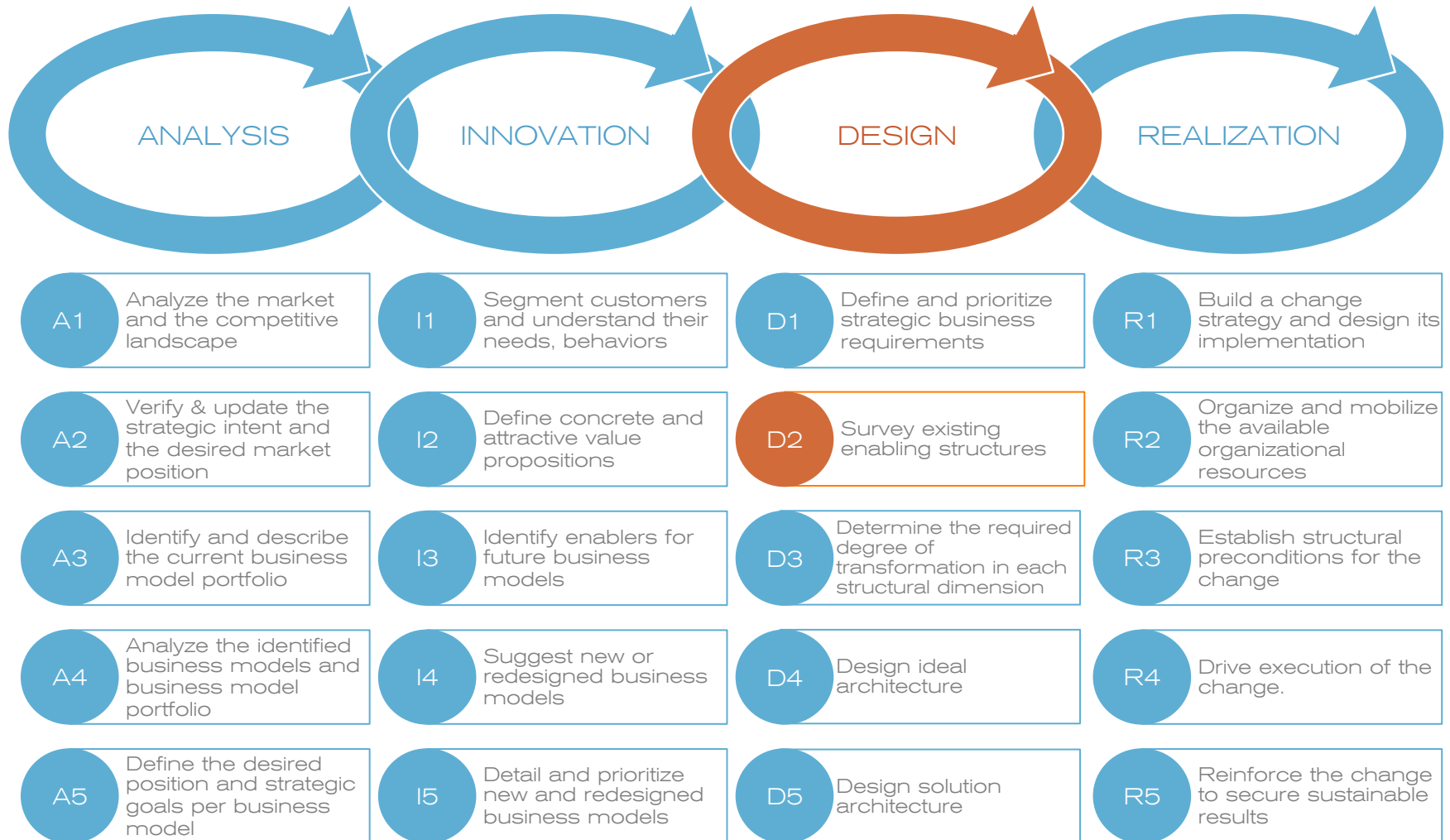




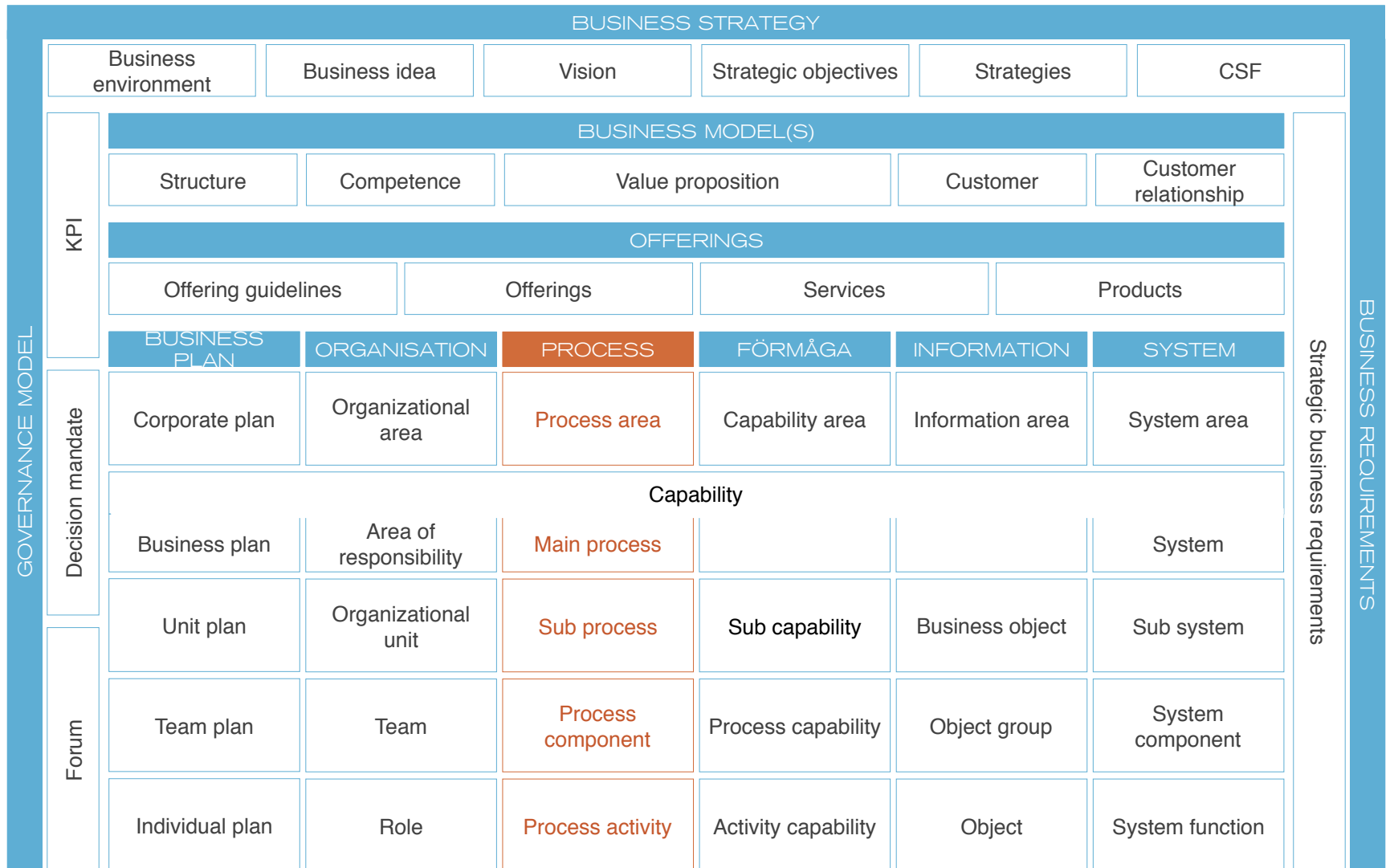
CERTIFIED
ENTERPRISE ARCHITECT

Process Architecture

Business model transformation in four phases



The Cordial framework for Business Architecture



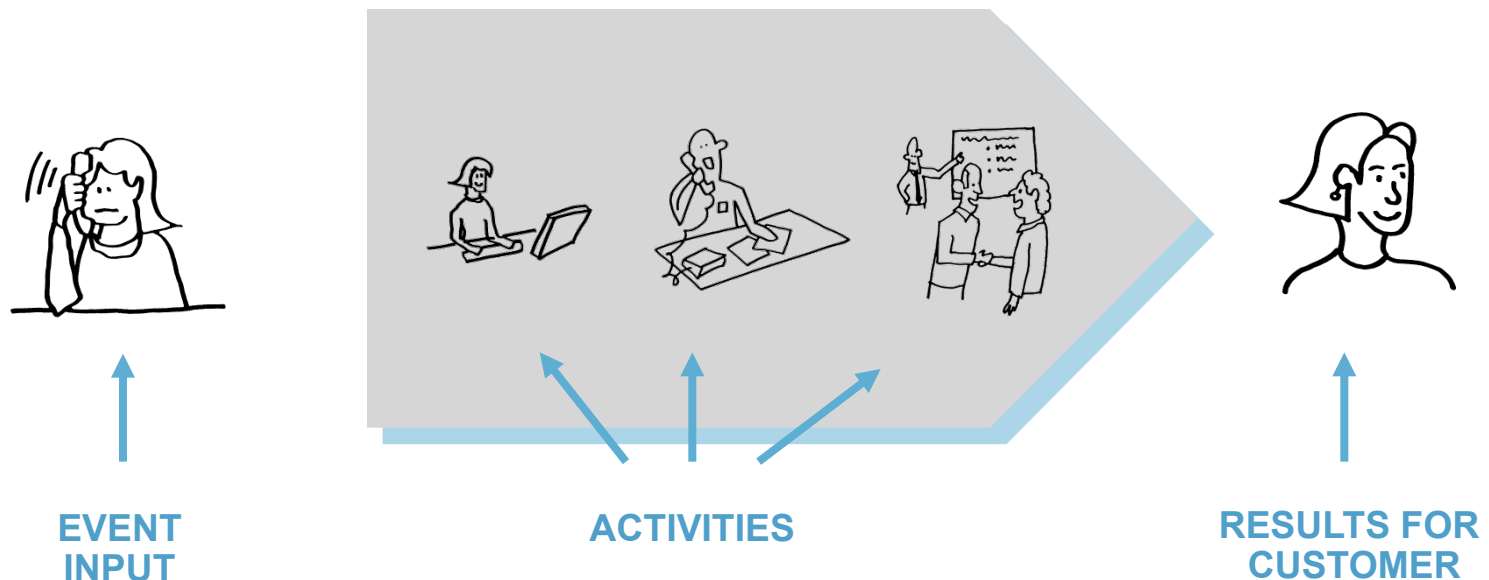
What is a process?

A process is initiated by an event and consists of a collection of activities that manages different input and creates a result that holds a value for the customer

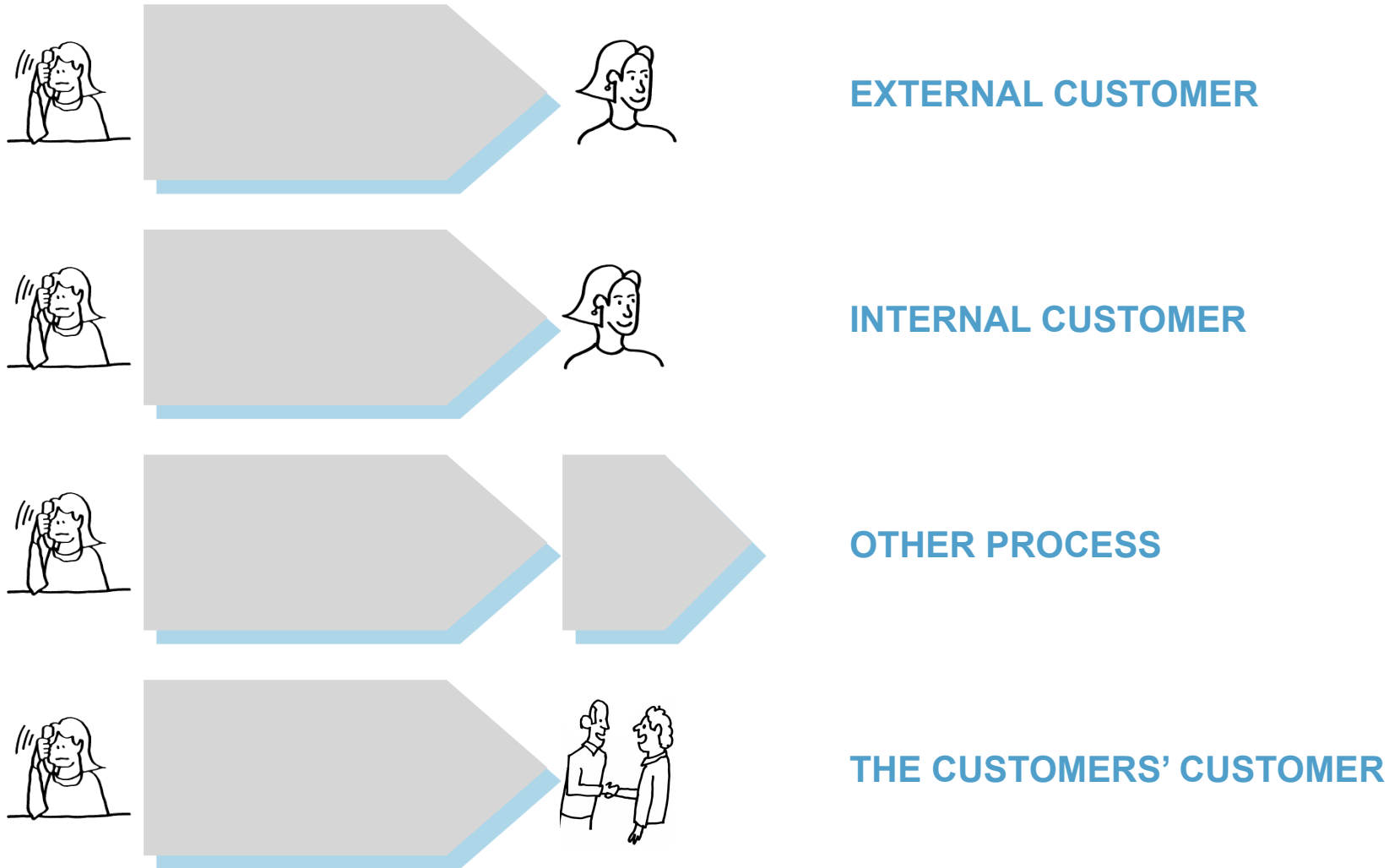


What is a process?

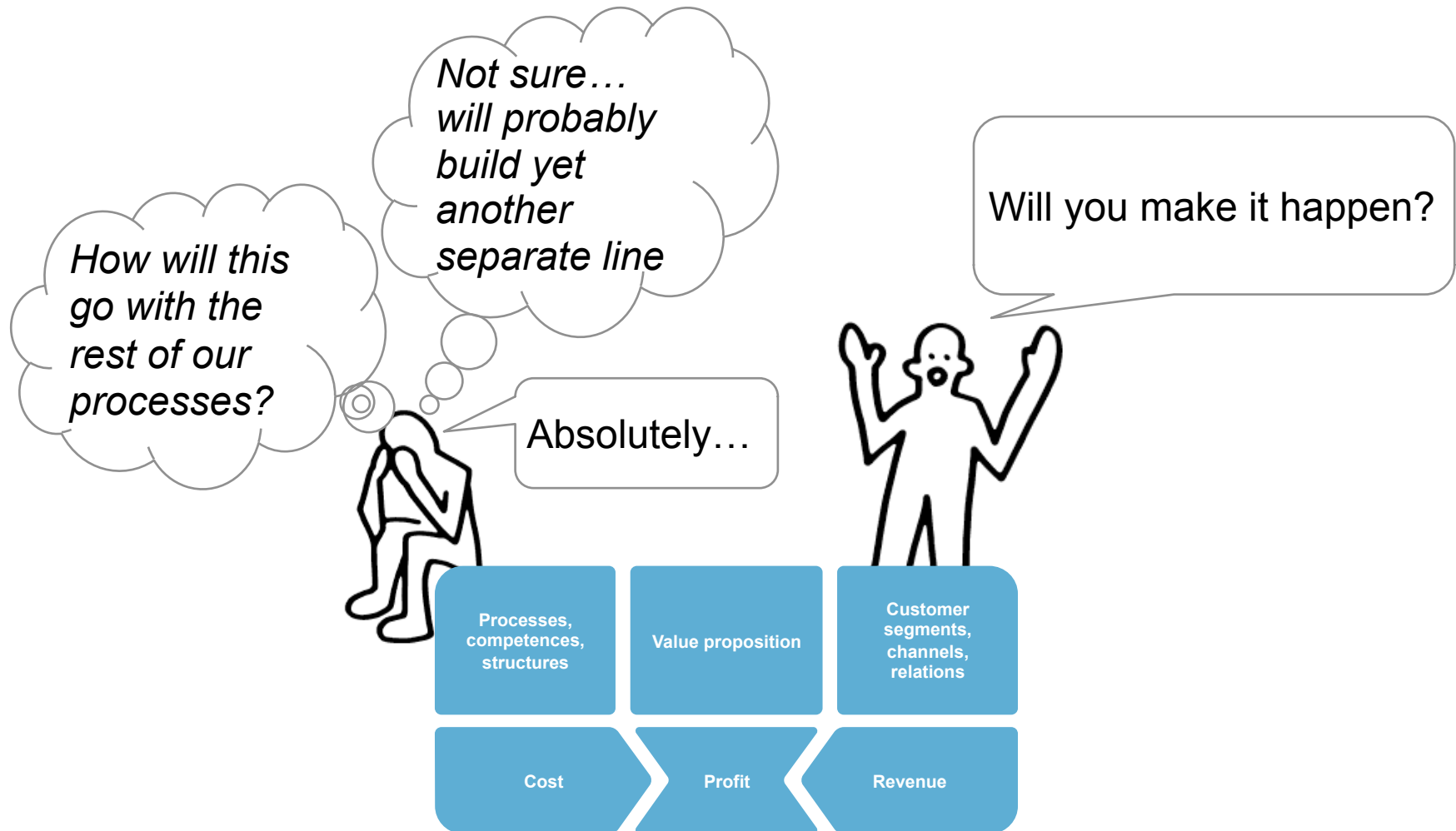
A process is initiated by an **event** and consists of a collection of **activities** that manages different input and creates a **result** that holds a **value** for the **customer**



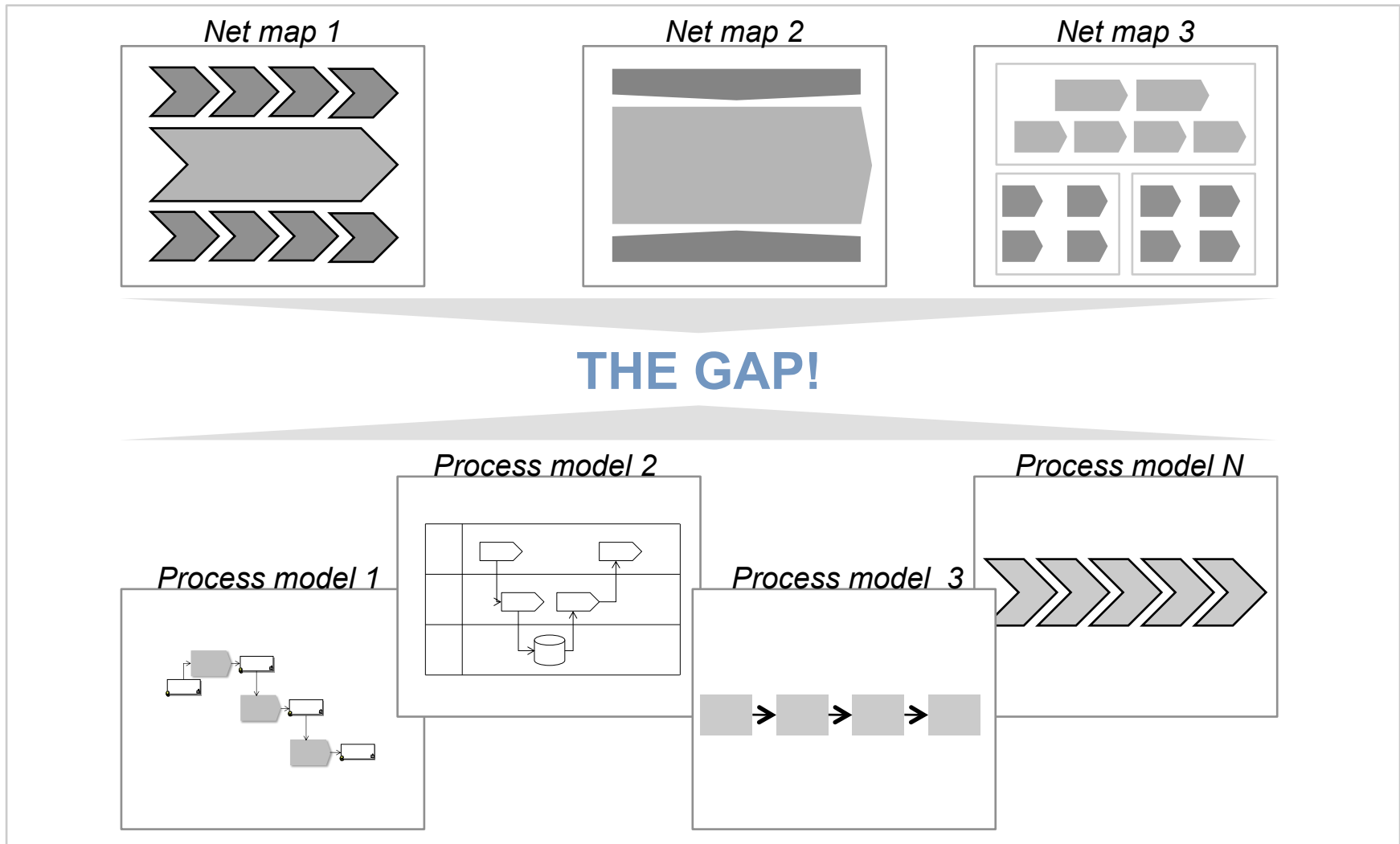
The customer is the recipient of the process result



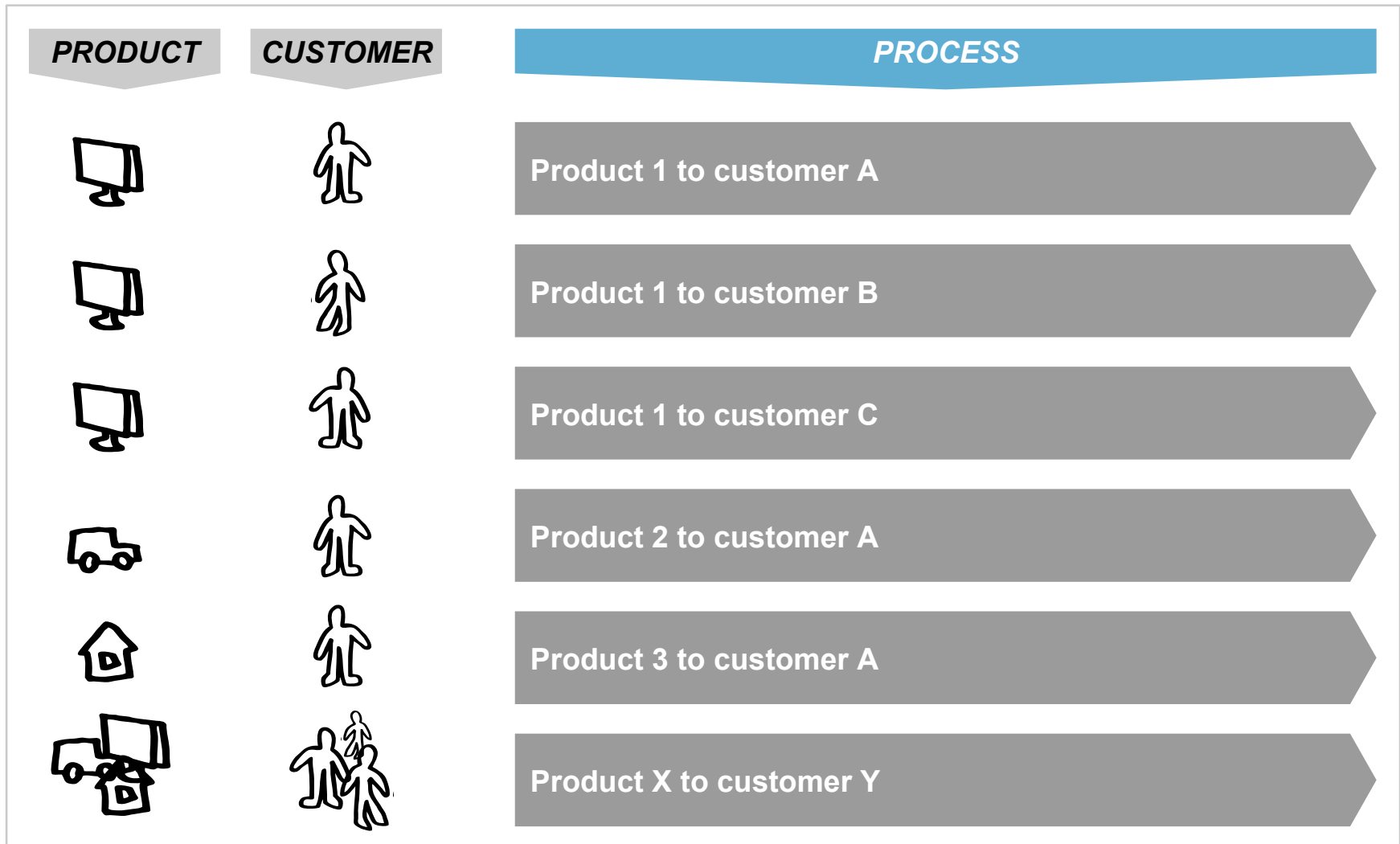
The challenge



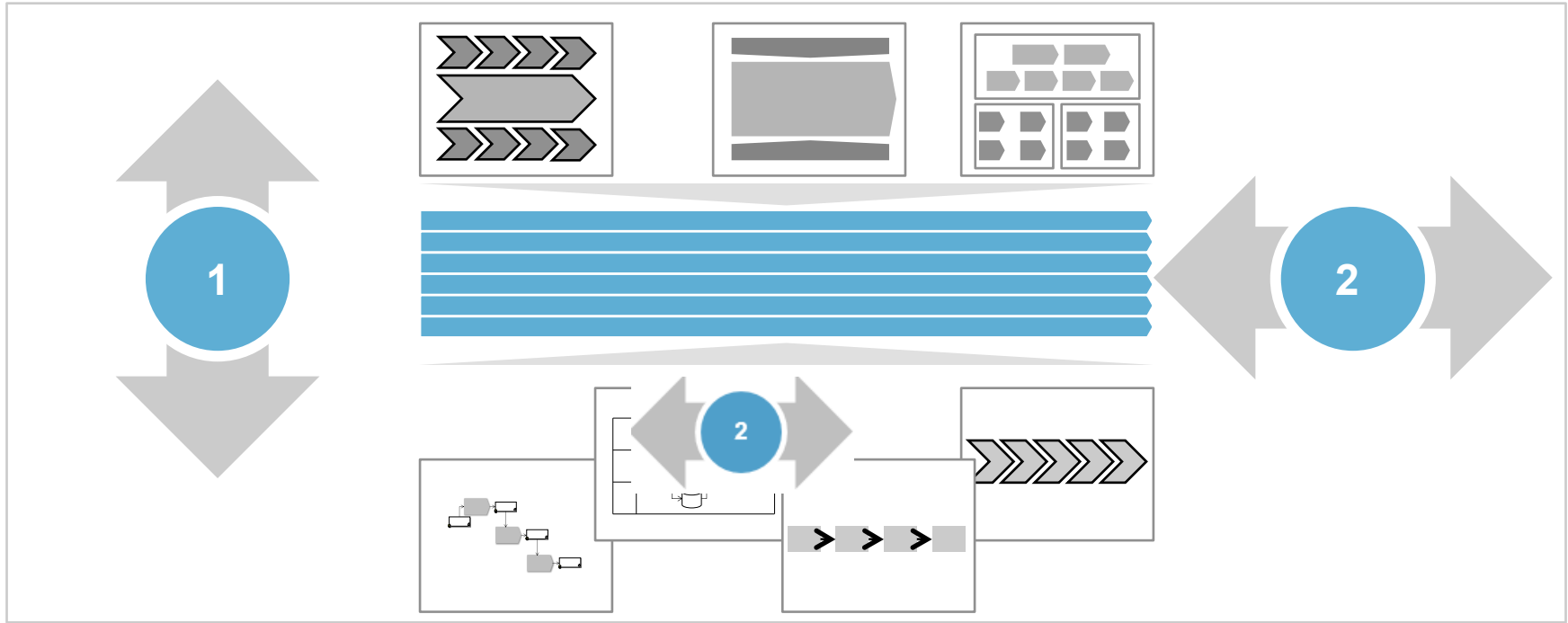
Challenge #1: Incoherence between what is "published" on the intranet and what is developed and used in projects



Challenge #2: Redundancy and lack of reusability is expensive and builds complexity



The challenge is to create a structure for flexibility and reusability



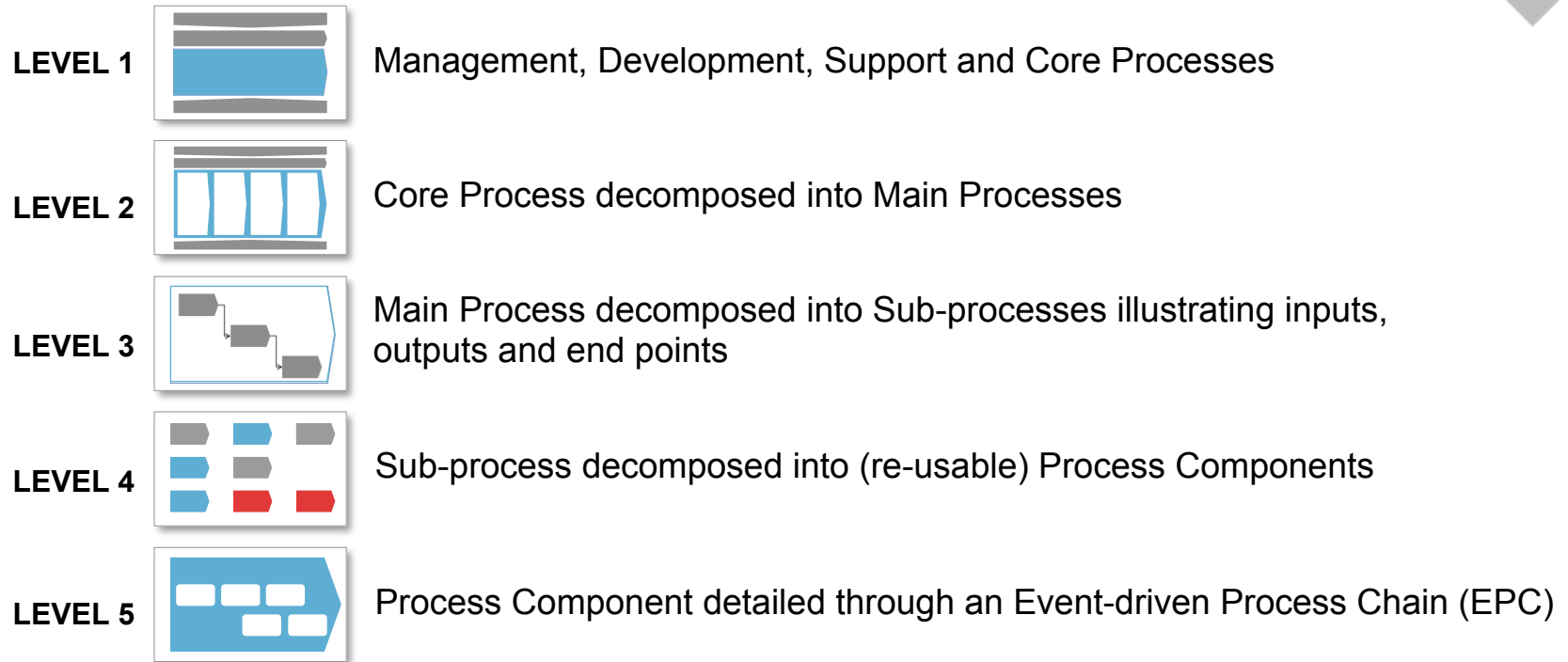
1

Structure to handle the gap

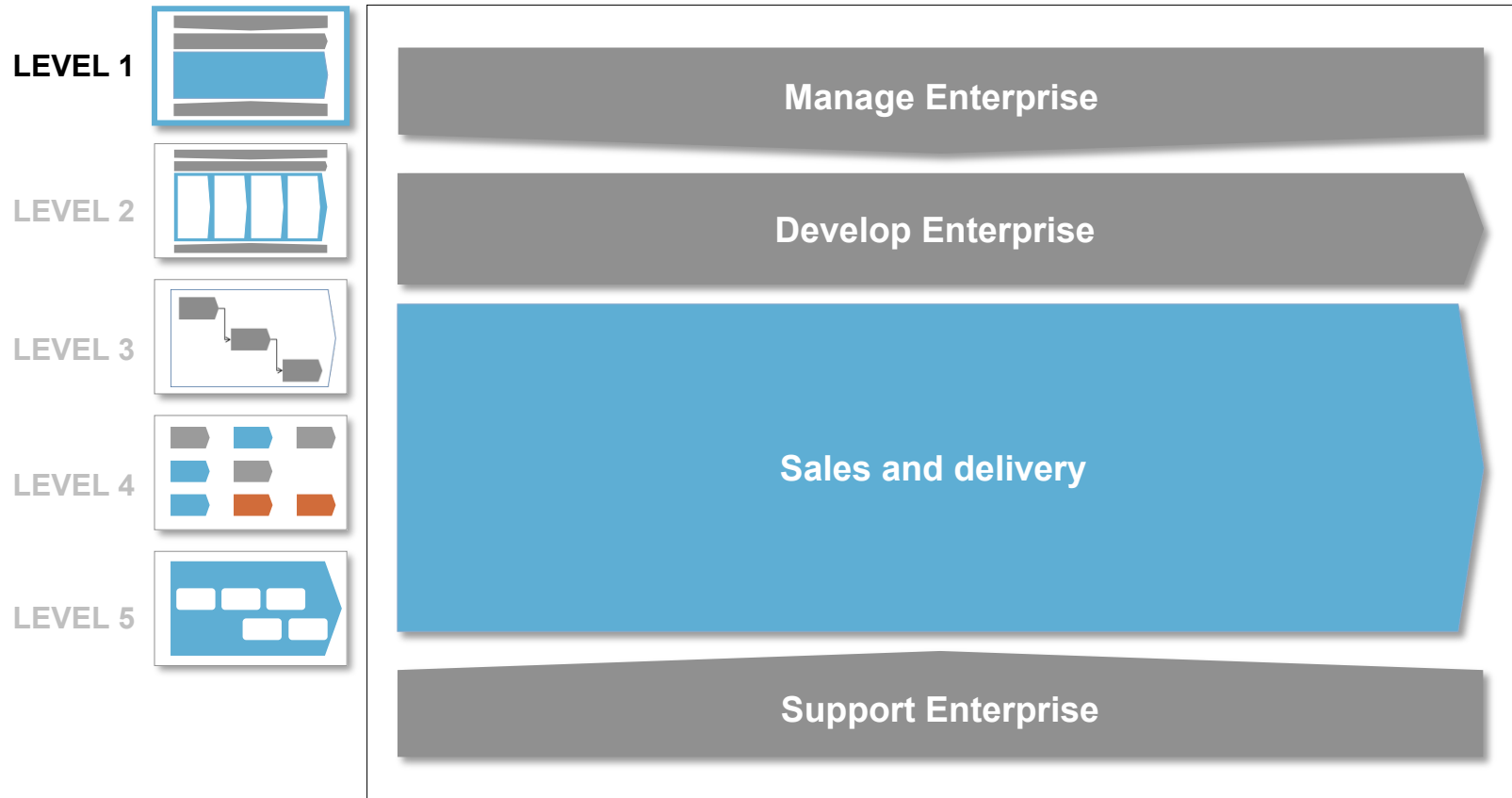
2

Structure to create reusability

The gap is closed by deploying a Process Architecture

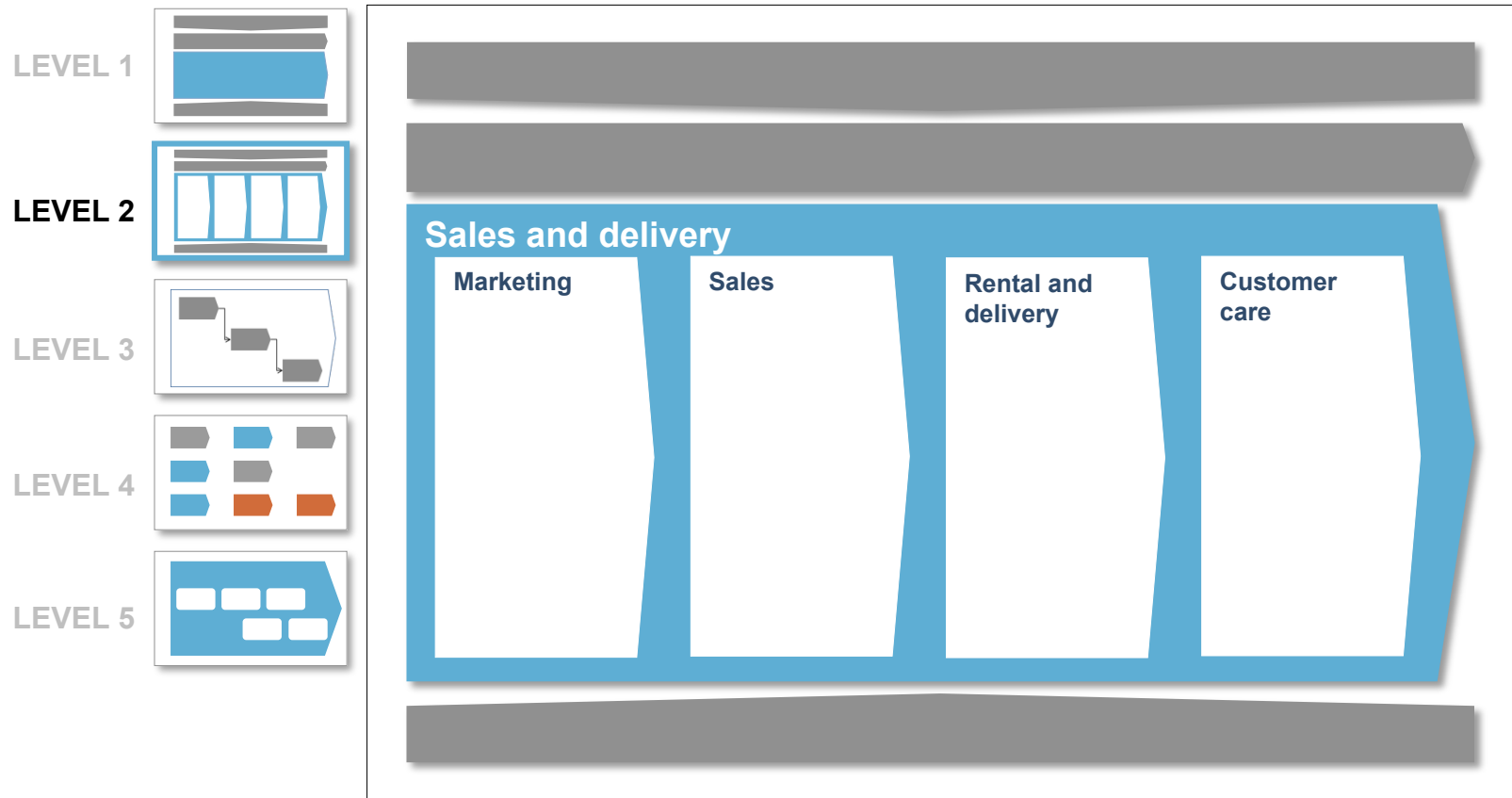


Processes on level 1- Process Areas



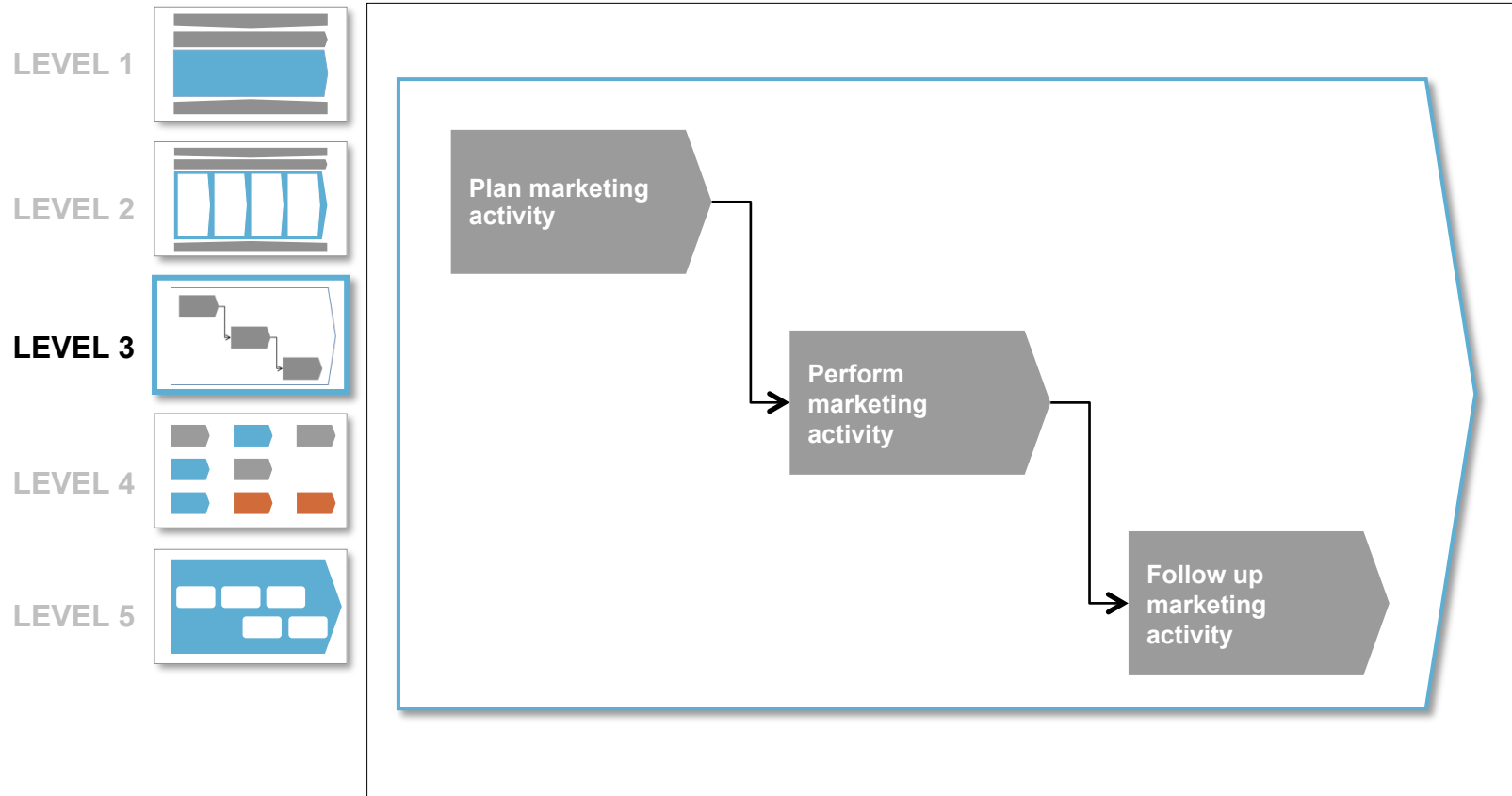
Level 1 forms a structure for identification of all of the main processes of the enterprise on level 2. Processes are grouped according to management, support and core processes that create customer value.

Processes on level 2 – Main Processes



Level 2 describes the main processes of the enterprise in an overall process map.
The process map is used to describe the value creation on an overall level
- usually covering an end-to-end scenario

Processes on level 3 - Sub-processes



Level 3 describes the value creation of the business.
Level 3 is also used to describe the responsibility for the value creation,
and how processes are measured and followed up.

Process Map – Company

Manage Company

Analyze market

Develop strategies

Develop governance model

Produce action plans

Follow up business

Develop Company

Value benefit of change

Analyze and plan change

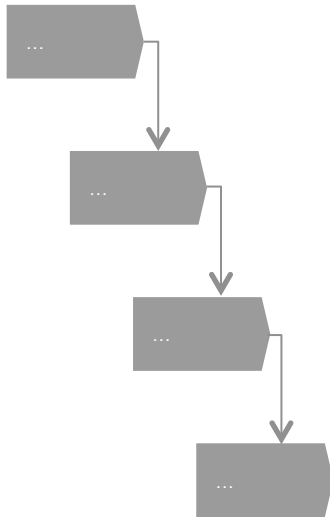
Specify change

Perform change

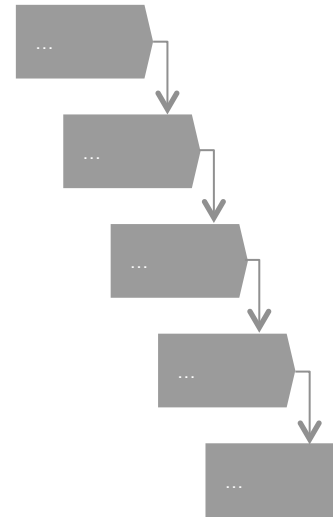
Follow up change

Sales and delivery

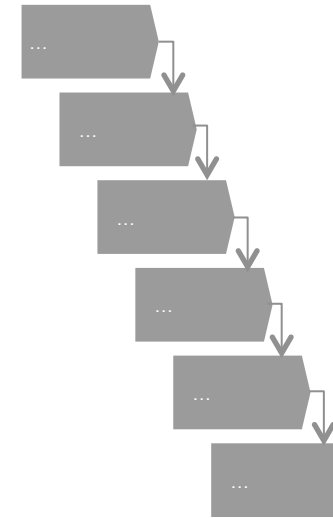
Market Company



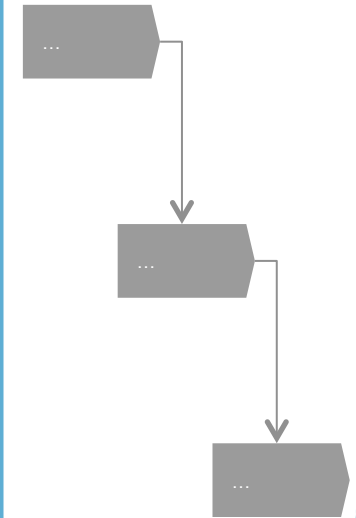
Sell Company offer



Delivery



Customer care



Support Company

Manage communication

Manage HR

Manage economy

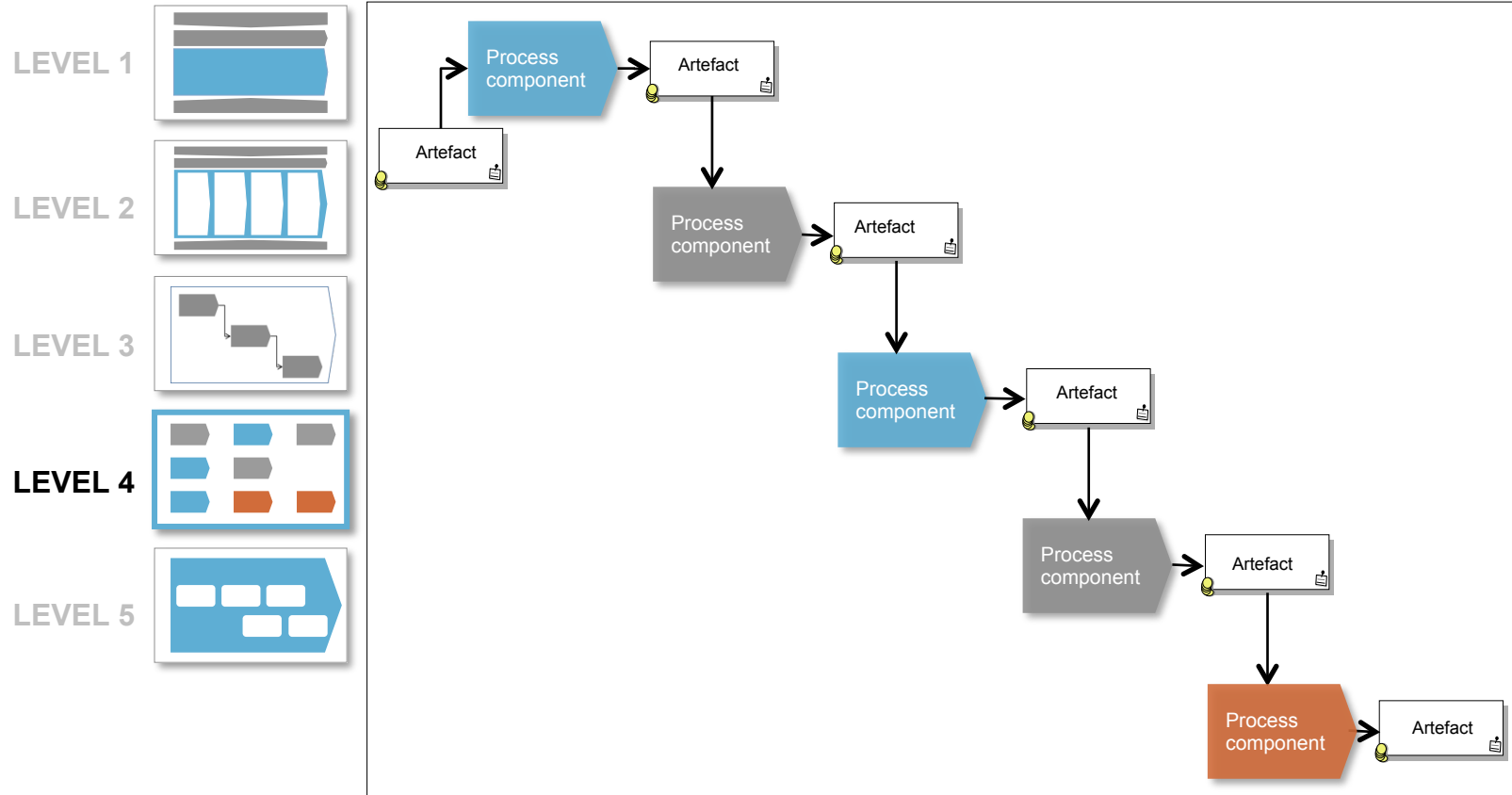
Procure

Maintain

...

...

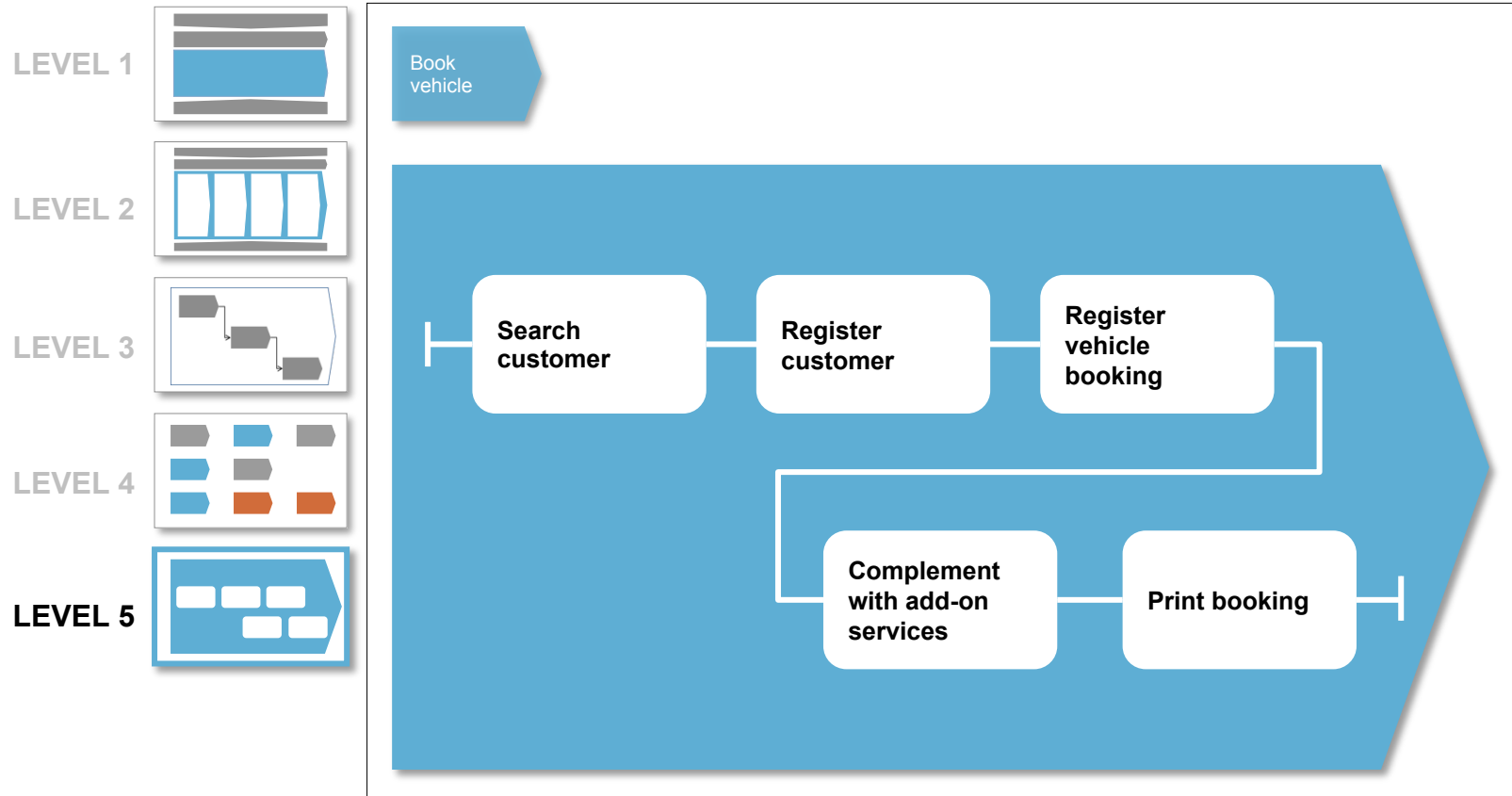
Processes on level 4 - Process Components



Level 4 is used to describe the business logic of the enterprise. It illustrates in detail the values created in the processes and how these are combined into customer and corporate values.

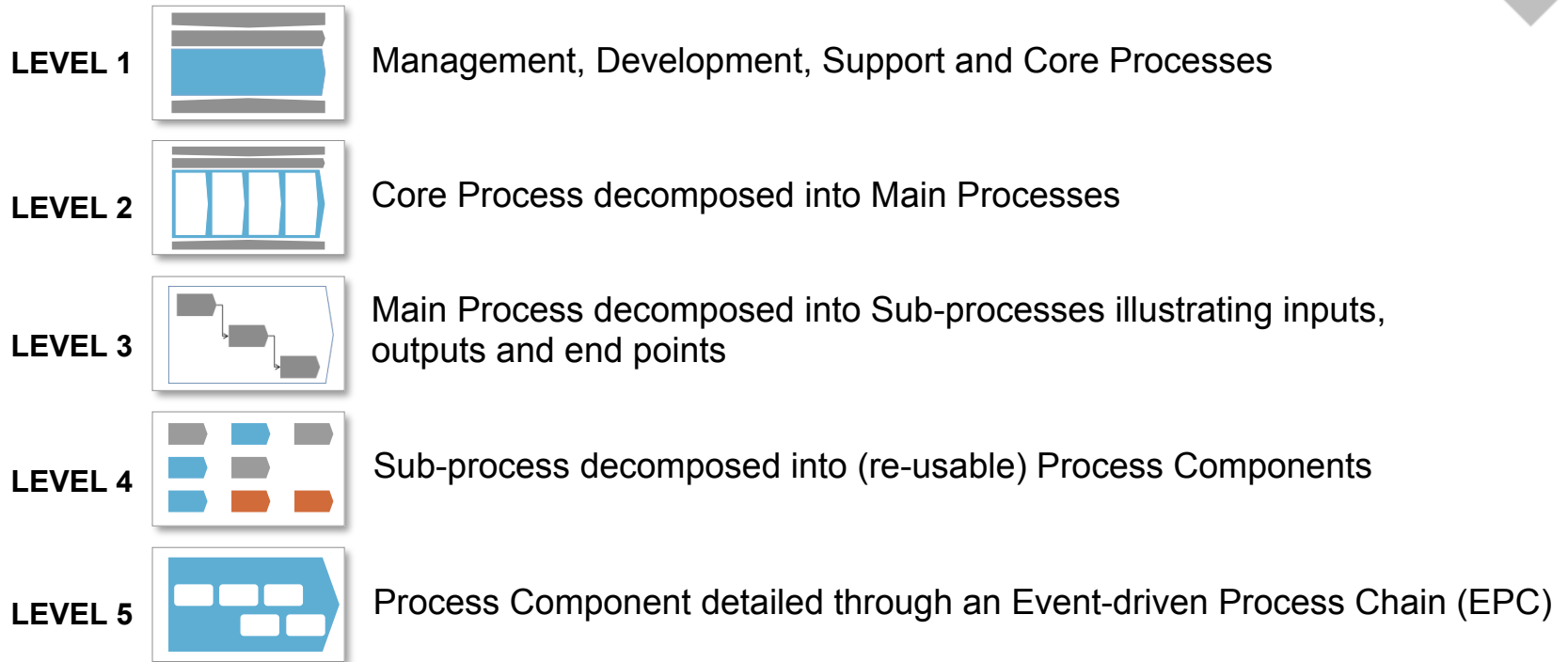
Level 4 is also the key for identification of the processes that should be designed as building blocks and re-used in different business models

Processes on level 5 – Process Activities

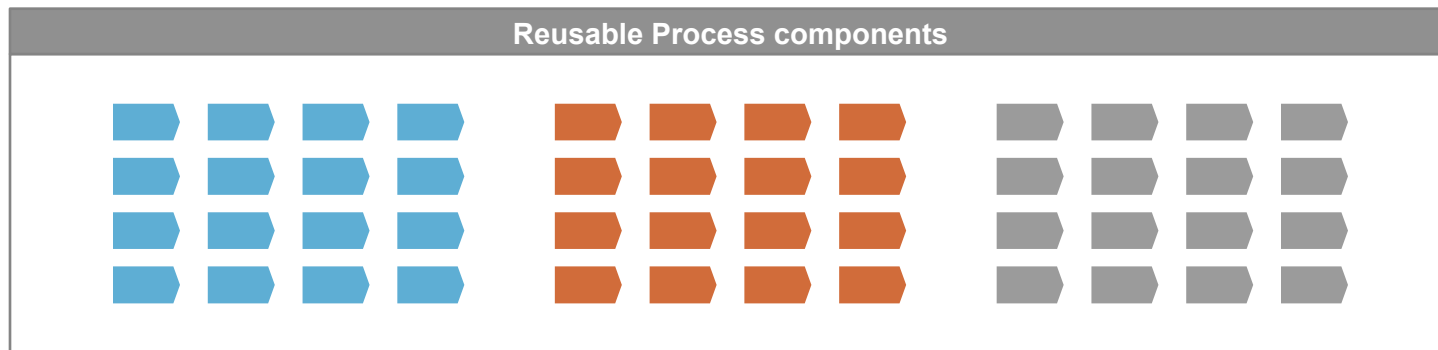
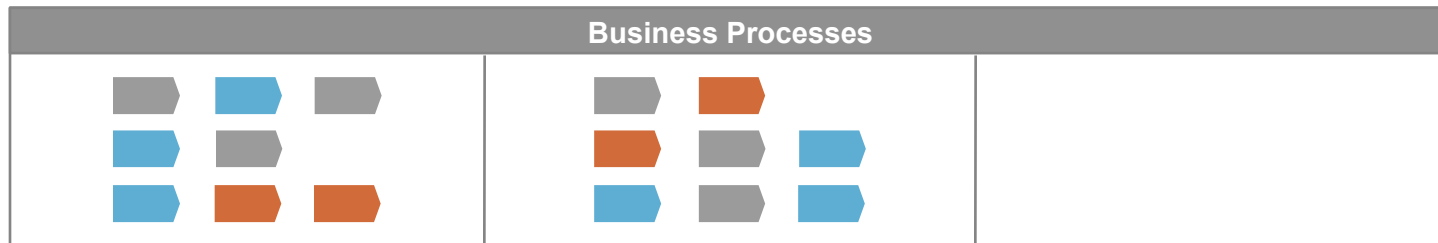
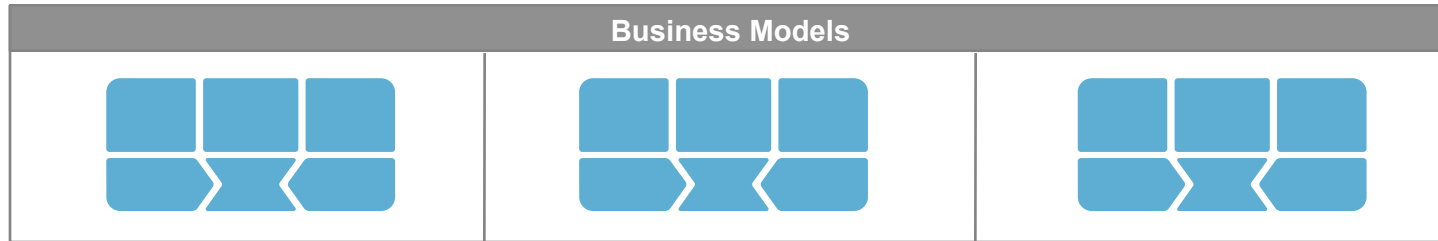


Level 5 describes how the work is carried out in the processes in practice. It also describes how IT is used, by whom and in what context. Level 5 is the starting point for specification of requirements on IT, since this level describes the situation and how AS-IS should be developed into TO-BE.

We recommend a Process Architecture with 5 levels ... because it WORKS



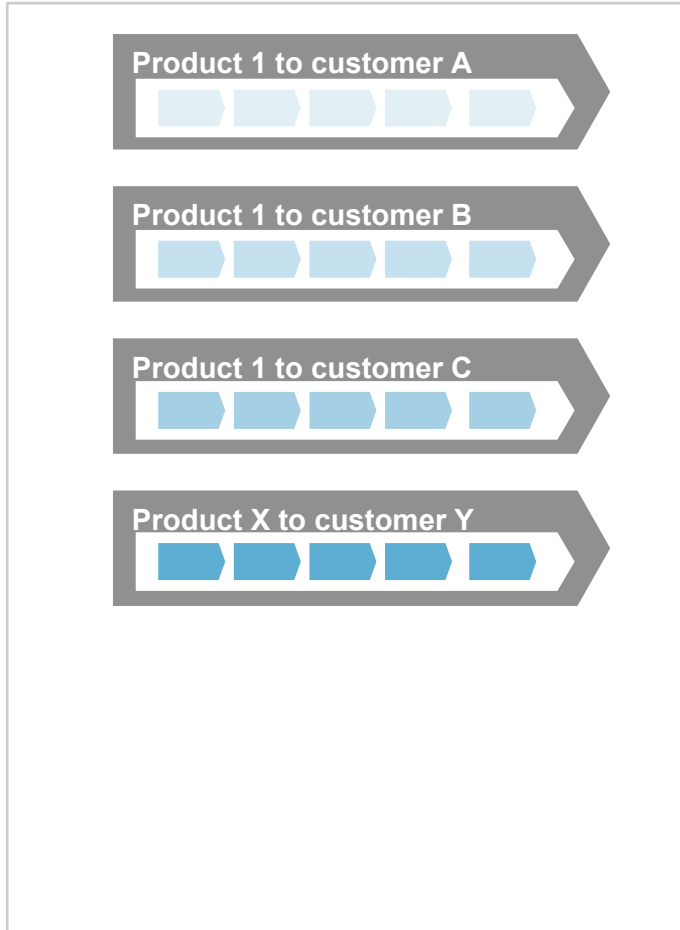
Reusability is driven by the frequent need to change and introduce Business Models



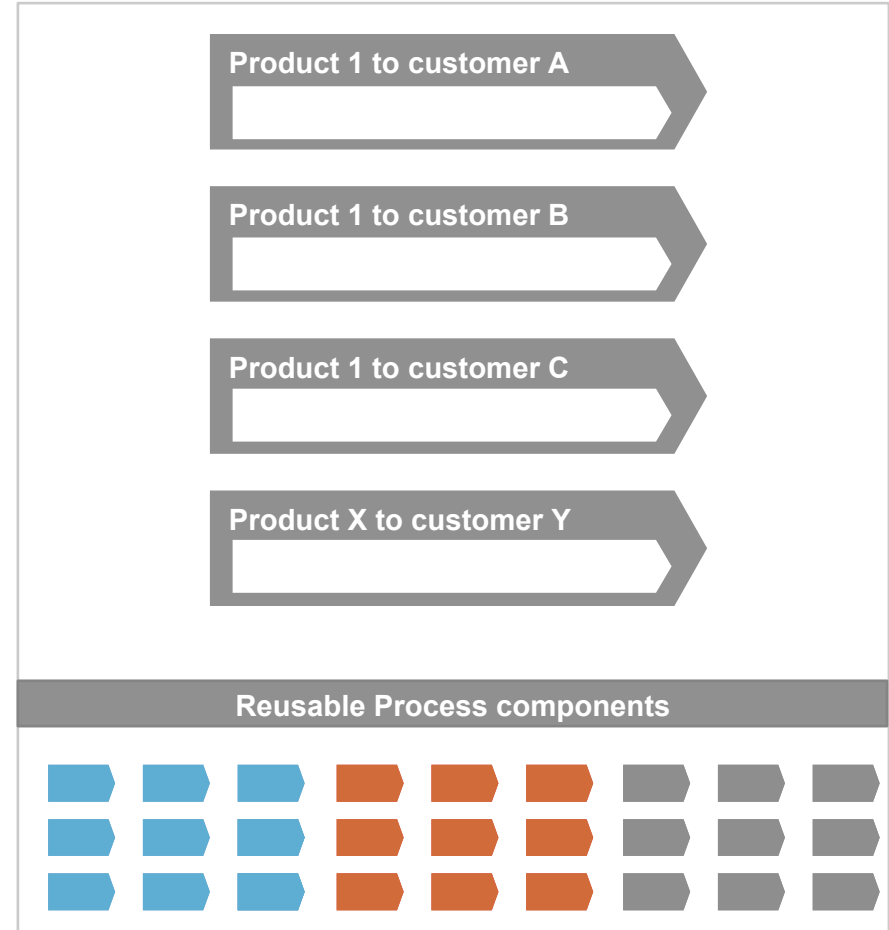
Reusability takes us from static "process silos" to configurable processes



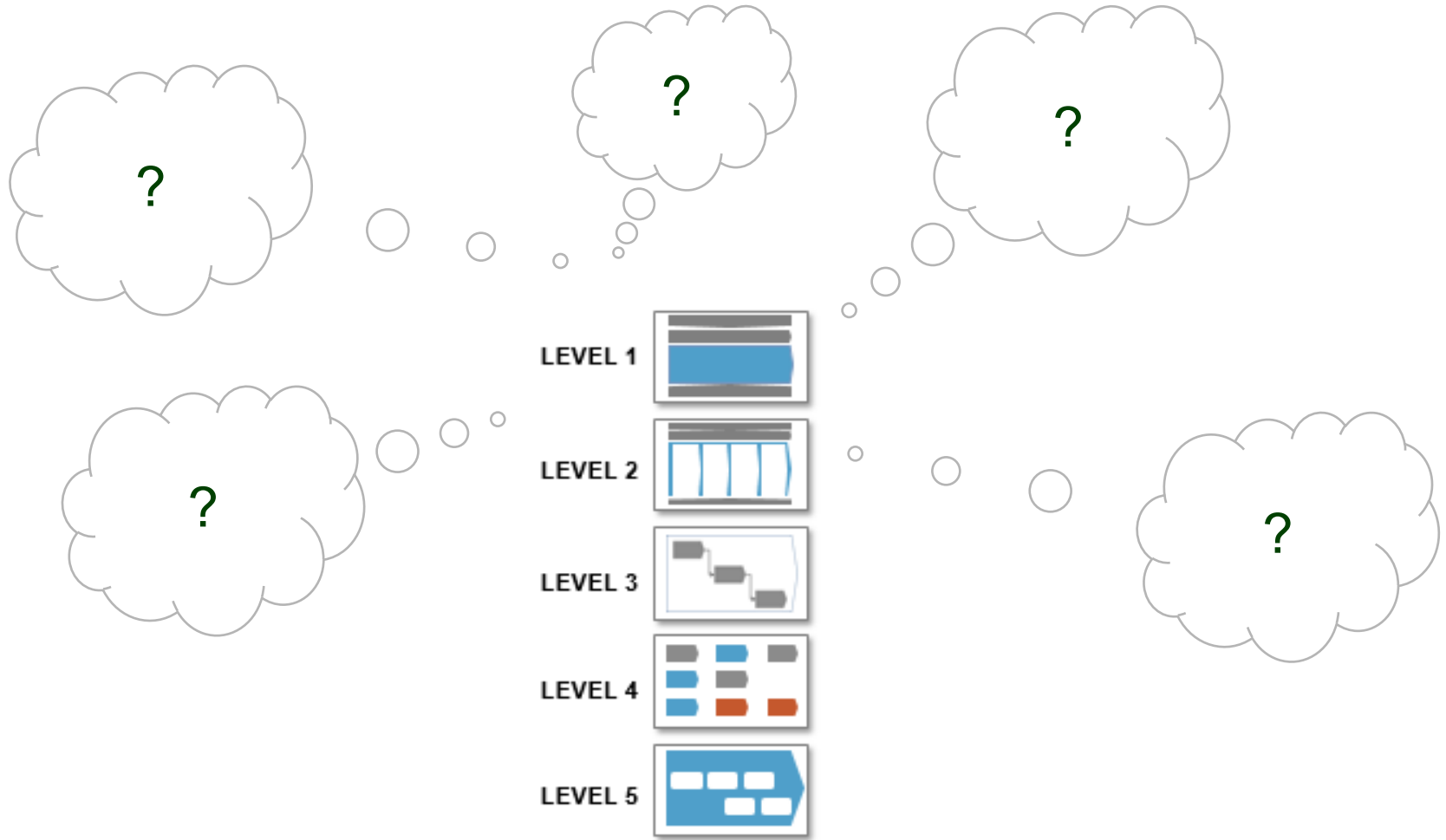
From..



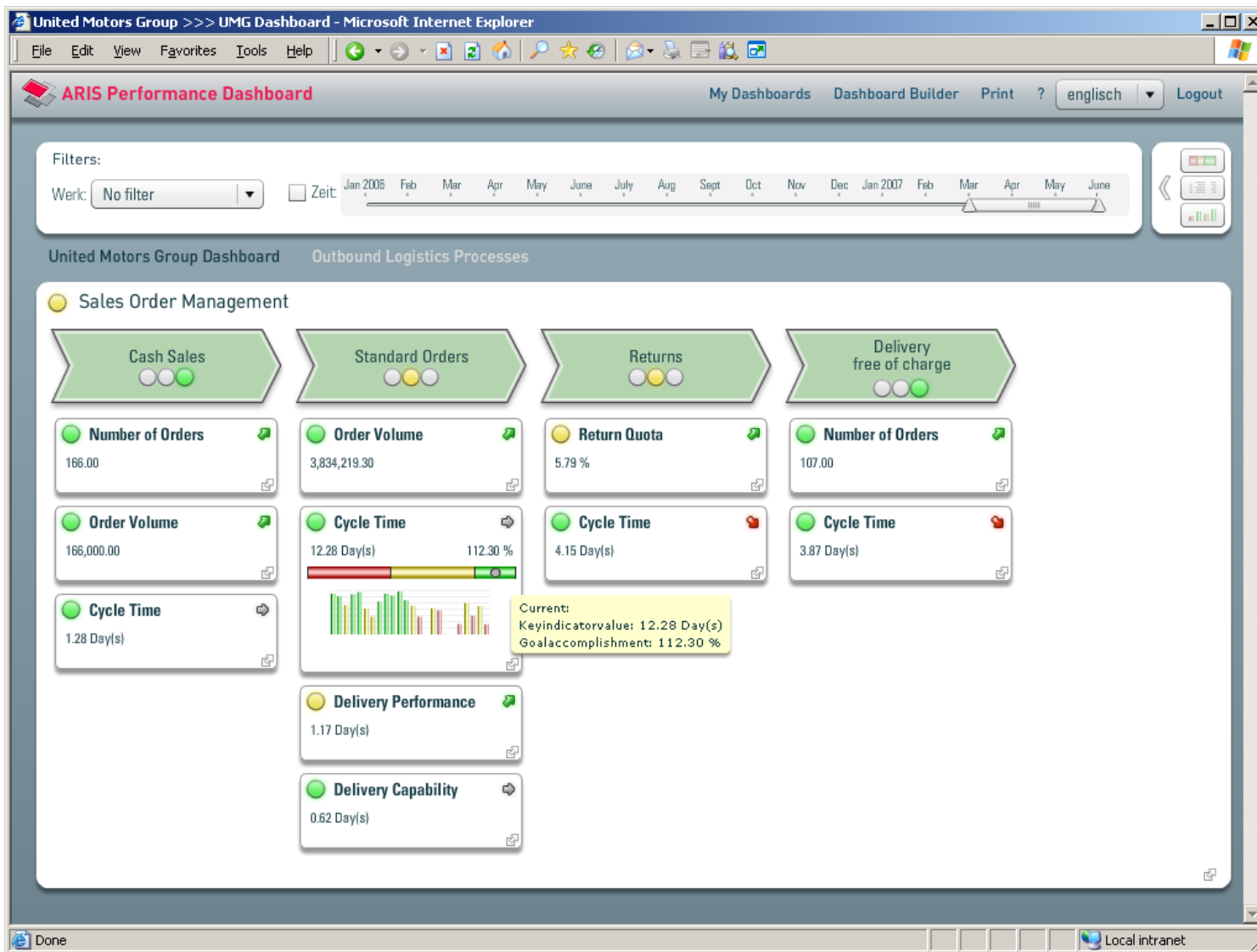
...To



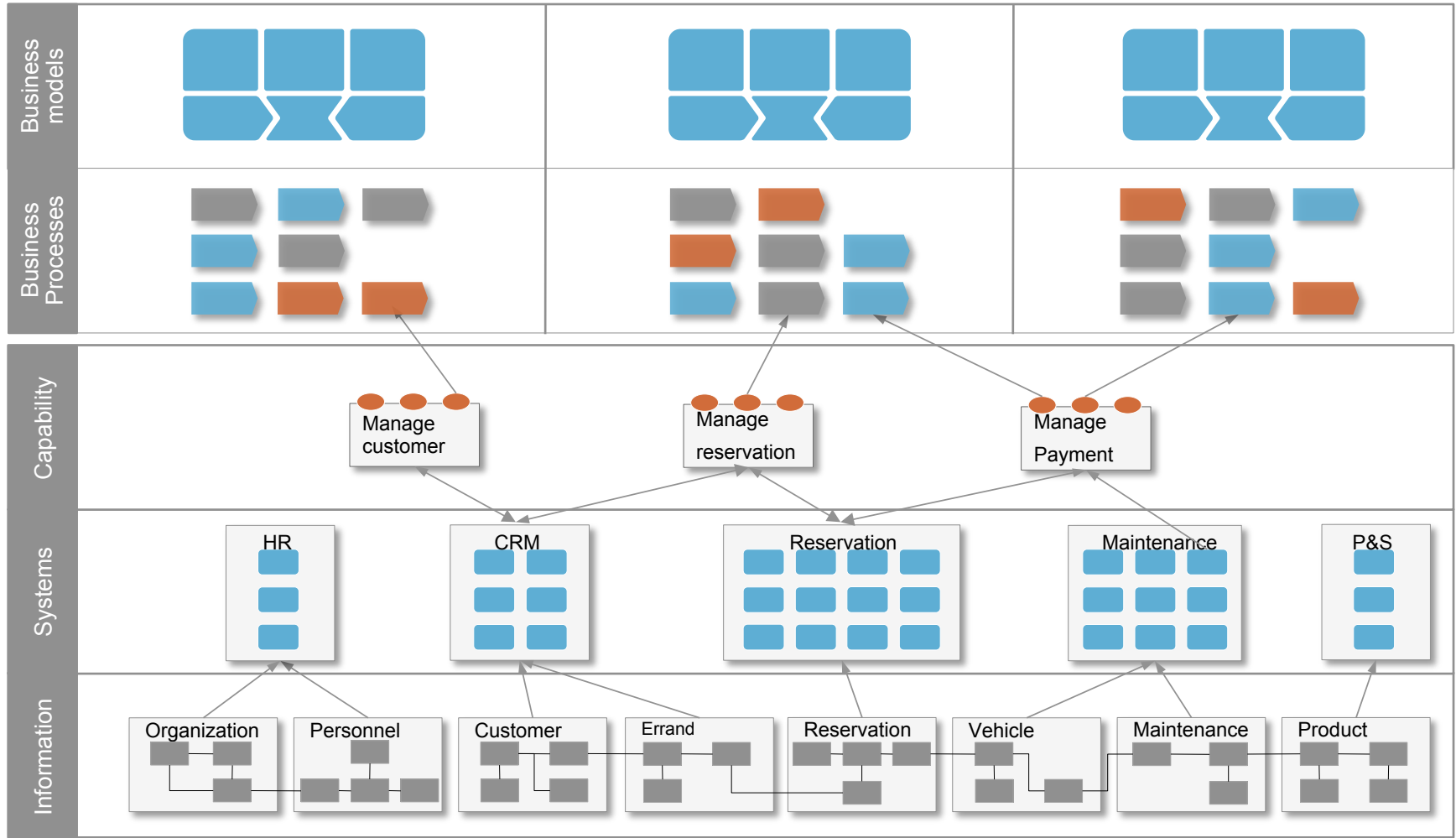
What can a flexible and effective Process Architecture be used for?



Governance and measurement: nothing is more measurable in our business than processes !



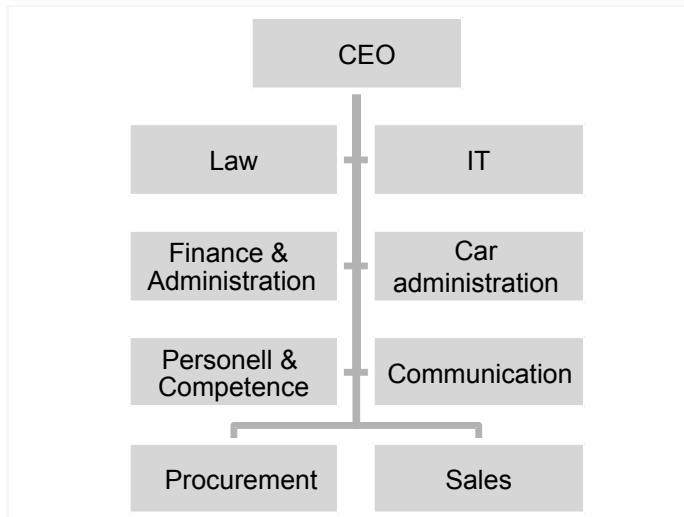
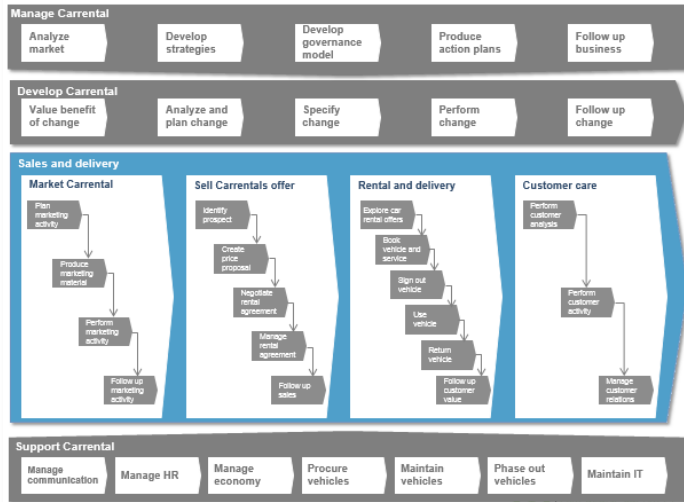
The Process Architecture enables precision in the creation of IT requirements



The process organisation is established through a structured approach



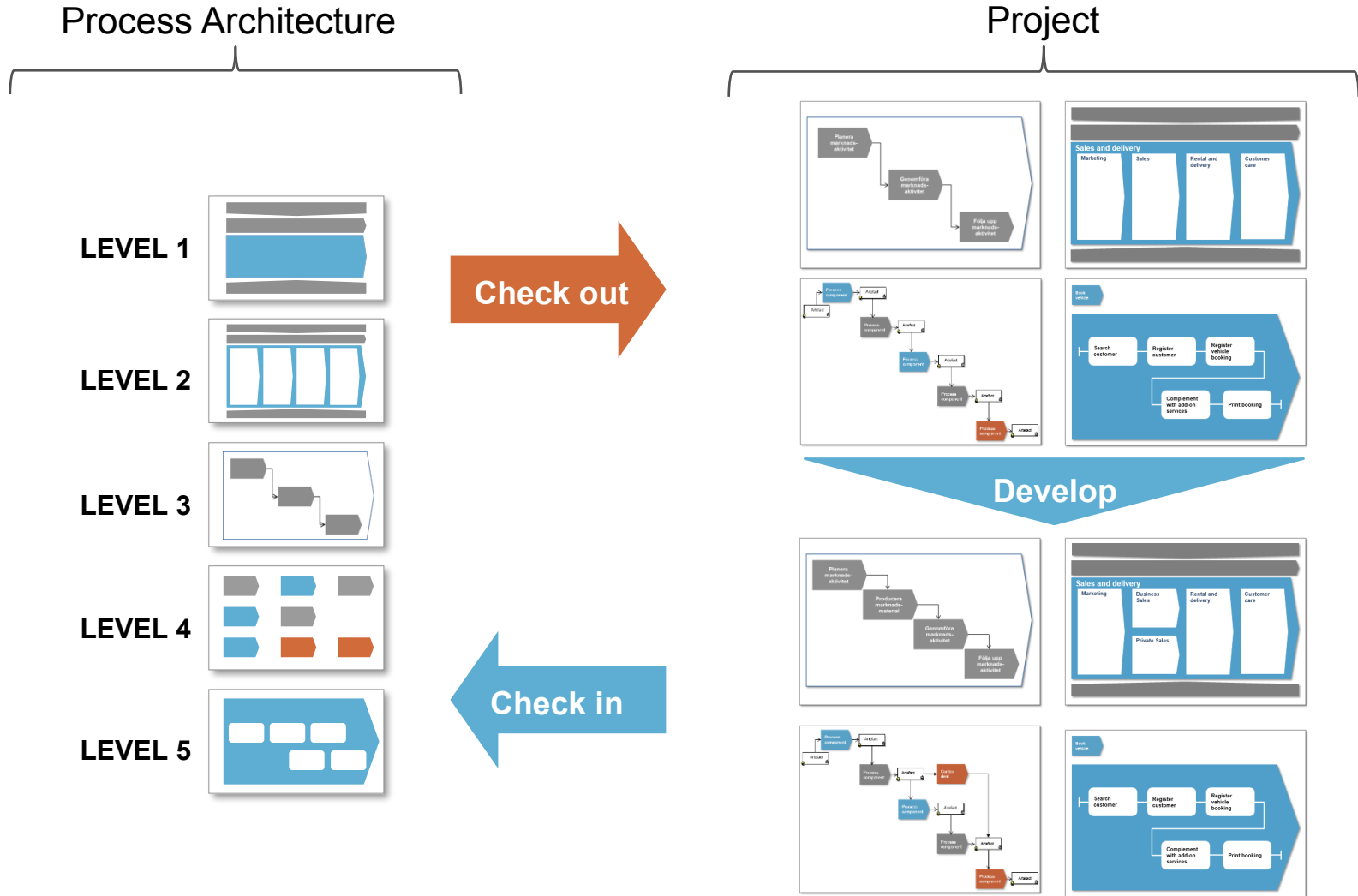
Process Map – Carrental



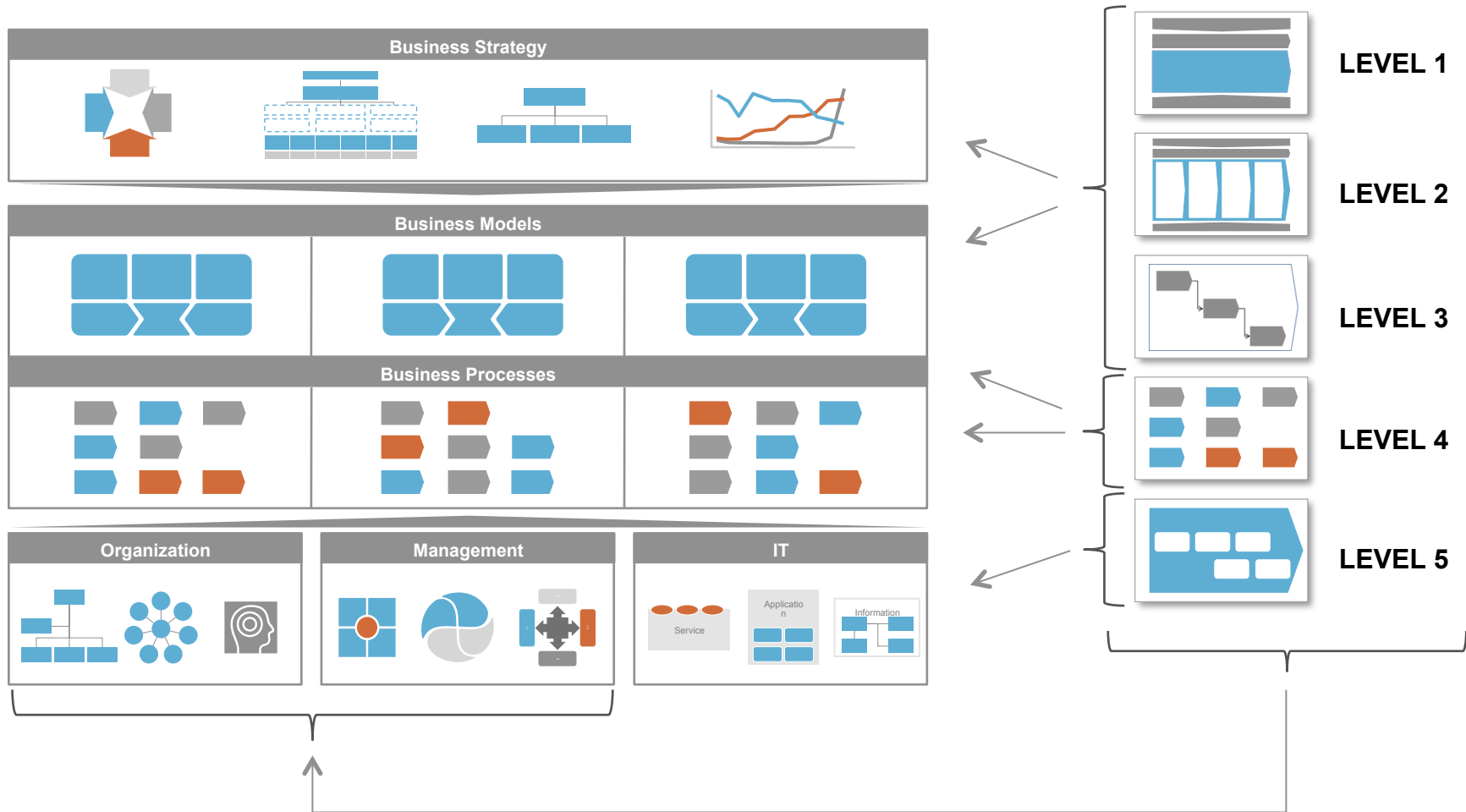
Establish clear accountability between the line and process organization



The Process Architecture gives a basis for efficient process development

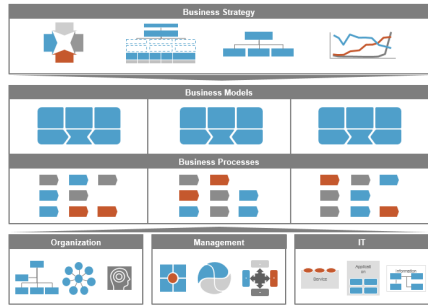


The Process Architecture is a powerful tool to link strategies and implementation

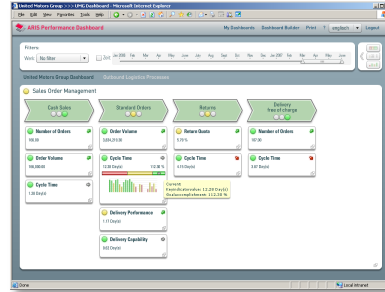


The Process Architecture is a valuable management and development tool

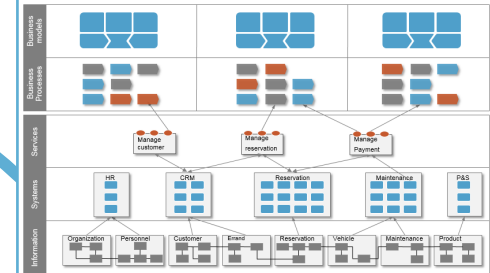
Link between strategy and IT



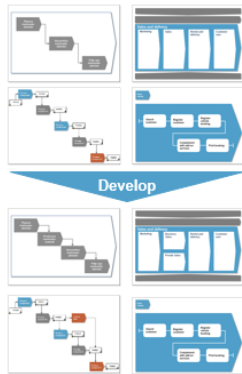
Governance and measurement



IT requirements



Efficient Process development



LEVEL 1



LEVEL 2



LEVEL 3



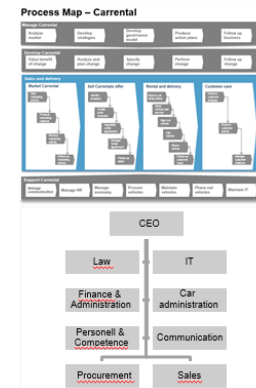
LEVEL 4



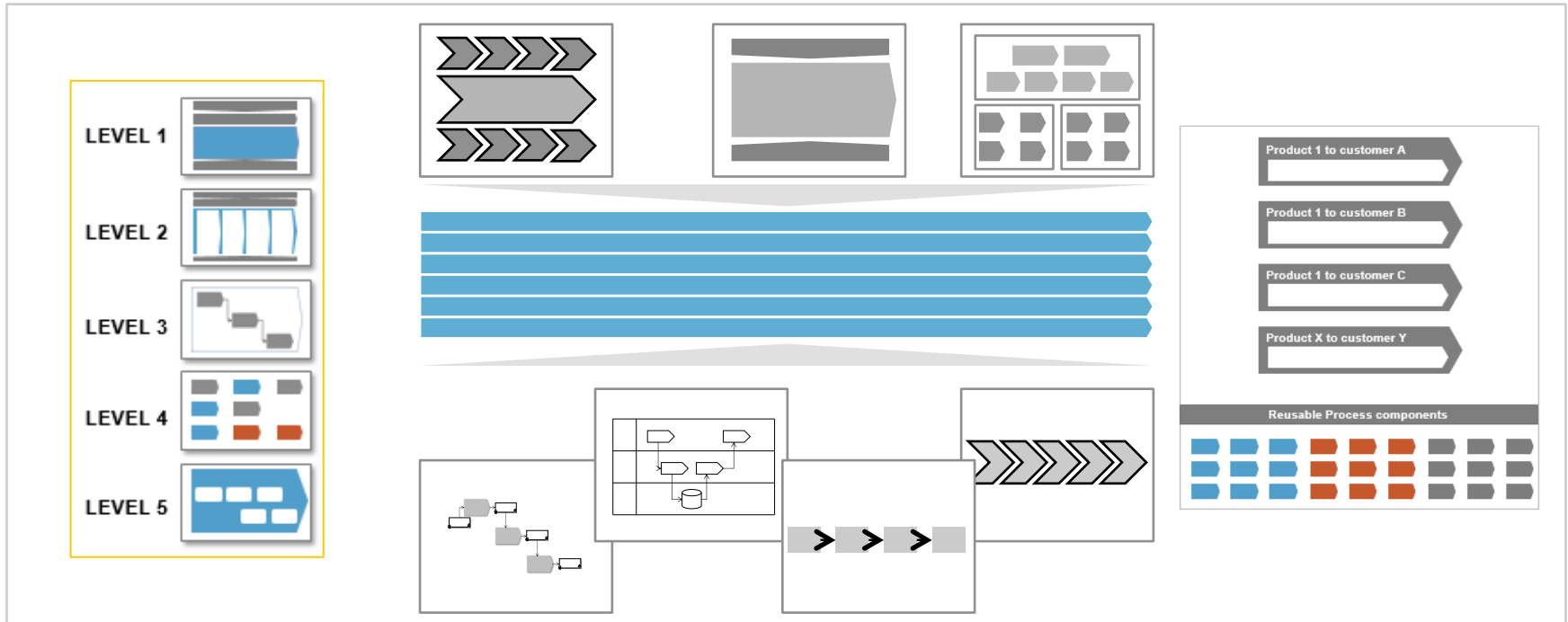
LEVEL 5



Establish process organisation



A Process Architecture with flexible process components enables flexibility and reusability



1

The Process architecture handles the gap

2

Reusability is made possible through flexible and reusable process components