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# Context of the project

* Customer Self-Service increasingly important as a result of governmental regulations
  + DSGVO
  + OZG
  + DVG
* Customer Self-Service providers can offer solutions for meeting regulations
* Solutions must be integrated into enterprise architectures

# Problem Statements

* What is customer self-service?
* What are relevant German regulations concerning digitalization?
* Which regulations can be handled by customer self-service?
* What is a customer self-service provider?
* What services can he provide?
* How should a customer self-service provider integrate into an enterprise architecture?
  + How can the services of a customer self-service provider be accessed?
  + Which systems of a typical enterprise architecture are required?
  + Which data objects of a typical enterprise architecture are required?
  + Which additional systems and data objects are required?
  + How can heterogeneous enterprise architectures be integrated the same way?
  + How can the integration be non-invasive?
  + How can the speed of integration development be increased?
  + How can the speed of integration deployment be increased?
  + How can the integration system be reliable and maintainable?

# Thesis Structure

1. Introduction
2. Context
3. Customer Self-Service (CSS)
   1. Definition
   2. Examples
4. Governmental Regulations
   1. DSGVO
   2. OZG
   3. DVG
5. CSS Solutions for Regulations
   1. Definition
   2. CSS-Scenarios
   3. Scenario Requirements
6. CSS Provider
   1. Definition
   2. CSS Solutions
   3. Business Connector
7. Enterprise Architectures
   1. Definition
   2. Enterprise Architecture Patterns
8. Relevant Systems and Data
   1. Patterns
   2. Architecture Bricks
   3. Data Bricks
   4. Integration Requirements
9. Integration
   1. Definition
   2. Enterprise Integration Patterns
   3. Requirements
10. Business Connector
11. Integration Architecture