Service Modelling Project

INFS604

This individual assignmentshould be submitted by 11:59 p.m. on November 17, 2025, via the assignment submission link on Canvas.

By completing this assignment, you will:
- Analyse, model and re-engineer business processes and user experiences in using digital services
- Utilise different infrastructure services in designs and analyse different service models and their impact in offering these services

Tasks and Requirements

Note: **No Generative AI Permitted – Evidence of Original Work Required**

Instructions

1. This assessment covers all the content from sessions 1-12.

2. Prepare a written Report of 15 - 20 pages.

3. Reflect on (think about) the first two assessments for insight.

4. Upload your final assessment portfolio to Canvas before the assignment due date

5. Add an Individual AUT cover page

Assignment Tasks

Part 1: Improving the Group Work

The Smart Airline has received your models but wants greater inclusion of user experience. They also say there is little guidance on how to reengineer current business processes to ensure full costing when implementing your recommendations.

Return to the Scenario model that you proposed in Assignment 1 and complete the work and business process that your client requires. This will require using the extended ArchiMate to communicate your improved modelling and clarifying the potential costs and benefits of the proposal. (5 pages)

[20 Marks]

Part 2: Modelling Motivation

Return to the Scenario model that you proposed in Assignment 1. How does Motivation add value in the full ArchiMate framework? (1 page)

In hindsight, if you utilised different infrastructure services, how would the model change? (1 page)

If requesters have different motivations, what is the impact on satisfying service requests and the selection of relevant service models? (1 page)

Design a fresh service model in ArchiMate that allows variable client motivations and shows customer/user experience as the model deliverable. (2 pages)

[20 Marks]

Part 3: Innovation & Design Evaluation

What have you learned doing INFS604? (Say where you started, the learning experiences, and where you are now) (three pages)

Are you motivated to use these tools to innovate and design solutions in the future? (Think about where you are going in the future for employment and where you might like to.)

(Minimum 3 pages. Maximum 5 pages)

[20 Marks]