Key Criteria when selecting an EA tool

BPM
Business Process Management

EAM
Enterprise Architecture Management

GRC
Governance, Risk and Compliance

Host and Speaker

Michael Kamberov
Host

Tom Brennan
Speaker

CLIENTS
1.000+
in 50+ countries

PARTNERS
90+
in 25+ countries

PROJECTS
5.000+
in 20+ years

WE ARE 180+ EMPLOYEES

Product Development Specialists
Business and IT Consultants
Solution Engineers
Marketing and Sales

0%
Outsourcing

100%
Independent

USER COMMUNITY
85.000+
in 120+ countries

INSTALLATIONS
35.000+
in 80+ countries

Offices and Partners worldwide

> 20 years of experience

0% Outsourcing
100% BOC Group

Everything from one source: Product, Consultancy & Training

BOC
www.boc-group.com

The IT-supported Management Office of the BOC Group

Next Generation Business Process, GRC and Enterprise Architecture

- Enterprise Architecture Management
- TOGAF
- Capability Management
- Business-, Service- and Technology Architecture Management
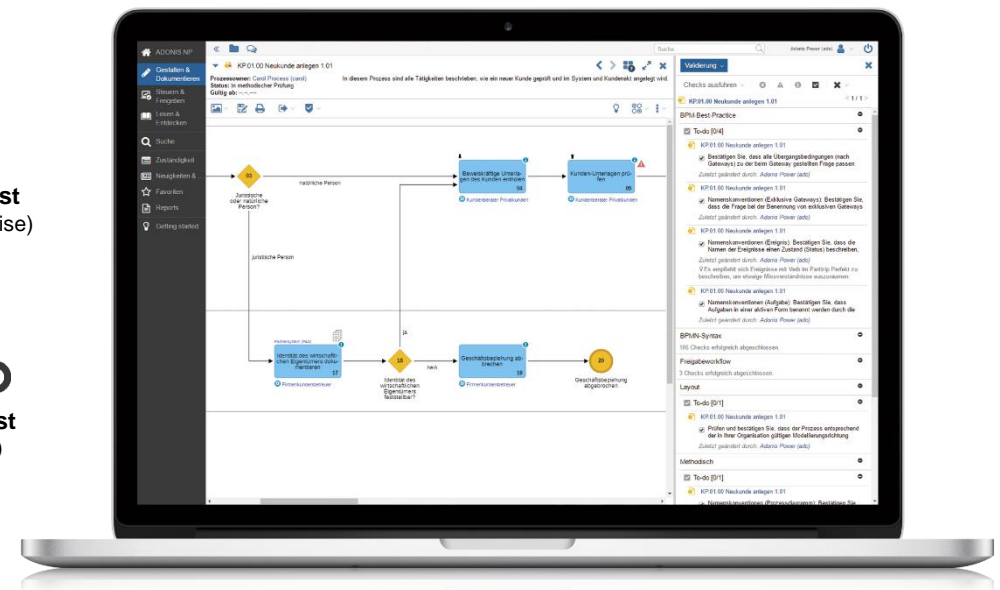- Planning, Data Gathering & Governance

ADOIT **ADONIS**

GRC
Governance, Risk
and Compliance
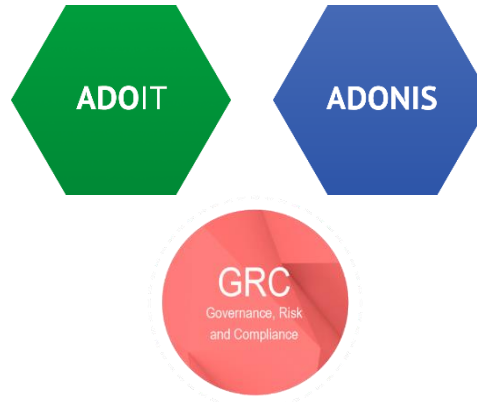
- Strategic and Operational Business Process Management
- BPMN, BPMN fit for business
- Process landscapes
- Business IT alignment, ITIL
- Governance, Risk and Compliance
- Analysis and Optimization
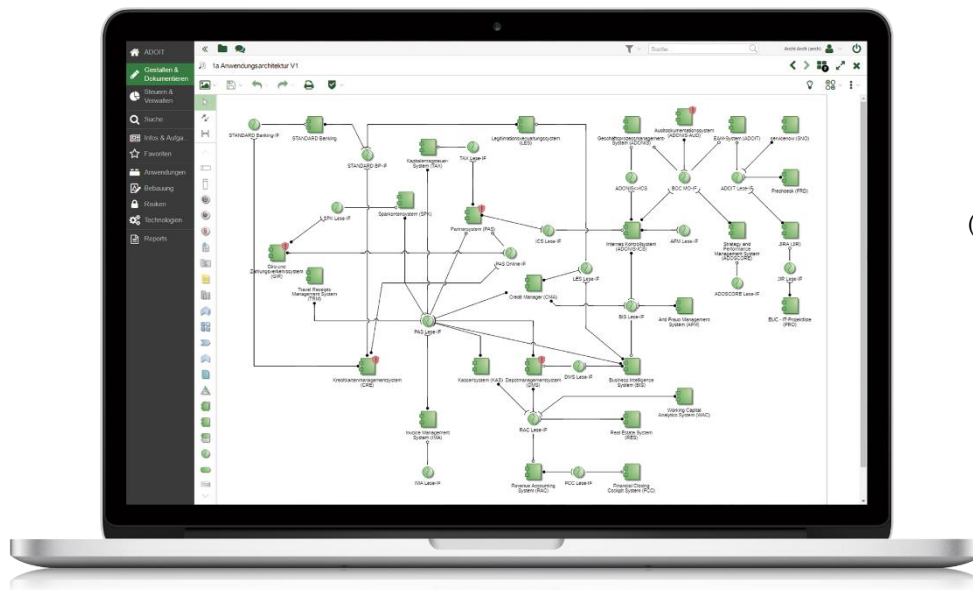
You host
(On-Premise)

We host
(SaaS)

Our Service Portfolio – Consulting

Business Process Management

▸ Design, introduction and embedding of process management
▸ Design of company maps and business architectures
▸ Design of target operating models
▸ Business process workshops and moderation
▸ Process modelling (data gathering and development)
▸ Process governance
▸ Selective process analysis and optimization
▸ Design and training of necessary roles
▸ Process measurement and control
▸ Change Management for all of the above

Governance, Risk and Compliance

▸ Establishment of ICS in the organization
▸ Development of IT risk management – ISO 27K, BCM etc.
▸ Integration of risk and compliance management
▸ Integration of further management scenarios like BCM
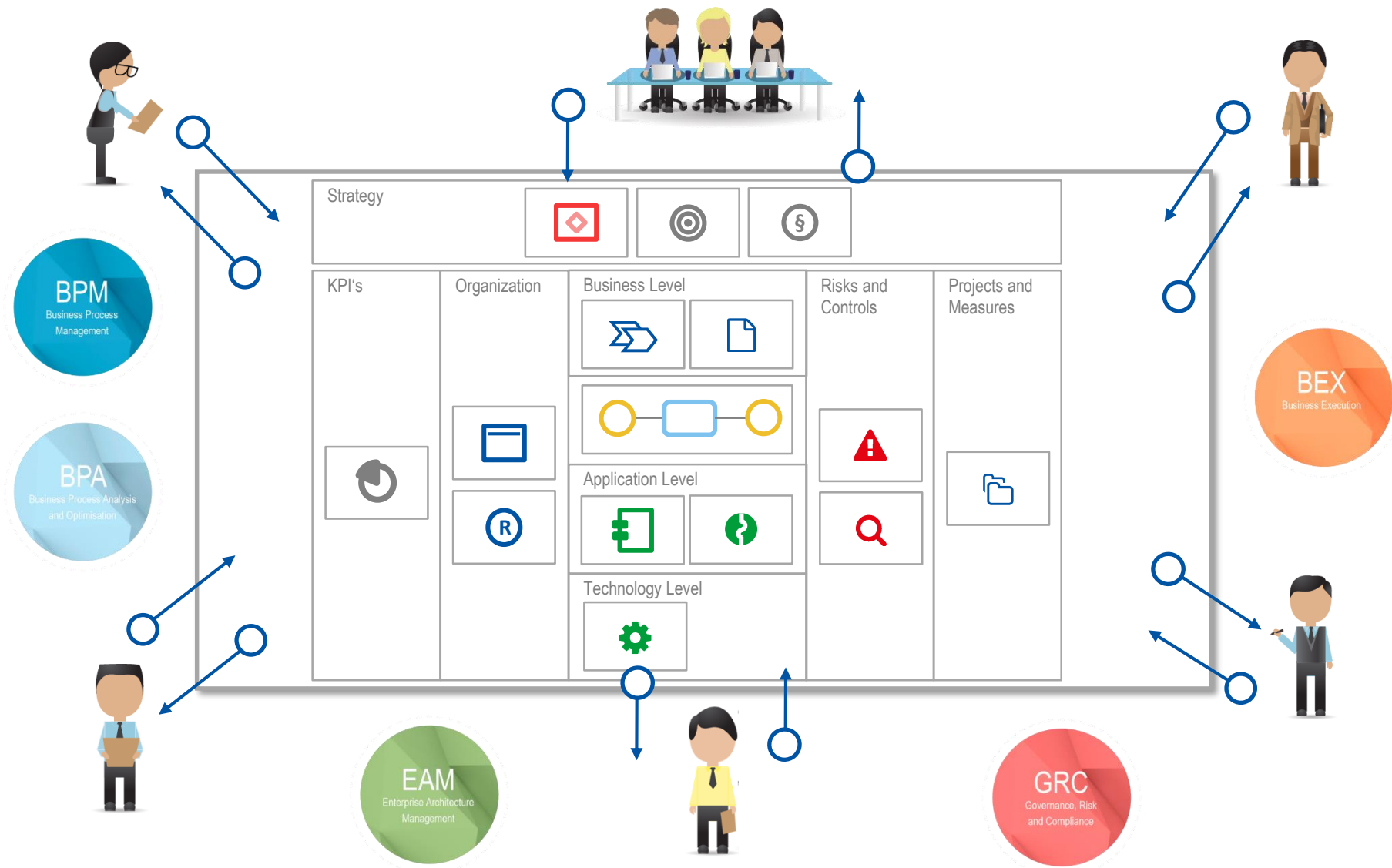▸ Training, risk and control awareness, ICS know-how

Enterprise Architecture

▸ Introduction ITIL – processes and organization
▸ Business IT alignment
▸ Service Management development
▸ Process-based requirements management
▸ Development of enterprise architecture management
▸ Creation of capability map
▸ Business architecture management – IT integration
▸ Creation of application and service architectures
▸ Implementation of master data management
▸ Technology portfolio management

▸ Development and Implementation of ICS
▸ Identification of key risks and controls
▸ Control management development
▸ ICS governance
▸ Implementation of ICS reporting

Business Transformation – Comprehensive & Integrated Support

Strategy, Business, Process, Application and Technology Architecture for all Roles

Key Topics in 2017 & Today's Focus

MAKE BUSINESS WORK

Digitalization ✅	Transformation ✅	GRC ✅
Digitalization & Digital Transformation	Business Transformation Software	Governance, Risk & Compliance

BPM & QM ✅	BPA & BPO ✅	IT & EA ✅
Business Process & Quality Management	Business Process Analysis & Optimization	IT Alignment & Enterprise Architecture

- ▸ Register for future webinars and events!
- ▸ Browse through our webinar and event overiew here: www.boc-group.com/events.

Key Criteria when selecting an EA tool

BPM
Business Process Management

EAM
Enterprise Architecture Management

GRC
Governance, Risk and Compliance

What is EA?

Enterprise Architecture (EA) is the **process of implementing corporate vision and corporate strategy.** The focus is on the **consistent description of the relationships between the elements of the business, application and technology levels** of the company. The **collection, description and analysis of the elementary design objects** of an organisation (e.g. goals, products, capabilities, processes, risks, functions, applications) play an essential role.
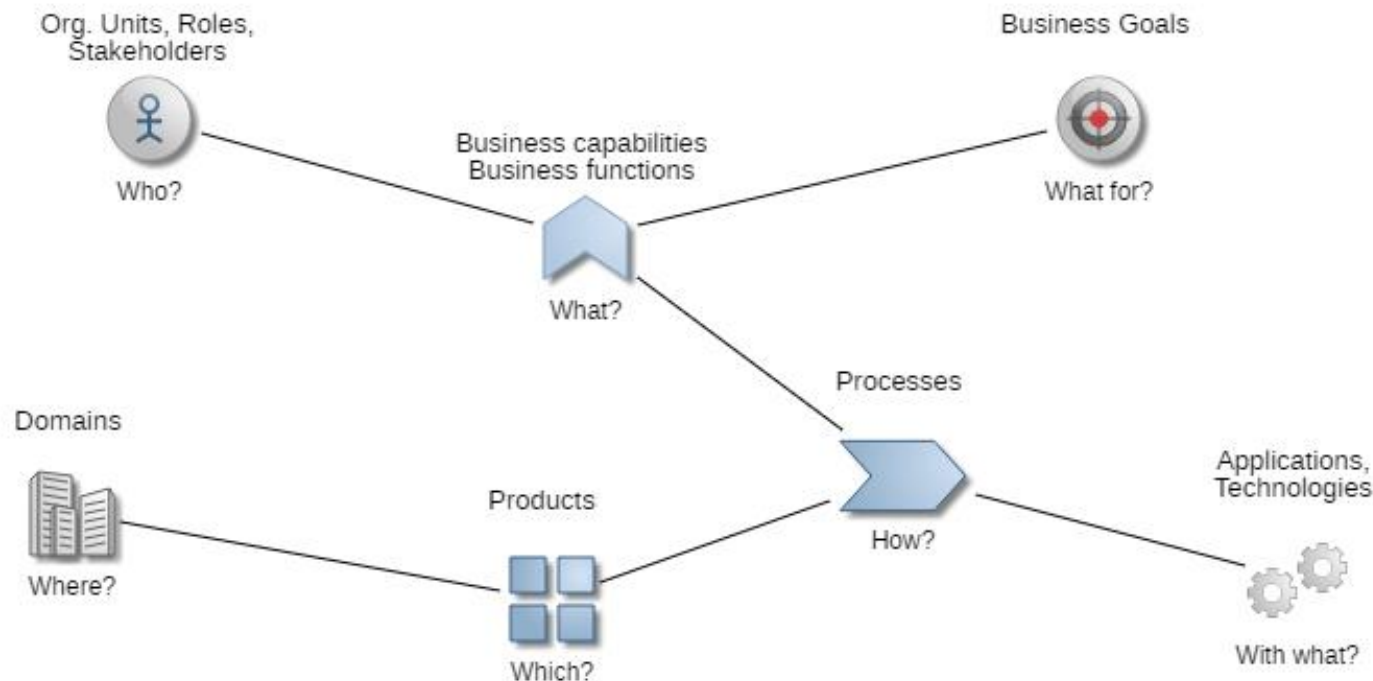
Why use Enterprise Architecture?
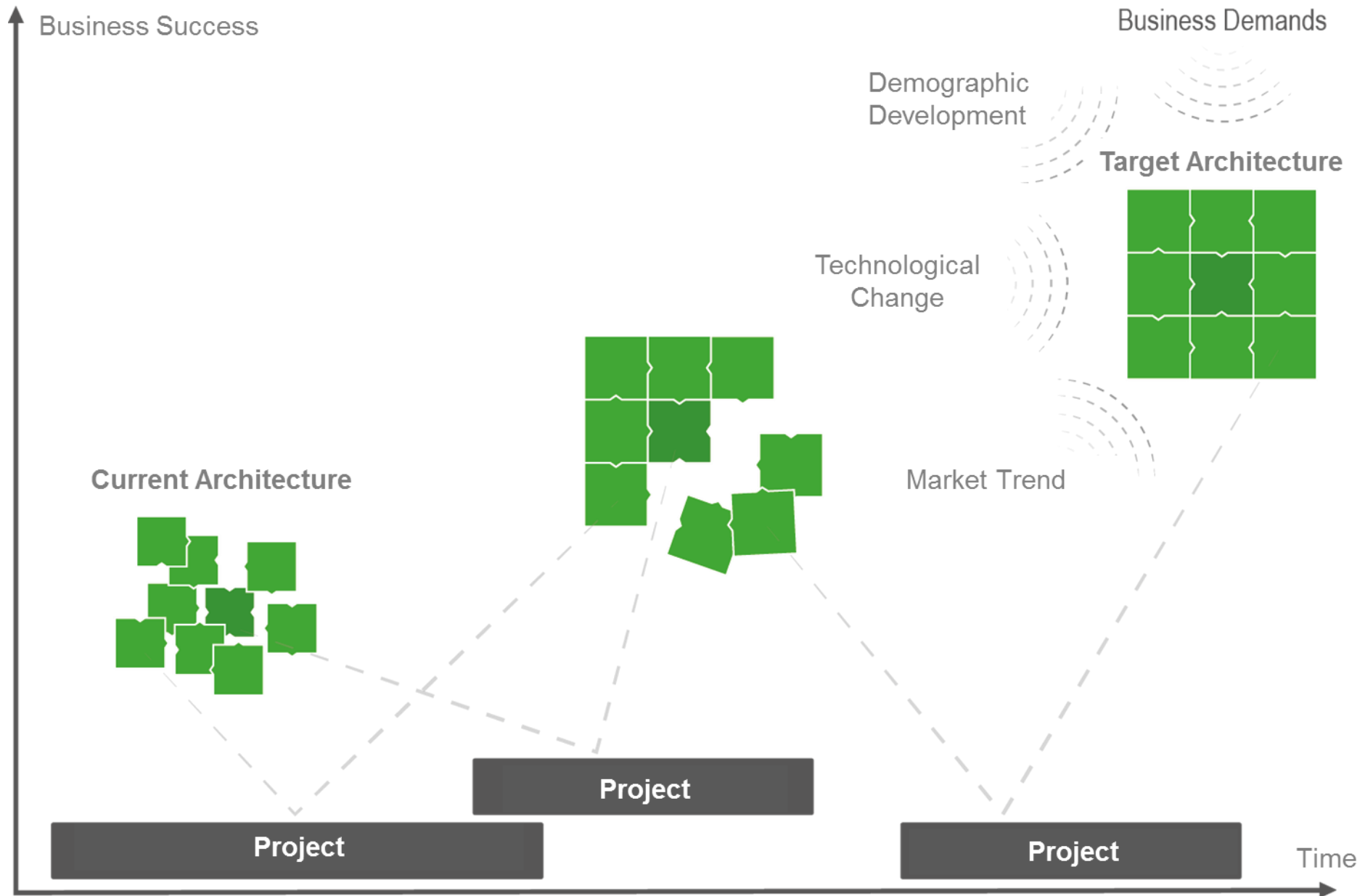
Typical questions regarding the IT architecture
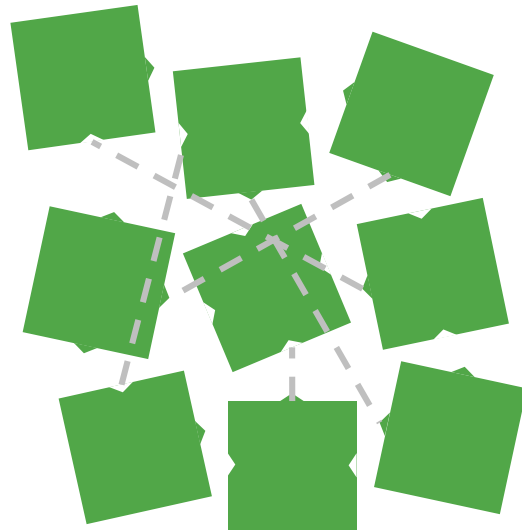
▸ Which applications are affected by the **version change of a technology**?

▸ In which part of the IT landscape is the **savings potential** located?

▸ In which areas do we have to improve the **quality of IT**?

Integration with the Business Architecture
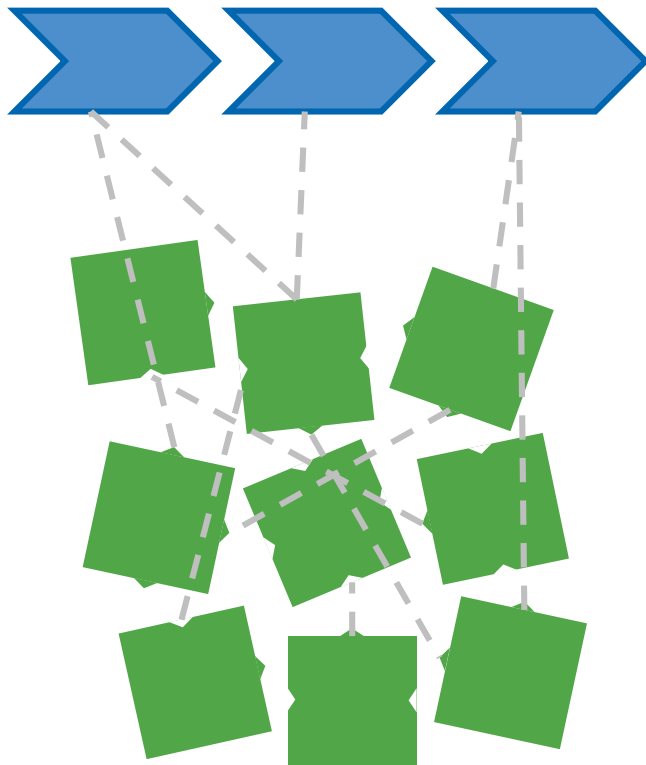
- ▸ Which **processes are affected** by an IT downtime?

- ▸ Which IT services are subject to a **high risk level**?

- ▸ Which IT services are affected by the **process optimisations**?

Strategic factors influencing your business

Demographic Change

Digitalisation

Competition

Market Trends

Business Demands

Mobile Mindshift
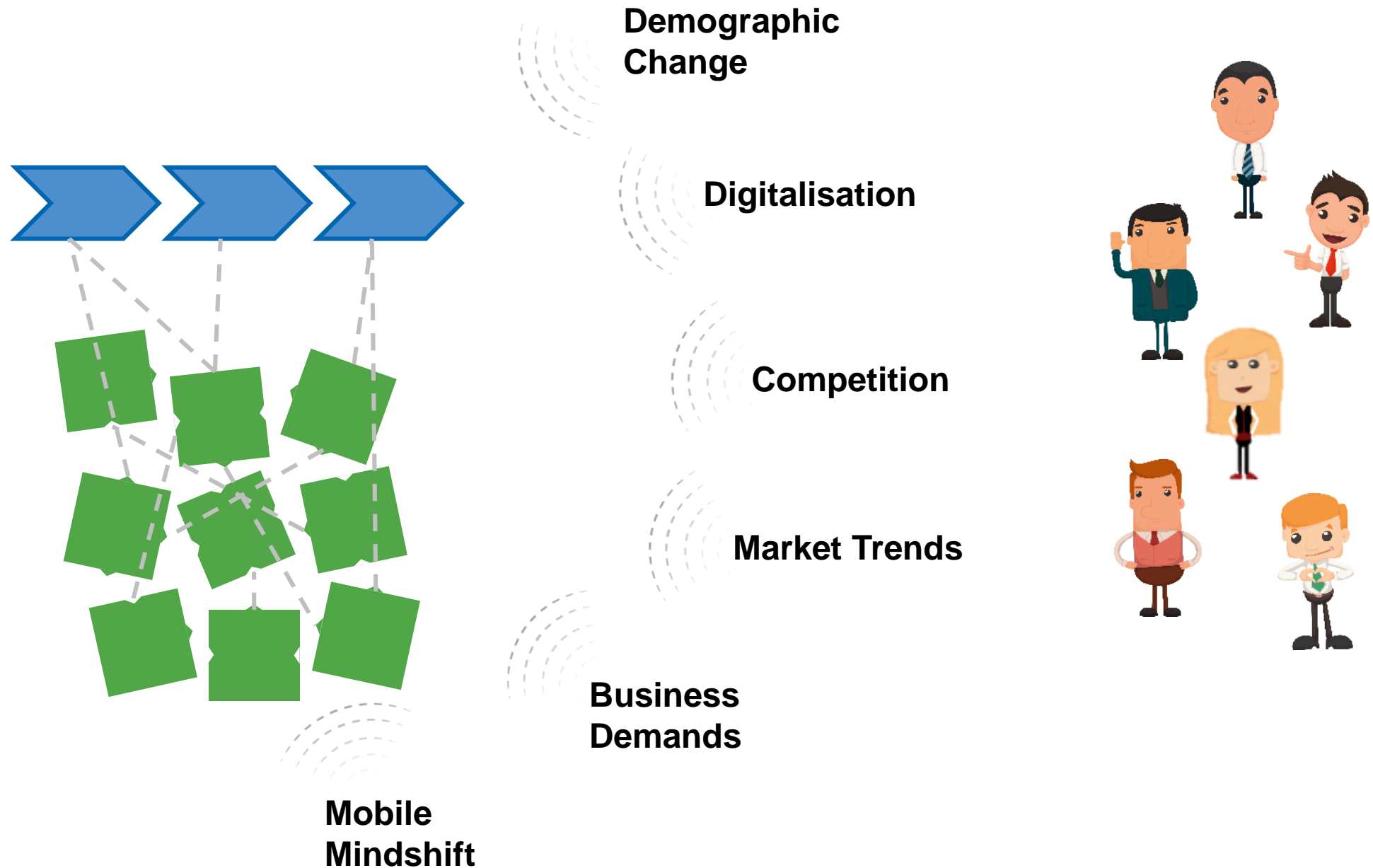
Target points of your architecture
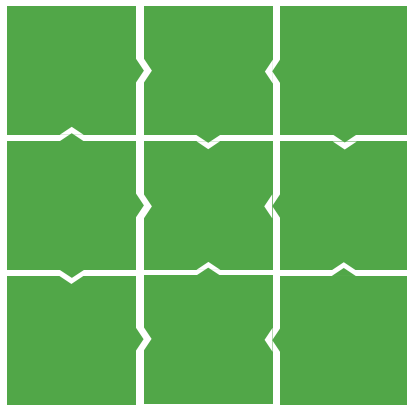
- How does the **future product portfolio** look like?

- Which technologies allow a **differentiation of our products** and services on the market?

- Through which **channels** can we improve our client loyalty?

Essential capabilities of the company

Business Capability
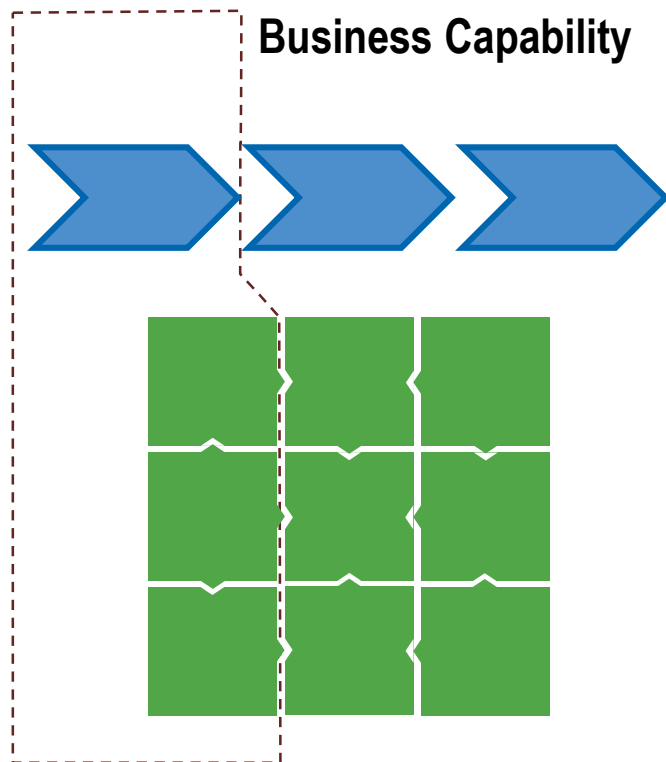
▸ Which **capabilities** do we have to create?

▸ How does our **project portfolio** have to look like?

▸ ... and how can we ensure that we are heading **the right way**?
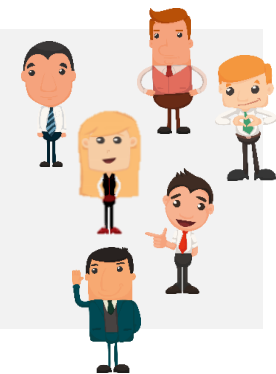
Practical implementation of Enterprise Architecture
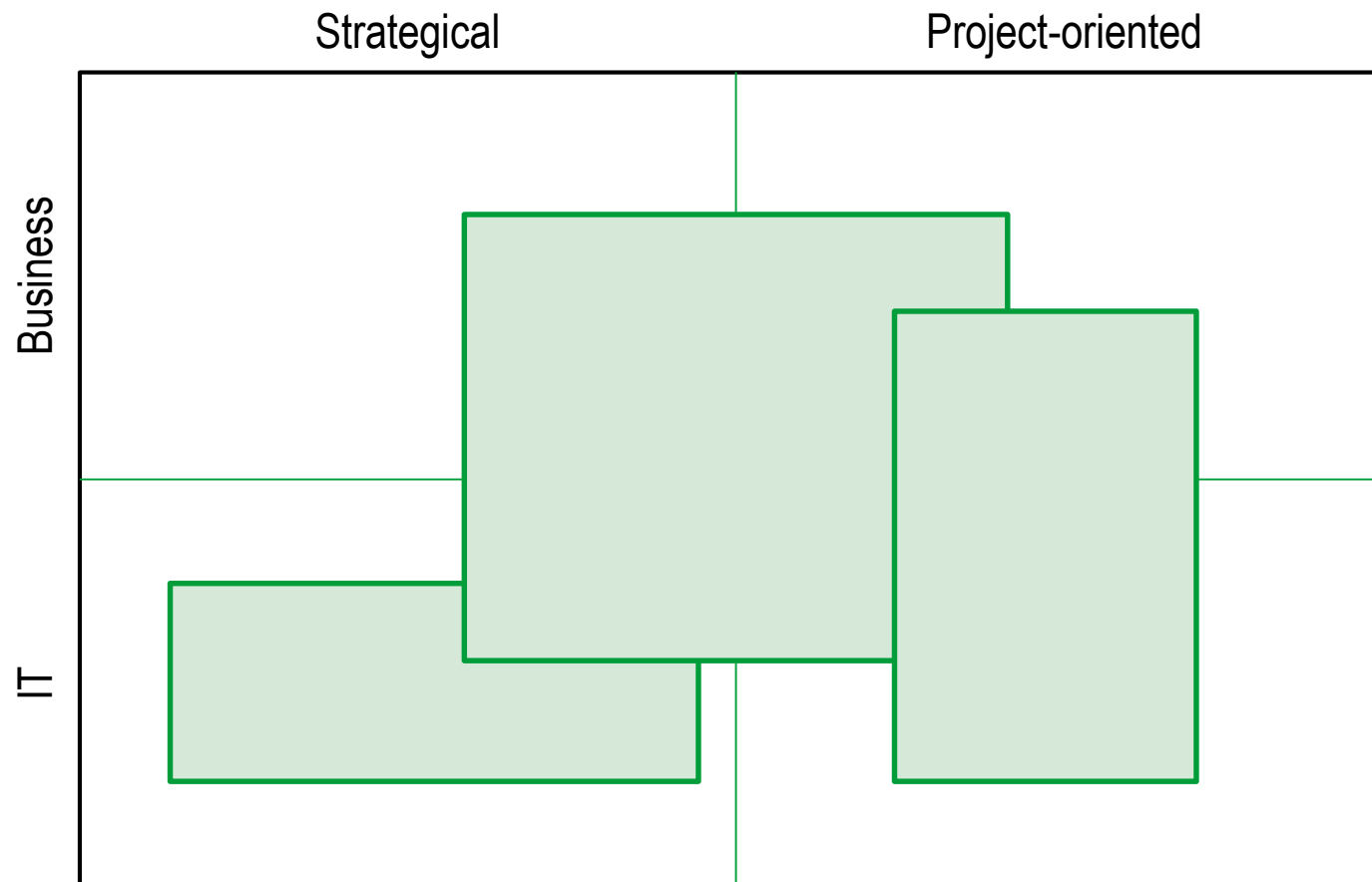
Alignment of Enterprise Architecture

An example of the TOGAF® Architecture Development Method...

Governance and Strategy

Preliminary: Framework and Principles

A: Architecture Vision

H: Architecture Change Management

Business Architecture Management

B: Business Architecture

Business IT Alignment

Application Portfolio Management

G: Implementation Governance

Requirements Management

C: Information Systems Architectures

Demand Management

Master Data Management

F: Migration Planning

D: Technology Architecture

E: Opportunities & Solutions

Technology Portfolio Management

Project Portfolio Management

Key elements for successful EA

Goals / Architecture Principles

Procedures & Roles

Description language / Metamodel

Evaluations, Analyses & Reports
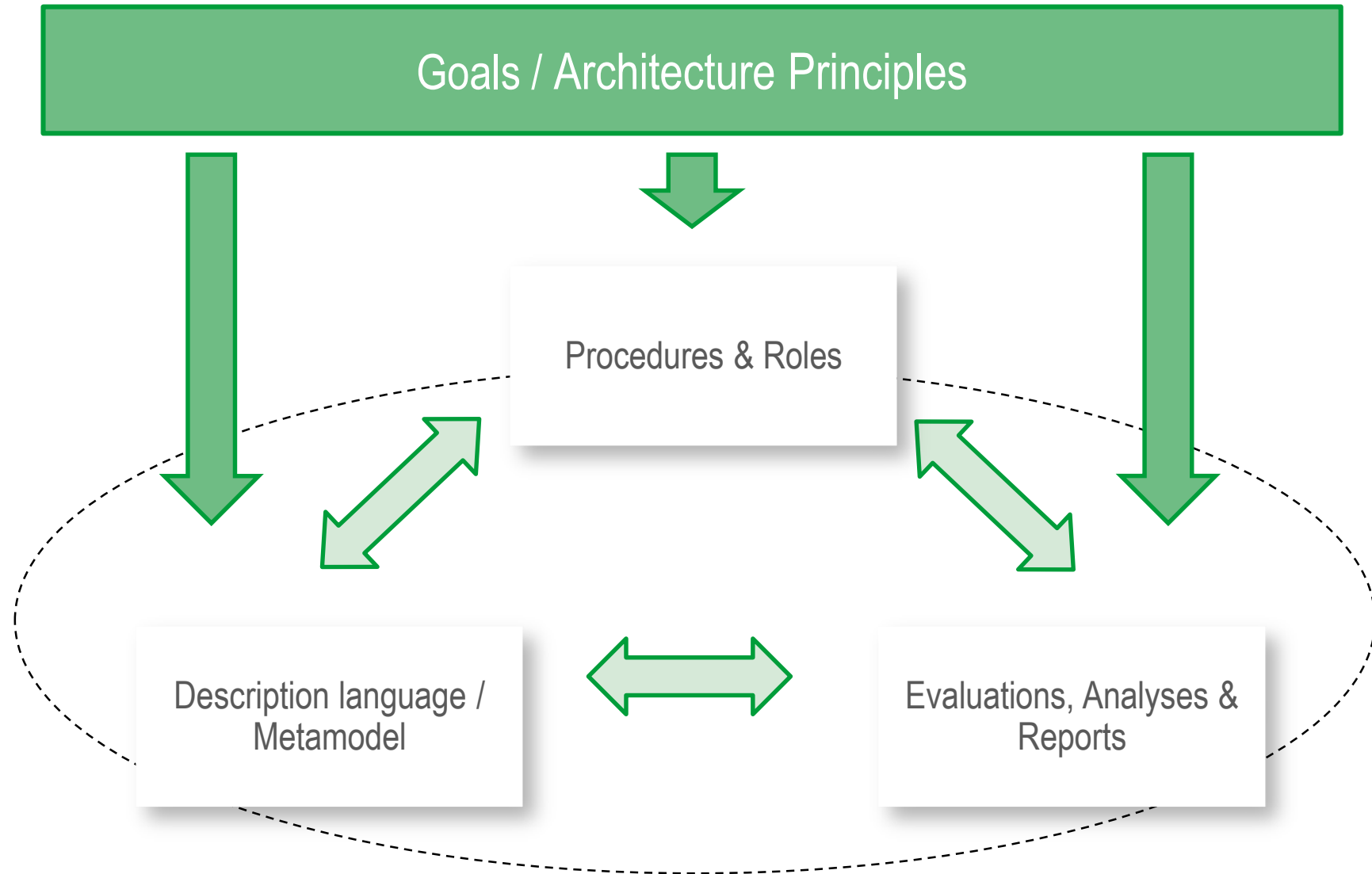
There are many tools for EA ...

... but they are fundamentally different!

CASE tools (Application development)	EA Modeling Tools	EA Suites

CASE tools (Application development)
- ✓ Flexible use
- ✓ Graphical modeling focus
- ✖ No role-specific views
- ✖ No EA-specific evaluations
- ✖ No support for time-based views
- ✖ No workflow / process model
- ✖ Rigid metamodel
- ✖ Only "Node and Edge Diagrams"
- ✖ Very technology-centered (software architecture)

EA Modeling Tools
- ✓ Focus on graphical modeling
- ✓ Specialized in selected notations and methods
- ✖ No role-specific views
- ✖ No EA-specific evaluations
- ✖ No workflow / process model
- ❓ Partially rigid metamodel
- ❓ Adaptability of notations and methods
- ✖ Adaptations are usually very complex and not migration-stable

EA Suites
- ✓ Multiple ways to maintain architectures
- ✓ Graphical modeling and form-based data collection
- ✓ Role-specific views
- ✓ EA-specific evaluations and reports
- ✓ Workflows / Process models
- ✓ Lifecycle Management and clear responsibilities for architectural elements
- ✓ Most flexible metamodel
- ❓ Adaptability of notations and methods

Other Important Criteria

Do not forget any aspect!

GENERAL	Information about the Vendor	Basic Information about the tool	Supported Application Scenarios
CAPABILITIES	Description language / Metamodel	Procedures & Roles	Evaluations, Analyses & Reporting
ADMINISTRATION	Administration and Governance		
INTRODUCTION	Introduction and Operation	Technology and Architecture	Price Structure and Licensing Models
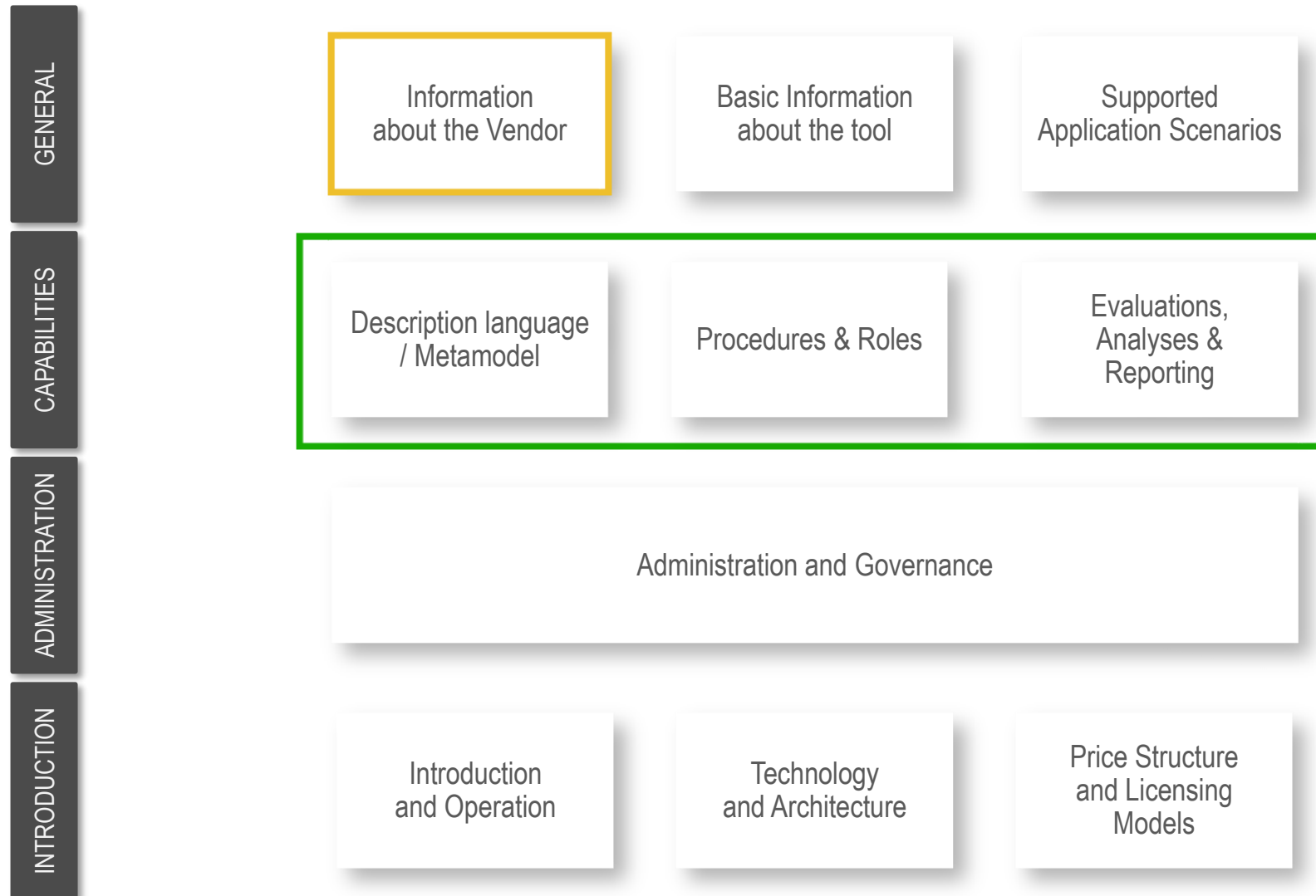
Information about the Vendor

Criteria and best practices in choosing an EA Suite

AIM
Vendor Evaluation

- ✓ Economically viable and long-term stability
- ✓ Evidence of practical, comparable experience
- ✓ Sufficient customer portfolio
- ✓ Sufficient references to comparable scenarios
- ✓ Sufficient maturity and stability of the product
- ✓ Demonstrable quality assurance in software development
- ✓ Active involvement of users, for example:
  - ✓ Using their ideas and requirements for the product roadmap
  - ✓ Regular events (local / virtual)
  - ✓ Their know-how and experience

Ability to Execute

PRODUCT
Product Development and Adaptations

SUPPORT
Software Maintenance and Hotline

EDUCATE
Technical, Methodological and Tool Training

COACH
Consulting and Coaching

Basic information about the tool

Criteria and best practices in choosing an EA Suite

AIM

Product Core Competencies

- ✓ Future-proof investment
- ✓ Finds acceptance among users
- ✓ Has the necessary basic skills ("Capabilities")

Central Database Data Storage	Support of standard Database Management Systems	Web Architecture and simple Software Distribution and Access	Multilingual & Unicode Support	Repository / re-use of Models and Objects
Usability & Control Concepts	Modern & Attractive	Scalability & Performance	Multi-Client Capability	Customization / Configuration/ Metamodeling extensions

Supported Applications Scenarios

Criteria and best practices in choosing an EA Suite

AIM

Ready for Upcoming Initiatives

- ✓ Standard tool covers all core scenarios
- ✓ Scenarios consist of
  - ✓ Metamodel for detecting and structuring of the data
  - ✓ Reports and views for the visualization and communication of the data
  - ✓ Dedicated analyzes for the evaluation of the data
- ✓ Ability to grow to support new and advanced application scenarios
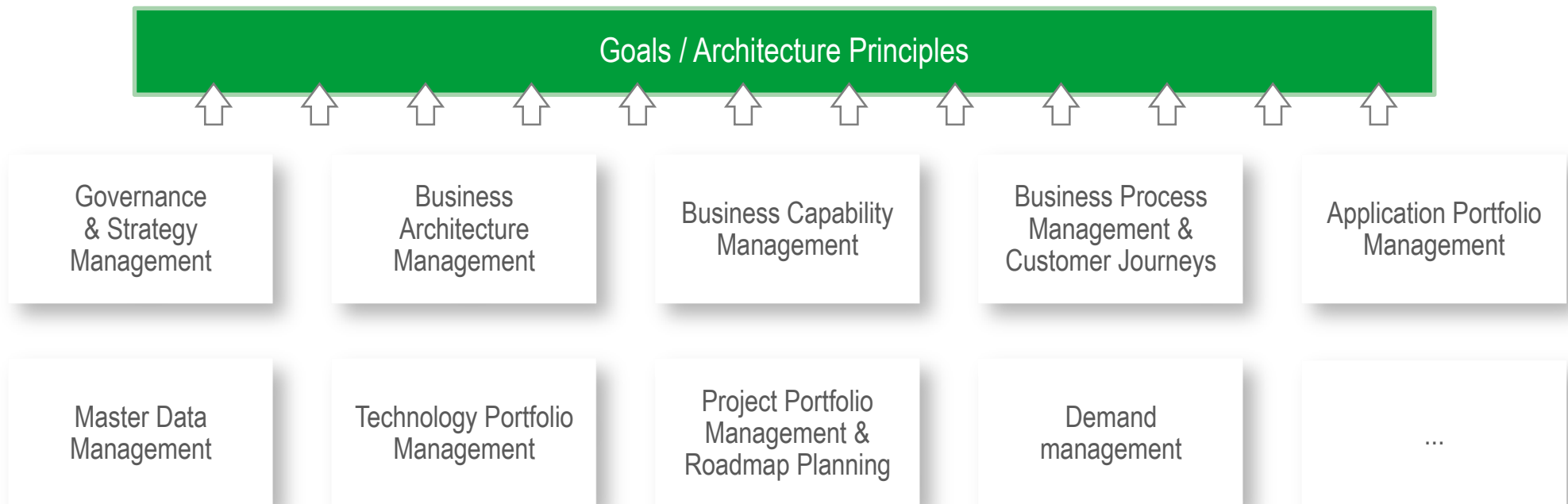
Goals / Architecture Principles

Governance & Strategy Management	Business Architecture Management	Business Capability Management	Business Process Management & Customer Journeys	Application Portfolio Management
Master Data Management	Technology Portfolio Management	Project Portfolio Management & Roadmap Planning	Demand management	...

Evaluations, Analyses & Reporting (1/2)

Criteria and best practices in choosing an EA Suite

AIM

Stakeholder-specific Analyses

- Continuous dependency analysis (from strategy to technology)
- Cluster Maps and Heat Maps (For the visualization of actions required and architecture-scorings)
- Matrix representations (for displaying master data management, or responsibilities)
- Gantt charts for the communication of roadmaps
- Portfolio presentation for evaluation of architectural elements
- Statistical evaluations / dashboards based on Business-fitness, IT-fitness, Cost-fitness of architectural elements
- Full navigation and drill-down capabilities
- Information and automated warnings about the status of architectural elements
- Analysis of architectures over time (actual, transformation and target architectures)

Standardized

Adaptable

Expandable

Architectural views
independently configurable

Dashboards
for the EA-stakeholders

Print Reports
on repository content

Evaluations, Analyses & Reporting (2/2)

Criteria and best practices in choosing an EA Suite

AIM

Publication and Communication

- State of the Art - Online Process Portal
- Includes extensive search to cover all published content
- Search index includes the contents of the uploaded documents
- Additional offline HTML generation available for date-related exports or offline access
- Mechanisms for feedback and suggestions for improvements
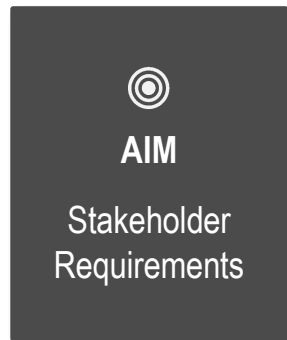- Support of Tablets for mobile use

Personalized Dashboards
for a clear overview of essential data

Procedures & Roles (1/2)

Criteria and best practices in choosing an EA Suite

AIM

Stakeholder Requirements

- ✔ Specific scenarios for the affected stakeholders
- ✔ Preconfigured access for the affected stakeholders available
- ✔ Workflows to support the tasks
- ✔ Views / Queries / Reports of the repository independently configurable
- ✔ More complex requirements can be implemented through simple customization

roll 1

role 2

Roll

Personalized views
tailored to the users assigned roles
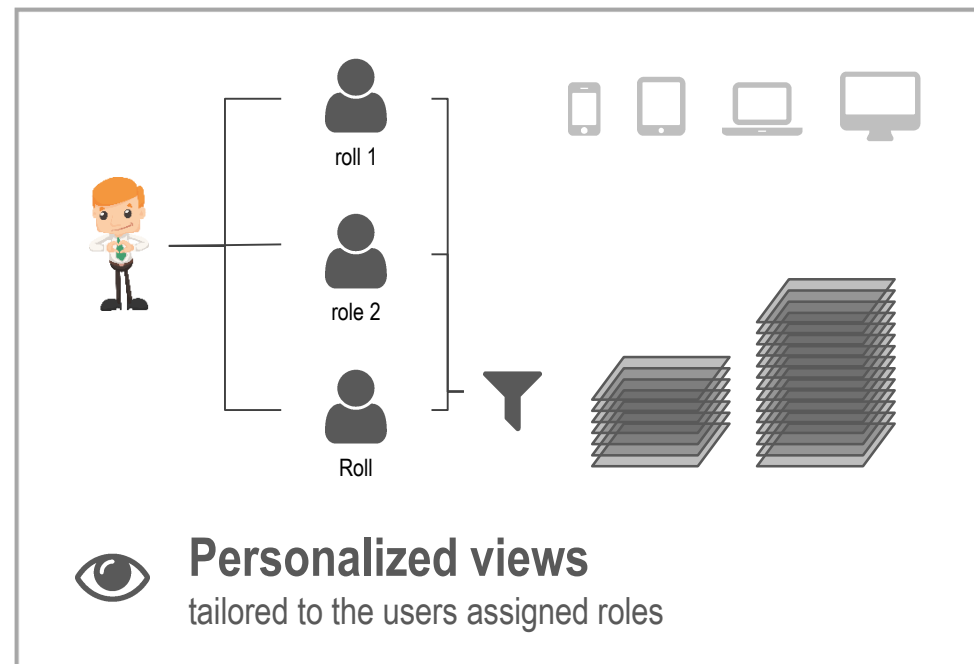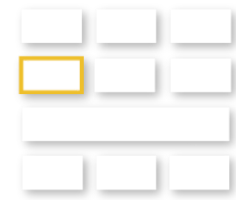
Procedures & Roles (2/2)

Criteria and best practices in choosing an EA Suite

AIM

Master Data Management & Validation

- ✔ Description of architecture on all levels
- ✔ Data importing options
- ✔ Form-based data collection
- ✔ Graphical modeling
- ✔ Consistency checks and automated validations (release workflow, Lifecycle-Information)
- ✔ Personalized views of the architectural elements
- ✔ Information and Warnings about changes made to relevant architectural elements
- ✔ Clear responsibility (ownership) over EA assets
- ✔ Feedback mechanisms on data actuality and / or architectural variants

Intuitive Graphical Model Editor

Tabular Editing of Model Content

Form-based data collection

Data collection and maintenance

Integration with external systems (E.g. APIs, RESTful Services)

Configurable Excel import

Editable Views

Description Language / Metamodel

Criteria and best practices in choosing an EA Suite

AIM

Quick start,
Quick wins

- ✔ Predefined, manageable data model
- ✔ Based on industry standards / best practices
- ✔ Possibility to use specific extensions
- ✔ Integration with other management areas (beyond classic EA)
- ✔ Flexibly customizable data model
- ✔ Possibility of independently adapting parts of the data model (optional)
- ✔ Versatility for your customizations
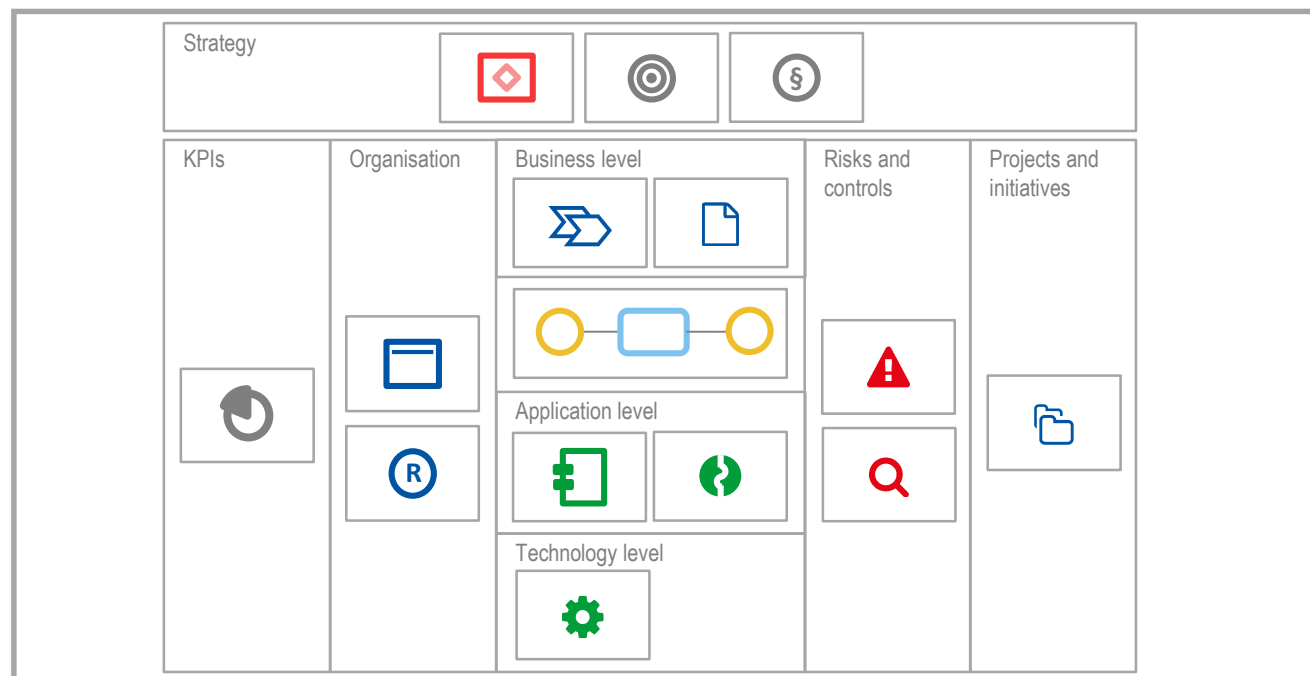
Administration & Governance

Criteria and best practices in choosing an EA Suite

AIM

Administration & Governance
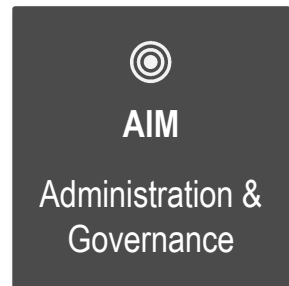
- Comprehensive authorization concepts to control access to the information in the repository
- Definition of access rights down to the attribute level to provide different access profiles for different stakeholders / organizational roles
- Differentiation of access rights from "No Access", "Read Access" and "Write Access"
- For multilingual content maintenance: translation support

Integration Options
- Sync with LDAP directory services
- Based on the latest standards (eg. SAML)
- Configurable integrations with third party systems (Eg. HR Management)
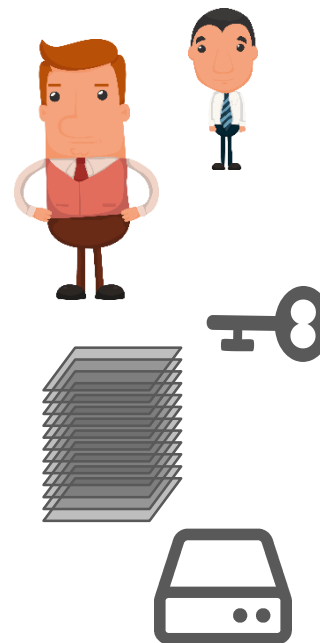
Data Governance
- Versioning and Release Mechanisms
- Capabilities to consolidate and (Re-) organize data

Introduction & Operation

Criteria and best practices in choosing an EA Suite

AIM

Successful
Implementation
& Operation

- ✓ Attractive support package (software maintenance, product upgrades, hotline)
- ✓ Comprehensive configuration and customizing options
- ✓ Training courses: professional, methodical and tool-training
- ✓ Manuals for end users and administrators
- ✓ Coaching & Consulting
  - ✓ Experience on implementation projects incl. References
  - ✓ Experience in the operation of the product for different customers (SaaS)
  - ✓ Experience in BPM projects for relevant application scenarios
  - ✓ Experience and references in your industry
- ✓ Availability of reference models and content (if relevant)

External support
- ✓ Sufficient qualified personnel
- ✓ (Regional) Availability
- ✓ Request consultant profiles

Technology and Architecture

Criteria and best practices in choosing an EA Suite

AIM

Technically Sound and Well Prepared

- ✔ Support your existing database systems for data storage
- ✔ Scalability in terms of expected number of users, models or sets of objects
- ✔ Upgrade process: simple upgrade to latest versions
- ✔ Web capability: simple deployment and easy access via standard web browser (without plugins)
- ✔ Mobile capability: easy access to data on Tablets
- ✔ Configurability and customization: customizable to your needs
- ✔ Integration: Necessary interfaces are present, the system is open to integration (File based and online interfaces)
  - ✔ Integration with user directories (LDAP / AD, IDM, SAML), with or without Single Sign on
  - ✔ Import and export data for data exchange and for backup creation
  - ✔ Connection to your e-mail system
- ✔ Rights Management: comprehensive concepts for multi-level rights management, clients

Sustainable investment
technically future-proof

Cloud (SaaS) and On Premise

Data Location & Scalability

Price Structure & Licensing Models

Criteria and best practices in choosing a BPM Tool

AIM

Fair License & Pricing Policy

- ✔ Attractive entry level options suitable for your projects
- ✔ Flexible to increse user licenses and the scope of functions
- ✔ License includes only what is actually needed, no hidden costs
- ✔ Licenses can be shared among users (or pooling "Concurrent Use")
- ✔ Options for license purchase or fully comprehensive "SaaS" package (cloud access)
- ✔ Transparent software maintenance and support

Fair Pricing Model
With attractive entry prices

Transparent
Regarding expansion levels and costs

No Hidden Costs
- ✔ Transparent support packages
- ✔ Software Maintenance and Support
- ✔ New software versions without additional fees

Looking for an EA tool?

All aspects considered!

| GENERAL | Information about the Vendor | Basic Information about the tool | Supported Application Scenarios |

| CAPABILITIES | Description language / Metamodel | Procedures & Roles | Evaluations, Analyses & Reporting |

| ADMINISTRATION | Administration and Governance |

| INTRODUCTION | Introduction and Operation | Technology and Architecture | Price Structure and Licensing Models |

✔ Supplier Evaluation
✔ Product Core Competencies
✔ Ready for Upcoming Initiatives
✔ Stakeholder-specific Analyses
✔ Publication & Communication
✔ Stakeholder Requirements
✔ Master Data Management & Validation
✔ Quick start, Quick wins
✔ Flexibility & Autonomy
✔ Administration & Governance
✔ Successful Implementation & Operation
✔ Technically Sound and Well Prepared
✔ Fair Licence & Pricing Policy

Basic Procedure for Tool Selection

Criteria catalogs never cover everything!

1

Select a Typical Use Case
and continuously validate against it!

2

Start Small, Think Big
and pay attention to extensibility for future initiatives

3

Involve your Stakeholders
and secure their buy-in including management.!

4

Try Before you Buy!!
Proof of Concepts instead of endless theoretical discussion

5

Think of the Quick-Wins
because your projects can rarely wait ...

Let's go!

Thank you for your attention!

For further information, please get in touch with us!

Do you have a specific request?
Contact us at www.boc-group.com/contact.

Connect with us!
Follow us and feel our heartbeat.

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Integrated Management Systems

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