Chapter Content

In the following, ideas, content, references and more are summarized for each chapter of the bachelor thesis.

# Context

How can CSS providers be used in existing system architectures?

1. Analyze scenarios in which CSS providers can be used
   1. A scenario can be a process diagram describing some CSS functionality
2. Analyze which part of each scenario is digital
3. Analyze which digital part of each scenario can be provided by a CSS provider
4. Analyze which digital part of each scenario is done by the existing system architecture
5. Analyze which digital part should be done by an integration architecture
6. Analyze which system and data bricks of an enterprise architecture are required for each scenario
7. Create an integration architecture using system bricks, data bricks and CSS provider to enable the CSS scenarios

# Customer Self-Service

## Content

* **Definition** self-service: Processes of the customer experience which were provided by employees and are now digitally actionable by a user.
* **Description**
* **Benefits**
* **Example**

## References

* Self-Service in the Internet Age: Expectations and Experiences [1]

## Ideas

# Governmental Regulations

## Content

* Datenschutzgrundverordnung (DSGVO)
* Onlinezugangsgesetz (OZG)
* Digitale Versorgung Gesetz (DVG)

## References

* DSGVO Web presentation: https://dsgvo-gesetz.de/
* OZG information platform: <https://informationsplattform.ozg-umsetzung.de/iNG/app/projects?qf=_zielart1&pager&nav=RegKO_RO&tb=projects>
  + List of prioritized OZG services
  + For services with high priority process-diagrams available! (7 services with priority 1)

## Ideas

# Compliance through CSS

# CSS Providers

* Describe IDAS

# Enterprise Architectures

# Relevant Systems and Data

# Integration

# Business Connector

* Describe IDAS connector

# Integration Architecture

# Integration Architecture Evaluation