**Zachman Framework**

Sainsbury’s is a British supermarket chain and was founded in 1869 by John James Sainsbury who owned the first store in London. It then went on to become the largest distributor of groceries in 1922. Today, Sainsbury’s is the second largest supermarket chain in the United Kingdom owning 16% of the market share and 1,400 stores nationwide.

Working at Sainsbury’s for a 6-month period I experienced a lack of an information system surrounding employee uniforms and how to acquire them. For the first few weeks I had to wait for a new uniform to arrive which turned out they already had in the stock room. This was however missed due to not using an MIS (Management Information System) to track the staff’s uniform stock. When new employees start the job, a system should be in place to check if a new uniform is present and if not, it can automatically send a request for more to the department manager. This will improve efficiency for the managers and allow staff to receive uniforms faster.

|  | Why  (Motivation) | When  (Time) | Who  (People) | What  (Content) | How  (Function) | Where  (Network) |
| --- | --- | --- | --- | --- | --- | --- |
| Scope  (Contextual) | Obtain uniform faster, more efficient use of time | Hiring new employees or giving uniform to existing employees | Sainsburys staff, delivery driver, shop floor employee | Uniform stock being available, not having to wait weeks for it | Implementing Management information System | Sainsbury’s stores nationwide |
| Enterprise and Environment  (Conceptual) | Business plan, increase employee satisfaction | Weekly Uniform stockroom report of availability | Organisational chart, Inventory manager | Semantic Data Model, Entity Relationship diagram | Business Process model, BPMN Diagram | Business Logistics Diagram, EPOS System |
| Systems model  (Logical Design) | business rules and policies, goals and priorities to employees | Process structure, stock available or not available process | Human interface architecture, UML use case diagrams, actor roles and responsibilities | Data model, data structure diagrams of stock flow | Application architecture, UML activity diagram, transfer of the request | Distributed System Architecture, Dedicated web server |
| Technological Model (Physical Design) | Business ethics and conduct of work | Control structure, uniform monitoring system | Presentation architecture, users of front-end and back-end interfaces | Physical data model, Database schemas | Systems design, UML Class diagrams | Technology architecture, LAMP driven |
| Detailed Representation  (Subcontractor) | Understand expected principles and procedures within the organisation | Expected completion of process and timescales | Security architecture, level of access to system between roles, administration rights and editor roles | Data definition, MySQL database | Program, Detailed System design, UML sequence diagram | Network Architecture, LAN, Internet protocol |
| Functional Areas  (Functioning System) | Delivery of professional service in accordance to expectations between employees and managers | Real time events, communication flows | Users, operations personnel, department managers | Data, HTML tables, uniform information (type, quantity, availability, size) | Production system, actual code | Workstations, Computers, Web portal |

Description of framework cells:

| Cell | Row | Column | This cell is appropriate for standards, models and descriptions which: | Example of standards which may fit in this cell: |
| --- | --- | --- | --- | --- |
| 1. | Why |  |  |  |
| 2. | When |  |  |  |
| 3. | Who |  |  |  |
| 4. | What |  |  |  |
| 5. | How |  |  |  |
| 6. | Where |  |  |  |
|  |  |  |  |  |