Admin rights request process for IDN Zachman Framework

IDN (Integrated Data Needs Ltd) is a company that provides IT support to surrounding schools. The company aims to deliver services required to support the school staff in order to effectively use their existing IT equipment in teaching, as well as provide newer and more advanced technology. As a medium-sized company, IDN maintains close relationships with its customers using a Service Desk, visiting technicians and dedicated Account Managers. Due to the nature of the company, it uses different Information System tools. It uses a Customer Relationship Management System (CRM) to track and record customer activities, including equipment schools buy, defective products and customer requests. The capabilities of typical CRM information systems allow customers to interact with the company for service or product feedback and resolve any technical issues through the Service Desk. The CRM also keeps record of all the customer requests for individual schools, so that the Service Desk team know exactly when and by whom the requests are logged. IDN makes use of a Knowledge Management System, where documentation about the recurring faults within schools and the common resolutions are stored by IDN technical staff. This is designed to help the Service Desk resolve future issues more efficiently and maintain good rapport with the customers.

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| Model | What (Things/Data) | How (Process/Function) | Where (Location/Network) | Who (People) | When (Time) | Why (Motivation) |
| Scope (Contextual)  *Planner* | Description of IT service and product delivery information | Processing system for service and product delivery | Head office, schools | Required teaching staff information,  Service desk | Customer requests | Enabling high quality teaching with IT products and services |
| Business Model (Conceptual)  *Owner* | Product and service delivery process model | Activity model of product and service delivery | Head office, schools | Product and service information workflow model | Service level agreement timeline, order schedule | Meeting SLAs and business sales targets, maintaining customer rapport |
| System Model (Logical)  *Designer* | Logical data model for products and services | Application architecture diagram, describing function | Internal network system | Service and product request interface design | Service request stages and order approval process | Functional requirement fulfilment |
| Technology Model (Physical)  *Builder* | Physical data model for product and service information | Structural chart and system design | Internal and school network systems | Service and product request interface description | Product and service request system control structure | Operational requirement fulfilment |
| Detailed Representation (Out of context)  *Subcontractor* | Product orders and service request records | Online database entries | Physical components within internal and school networks | Information security safeguarding guidelines | Service level agreement timescale definition | School technology operational requirements |
| Functional Areas (Functioning System) | Completed service requests and product orders | Detailed documentation and knowledgebase | School network system,  Online system | Teaching staff description | Customer request SLAs | Professional service delivery |