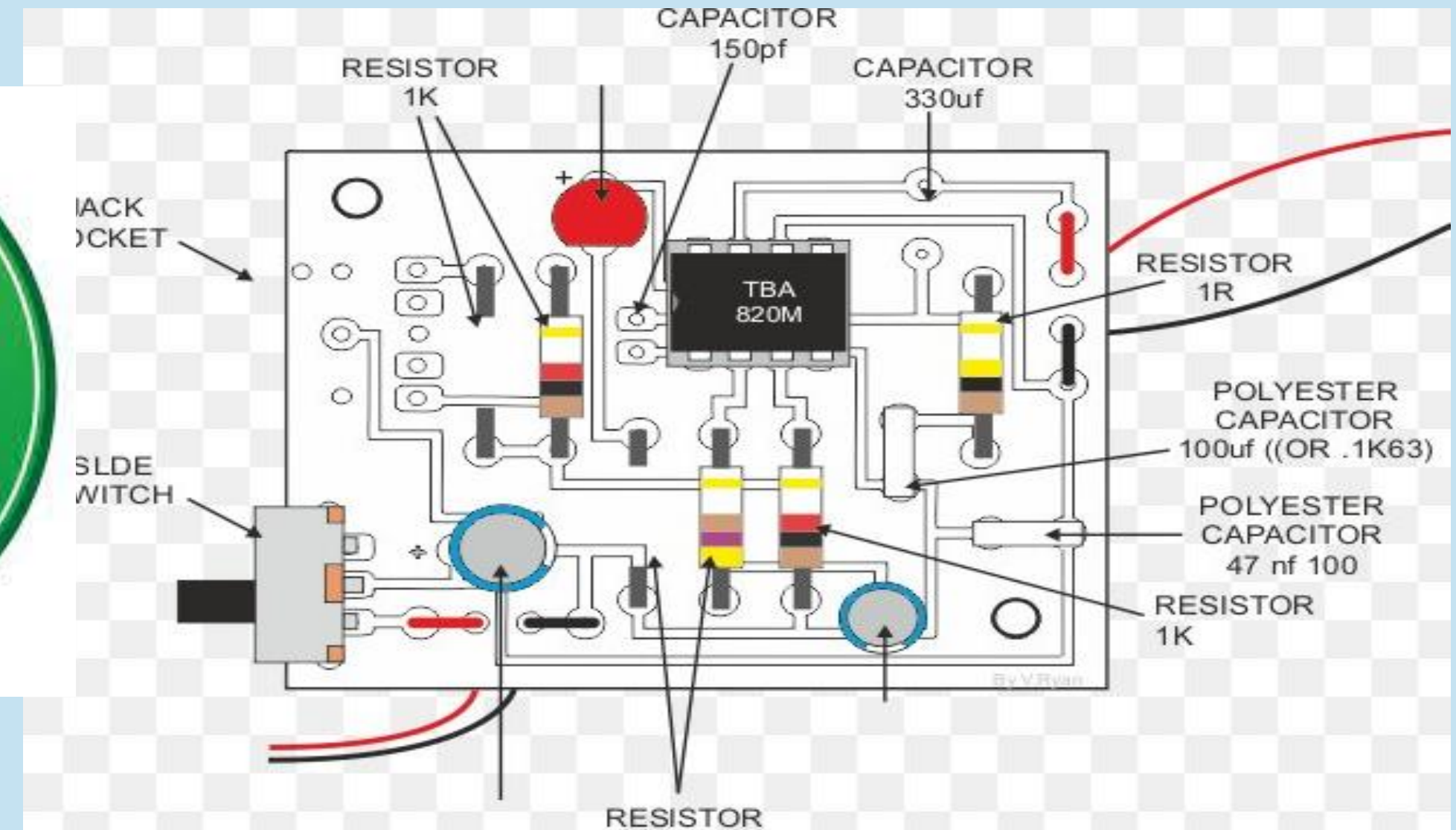
EA TRANSFORM

Digital Enterprise Transformation

Simplifying and Accelerating Digital Transformation with ePerspectives Digital Enterprise Framework



DIGITAL ENTERPRISE - SAME PARADIGM AS DIGITAL ELECTRONIC CIRCUITS

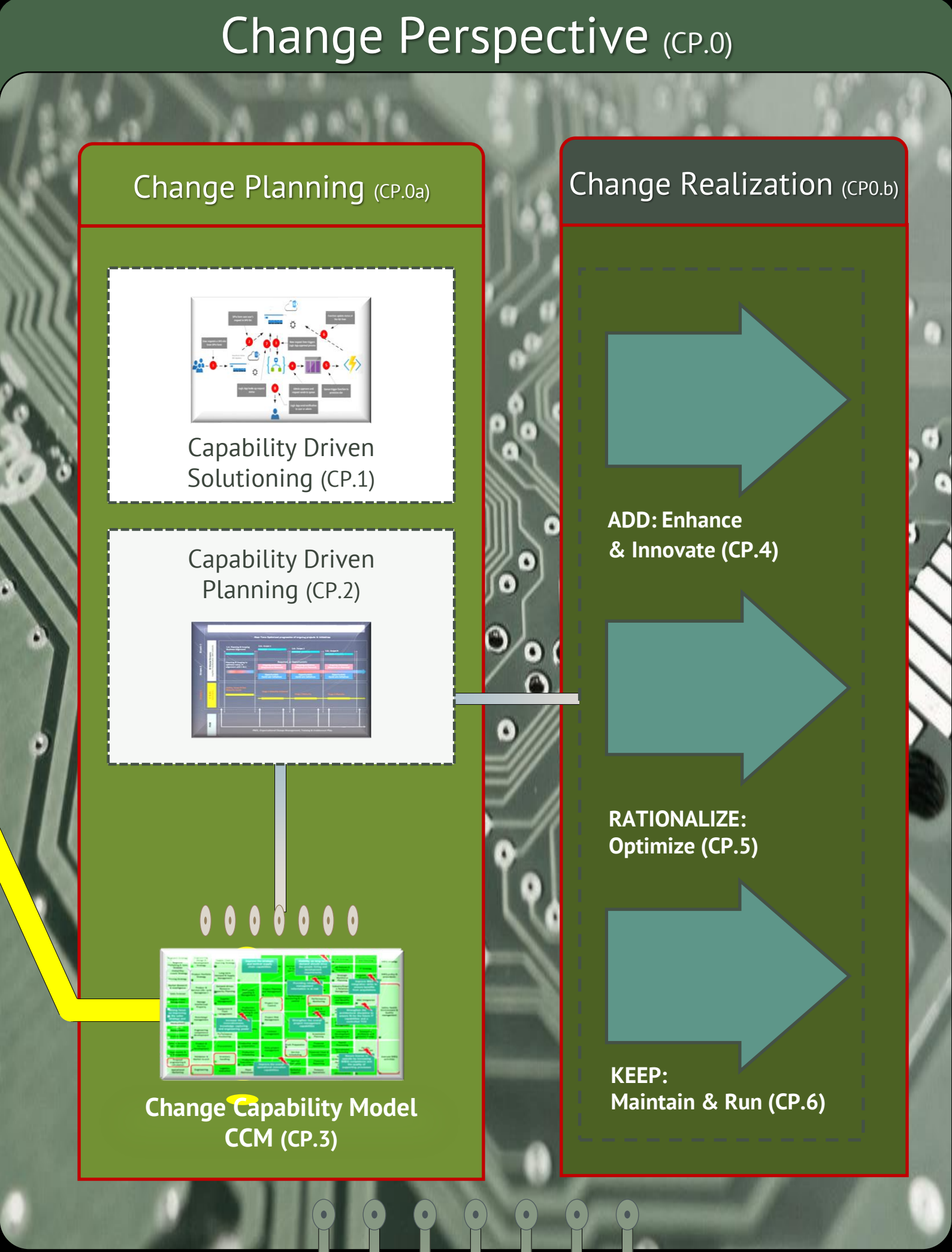
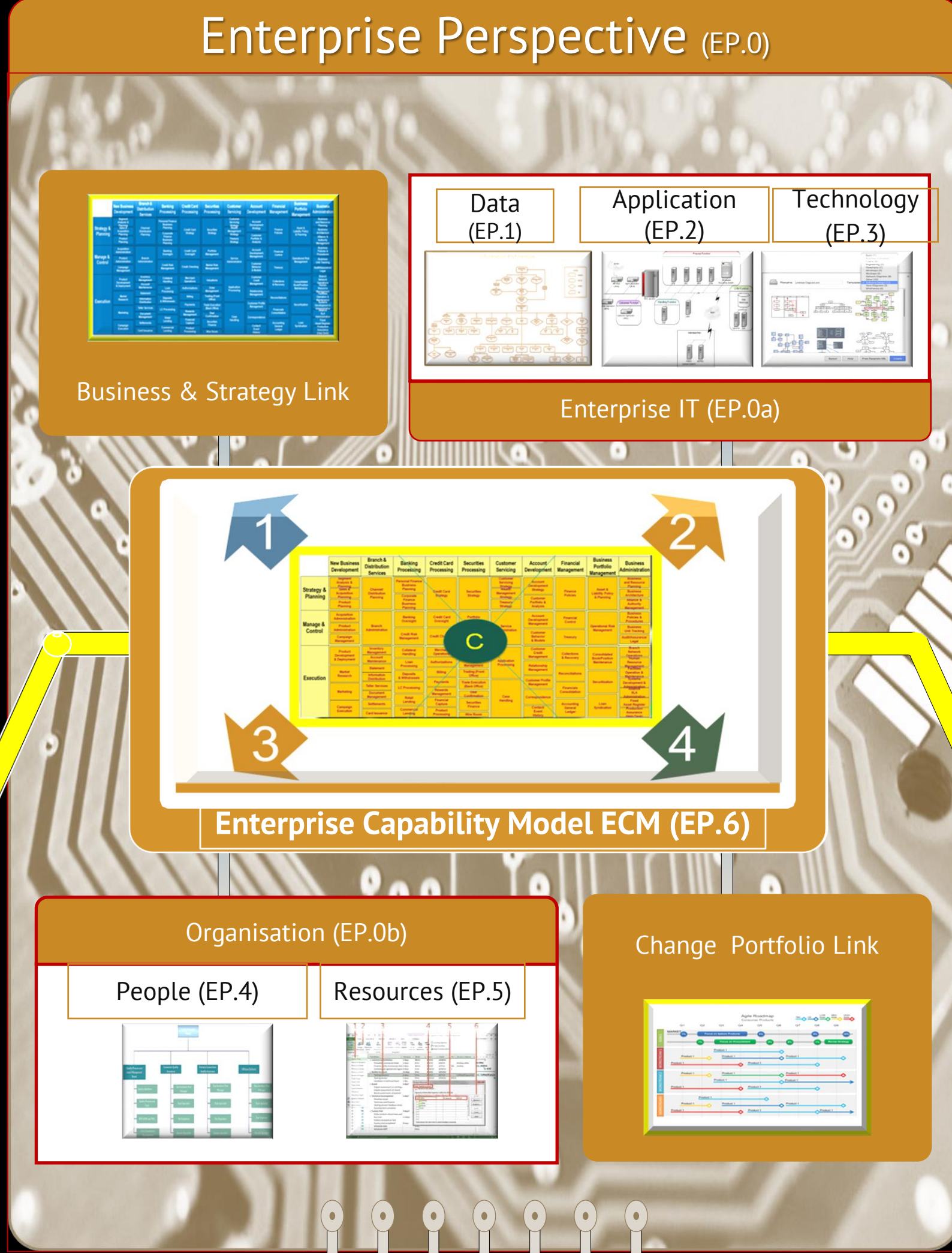
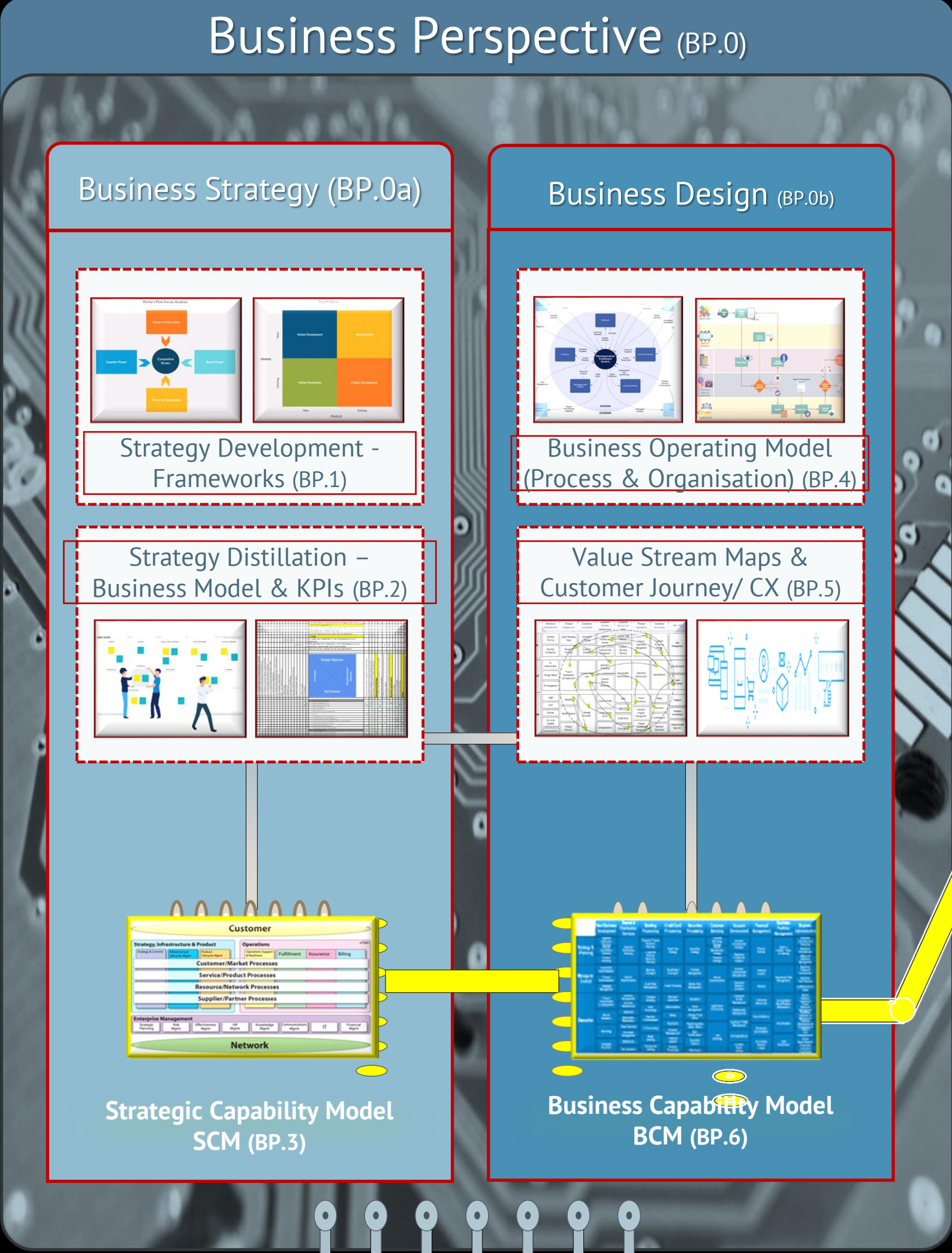


Enterprise Planning Perspective (PP.0)
Operations Perspective (OP.0)

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Operations Perspective (OP.0)

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Operations Perspective (OP.0)

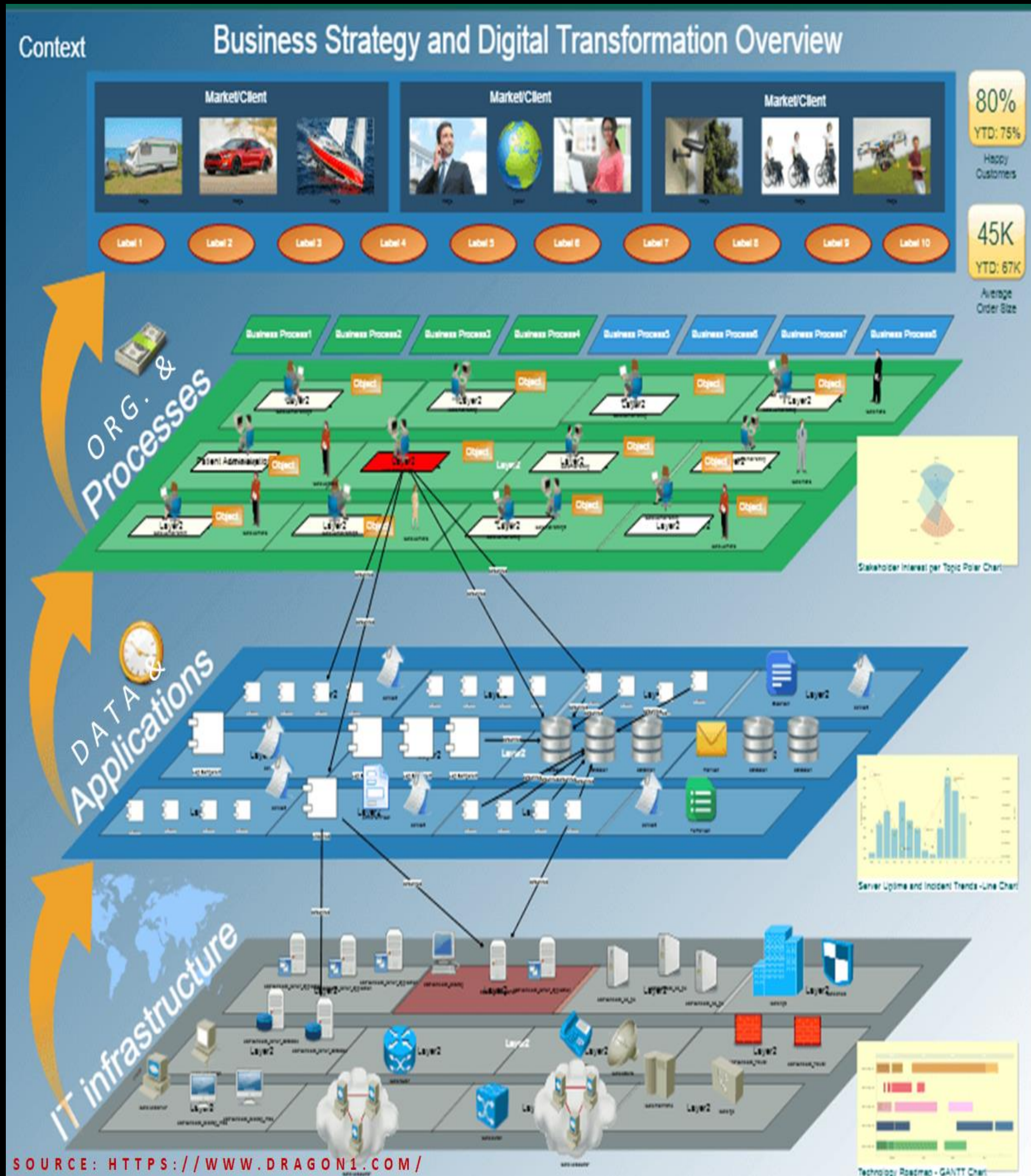
EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK



Enterprise Planning Perspective (PP.0)

Operations Perspective (OP.0)

EXAMPLE: A "PERSPECTIVE BASED APPROACH TO REGULATORY COMPLIANCE"

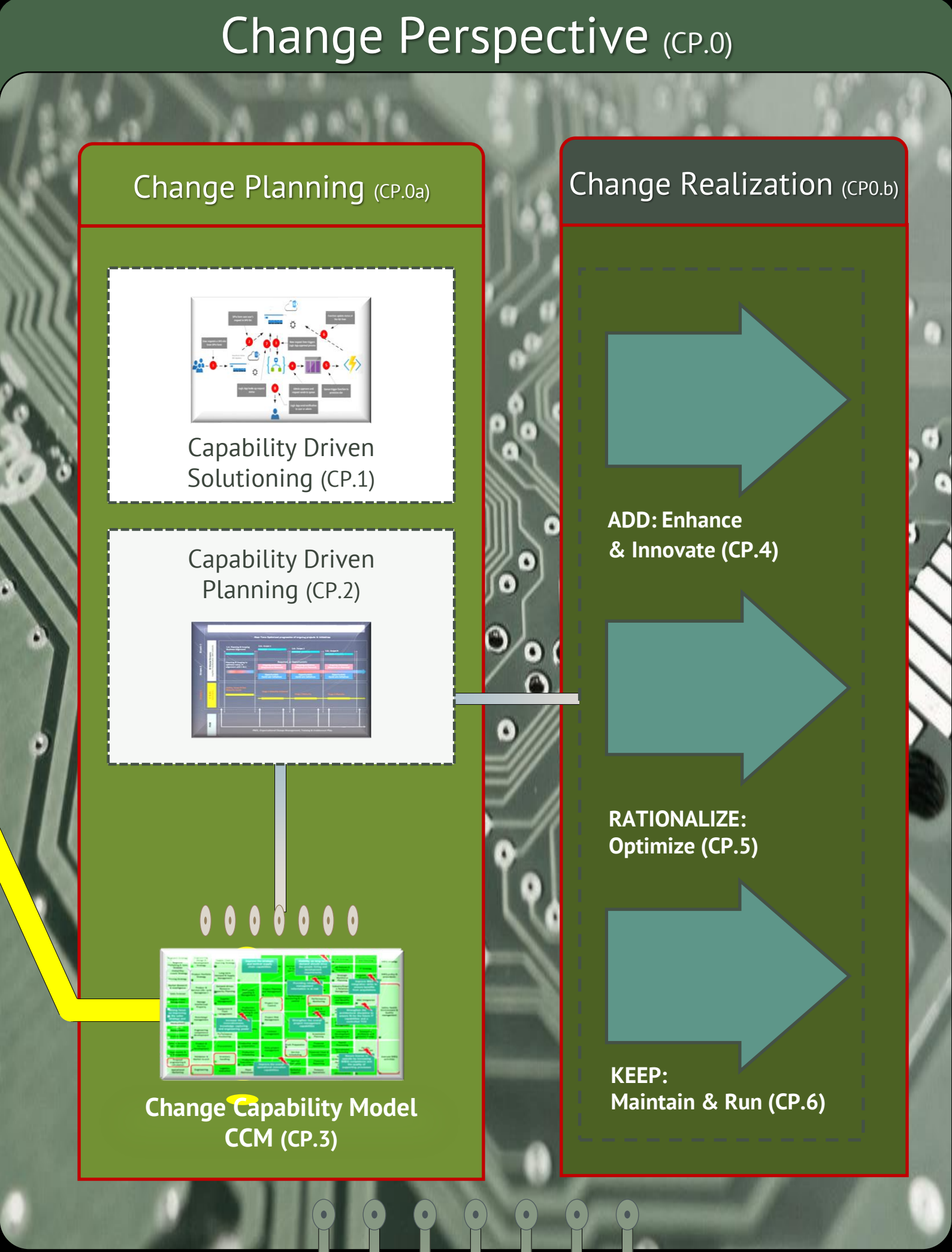
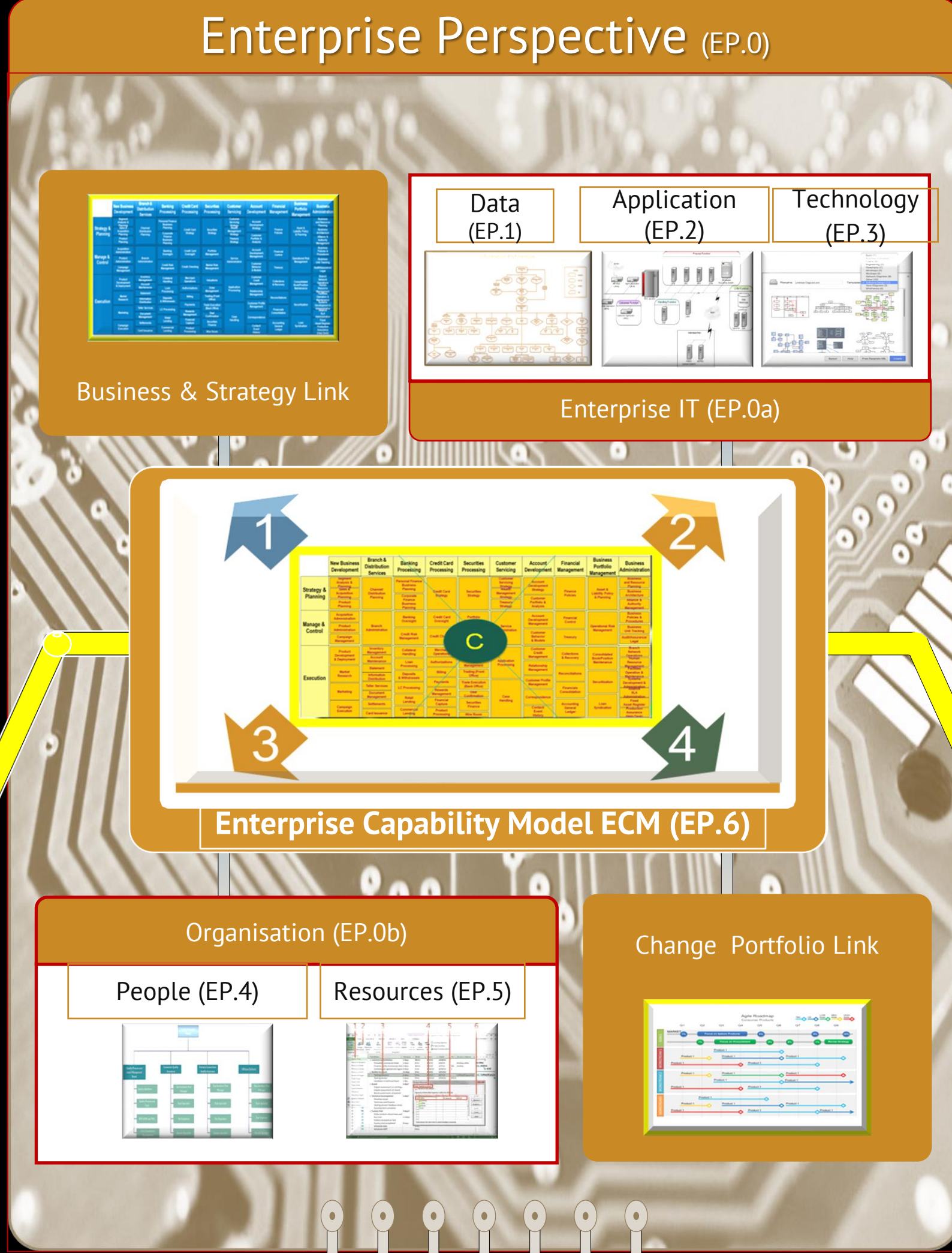
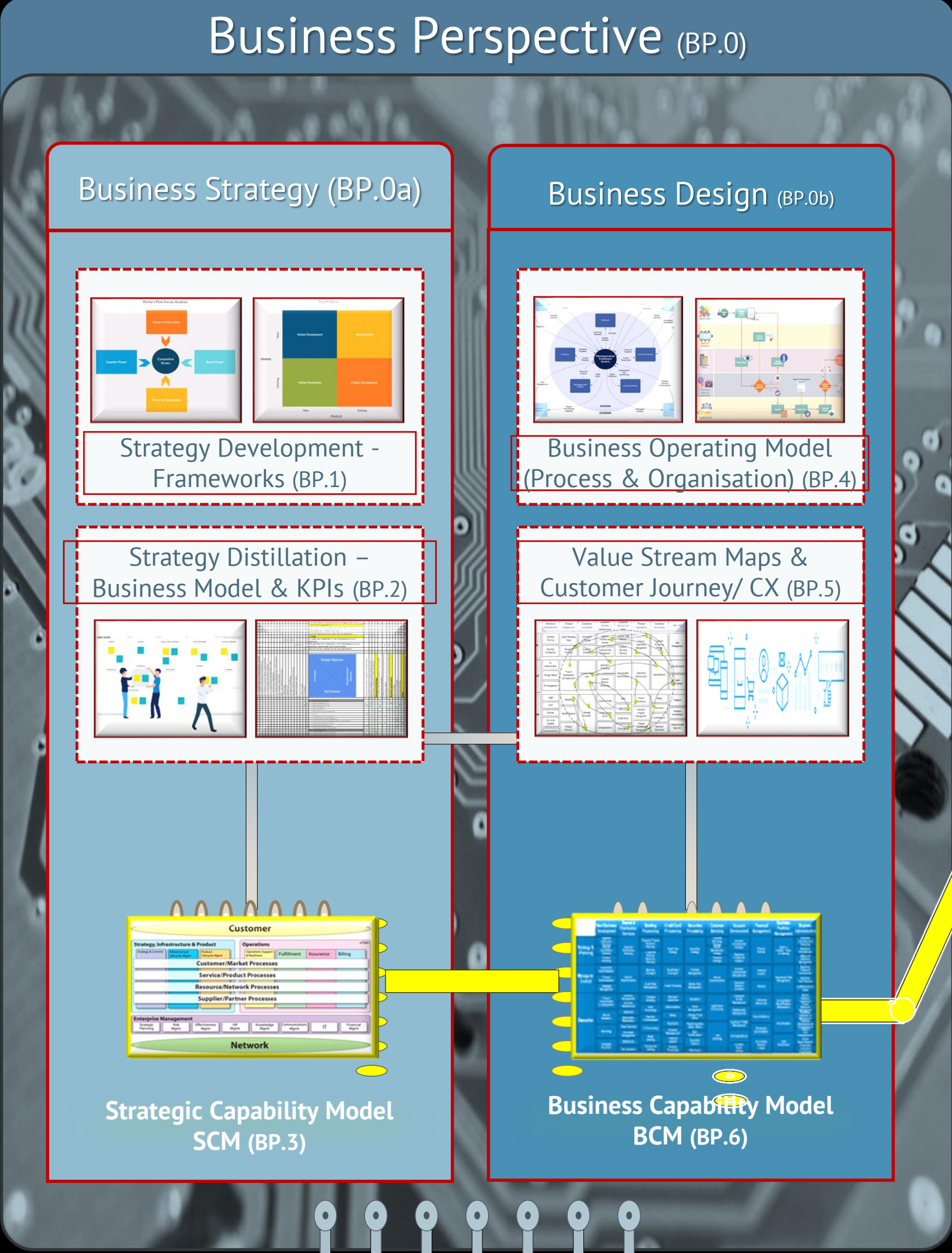


SOURCE: [HTTPS://WWW.DRAGON1.COM/](https://www.dragon1.com/)



- 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.

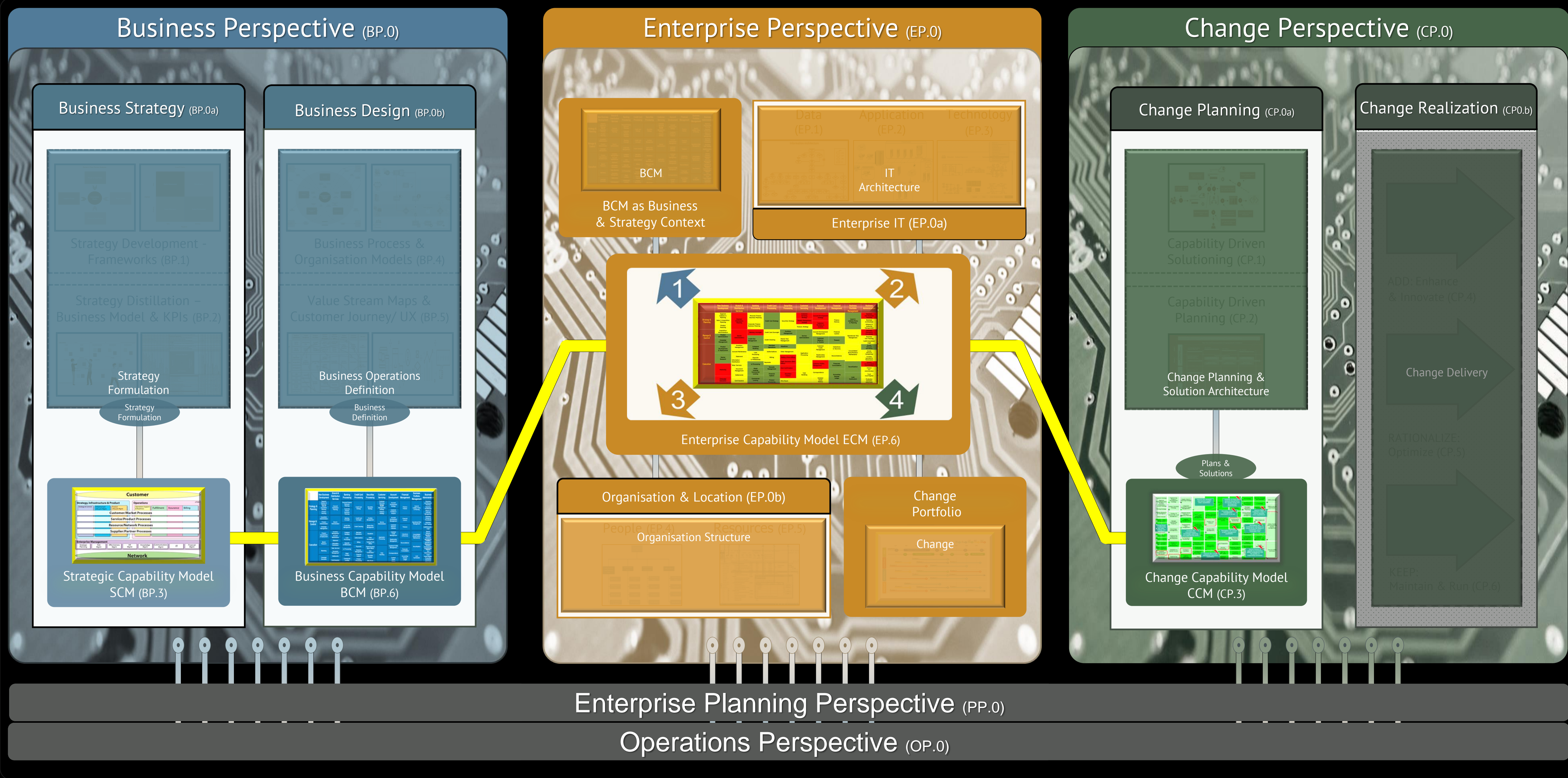
EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK



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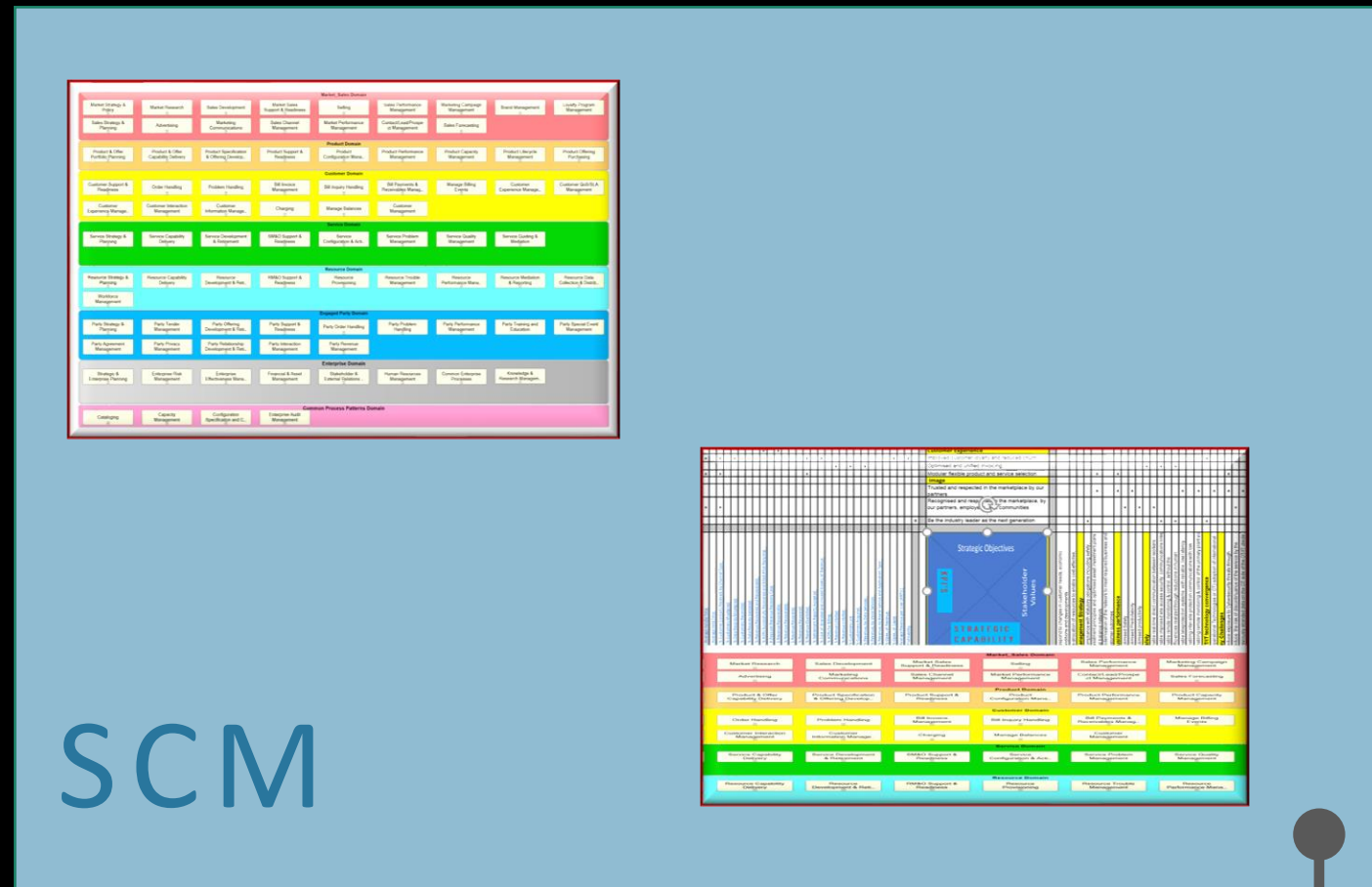
EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK IN MOTION



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

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

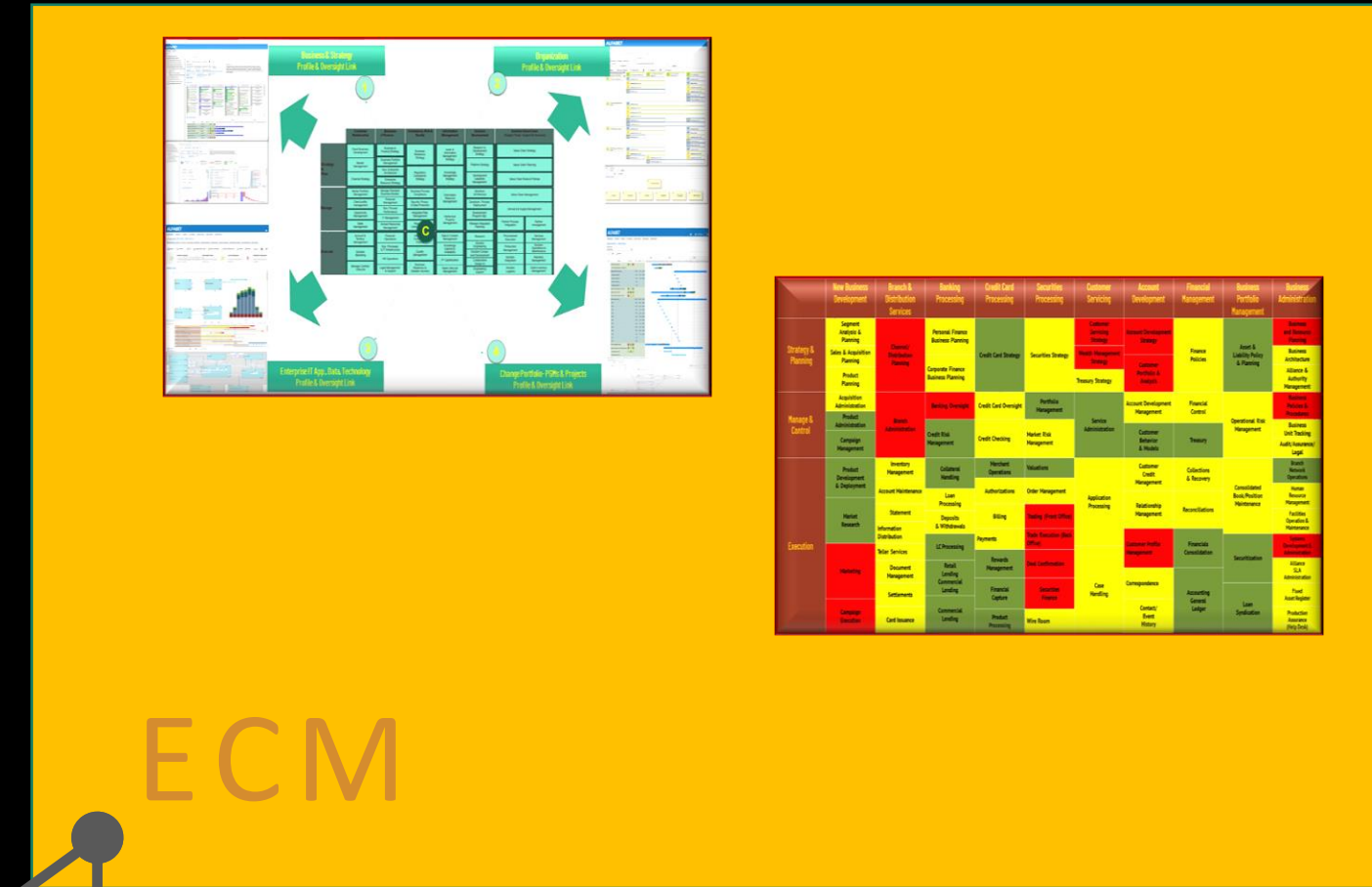
What Strategic Capabilities best support key strategic products and services, and how do we measure and monitor fulfillment of target capabilities?



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)?

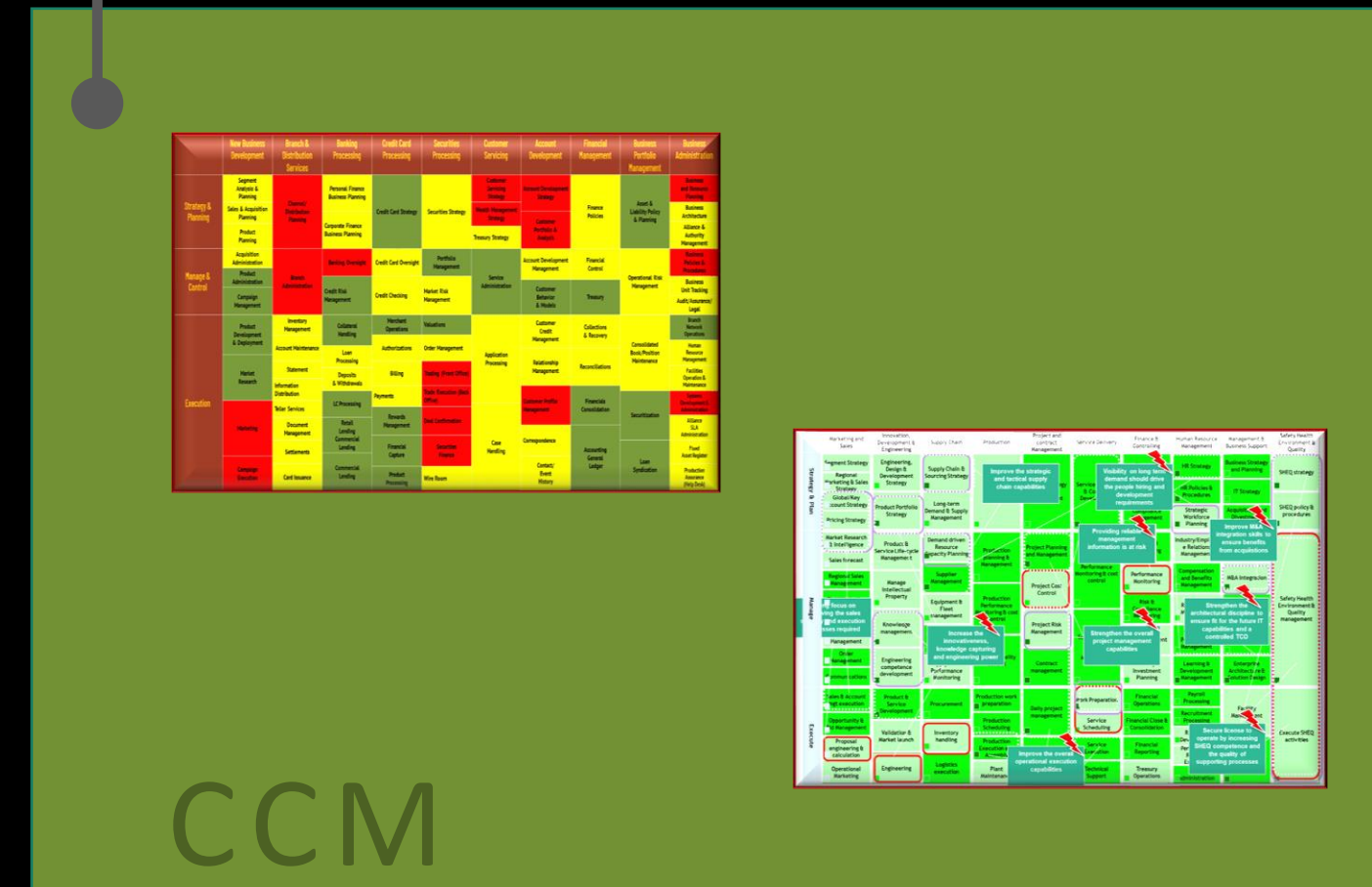
Business Capabilities can best support baselined Strategic Capabilities, what Business Service Capabilities are needed for the Business to operate optimally to fulfill Strategic Goals and KPI's, and, where can we differentiate?



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



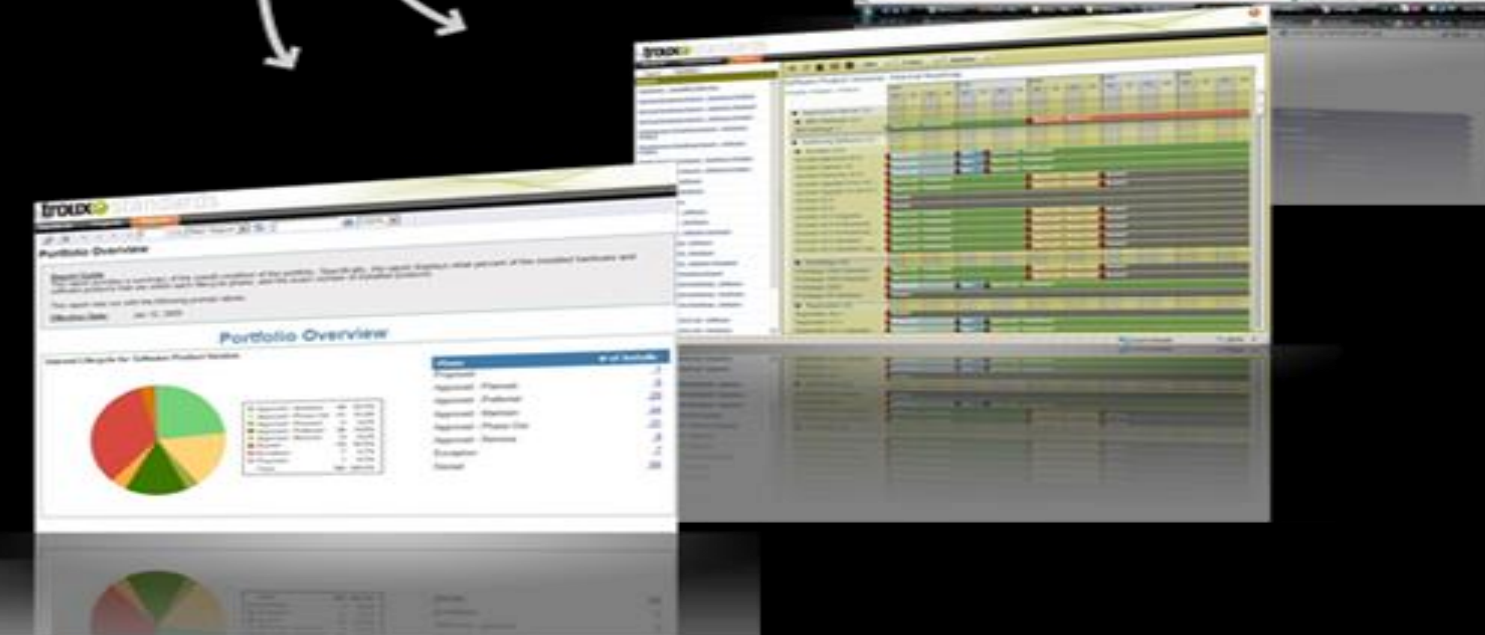
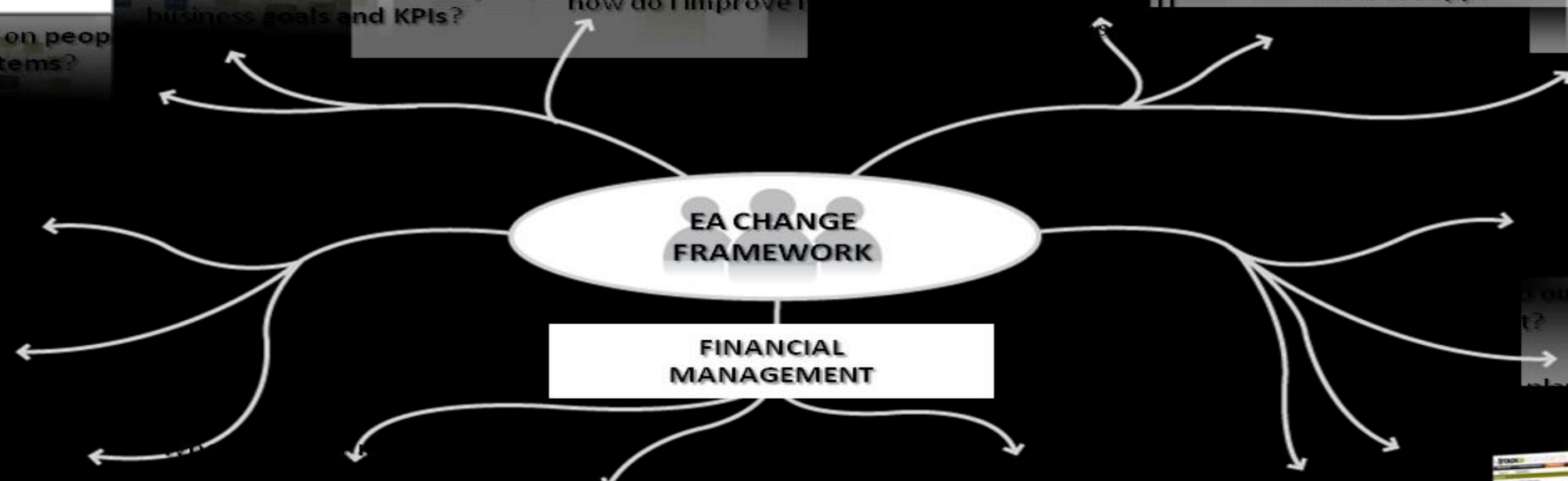
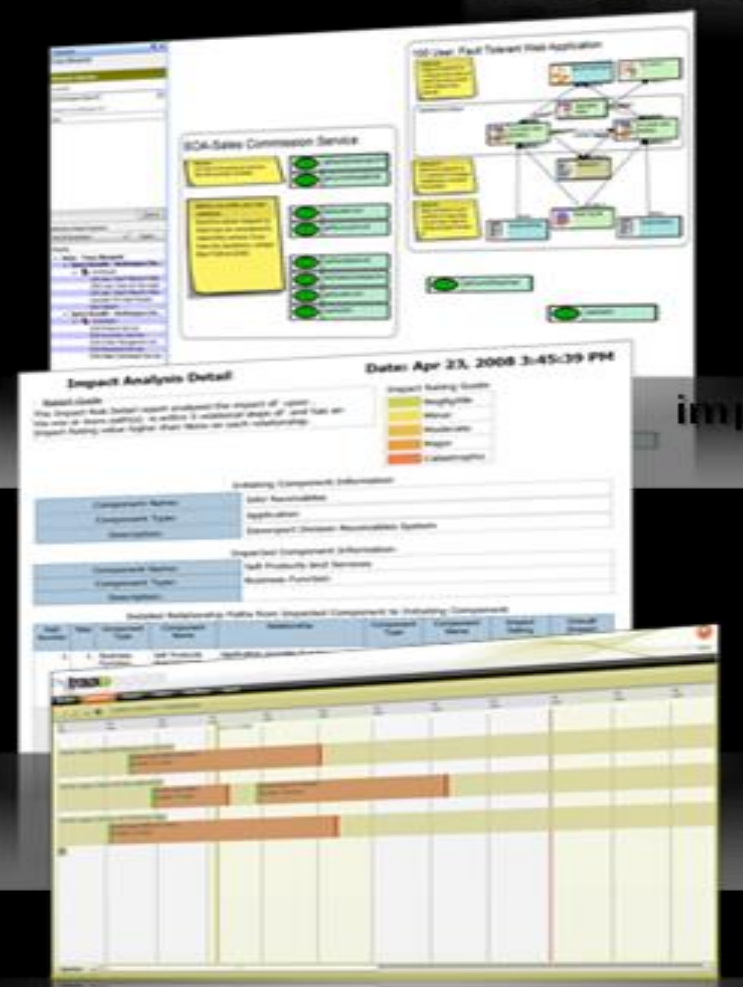
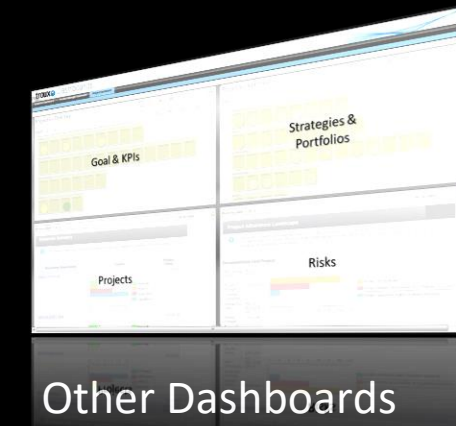
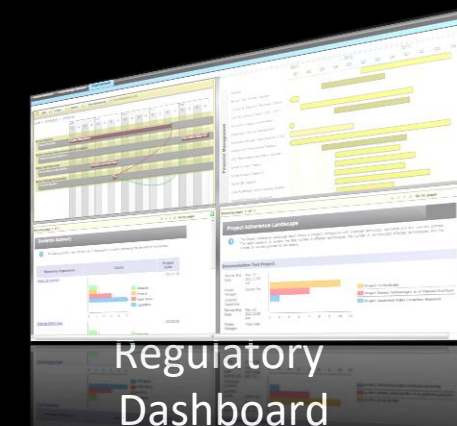
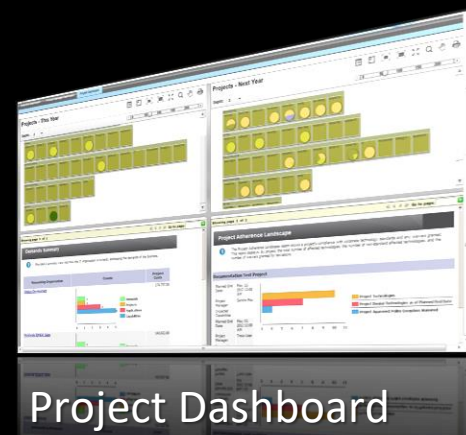
SOFTWARE AG'S ALFABET & ARIS

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

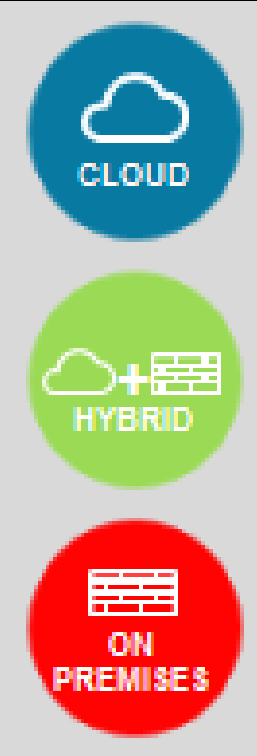
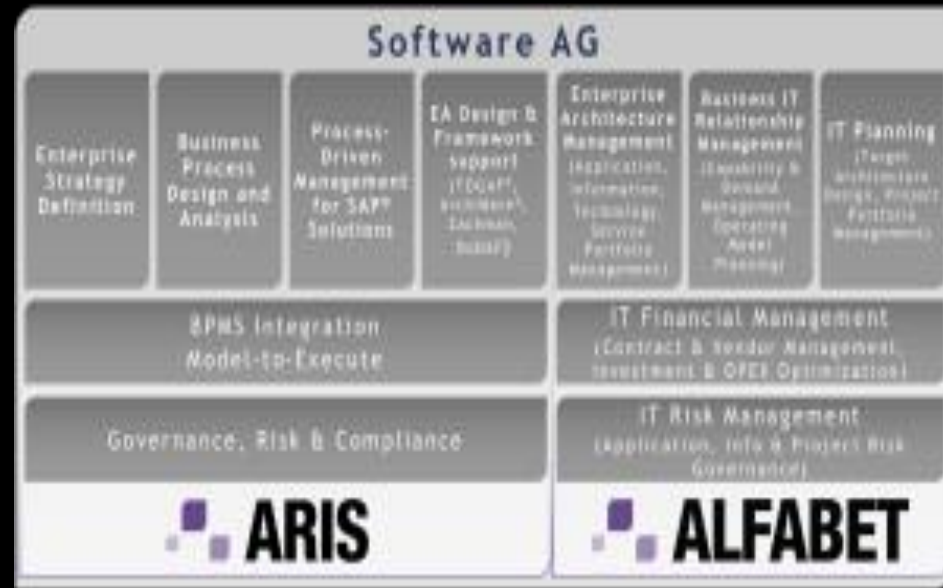
EA TRANSFORM

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**

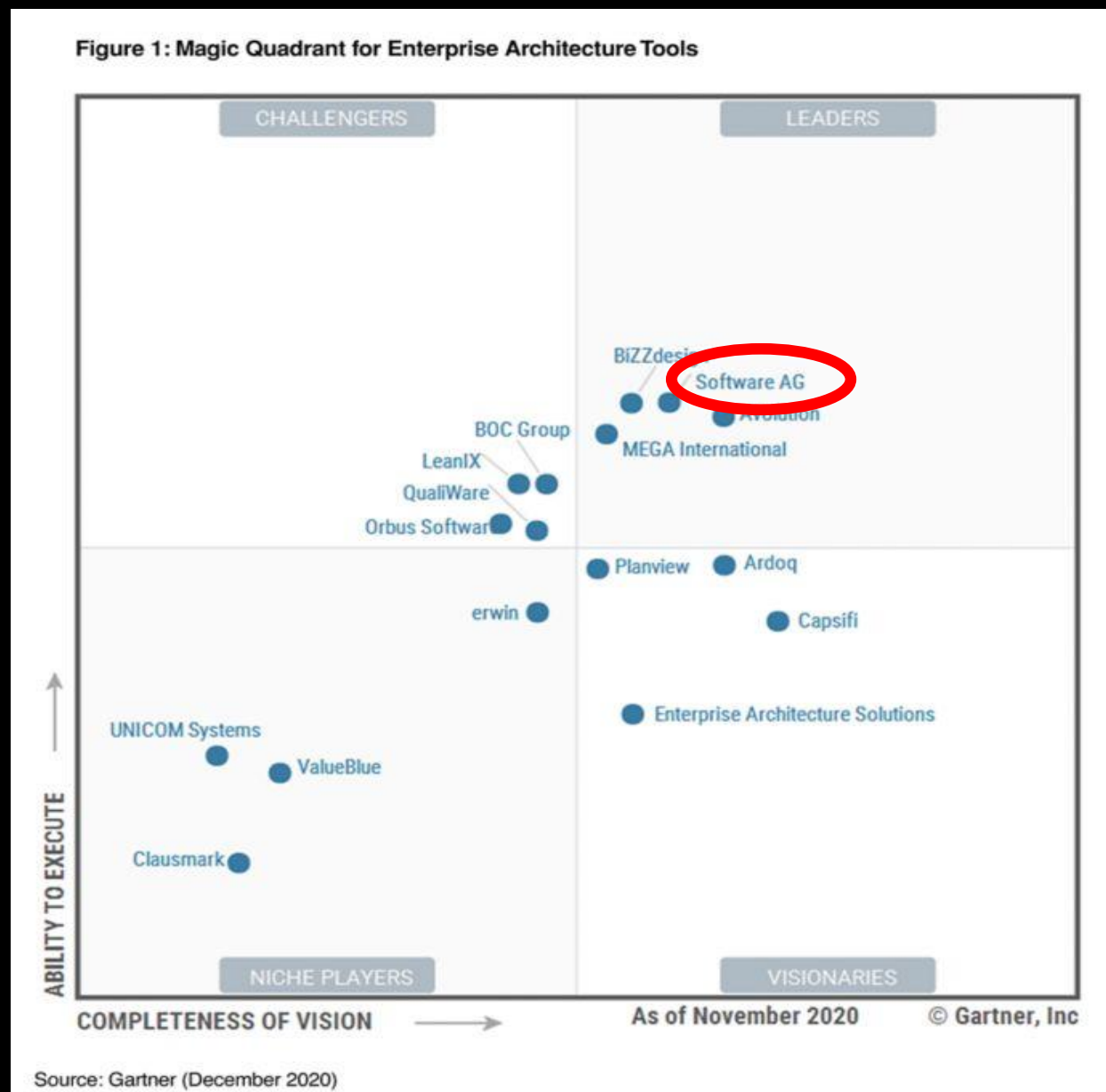
Great Analysts Recognition
FORRESTER **Gartner**

All Product Capabilities in the **CLOUD**

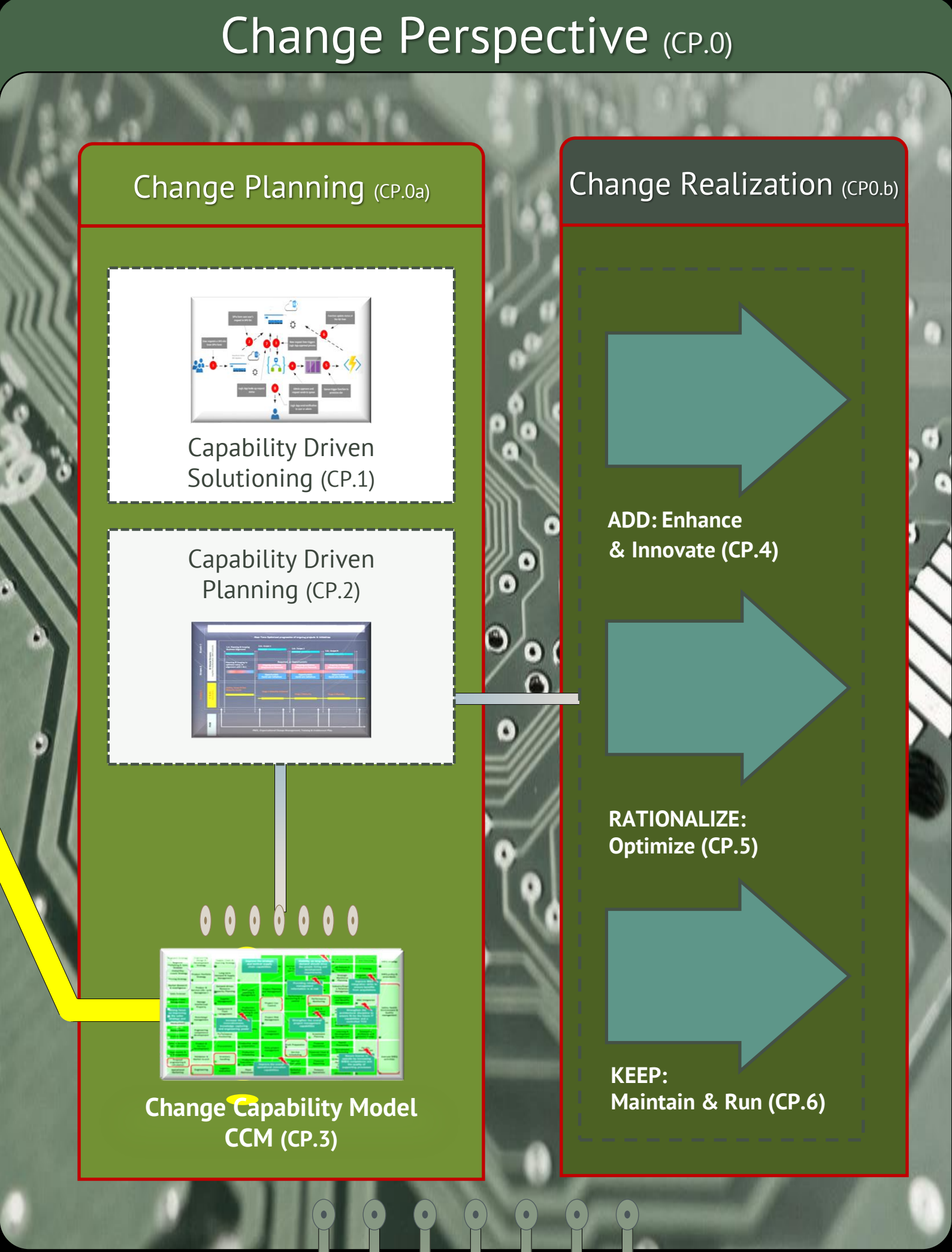
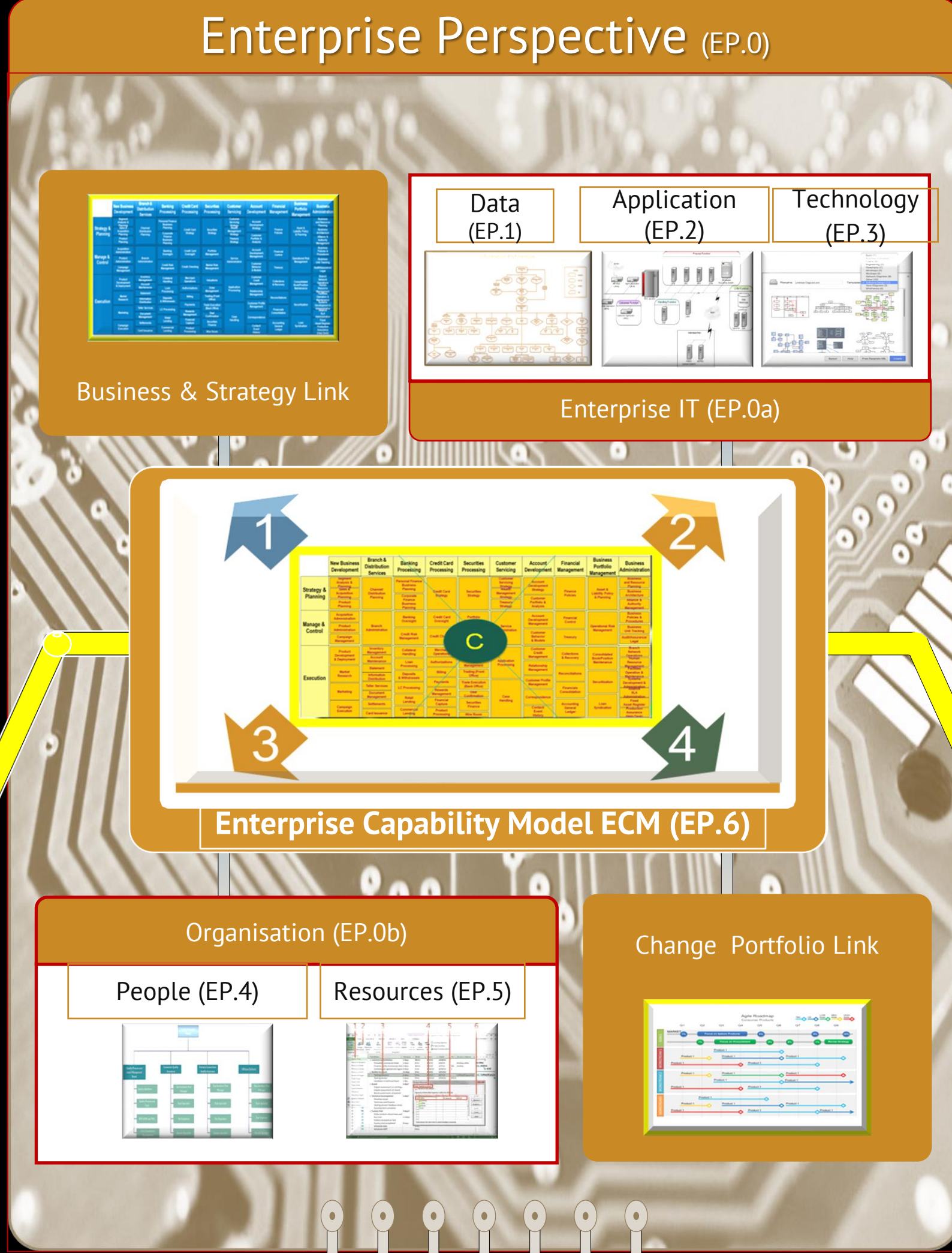
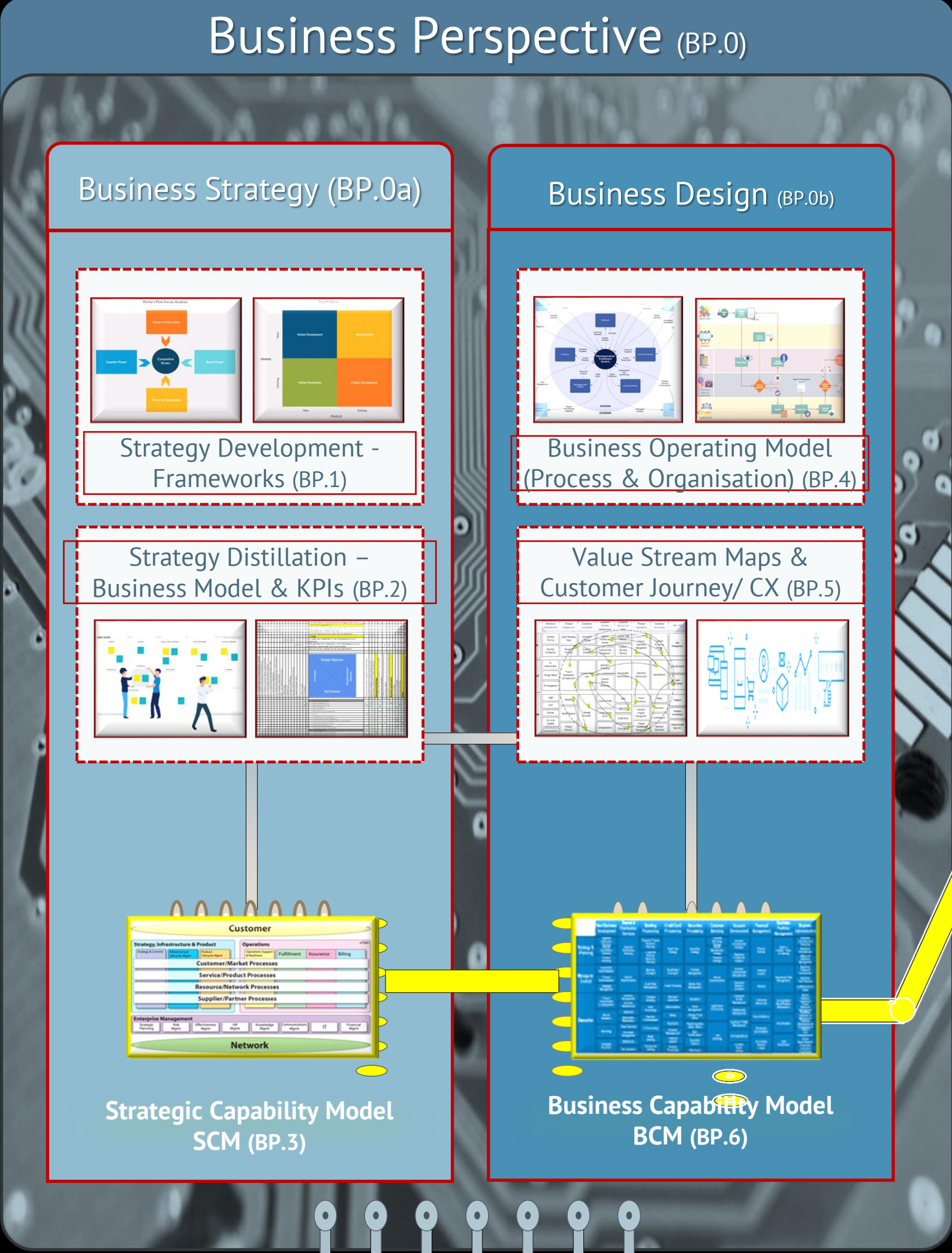
97% Customer Retention

Typical reduction of operating costs **10%**

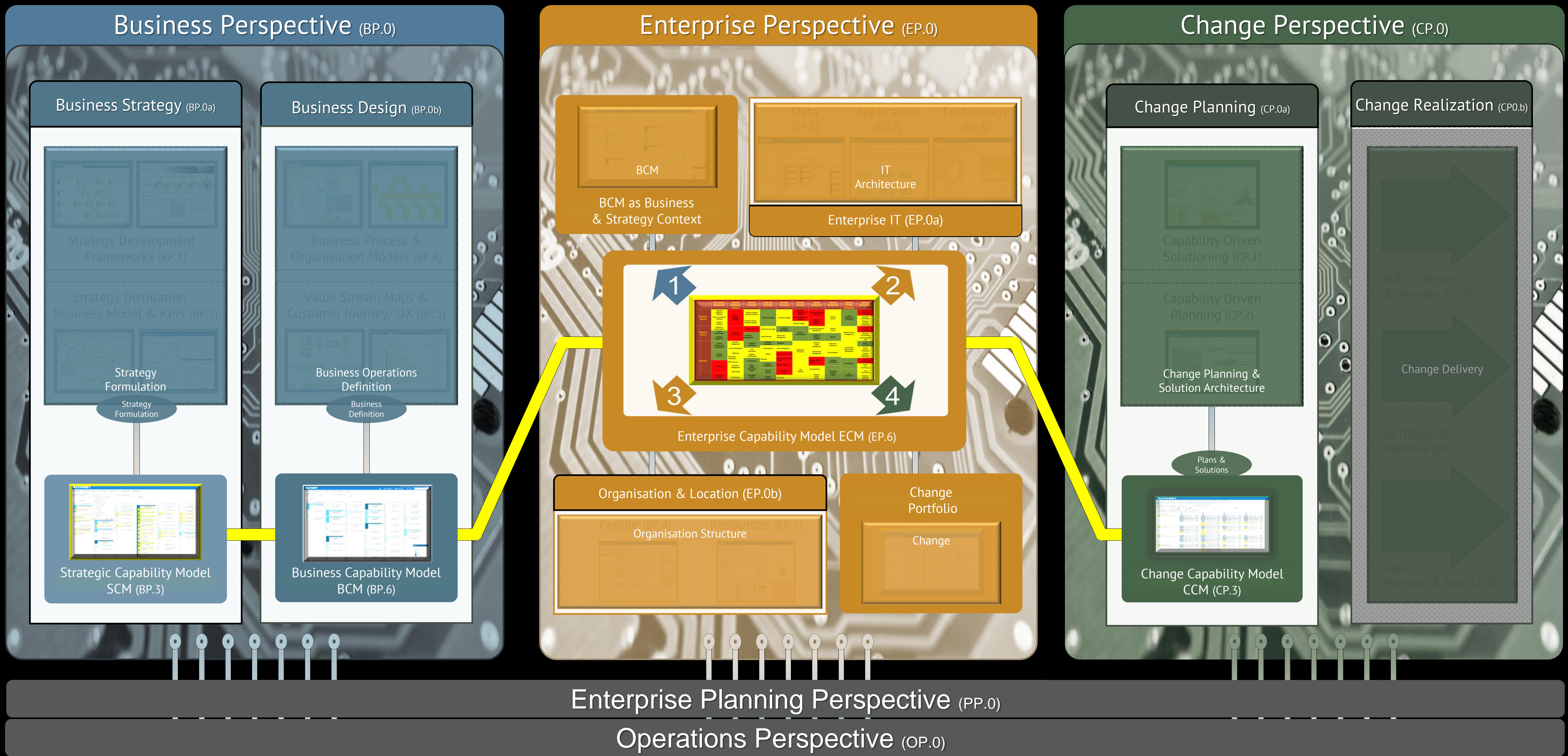
Rich Meta Model with **200+** Configurable Classes



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)

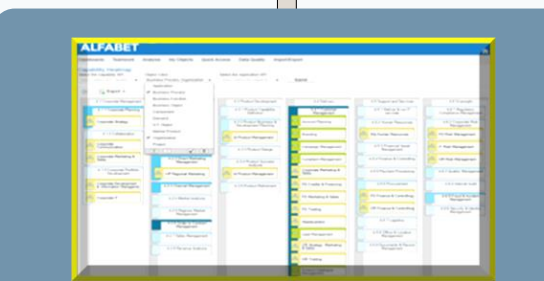


Strategy Development - Frameworks (BP.1)

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

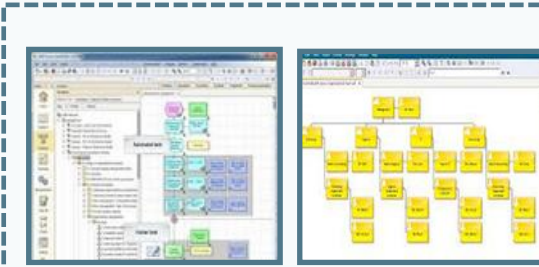


Strategy Distillation - Business Model & KPIs (BP.2)



Strategic Capability Model SCM (BP.3)

Business Design (BP.0b)

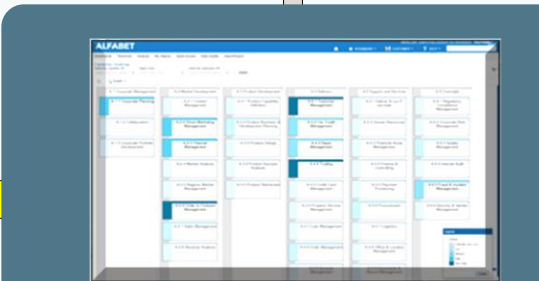


Business Process & Organisation Models (BP.4)

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

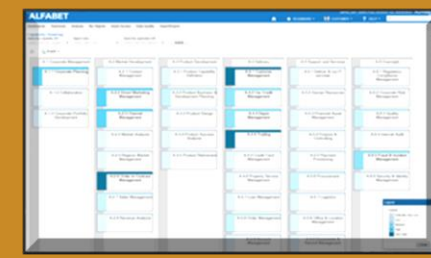


Value Stream Maps & Customer Journey/ CX (BP.5)



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)



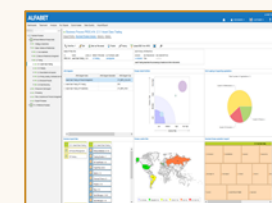
Enterprise Capability Model ECM (EP.6)

Organisation & Location (EP.0b)

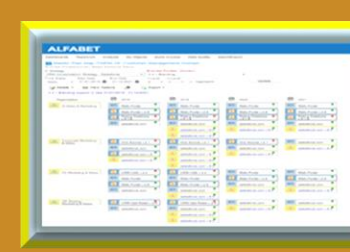
People (EP.4)



Resources (EP.5)

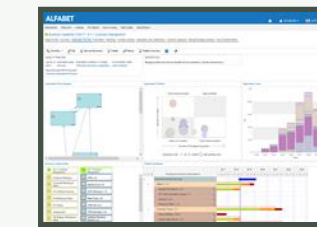


Change Portfolio



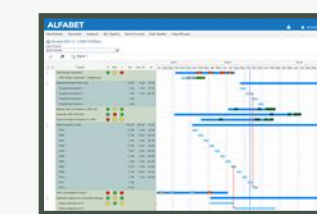
Change Perspective (CP.0)

Change Planning (CP.0a)

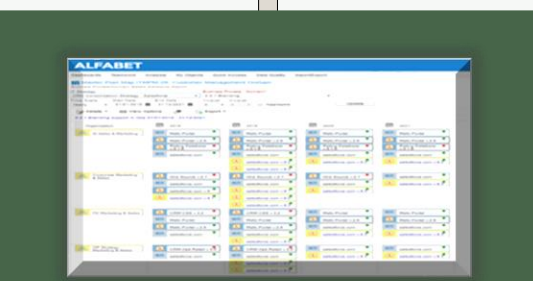


Capability Driven Solutioning (CP.1)

Capability Driven Planning (CP.2)

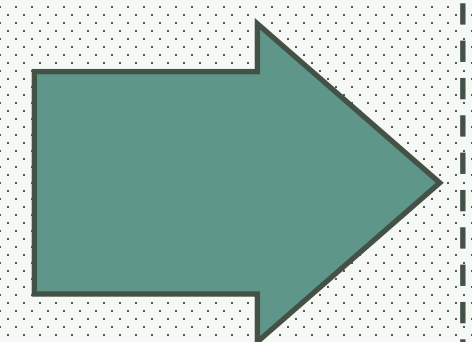


Capability Driven Planning (CP.2)

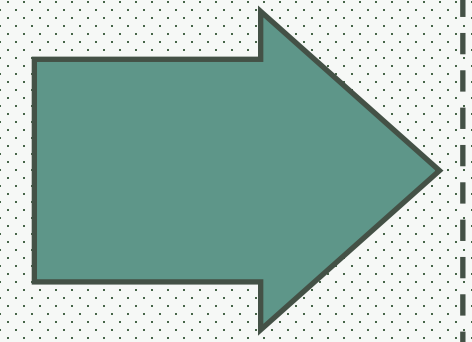


Change Capability Model CCM (CP.3)

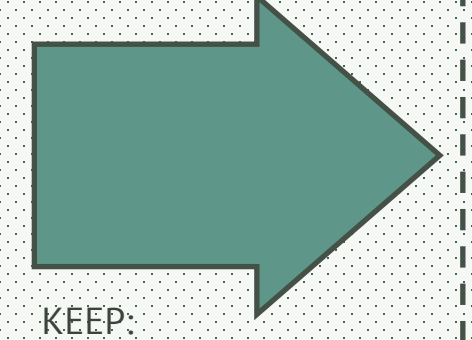
Change Realization (CP.0b)



ADD: Enhance & Innovate (CP.4)



RATIONALIZE: Optimize (CP.5)



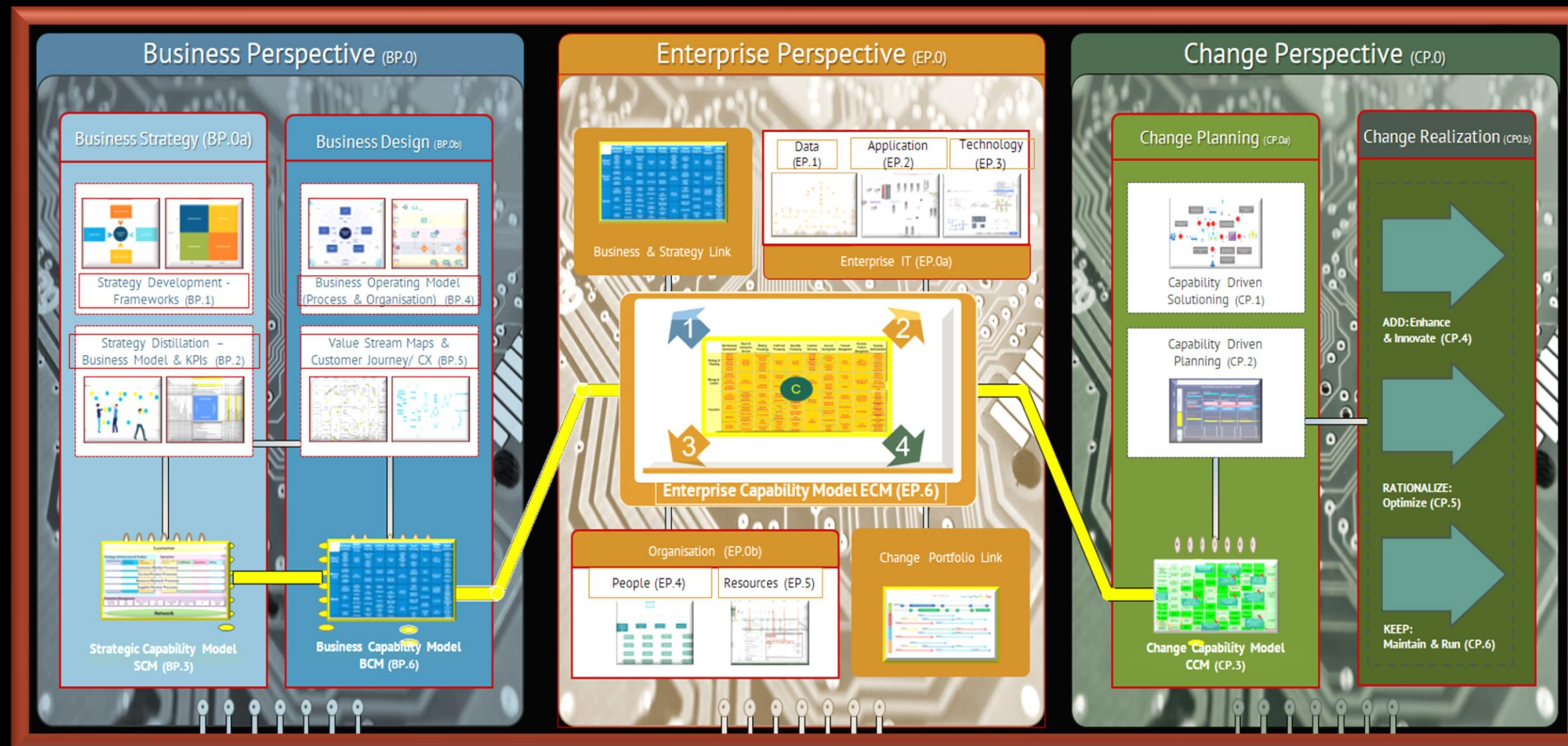
KEEP: Maintain & Run (CP.6)

Enterprise Planning Perspective (PP.0)

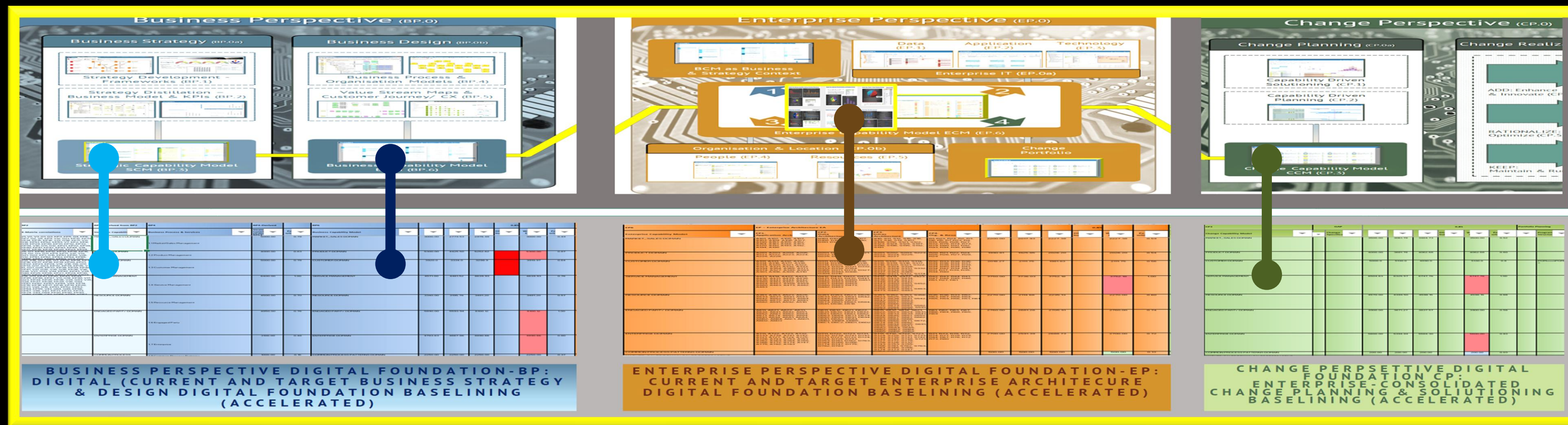
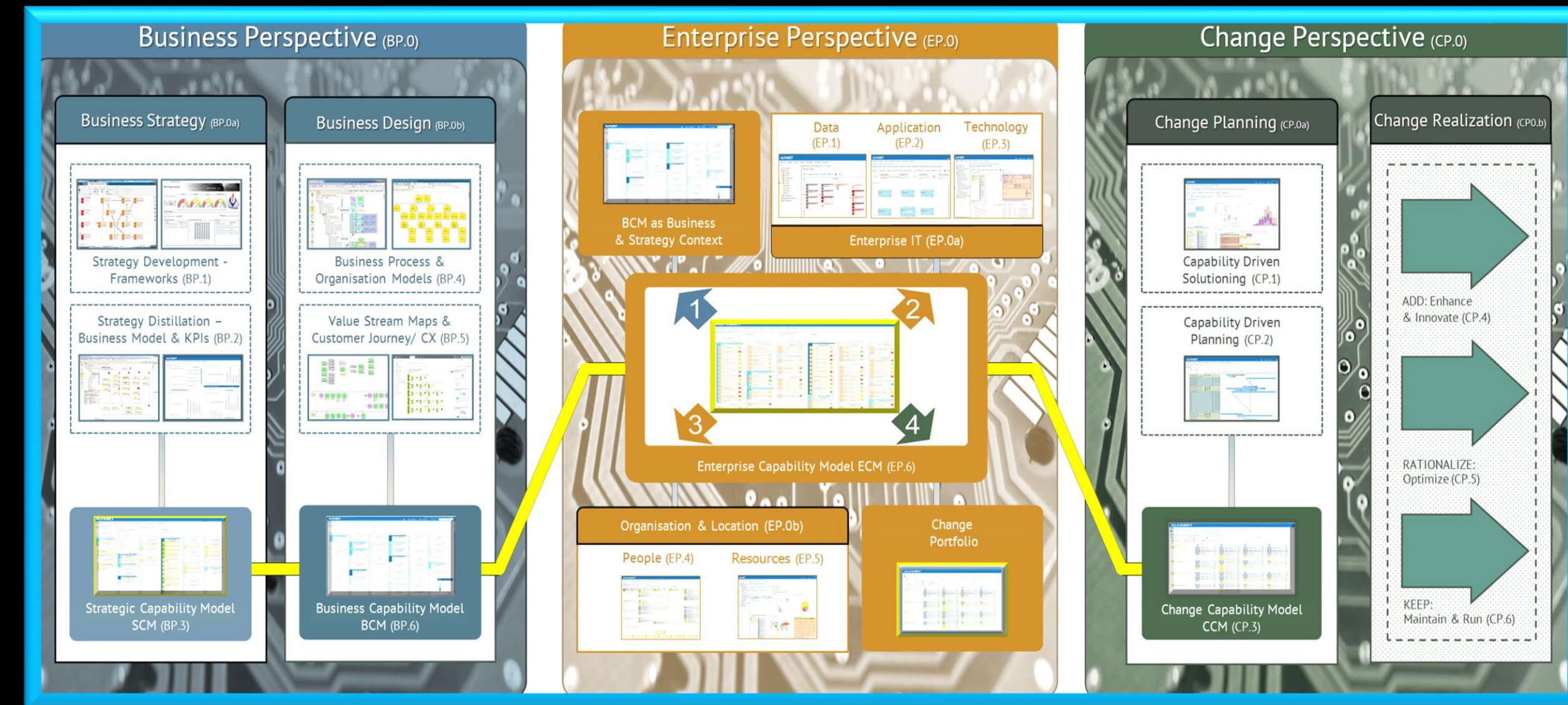
Operations Perspective (OP.0)

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

EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK

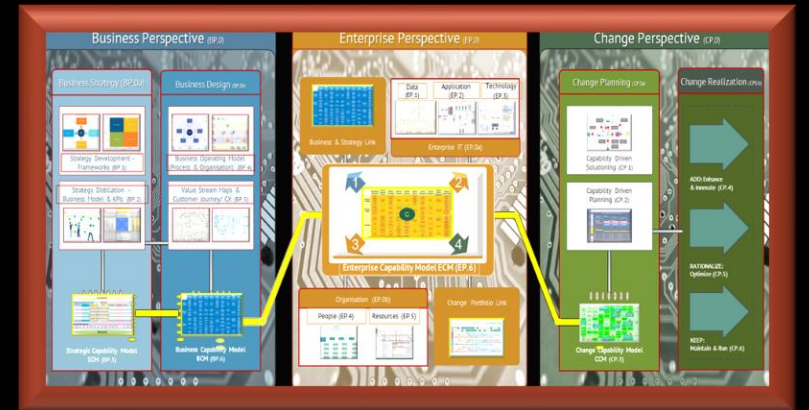


EPERSPECTIVES DIGITAL ENTERPRISE FRAMEWORK & TOOLING



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	CRM Portfolio
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 icons 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	Revamp 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)

Cause-and-effect

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

Customer: Leave unprofitable segments within 2 years → Increase high-wealth product attractiveness by... → Acquisition of profitable niche player in car...

Internal business processes: Process transformation to increase efficiency... → Restructure service offering to boost high-growth... → Implement campaigns for high-growth revenue... → Build up 100% expertise to run high-wealth market... → Boost product innovation for high-wealth market... → Employ 15% additional experts in high-wealth produ...

Learning and growth: Restructure service offering to boost high-growth... → Implement campaigns for high-growth revenue... → Build up 100% expertise to run high-wealth market... → Boost product innovation for high-wealth market... → Employ 15% additional experts in high-wealth produ...

My connection 3 - ARIS Architect

01 KPIs & more

ЦЕЛ: Process transformation to increase efficiency by 30%

Инициатива: 'Process Automation'

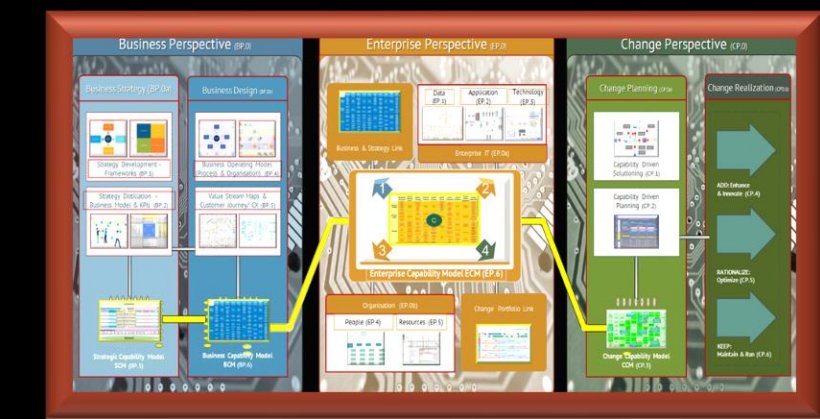
КЛЮЧОВ ИНДИКАТОР: Process automation rate (all business units), Cycle time improvement rate, Overall process error ratio, Overall process

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



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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 Gen/Manager	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				Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Implement Money/Trans App	In Execution				Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Migrate CRM Opti Retail to CRM CSS	Planned	40.00			Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Integrate CRM with SAP	Planned	30.00			Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Enhance Regional Support of CRM	Described	50.00			Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
CRM Analytics Center	In Execution				Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
CRM Consolidation Project	In Execution	100.00			Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep	Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

United Motors Group

UMG Business Model Financial Services

UMG Strategy Scorecard

Scorecard Perspectives

Perspective	2011	2012	2013
Finance	90.00	90.00	90.00
Customer	90.00	90.00	90.00
Process	90.00	90.00	90.00
Learning & Growth	90.00	90.00	90.00

Scorecard Details

Strategic Objectives

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

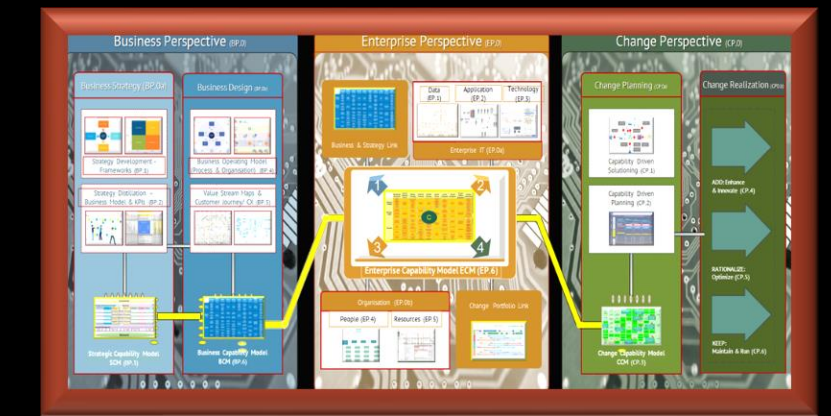
Key Performance Indicator

Action Plan

Initiative	Responsible Role
LSS initiative at financing	Black belt 1
LSS initiative at claim management	Black belt 2
Retail Banking Facebook campaign	Facebook 2012 project tea
LSS initiative at financing	Green belt 1
Retail Banking Facebook campaign	Marketing director
LSS initiative at claim management	Project team "Six Sigma fo
LSS initiative at financing	Project team "Six Sigma fo

BUSINESS PERSPECTIVE - BP2

BUSINESS CANVAS AND X-MATRIX

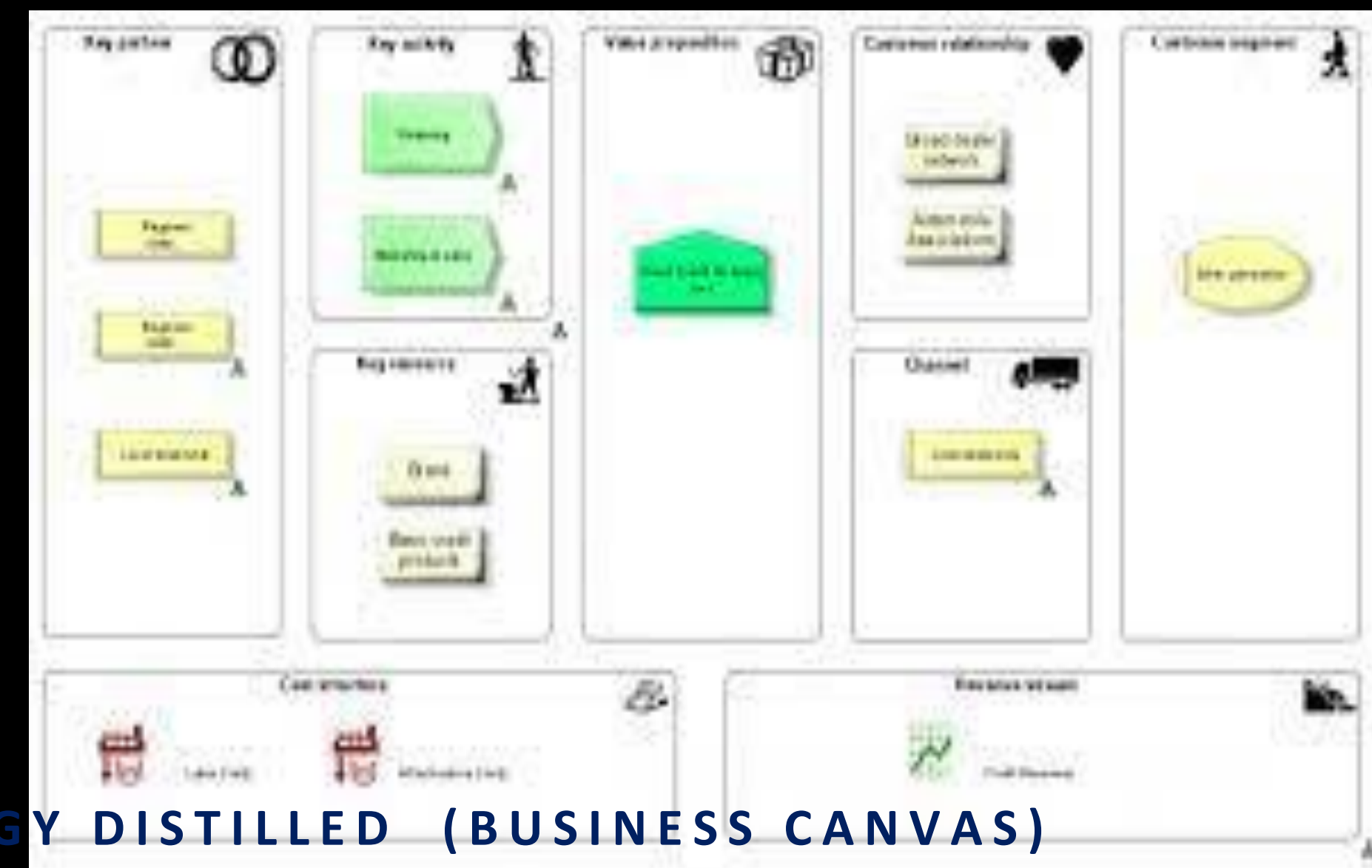
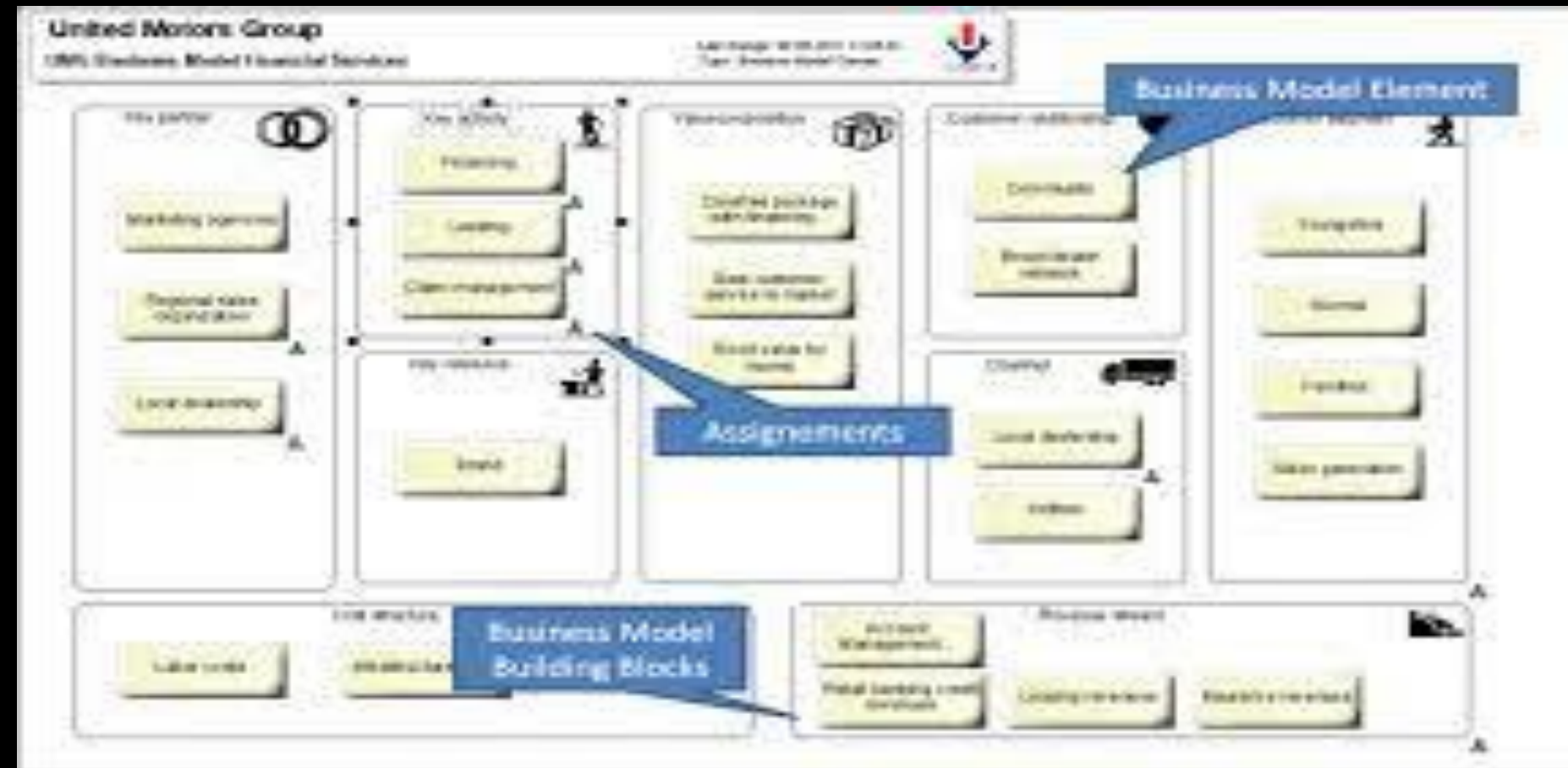


Business Strategy (BP.0a)

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

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

Strategic Objectives vs Stakeholder Values

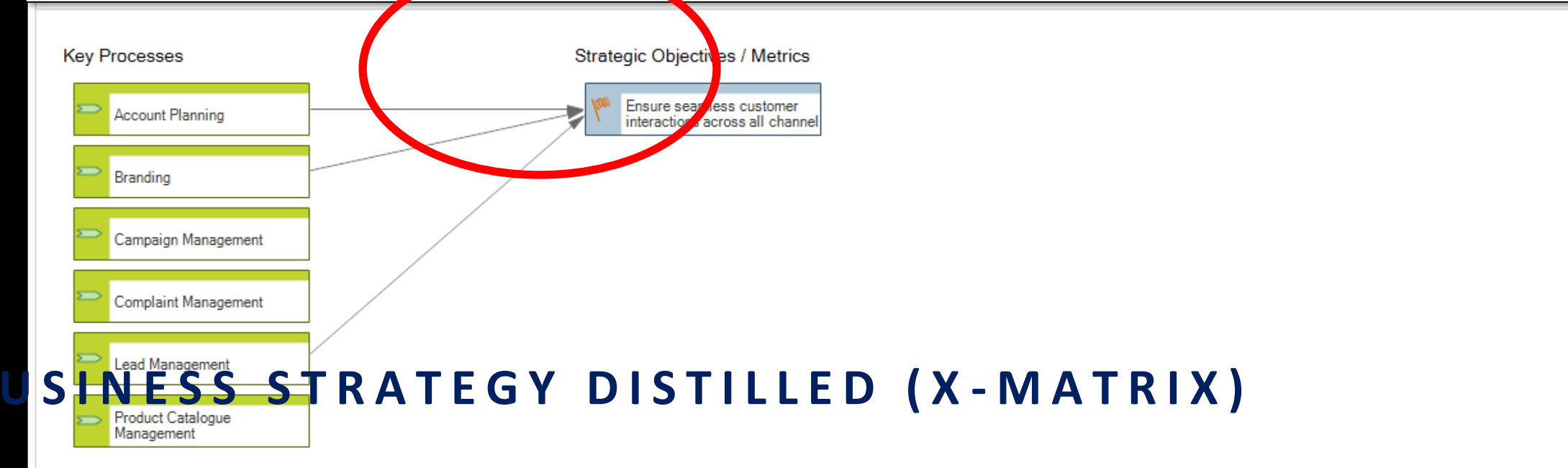
Strategic Objective	Stakeholder Value
1	Align strategy, processes and IT-architecture
2	Analyze business processes iteratively
3	Be always compliant with regulations
4	Create a digital DNA image
5	Create mortgaging services

Metrics vs Key Processes

Metric	Key Process
1	1 Strategy & Governance
2	1.1 Business Architecture
3	1.2 Information Technology Architecture

Key Processes vs Stakeholder Values

Key Process	Stakeholder Value
1	1 Strategy & Governance
2	1.1 Business Architecture
3	1.2 Information Technology Architecture
4	1.3 End to End Service Level Management
5	1.4 Executive Stakeholder Management

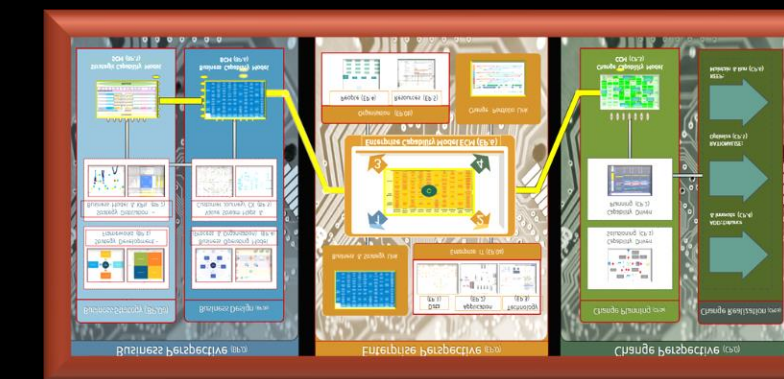


BUSINESS STRATEGY DISTILLED (BUSINESS CANVAS)

BUSINESS STRATEGY DISTILLED (X-MATRIX)

BUSINESS PERSPECTIVE - BP3

STRATEGIC CAPABILITY MAP - SCM



Business Strategy (BP.0a)



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



Strategic Capability Model SCM (BP.3)

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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

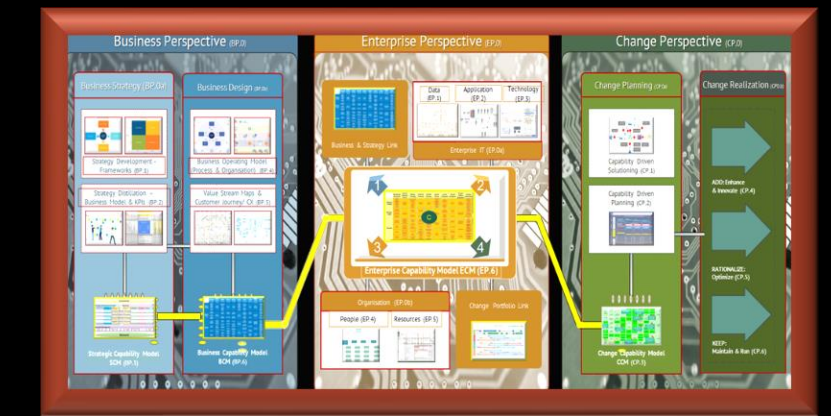
Object Class	Application	Business Process	Business Function	Business Object	Component	Demand	ICT Object	Market Product	Organization	Project
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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.2.2 Direct Marketing Management	W/P Regional Marketing												
A.2.3 Channel Management														
A.2.4 Market Analysis														
A.2.5 Regional Market Management														
A.2.6 Order to Contract Management														
A.2.7 Sales Management														
A.2.8 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

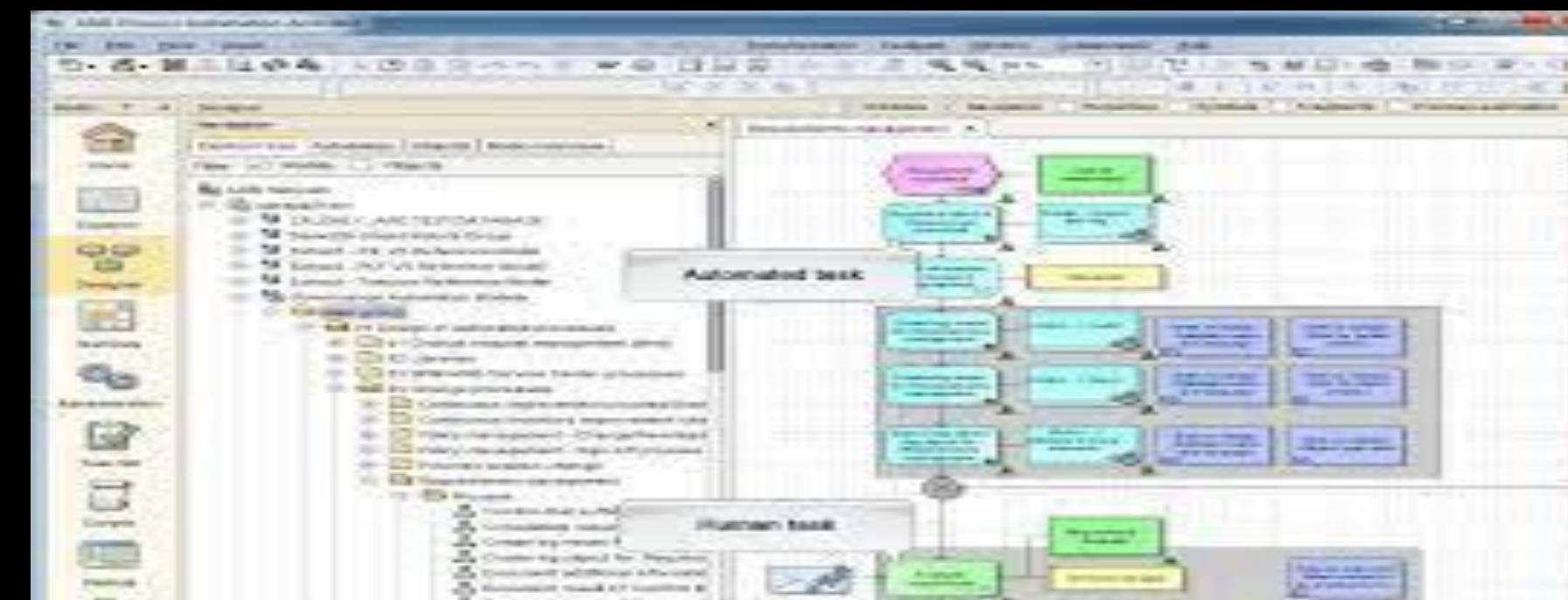
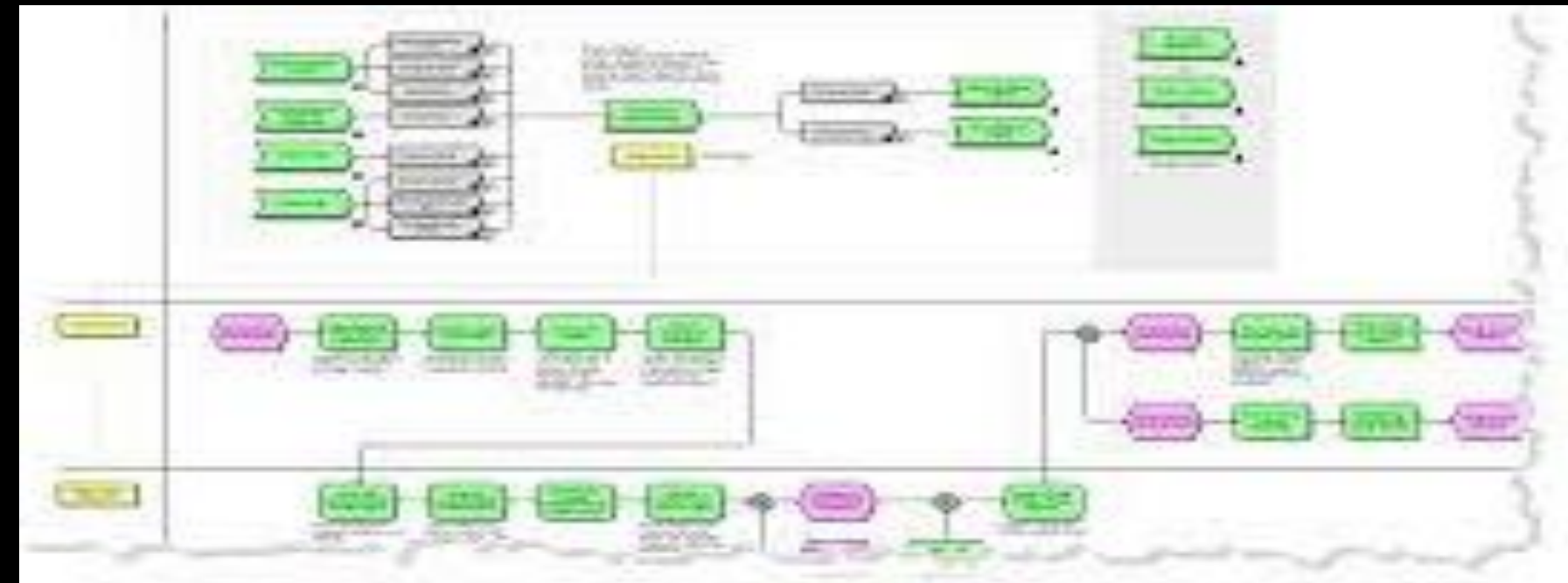


Business Design (BP.0b)

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

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

Business Capability Model BCM (BP.6)



ALFABET

Business Process PROC-414: 2.3.1 Asset Class Trading

Workflow | Edit | Mark as Reviewed | Publish | History | Upload BSS from ARIS

BASE ATTRIBUTES: ID: NAME: LEVEL: INVENT: PROCESS: AUTHORIZED USER: PROC-414: Asset Class Trading: 2.3.1: 2.3 Trading: Lisa Agrius

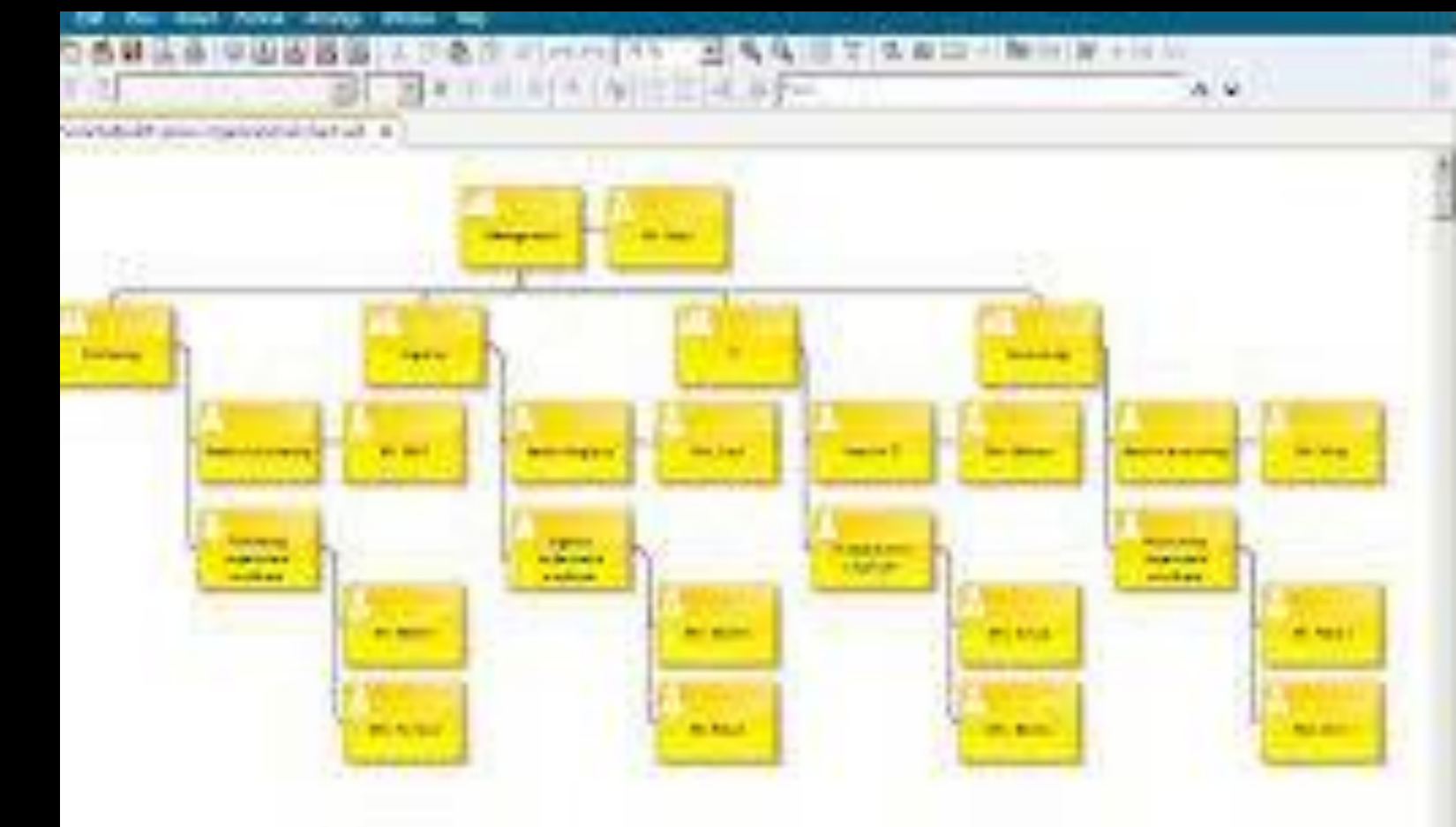
ADDITIONAL INFORMATION: DOMAIN: SOI RELEVANCE: SOI DESCRIPTION: LA Delivery: Trade: Asset Trading describes the processing of assets and other instruments.

ARIS Diagrams: ARIS Diagram Name: ARIS Diagram Description: ARIS Diagram Task: 1: Asset Class Trading (A Product Management): MT_EPSC_COLUMN: 2: Asset Class Trading (FD Trading): EPC: 3: Asset Class Trading (OF Investments): MT_EPSC_ROW

Process Variant Portfolio: A scatter plot showing Process Size vs. Incidence Rate with data points for different variants.

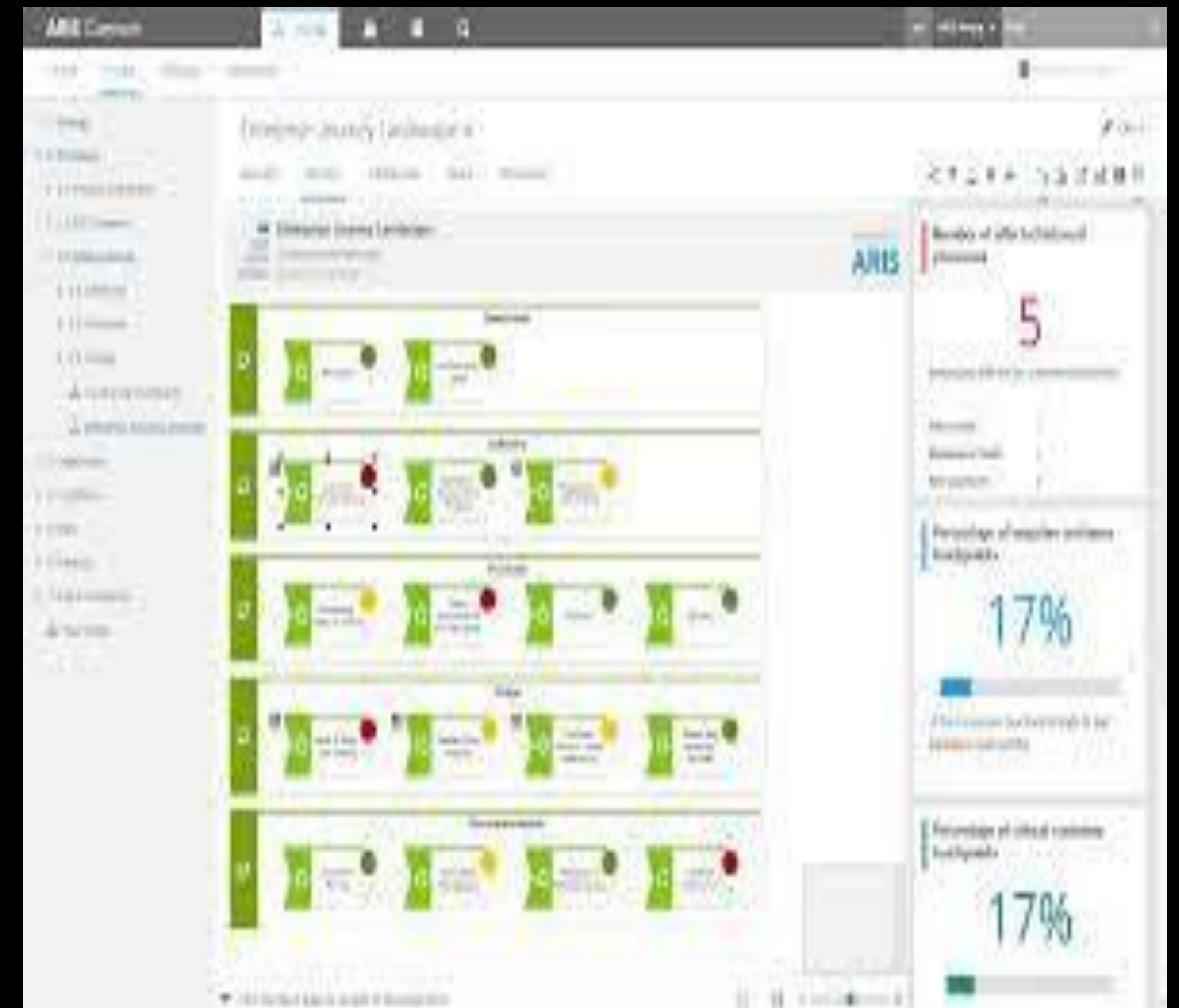
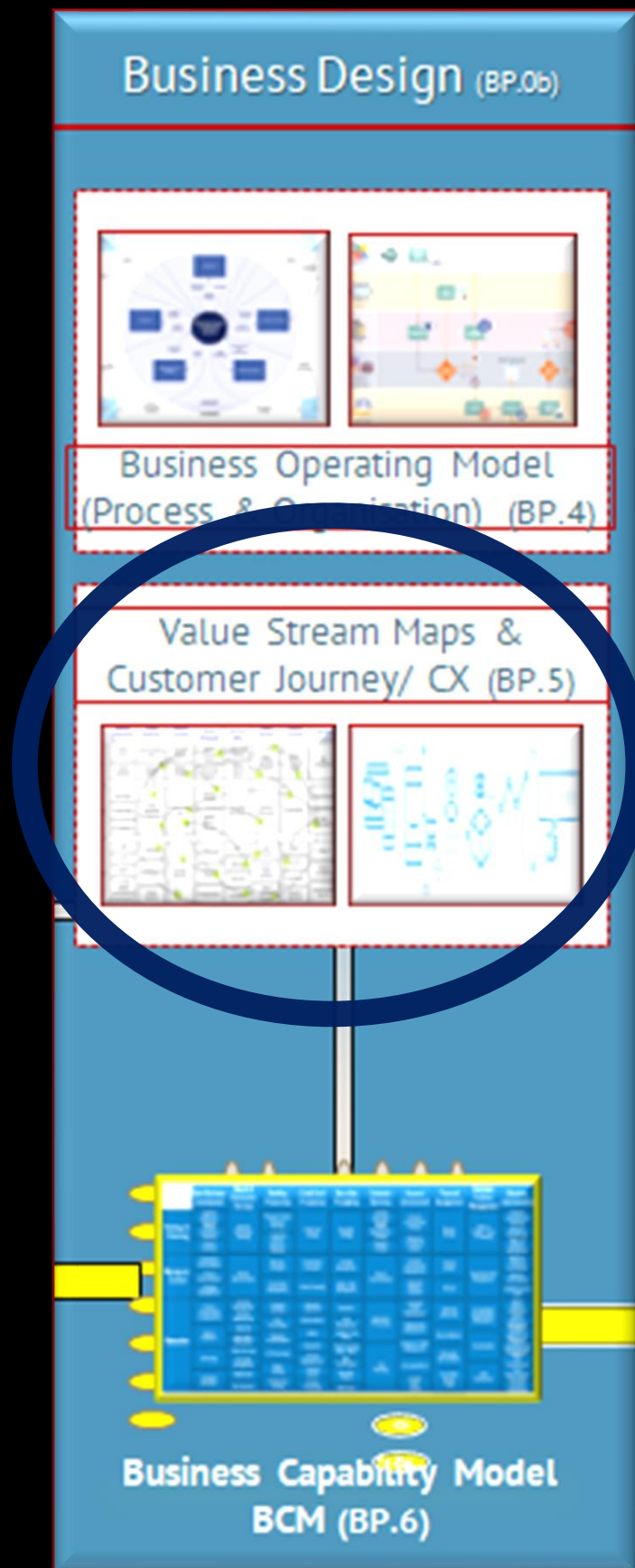
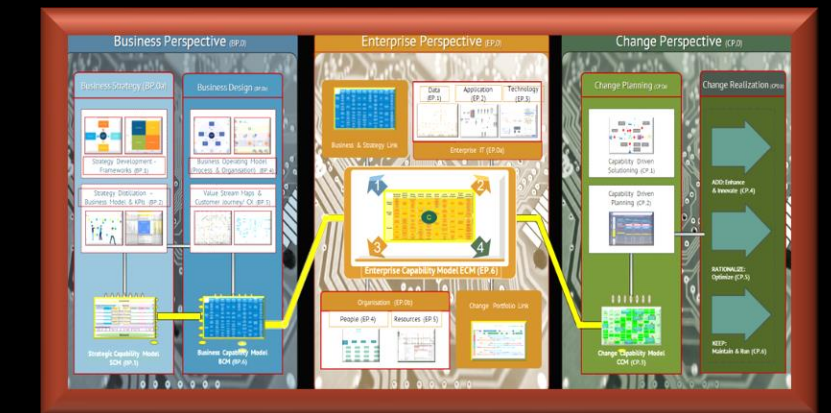
Process Location Map: A world map showing the geographic distribution of the process.

Business Process Application Support: A grid showing the support of various applications.



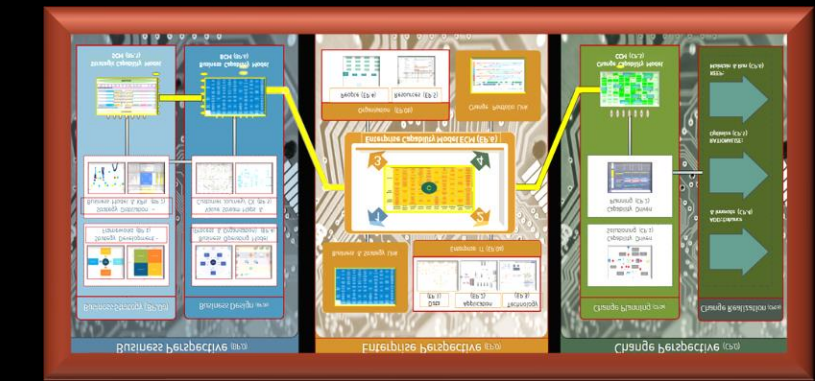
BUSINESS PERSPECTIVE – BP5

CUSTOMER JOURNEY-EXPERIENCE (CX) MAPPING TO VALUE STREAMS



BUSINESS PERSPECTIVE – BP6

BUSINESS CAPABILITY MODEL (BCM)

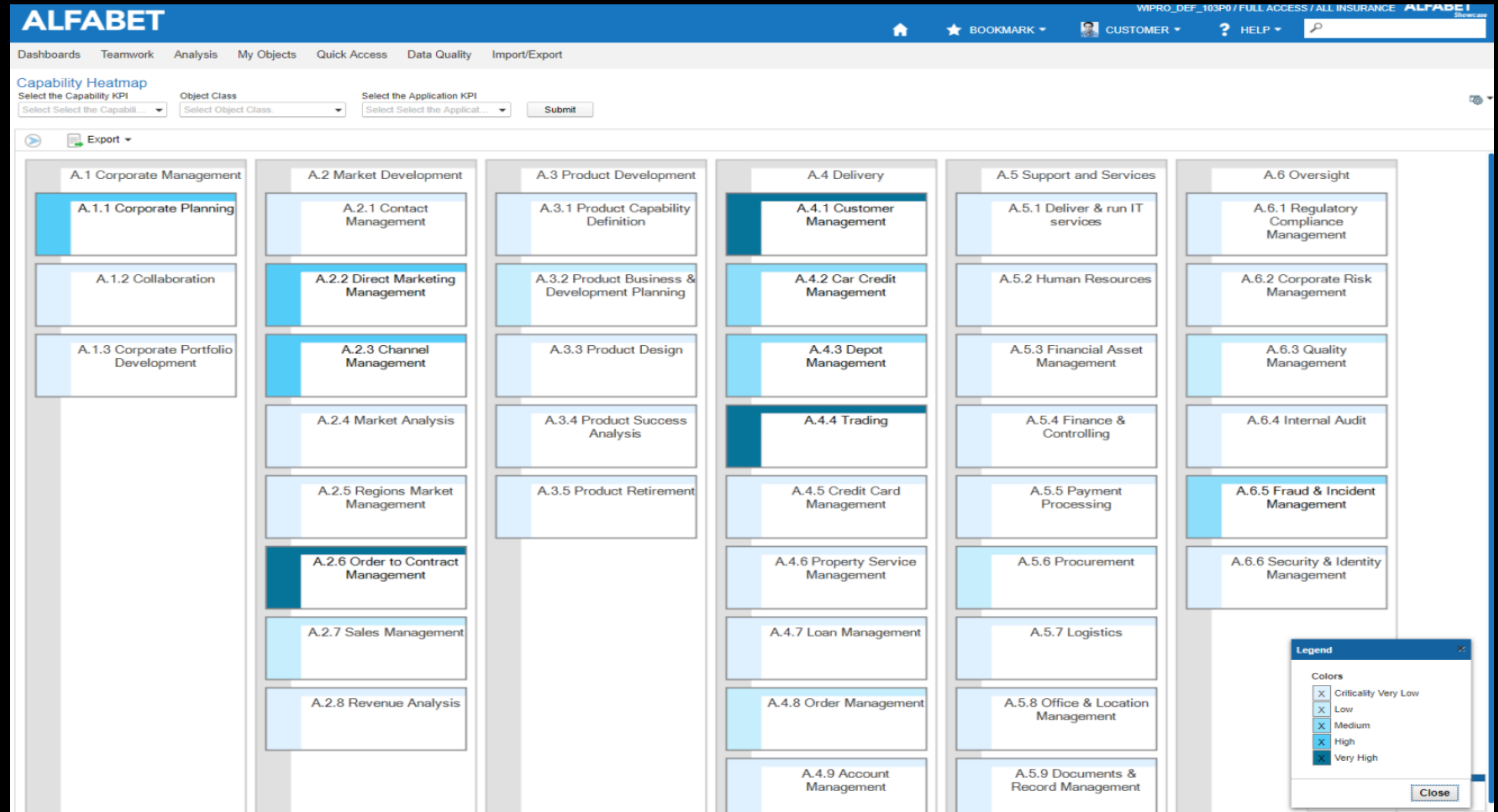


Business Design (BP.0b)

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

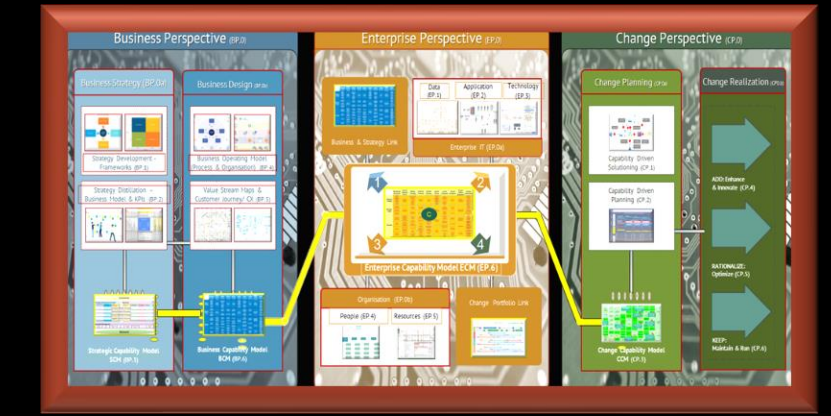
Value Stream Maps & Customer Journey/ CX (BP.5)

Business Capability Model BCM (BP.6)



BUSINESS PERSPECTIVE – BP6

BUSINESS CAPABILITY MODEL (BCM)



ALFABET

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

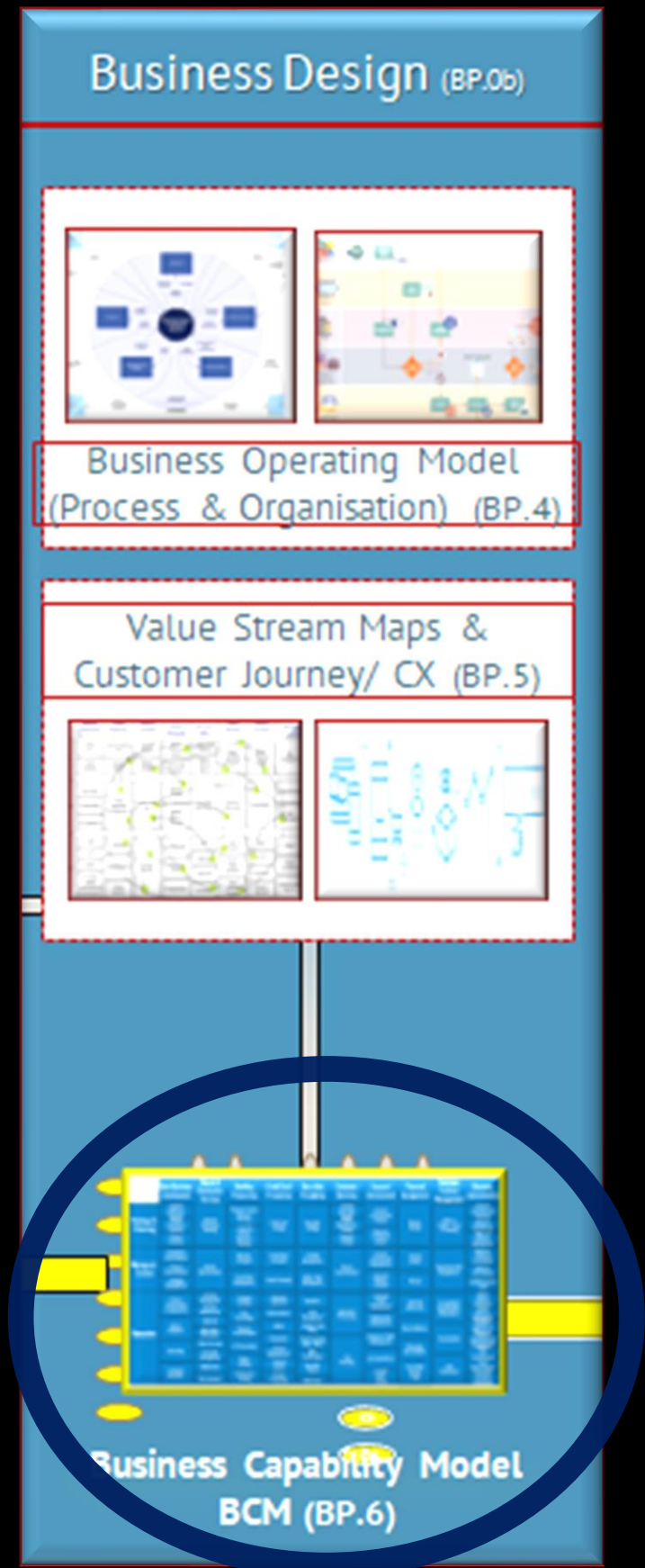
A.1 Corporate Management	A.2 Market Development	A.3 Product Development	A.4 Delivery	A.5 Support and Services	A.6 Oversight
A.1.1 Corporate Plan	A.2.1 Contact Management	A.3.1 Product Capabil	A.4.1 Customer Management	A.5.1 Deliver & run IT	A.6.1 Regulatory Com
A.1.2 Collaboration	A.2.2 Direct Marketin	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	Cost (K)
2013	84K
2014	100.45K
2015	110.5K
2016	120.06K
2017	128.14K
2018	138.03K
2019	100.58K

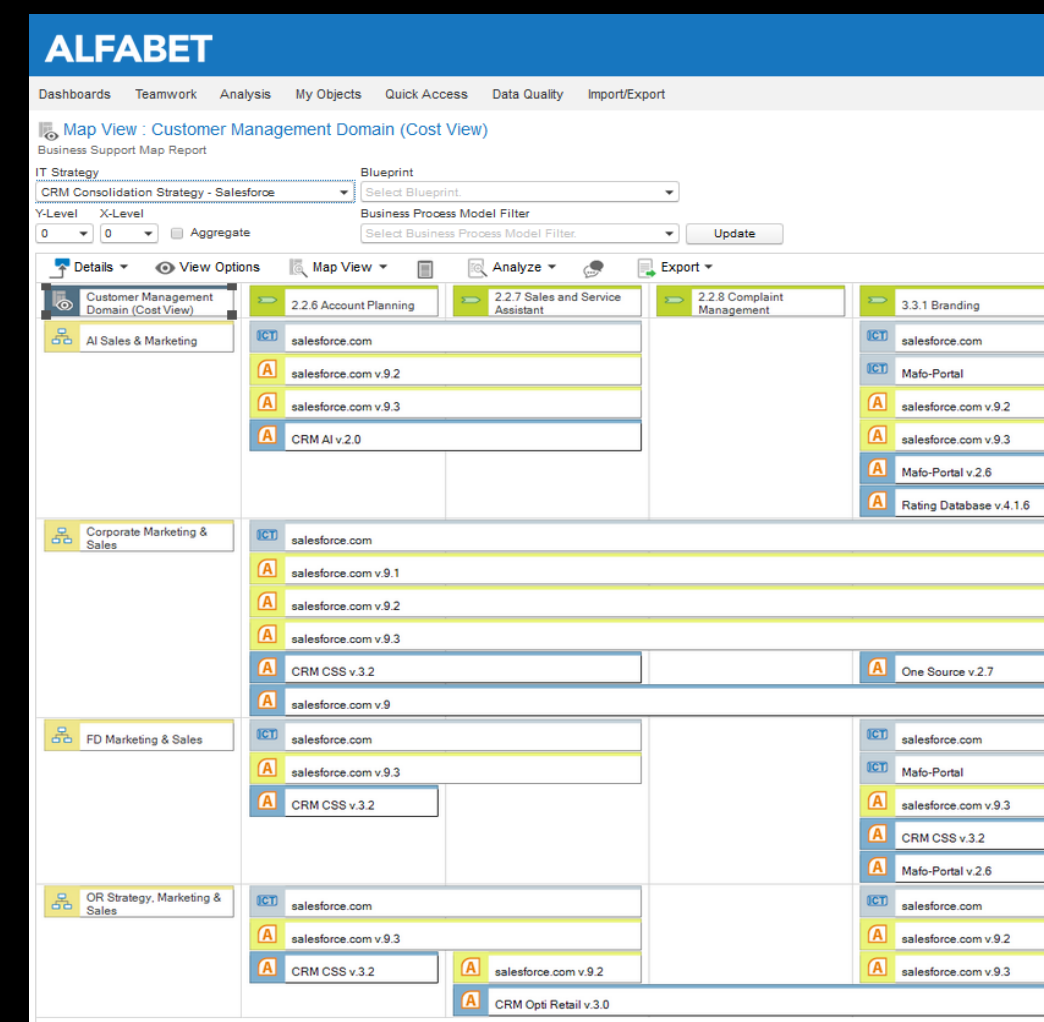
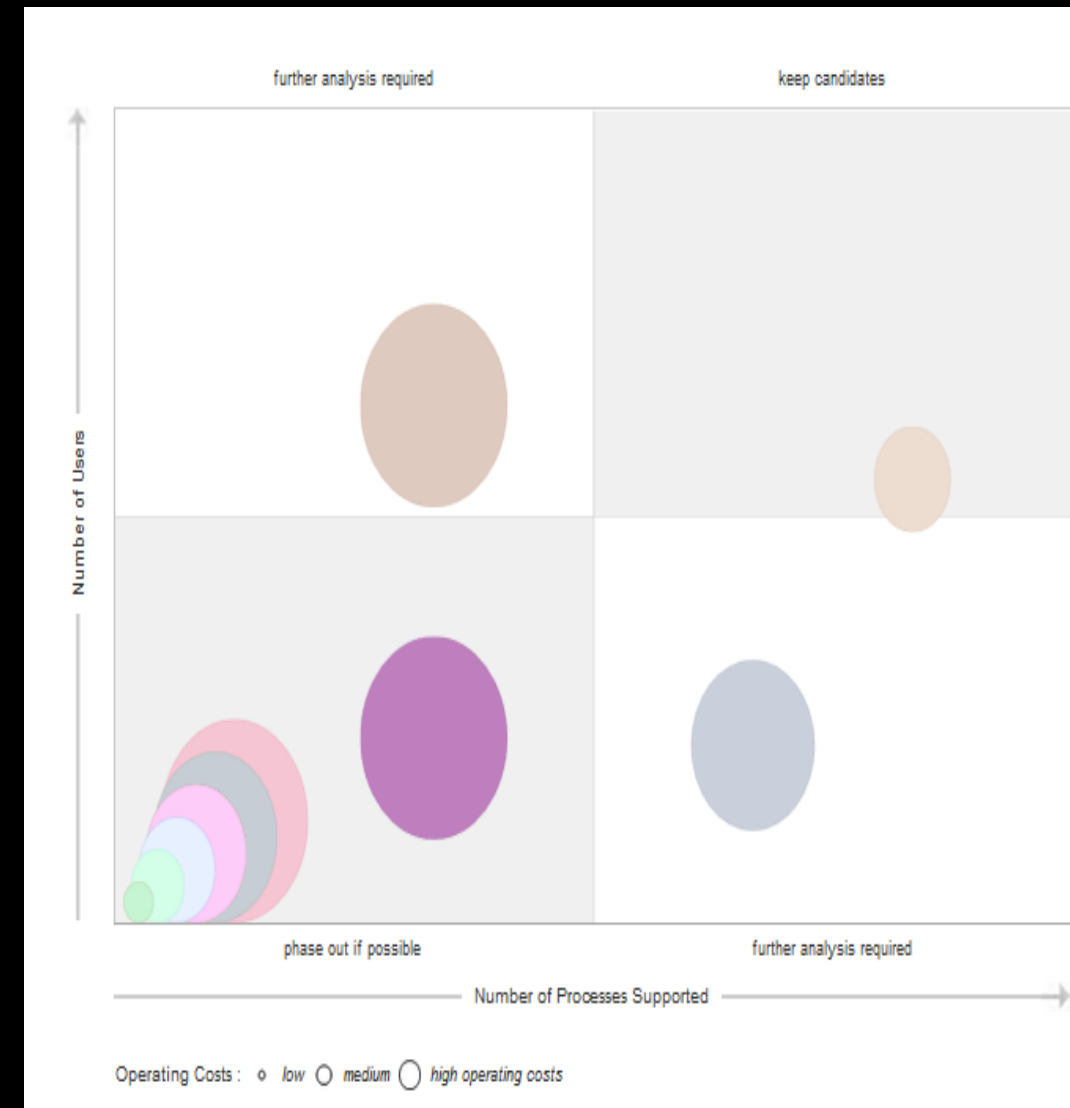
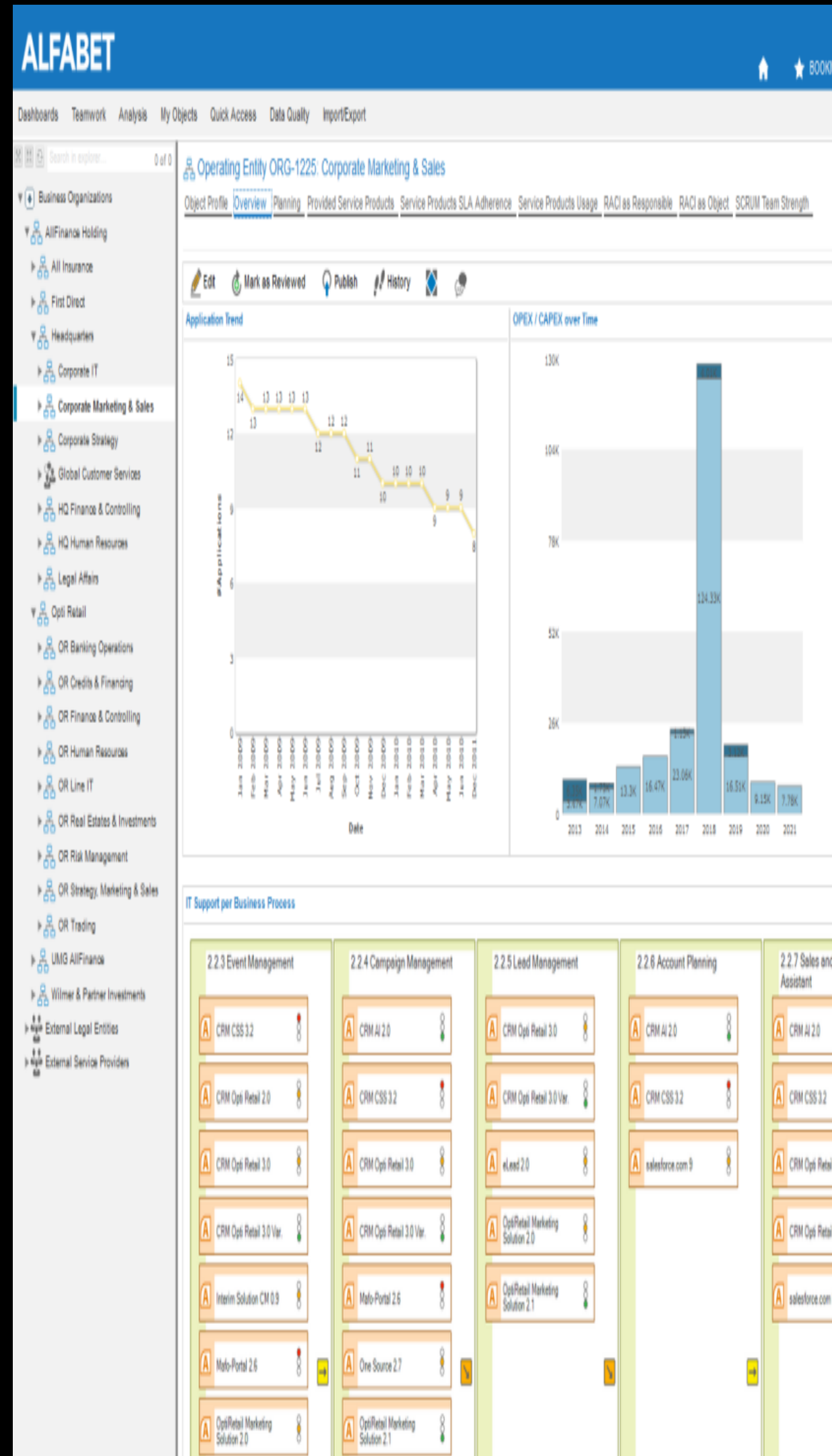
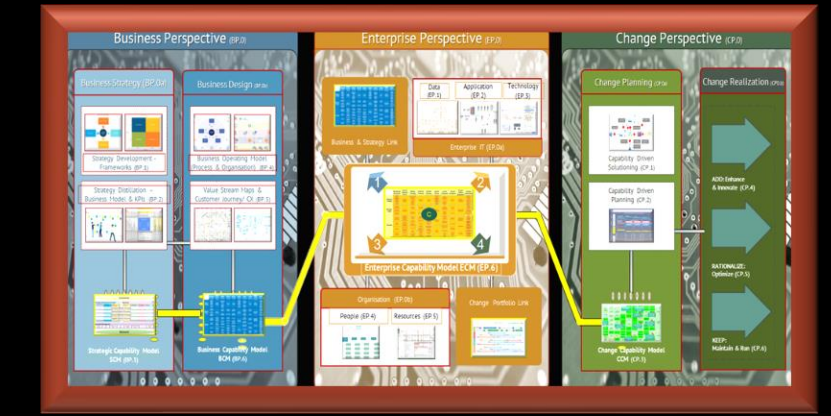
Application Burn Rate

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



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.

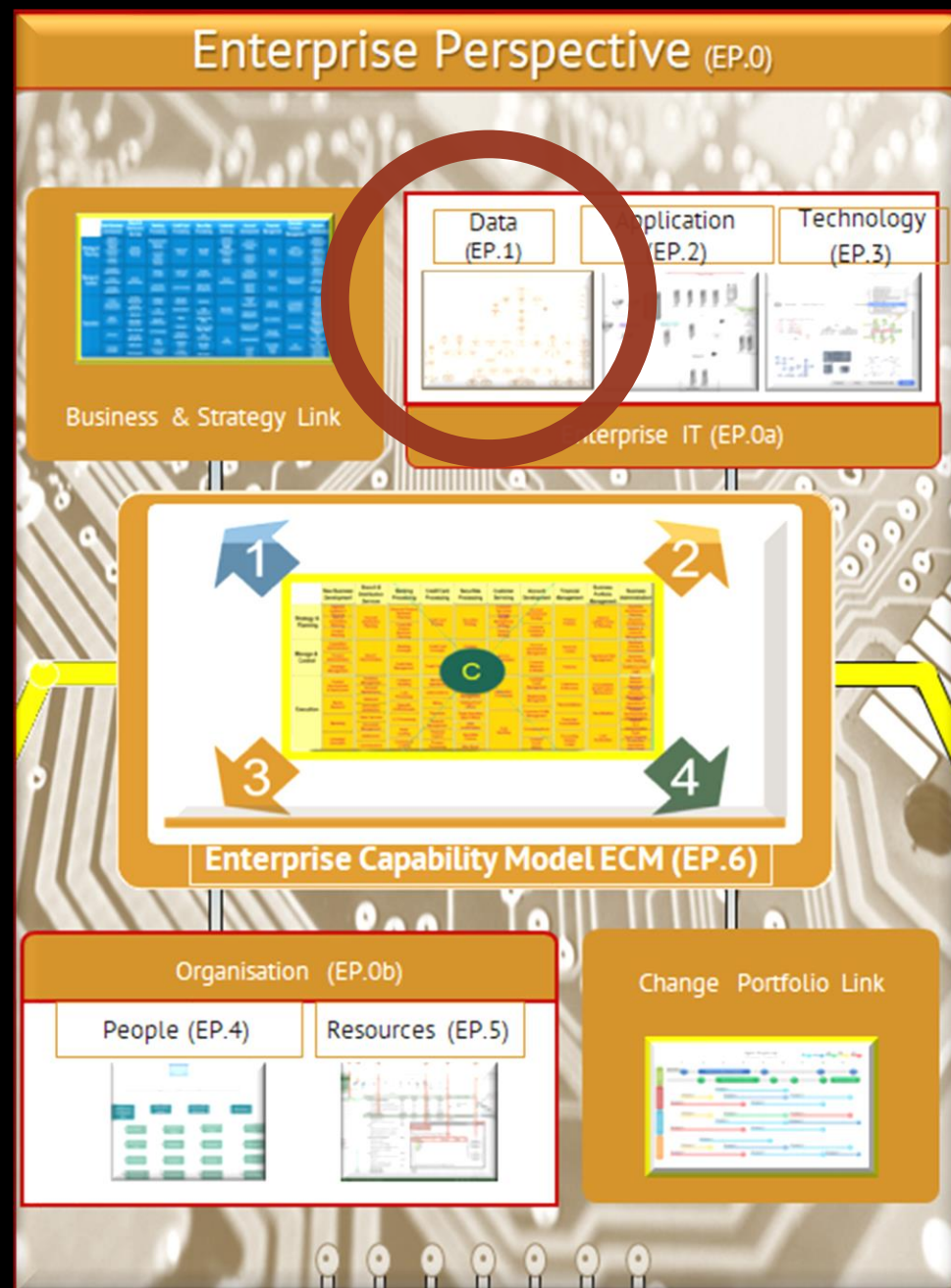
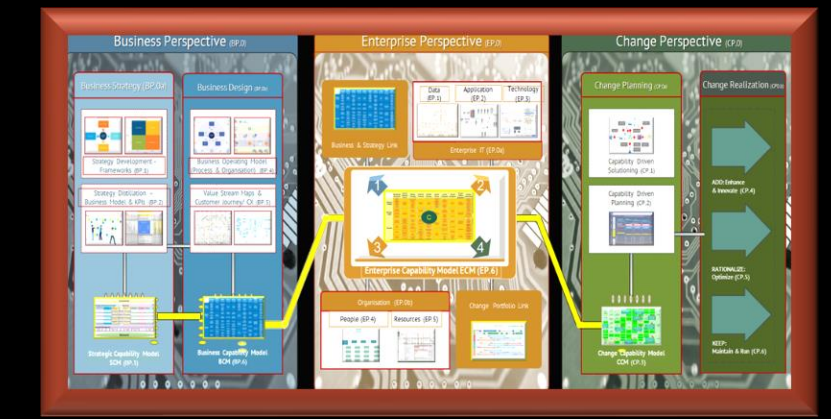
ASSESS OWNERSHIP THROUGH PORTFOLIO ANALYSIS REPORTS.

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



ALFABET

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

Search in explorer... 0 of 0

Business Object Category BOC-1: 5. Person

Object Profile [Cockpit](#)

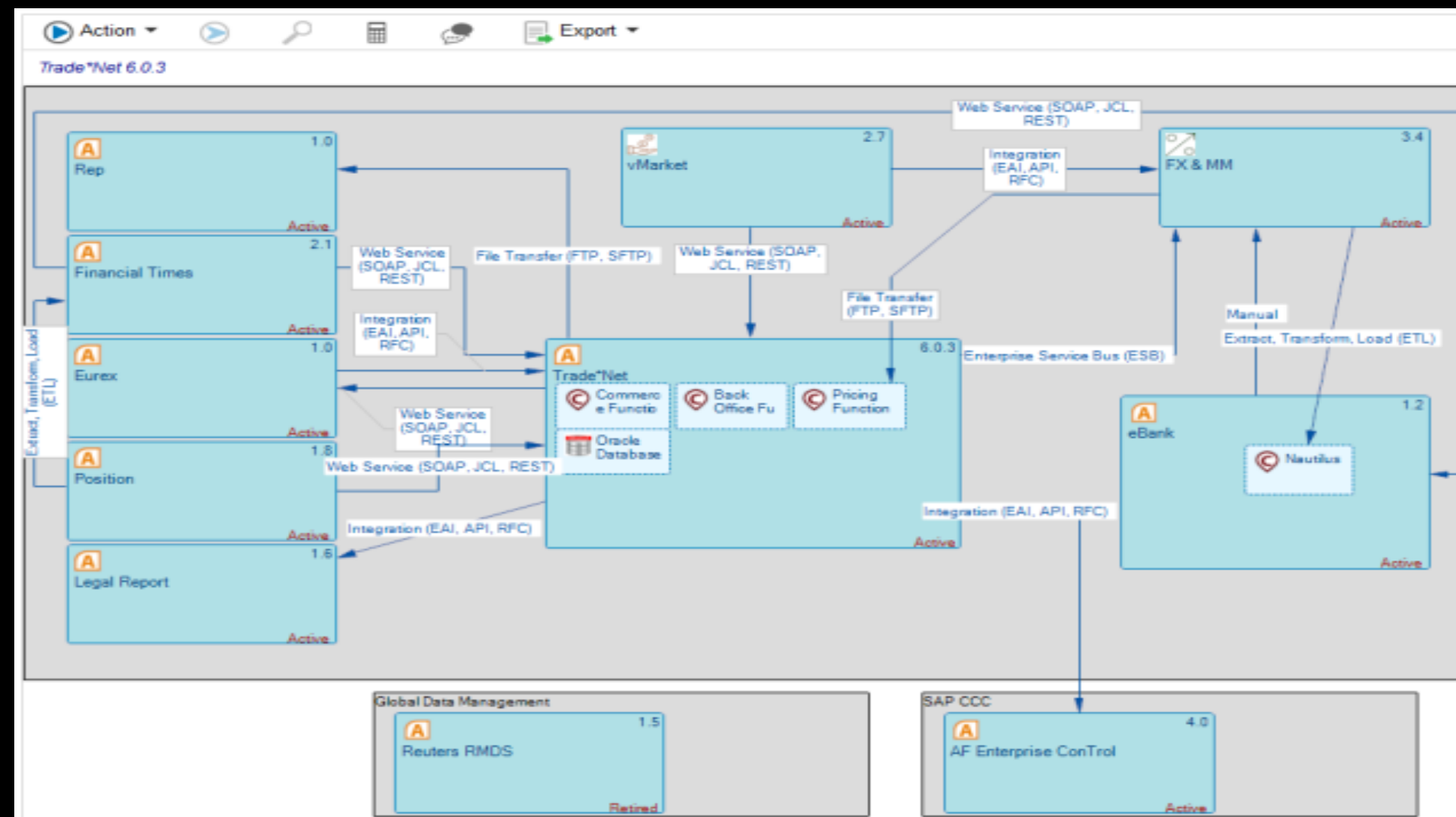
Edit Mark as Reviewed Publish History

5. Person

- Applicant
 - Applicant Base Data v.1
 - Applicant Demographic Information v.1
 - Applicant Resume v.1
 - Applicant Scoring v.1
- Customer
 - Customer Query Suggestions v.1
 - Customer Query v.1
 - Customer Commercial v.2.5
 - Customer Private v.1.5
- Employee
 - Employee v.1.0
- Partner
 - Partner Distributor v.1.0
 - Partner Guarantor v.1.0
 - Partner Sales_Center v.1.0
 - Partner Salesman v.1.0
 - Partner Supplier v.1.0

Business Data

	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.

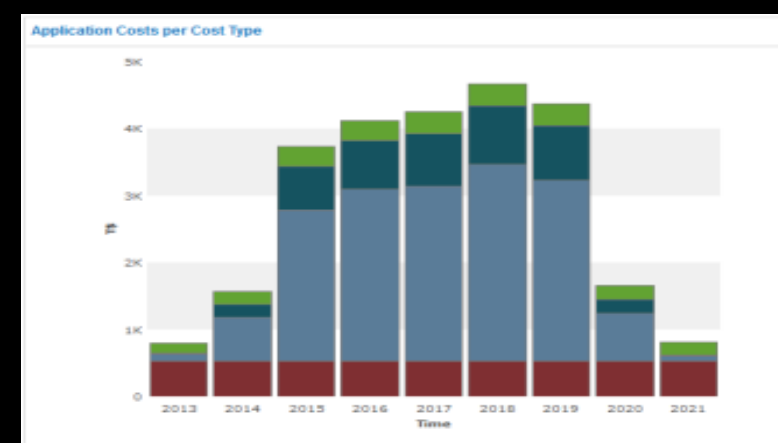
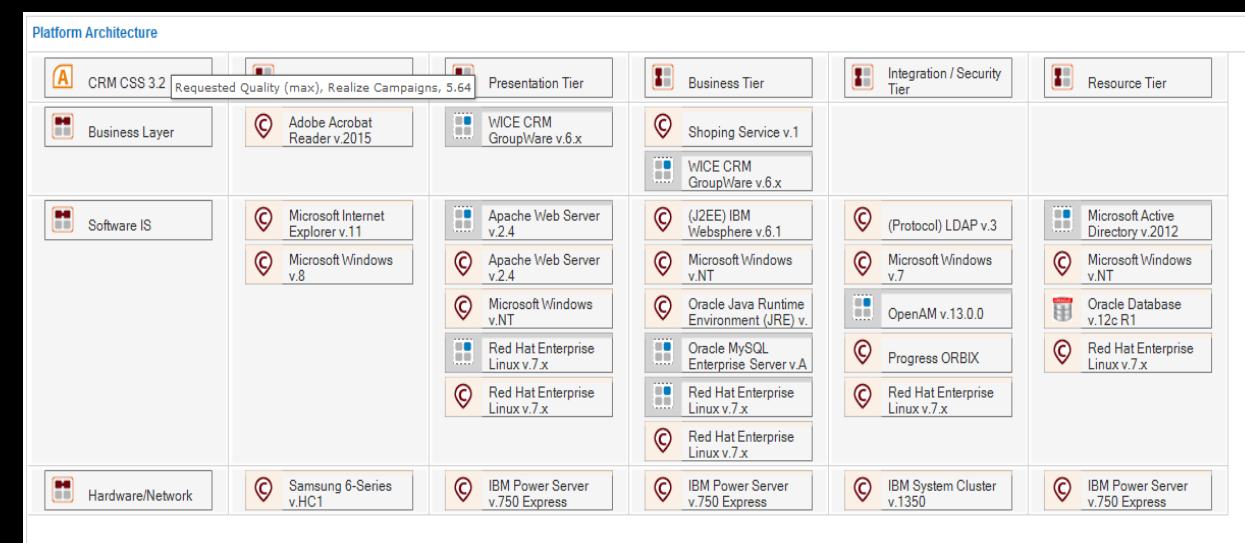
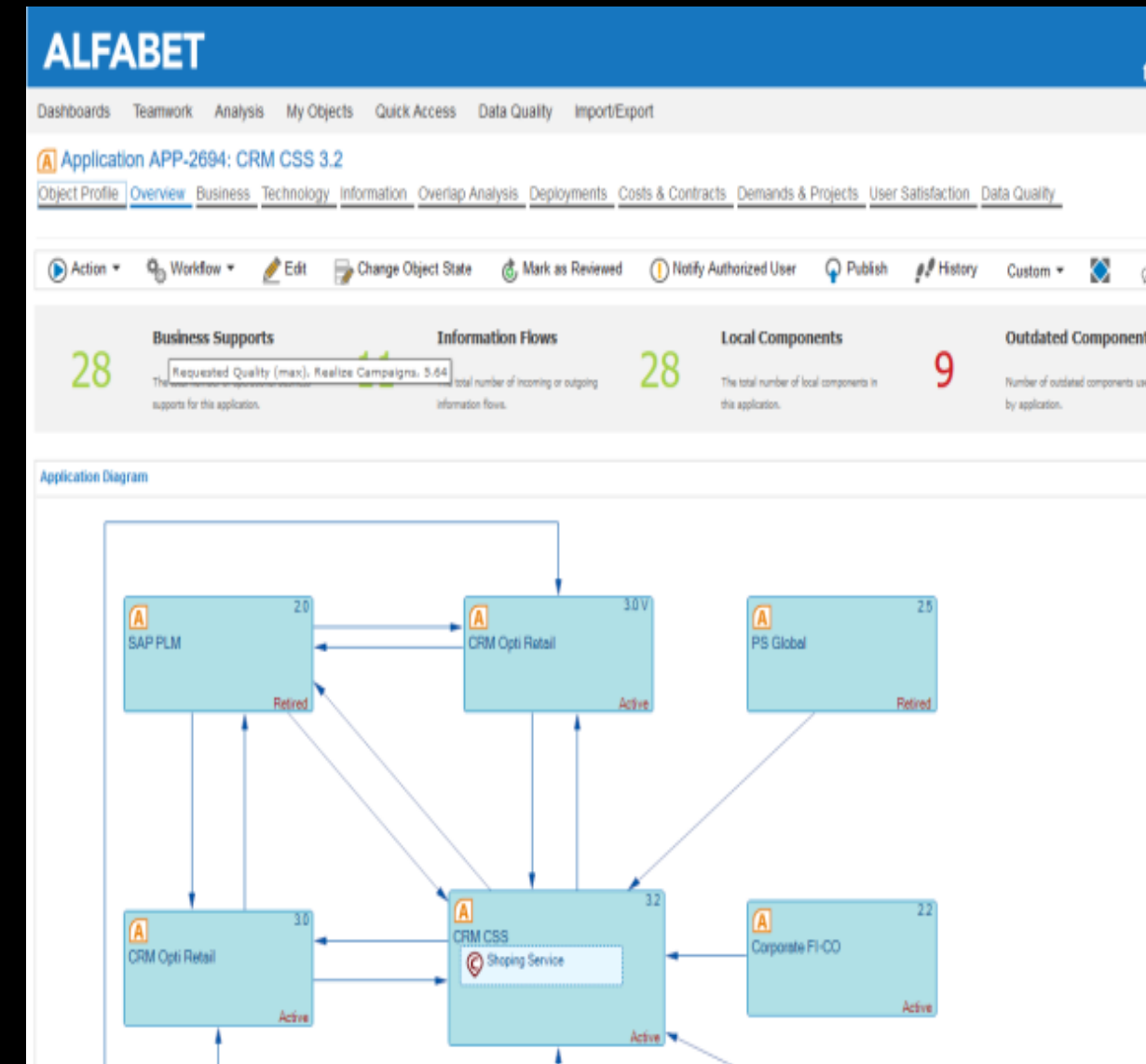
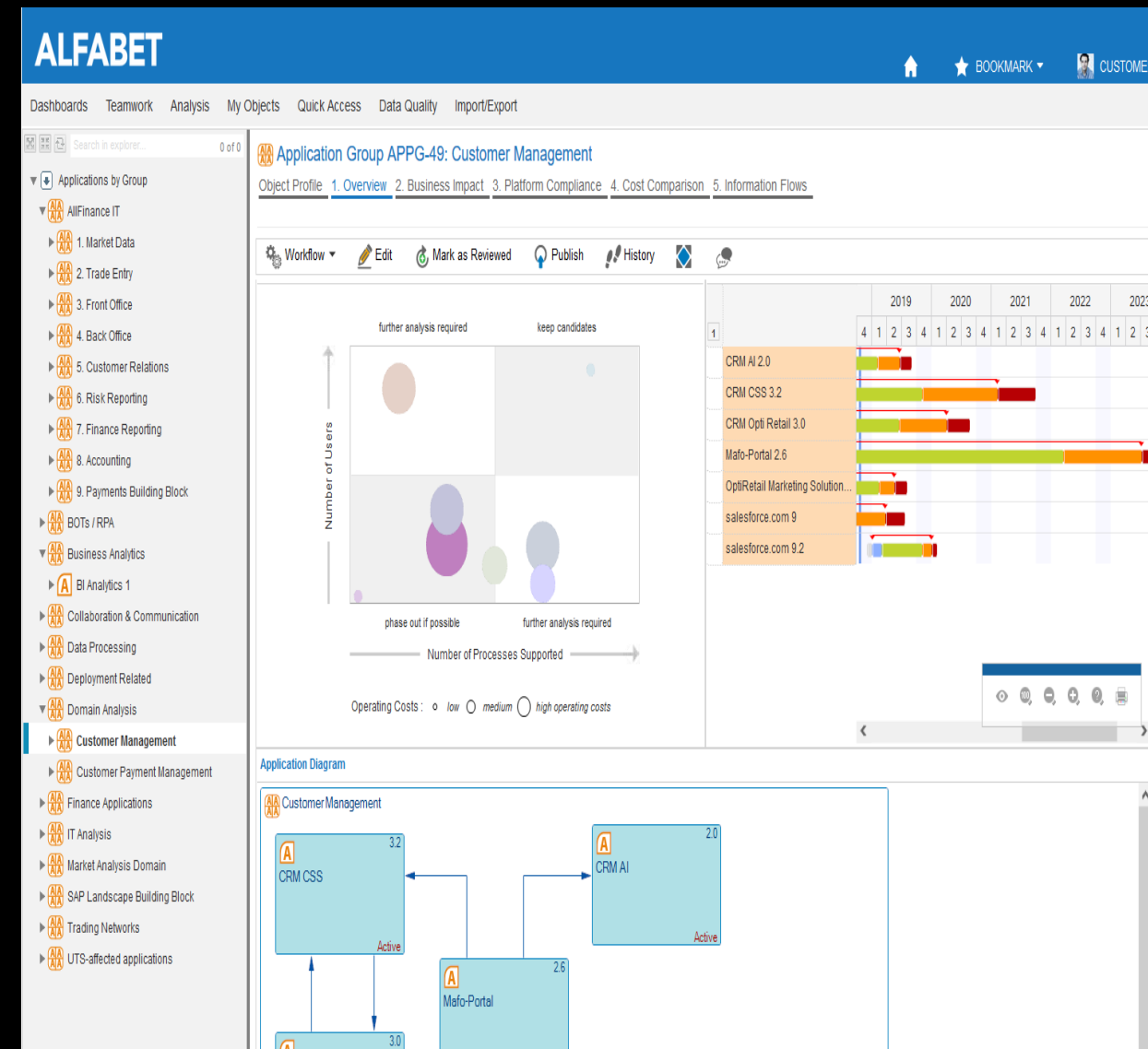
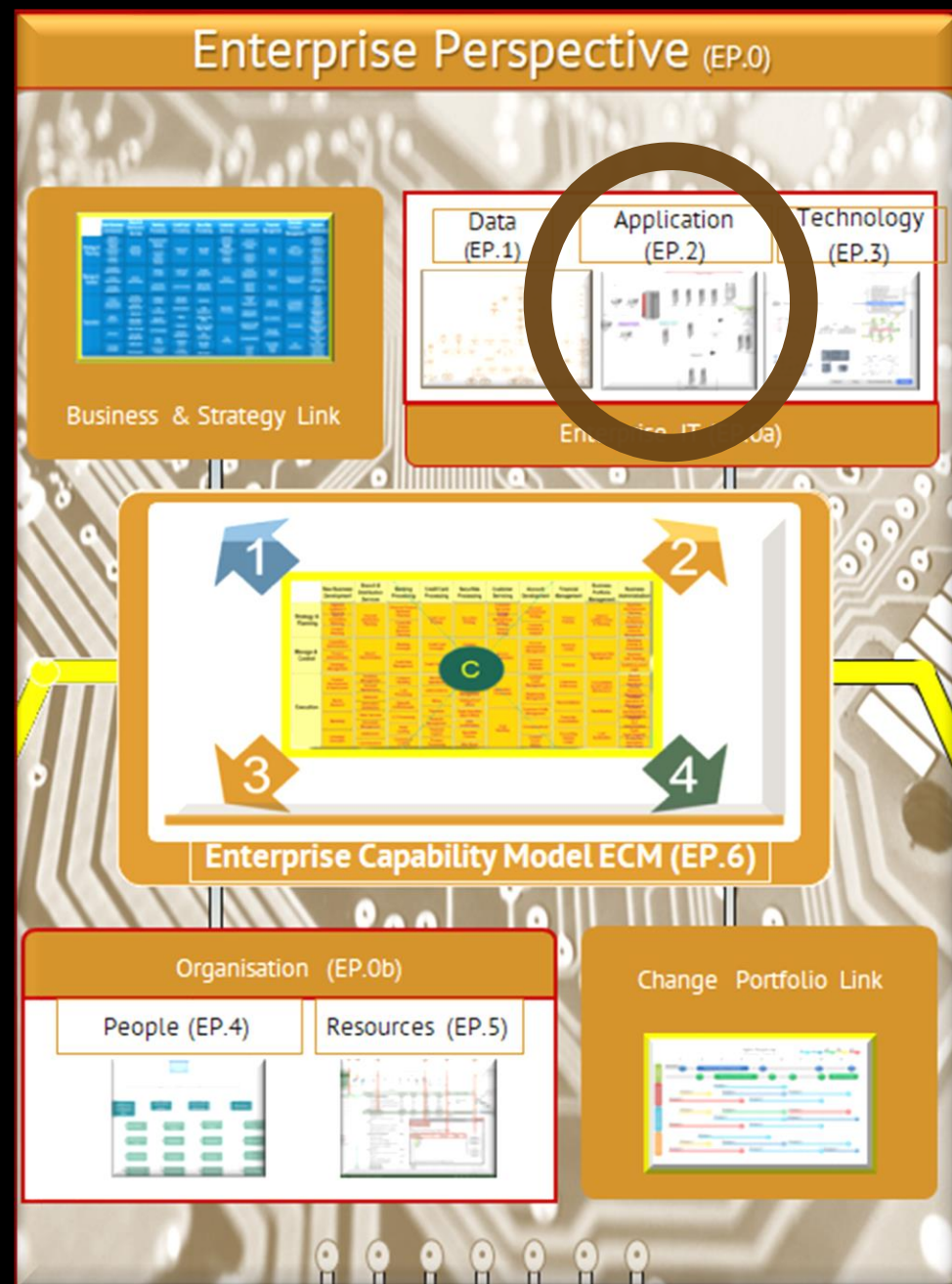
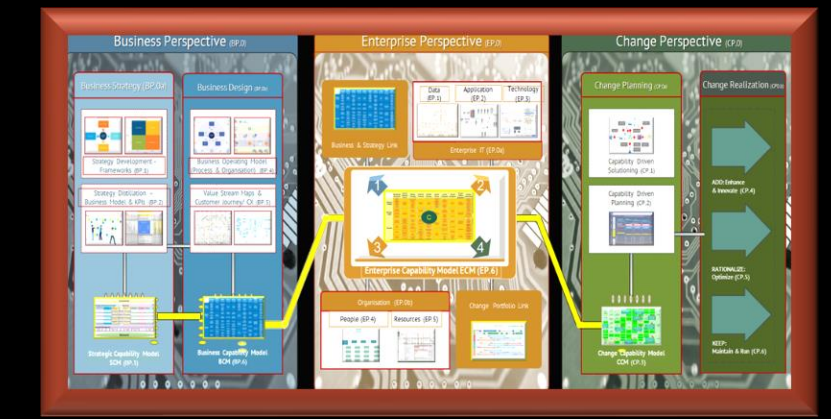
LINK BUSINESS DATA TO INFORMATION FLOWS AND MANAGE THE FLOW OF INFORMATION METADATA LIKE METHOD, FREQUENCY, DATA, NAME)

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.

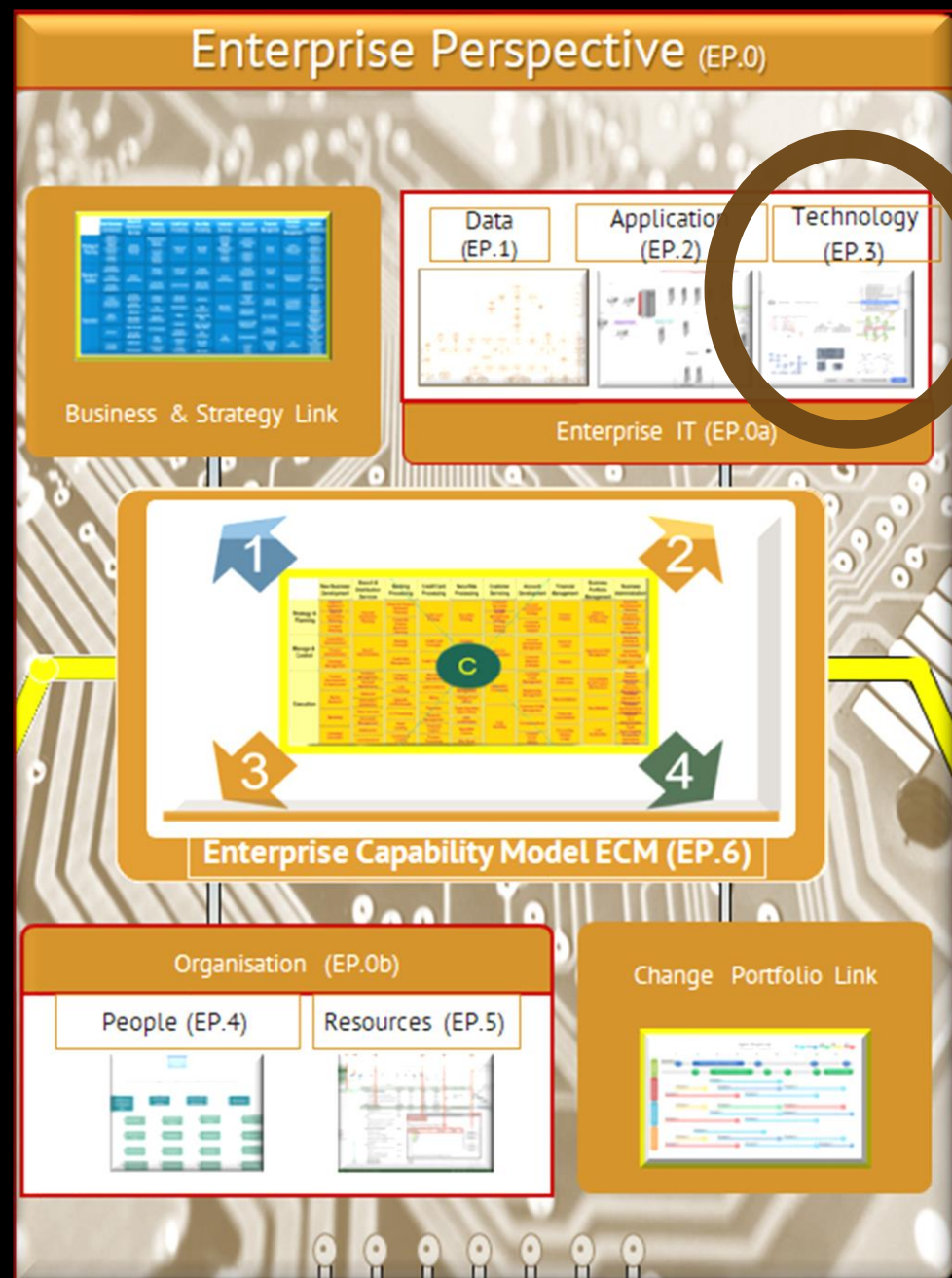
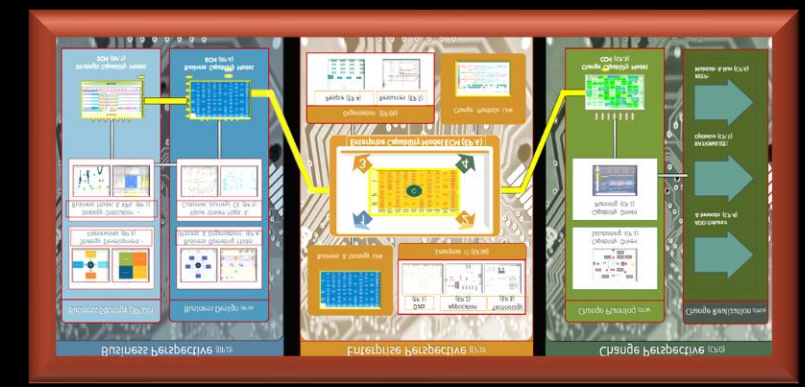
LINK APPLICATIONS TO UNDERLYING SUPPORTING TECHNOLOGY COMPONENTS AND DEFINED APPLICATION PLATFORM ARCHITECTURE.

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



ENTERPRISE PERSPECTIVE – EP3

TECHNOLOGY ARCHITECTURE



ALFABET

Search in explorer... 0 of 0

Technology Domain DOM-288: Relational Database Management

Object Profile Overview Usage & Roadmap Portfolio Analysis

Workflow Edit Mark as Reviewed Publish History

Technology Standards Overview

Technology Occurrence Analysis

Vendor Products

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

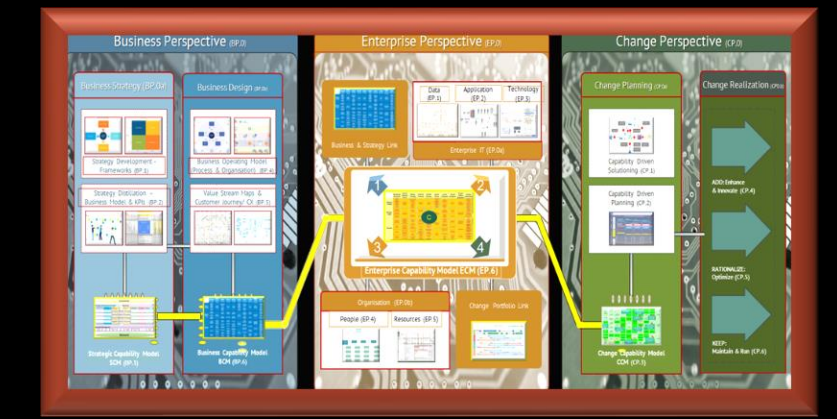
CAPTURE, ASSESS, AND MANAGE TECHNOLOGY AND MANAGE TECHNOLOGY DATA ACROSS MULTIPLE DIMENSIONS AND PERSPECTIVE, E.G. THE VENDOR, THE COST, CONTRACT LENGTH, INTERNAL OR EXTERNAL VENDOR RATING,...

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 Vigombe

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

RICE 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.4.1.8
FD Trading	Trading Enable v.1
	AFVivixPortal 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

ALFABET Bucket BKT-2: CRM Portfolio

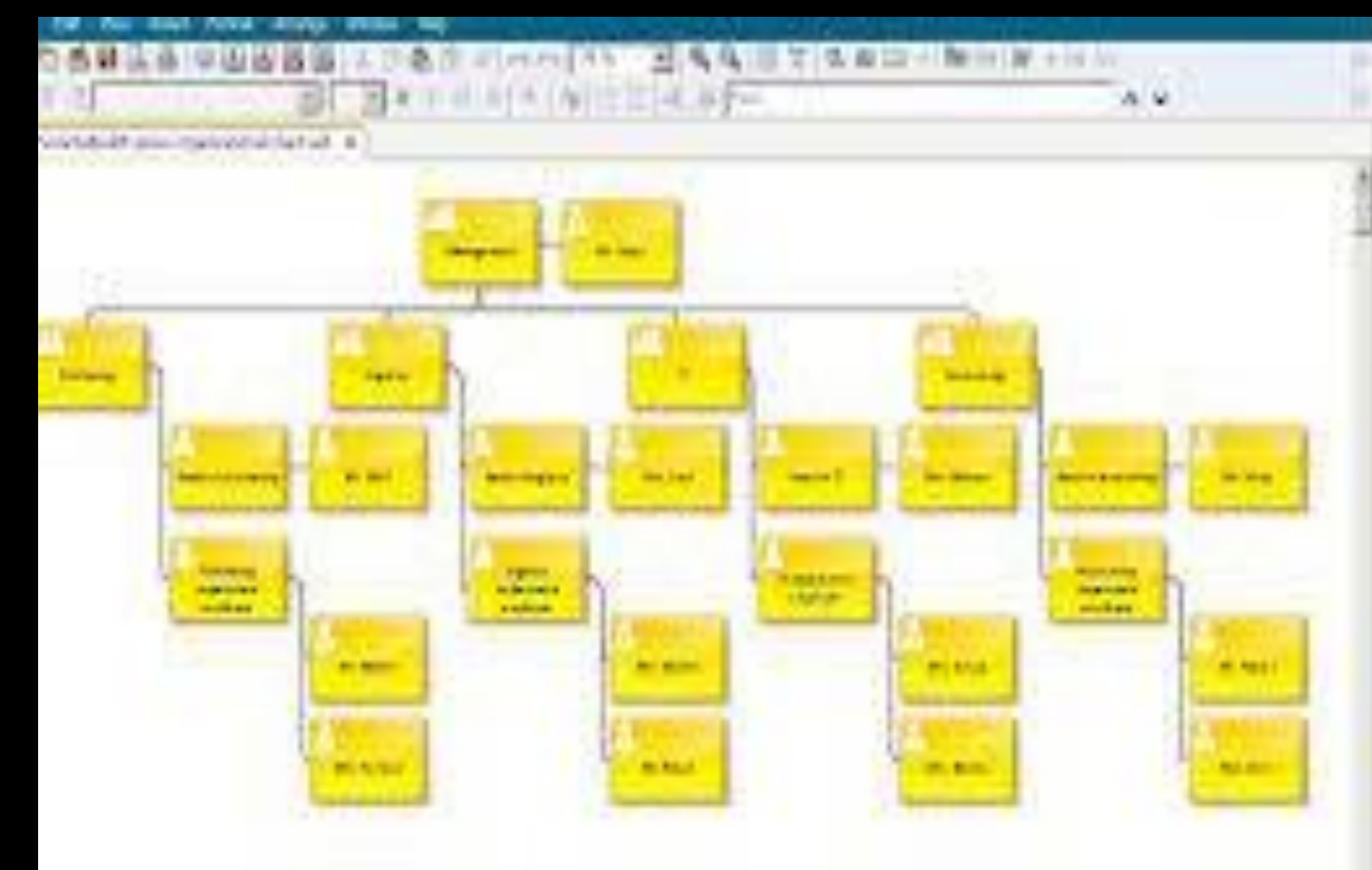
This configured report shows the resource planning for the projects assigned to the bucket.

Select Bucket: CRM Portfolio

Submit

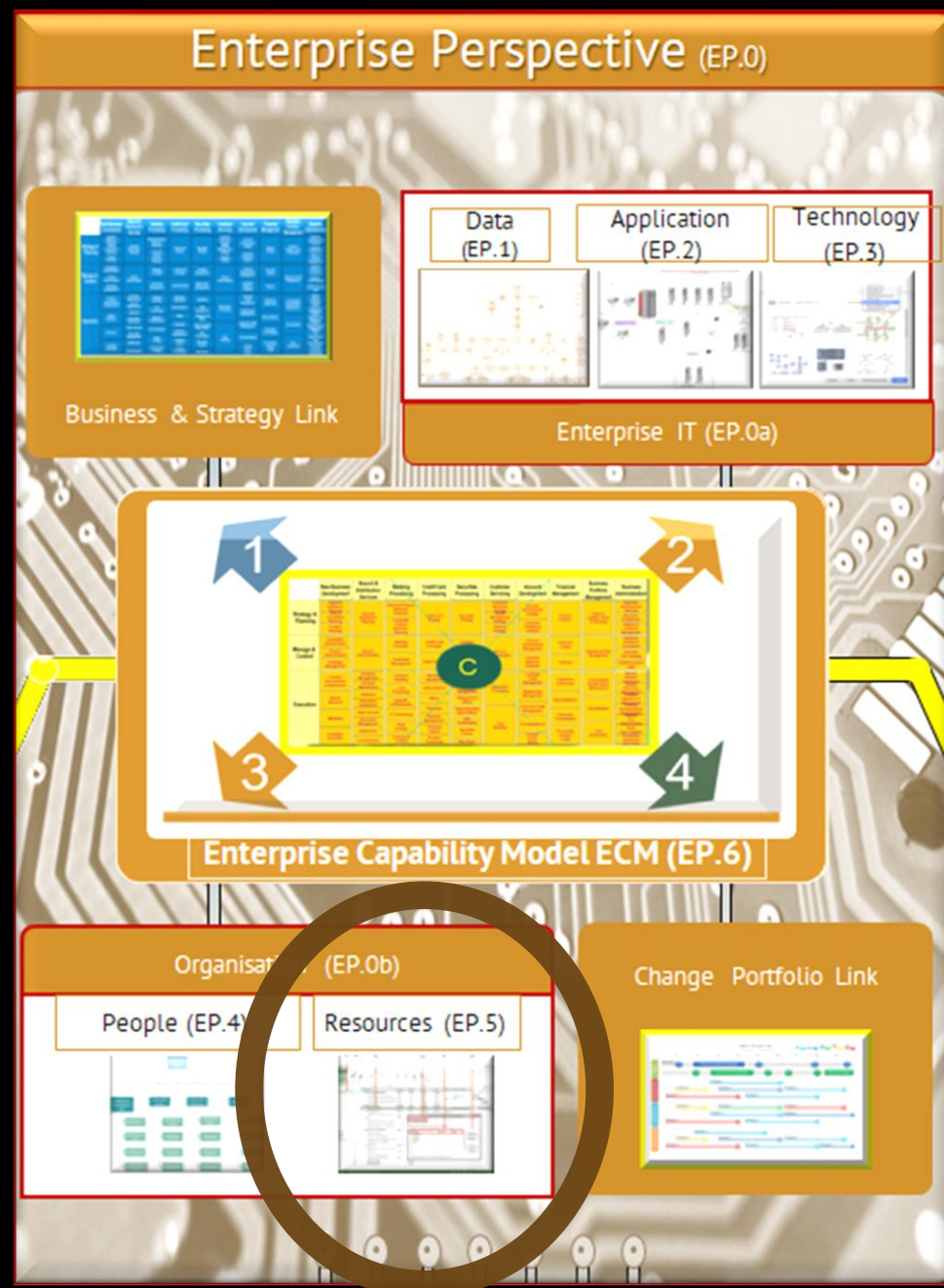
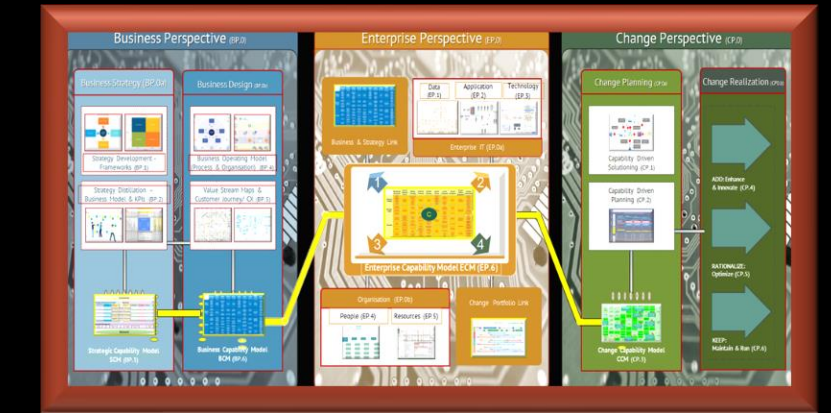
Export

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)



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 | ADDITIONAL INFORMATION

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

Asset Trading describes the processing of assets and other instruments.

ARIS Diagrams | Process Variant Portfolio | RICE Layering of Supporting Applications

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

Business Support Map | Process Location Risk | Business Process Application Support

ALFABET | IT SOFTWARE AG | Deployment Diagram TradeNet v6.0.3 #3 EMEA

Deployment Diagram

Diagram View | Information Flow Attribute | Update | Open Diagram

Object Filter | Hide Manifests

Export

TradeNet v6.0.3

- TradeNet v6.0.3
- Red Hat Enterprise Linux v8
- IBM System Cluster v130
- Progress ORIX v6.0 Version
- Microsoft Windows v7
- Progress ORIX
- Pricing Integrator v1

Supporting Applications:

- Protocol LDAP v3
- IBM Power Server v750 Express
- Component DB v2 Universal Database v2.2
- zOS IBM WebSphere v8.5
- Commware v1
- Progress ORIX

Other Applications:

- Red Hat Enterprise Linux v8.x
- IBM Power Server v750 Express
- Microsoft Windows Enterprise
- Progress ORIX v6.0 Version
- Oracle Database v12c R1
- Progress ORIX v6.0 Version
- IBM Power Server v750 Express
- Apache Web Server v2.4
- Progress ORIX
- BackOffice v1

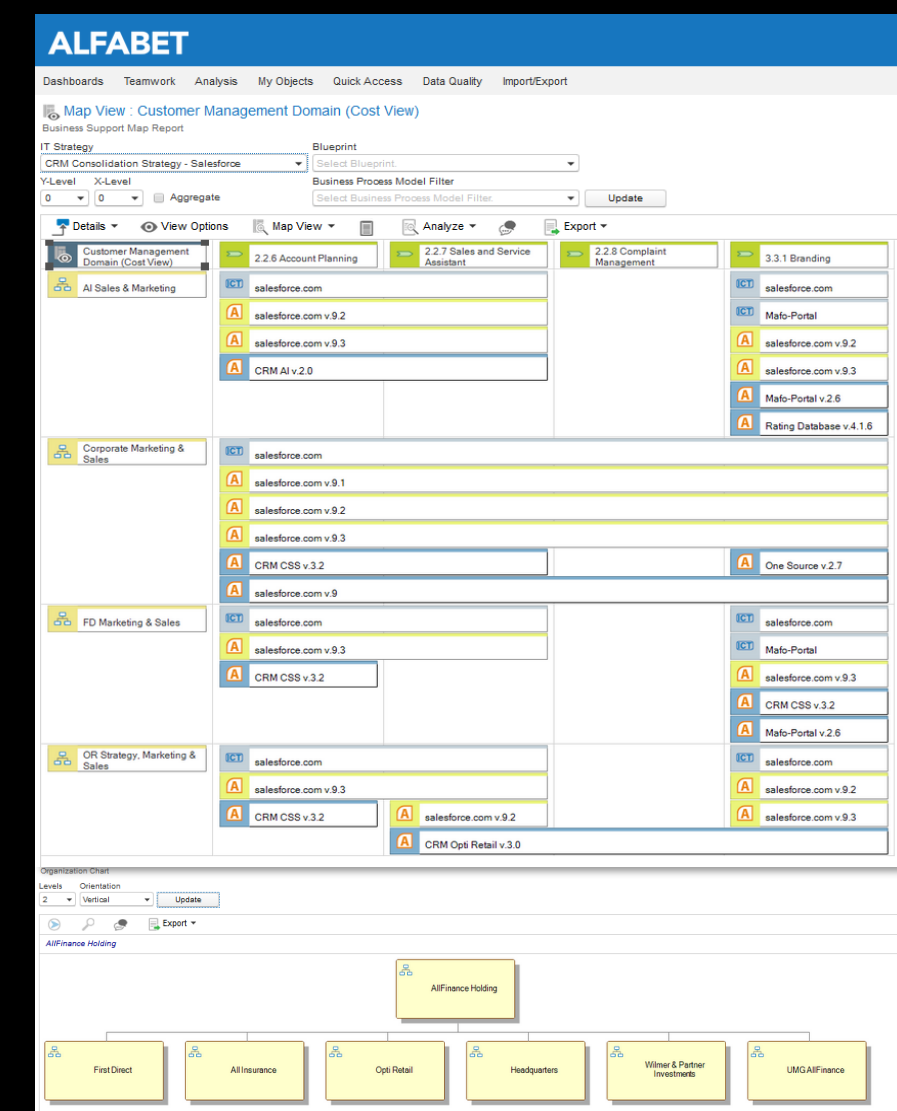
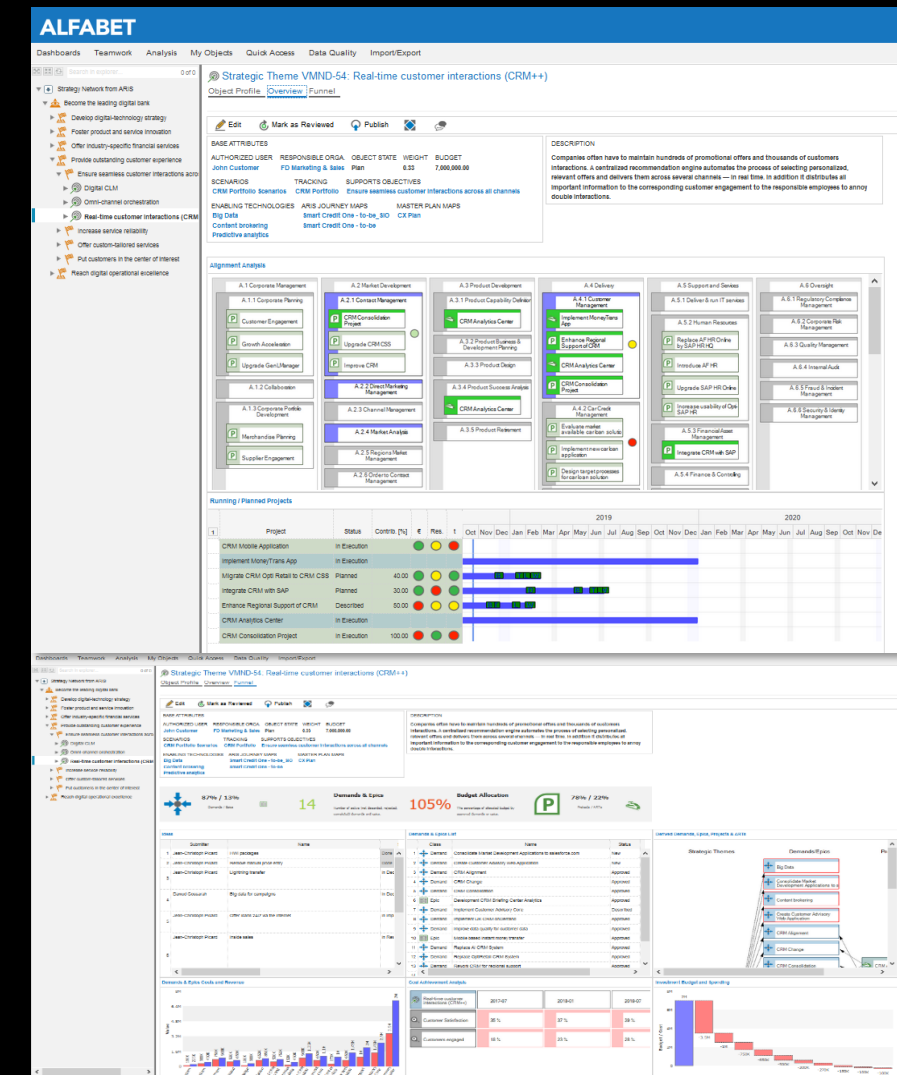
Deployment Targets:

- vMetal v2.7 Deployment
- vMetal v2.7
- Financial Times v2.1 Deployment
- Financial Times v2.1



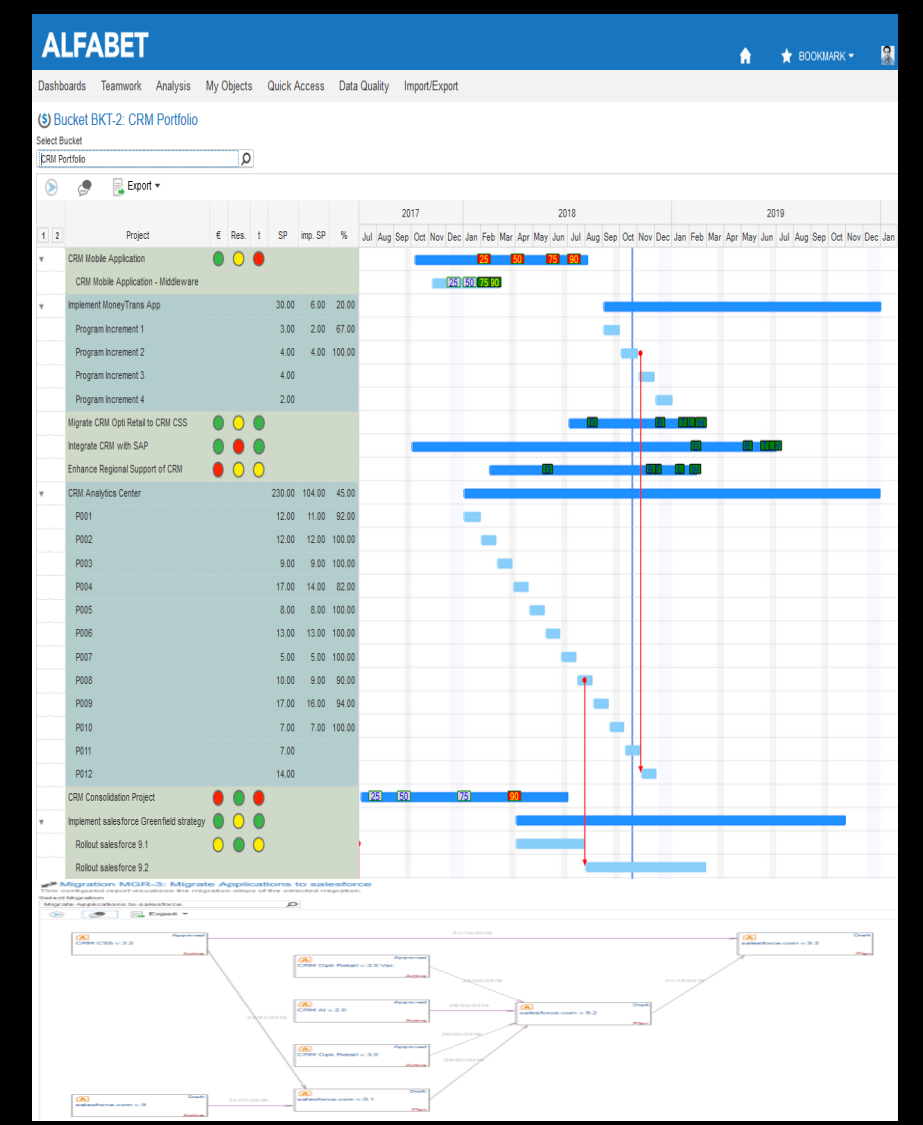
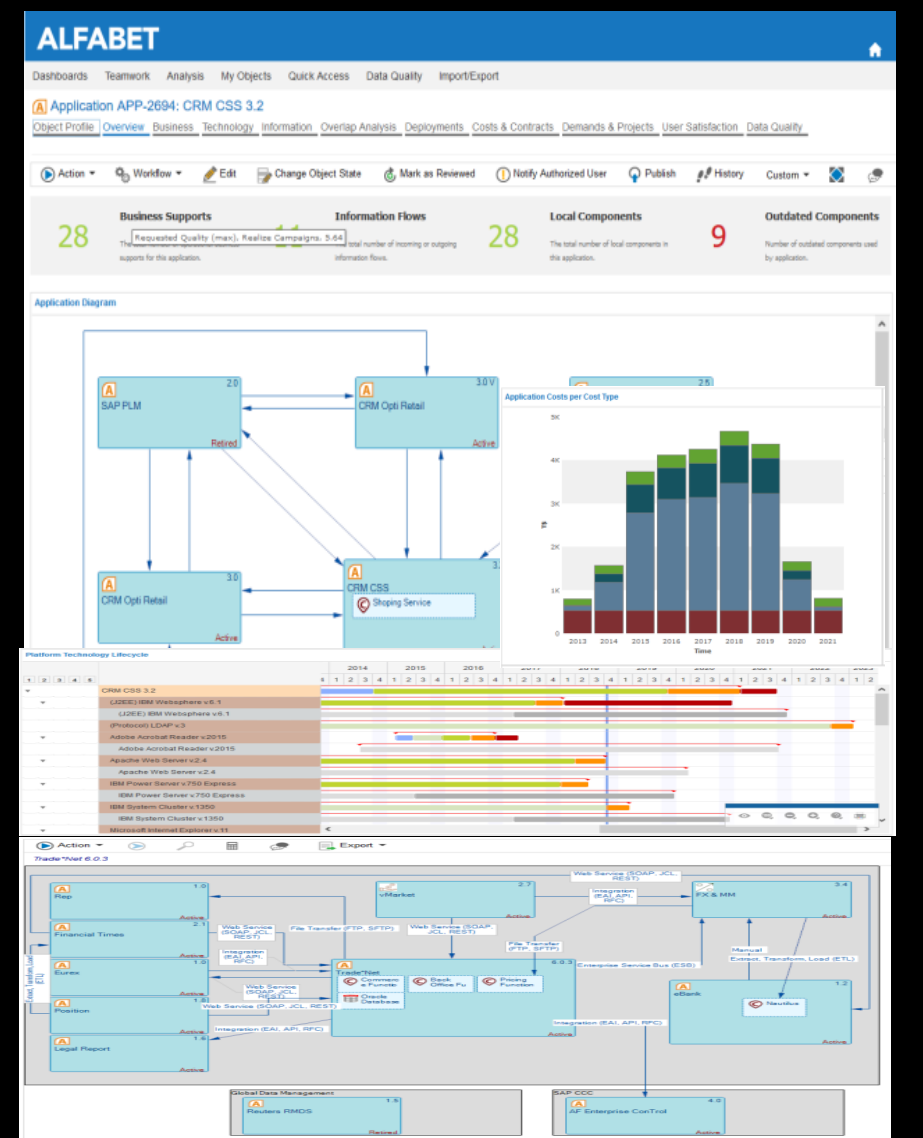
ENTERPRISE PERSPECTIVE – EP6

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



Business & Strategy Profile & Oversight Link

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



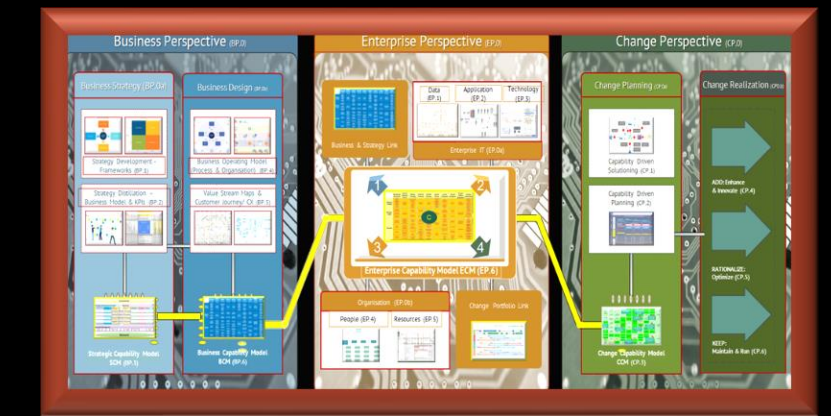
	New Business Development	Branch & Distribution Services	Banking Processing	Credit Card Processing	Securities Processing	Customer Servicing	Account Development	Financial Management	Business Portfolio Management	Business Administration
Strategy & Planning	Segment Analysis & Planning Sales & Acquisition 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]

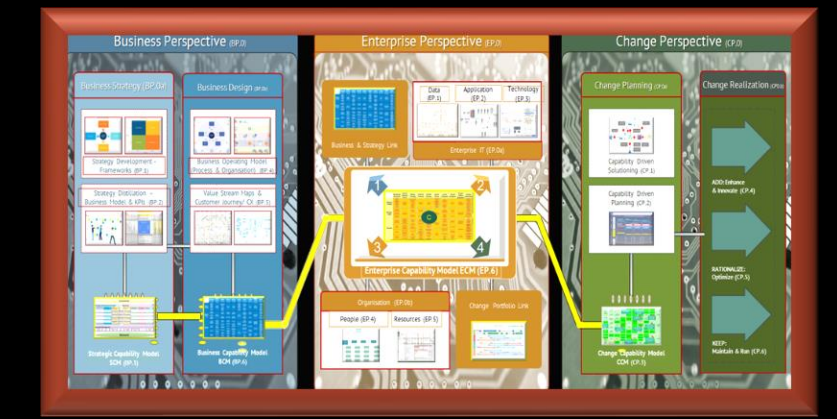
Expert

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



CHANGE PERSPECTIVE – CPO

CAPABILITY DRIVEN CHANGE PLANNING & SOLUTIONING



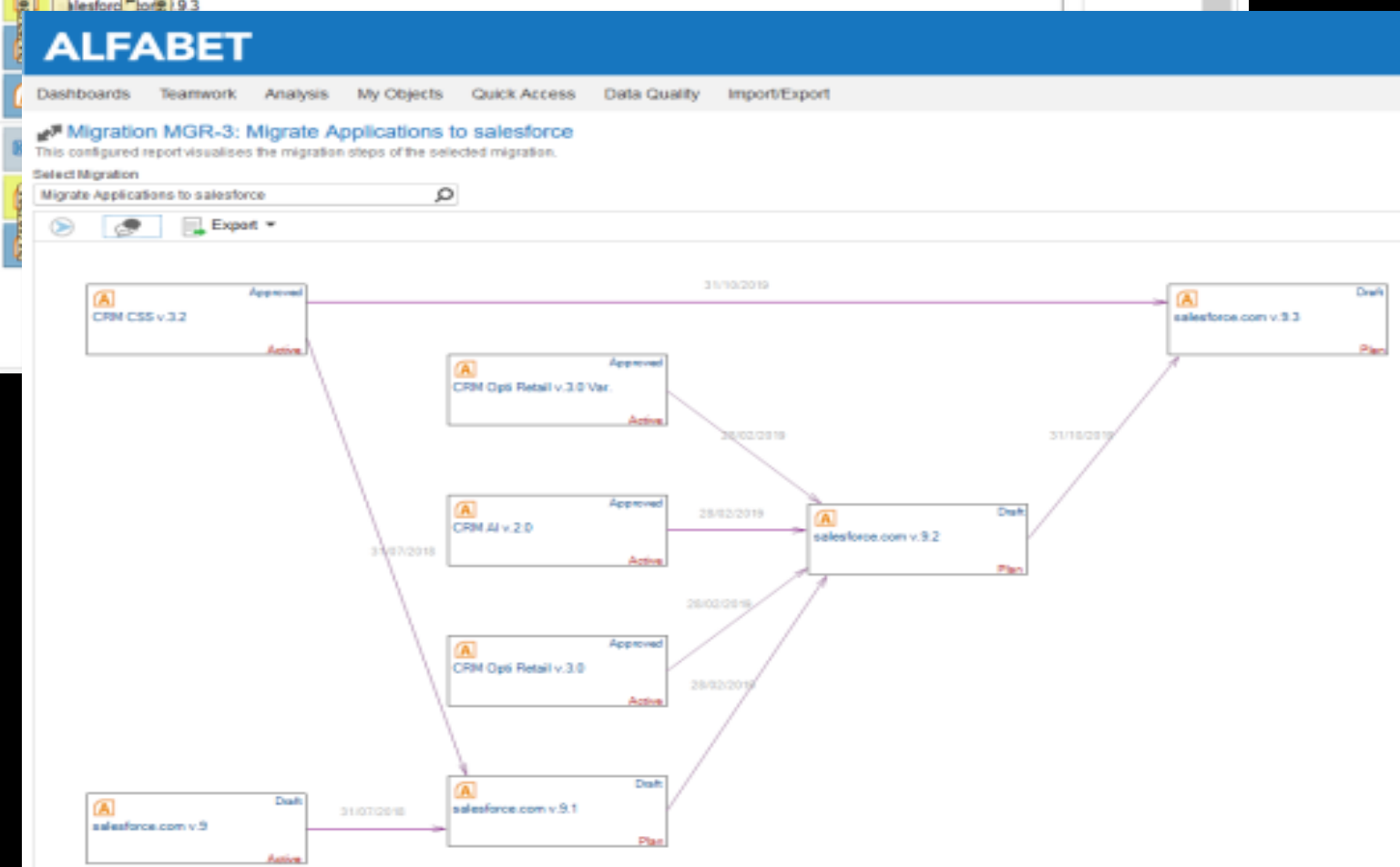
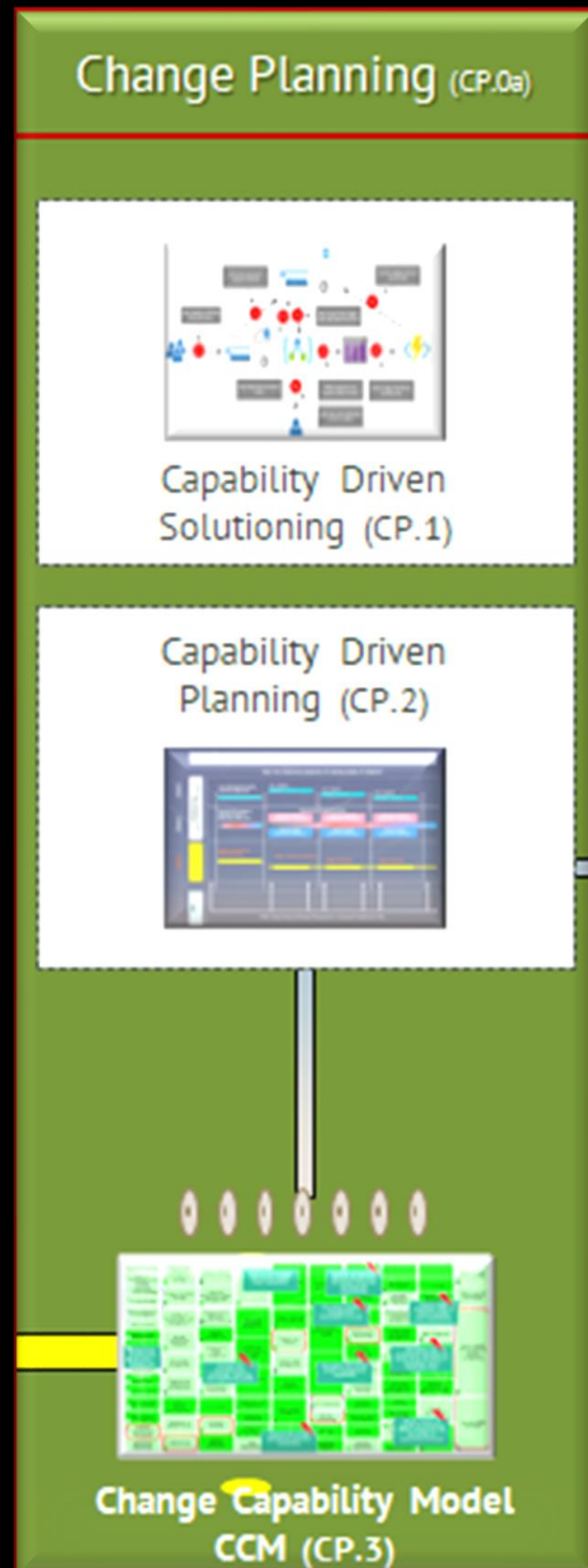
ANALYSE YOUR PROGRAM/PROJECT / AGILE RELEASE TRAIN PORTFOLIOS.

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)

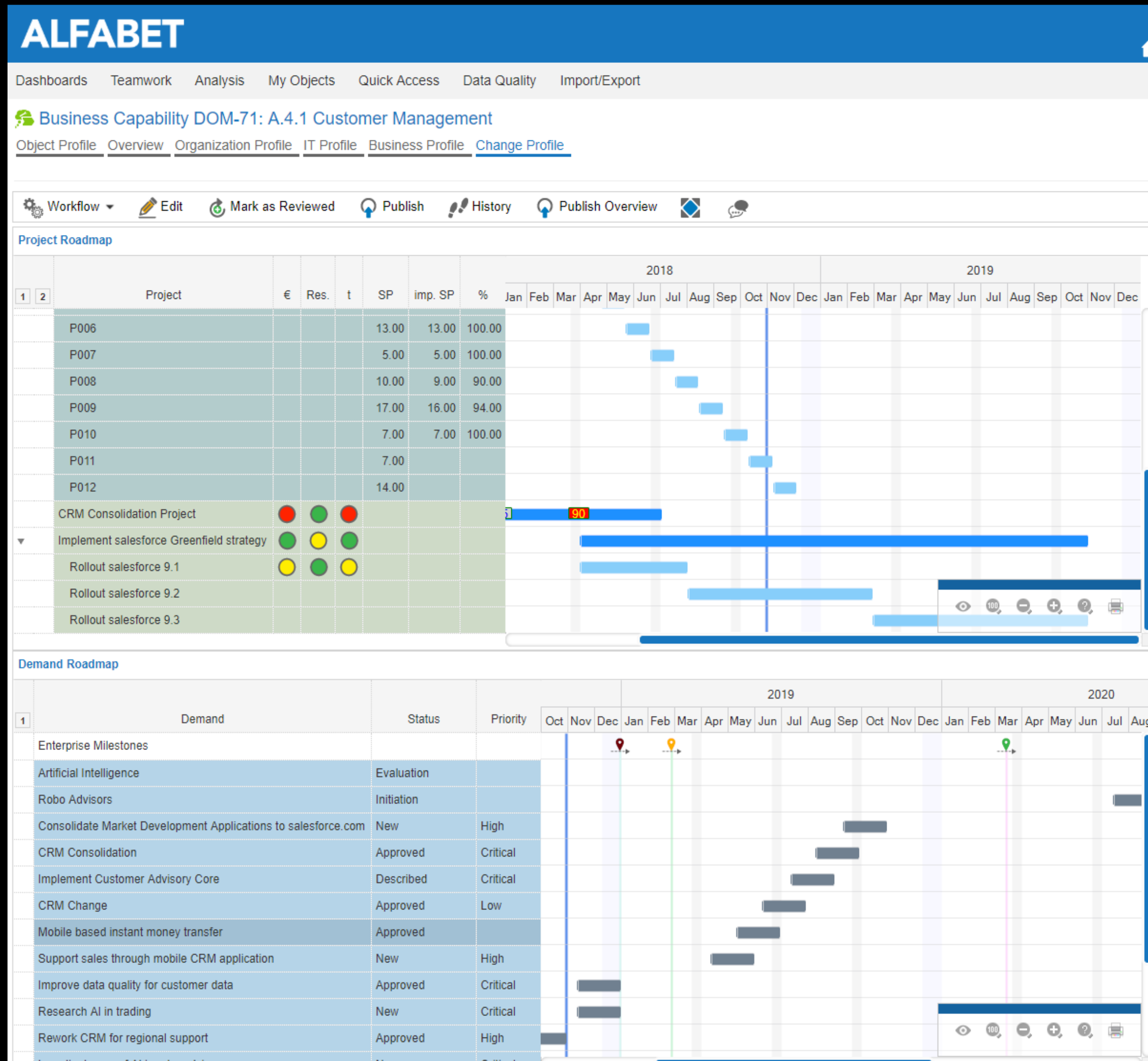
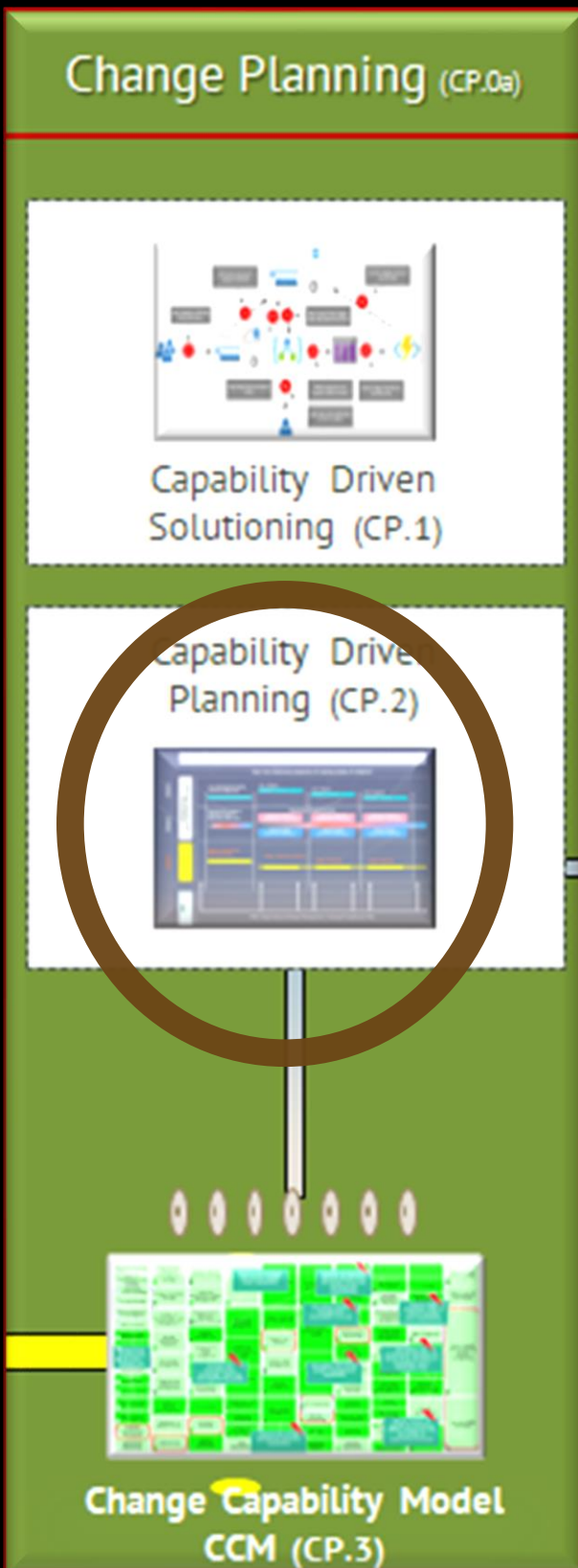
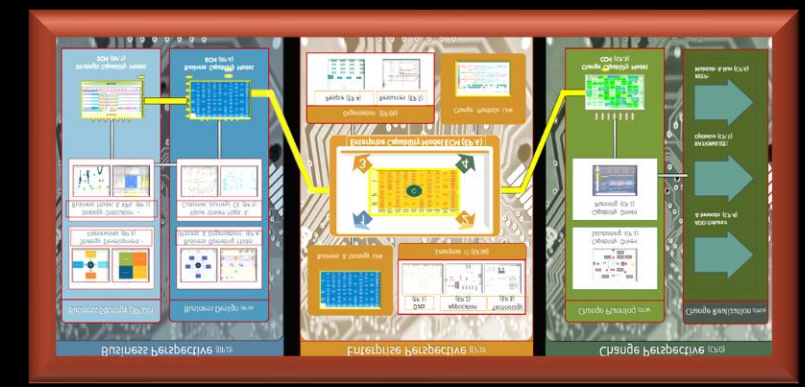
DEVISE (OR ADHERE TO AN EXISTING) OPTIMISED ENTERPRISE-OVERARCHING MULTI-SPEED TRANSFORMATION PROGRAM ARCHITECTURE.

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



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.

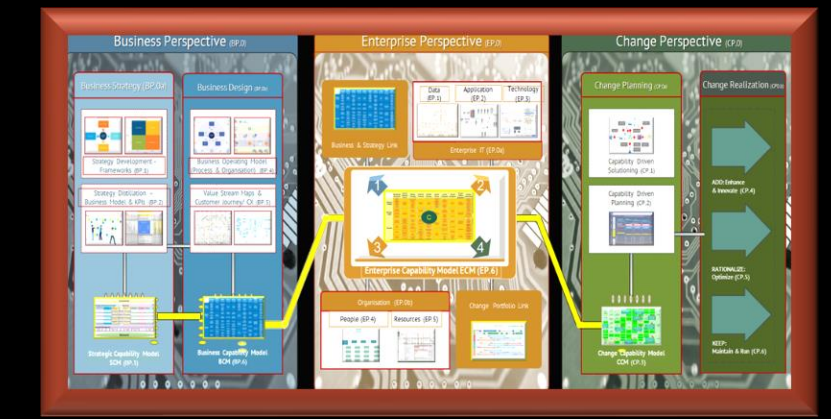
ANSWER THE QUESTIONS:

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 ASEPTS 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)

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

Project	Status	Dependency	Resource	APM Impact	2018
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.

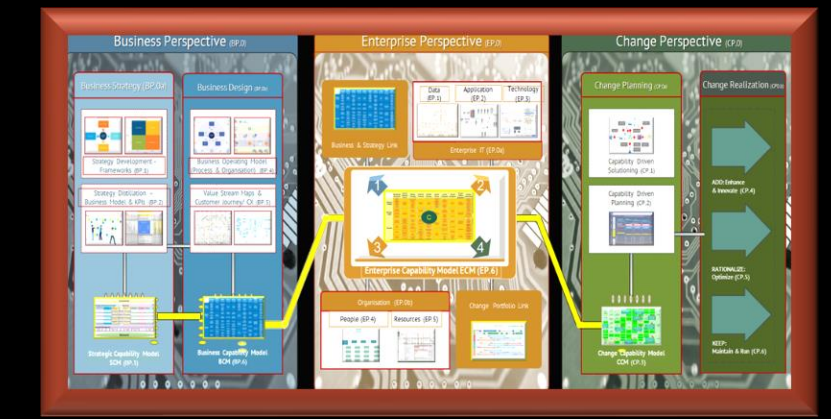
SEE THE IMPACT OF PRIORITIZATION ON BUDGET AND PLAN ACCORDINGLY.

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

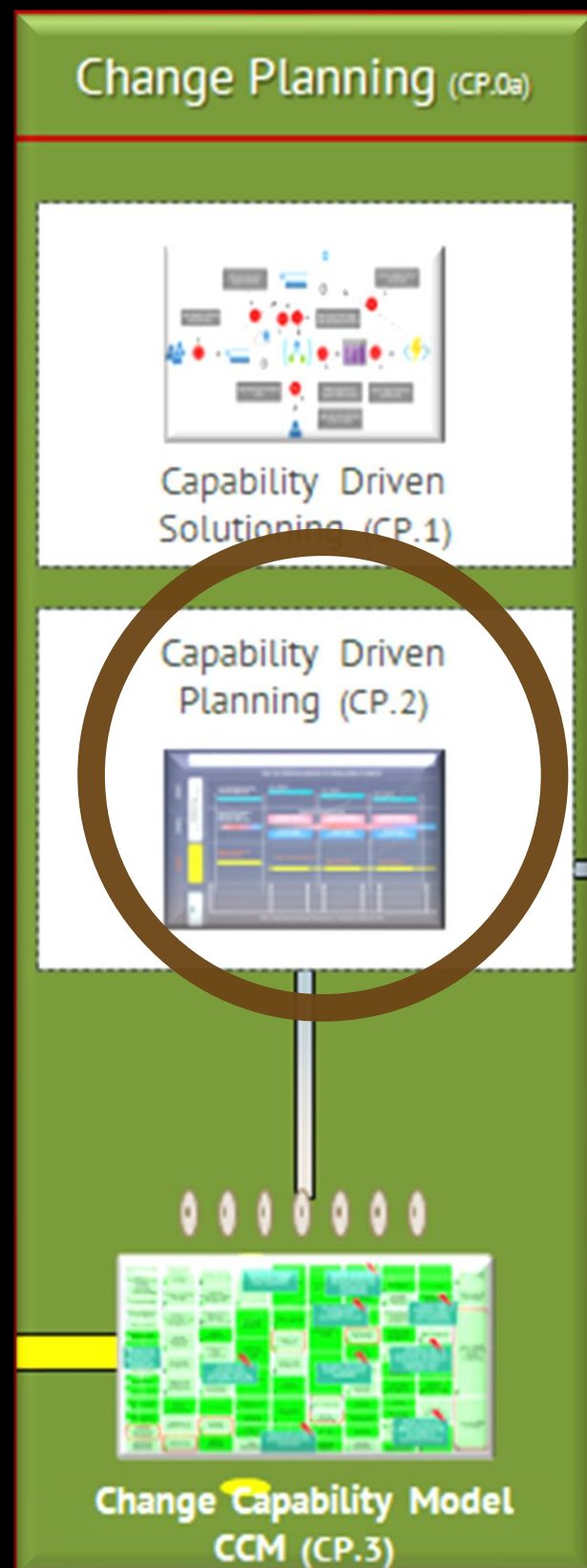
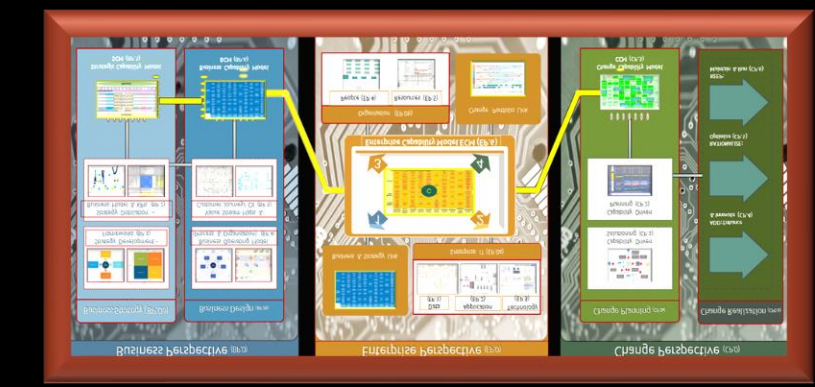
3.3.1 Branding support in time 01/01/2018 - 31/12/2021

Organization	2018	2019	2020	2021
AI Sales & Marketing	<ul style="list-style-type: none"> Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com salesforce.com v.9.3 	<ul style="list-style-type: none"> Mafo-Portal Mafo-Portal v.2.6 Rating Database v.4.1.6 salesforce.com salesforce.com v.9.3
Corporate Marketing & Sales	<ul style="list-style-type: none"> One Source v.2.7 salesforce.com salesforce.com v.9 salesforce.com v.9.1 	<ul style="list-style-type: none"> One Source v.2.7 salesforce.com salesforce.com v.9.1 salesforce.com v.9.2 salesforce.com v.9.3 	<ul style="list-style-type: none"> One Source v.2.7 salesforce.com salesforce.com v.9.3 	<ul style="list-style-type: none"> salesforce.com salesforce.com v.9.3
FD Marketing & Sales	<ul style="list-style-type: none"> CRM CSS v.3.2 Mafo-Portal Mafo-Portal v.2.6 salesforce.com 	<ul style="list-style-type: none"> CRM CSS v.3.2 Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3 	<ul style="list-style-type: none"> Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3 	<ul style="list-style-type: none"> Mafo-Portal Mafo-Portal v.2.6 salesforce.com salesforce.com v.9.3
OR Strategy, Marketing & Sales	<ul style="list-style-type: none"> CRM Opti Retail v.3.0 salesforce.com 	<ul style="list-style-type: none"> CRM Opti Retail v.3.0 salesforce.com salesforce.com v.9.2 salesforce.com v.9.3 	<ul style="list-style-type: none"> salesforce.com salesforce.com v.9.3 	<ul style="list-style-type: none"> salesforce.com salesforce.com v.9.3



CHANGE PERSPECTIVE – CP3

CAPABILITY DRIVEN PORTFOLIO ANALYSIS



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

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

Information Flow Diagram
A diagram showing the flow of information between various systems. CRM (2.6) is the central hub, connected to CMS (5.3) and other systems. A 'Retired' status is noted for CRM.

Application Portfolio
A bubble chart plotting 'Number of Users' (Y-axis) against 'Number of Processes Supported' (X-axis). Bubbles are categorized by 'Operating Costs' (low, medium, high) and their status: 'further analysis required' or 'keep candidates'. One bubble is labeled 'phase out if possible'.

Application Costs
A stacked bar chart showing costs in T\$ from 2012 to 2021. The Y-axis ranges from 0 to 16K. The chart shows a general upward trend in costs over the period.

Business Support Map
A grid showing the relationship between business areas and their supporting applications. For example, 'A.4.1 Customer Management' is supported by 'CRM v.2.6', 'salesforce.com v.9', 'ATM Withdrawal v.1.0', 'Mafo-Portal v.2.6', 'CRM CSS v.3.2', 'CRM Opt Retail v.3.0', and 'OptRetail Marketing Solution v.2.1'.

Portfolio Roadmap
A Gantt chart showing the timeline of projects and applications from 2017 to 2023. Key projects include 'Implement MoneyTrans App' (2017-2018), 'eBank v. 1.2' (2017-2019), 'Financial Times v. 2.1' (2017-2021), and 'Altova DiffDog v. 2010' (2017-2018).

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?



Thank You!

RAD@EATTRANSFORM.COM

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Digital Enterprise Transformation