



ArchiMate Case study

Driving licence



Goals

- Understand (just enough of) my organisation's architecture
- Analyse the impact of changes on my organisation's architecture



Approach

1. Get a broad understanding of the complete system
 1. Who are the actors
 2. What are my responsibilities
2. Understand my organisation
 1. How do I meet my responsibilities
 2. How am I organised business and IT wise
3. Identify the driver for change and its impact
 1. Why do we need the change, what is actually targetted
 2. What do we need to change to the (eco)system

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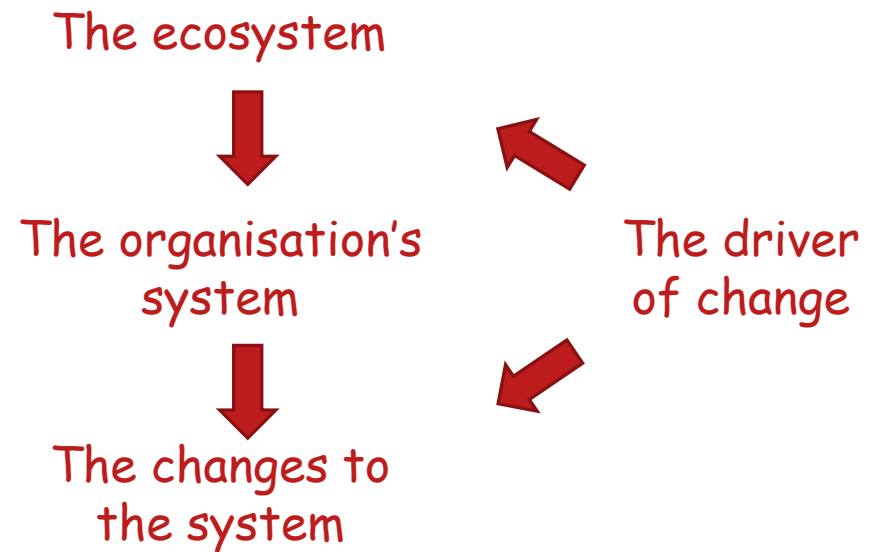
Baseline
Architecture
(AS-IS)



Target
Architecture
(TO-BE)

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Driving licence enterprise

- My organisation is the Ministry of Transports
- Competent authority in charge of
 - Regulating the drivers on the road
 - Delivering the driving licence



Hypothesis – Organisation structure

- Internally, the Ministry is organised in 3 units
 - Directorate – responsible for management of the driving schools
 - Exam Commission – responsible for the driver's ability certification (examination)
 - SNCA – responsible for the issuance of the Driving licence



Baseline Architecture

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The ecosystem



The organisation's
system



The changes to
the system



The driver
of change

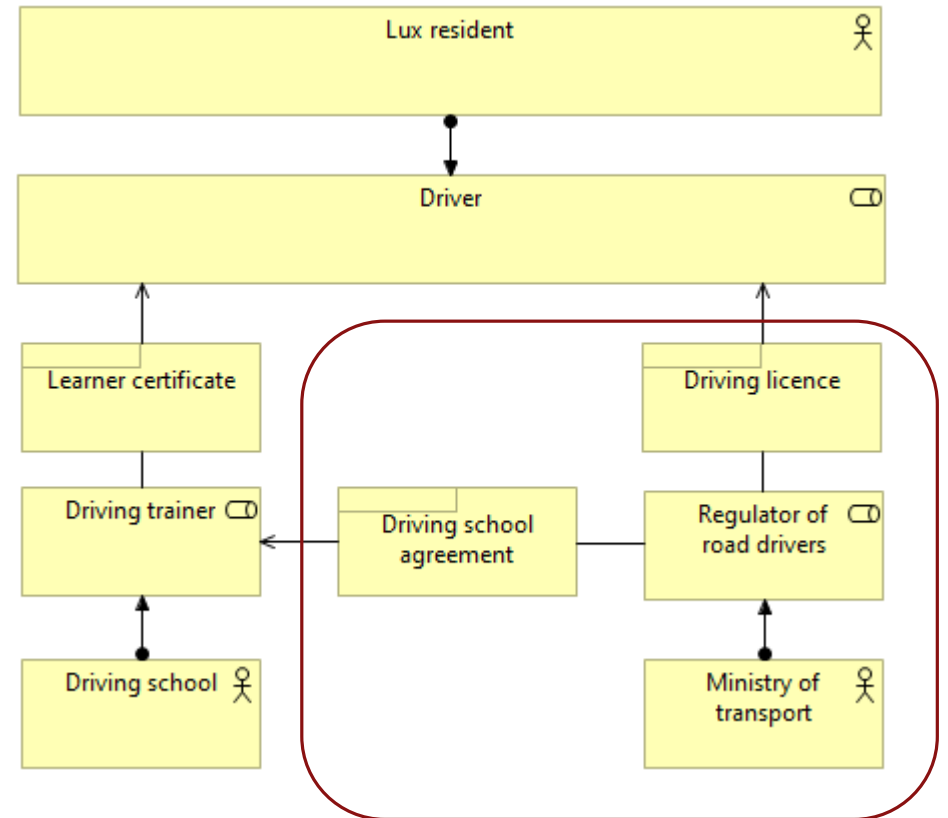




The ecosystem

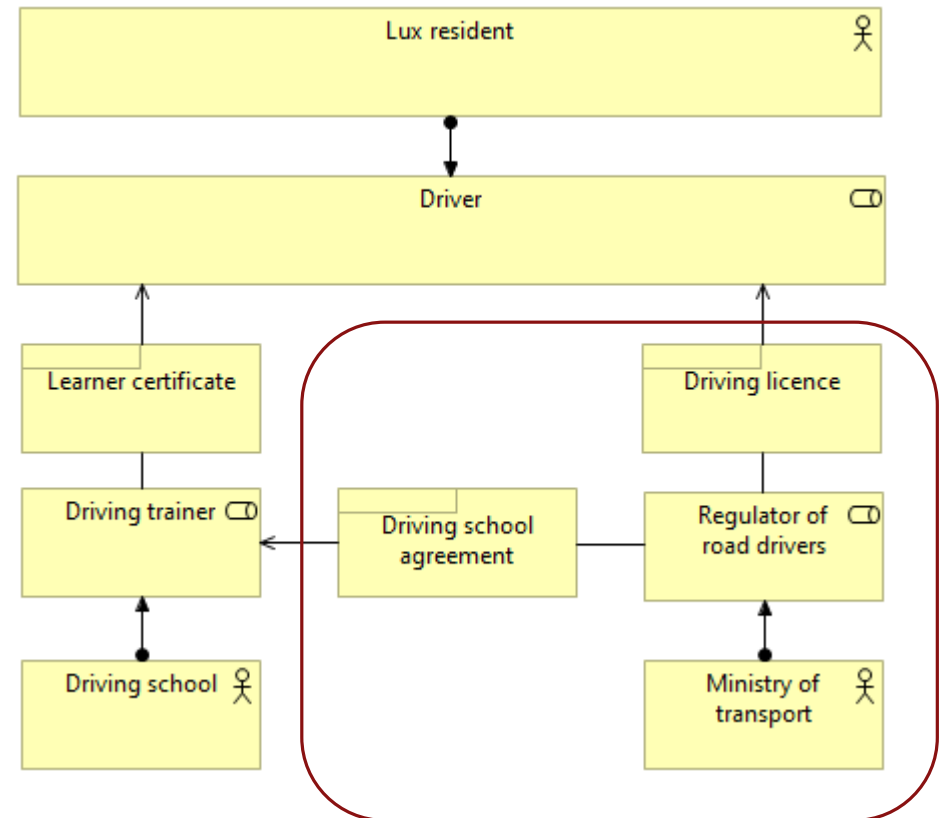
Actors and responsibilities

- High-level view of the end-to-end system
- Collaborations between the main actors of the system



My organisation's responsibilities in the ecosystem

- How do we interact with our « customers » = **external view**
- How do we organise our activities to meet our responsibilities = **internal view**

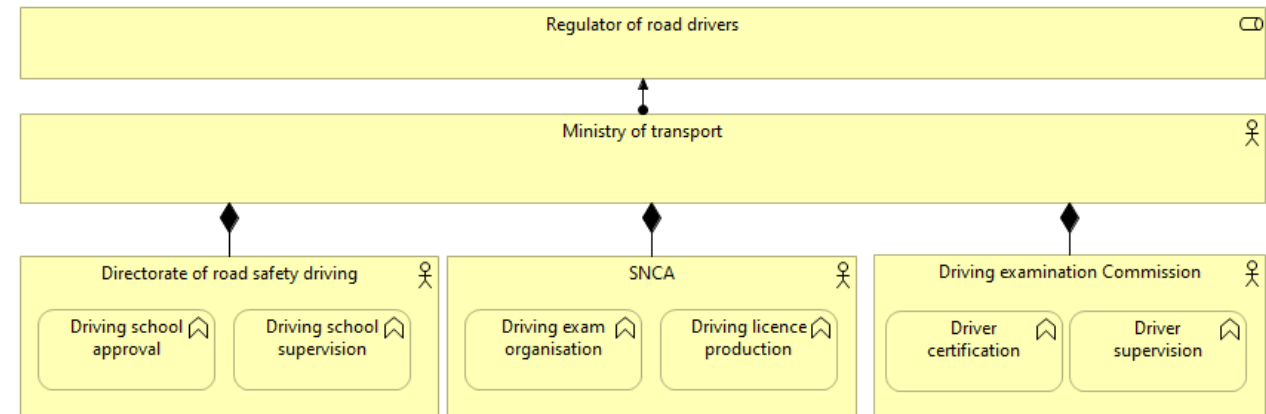




My organisation's products and services

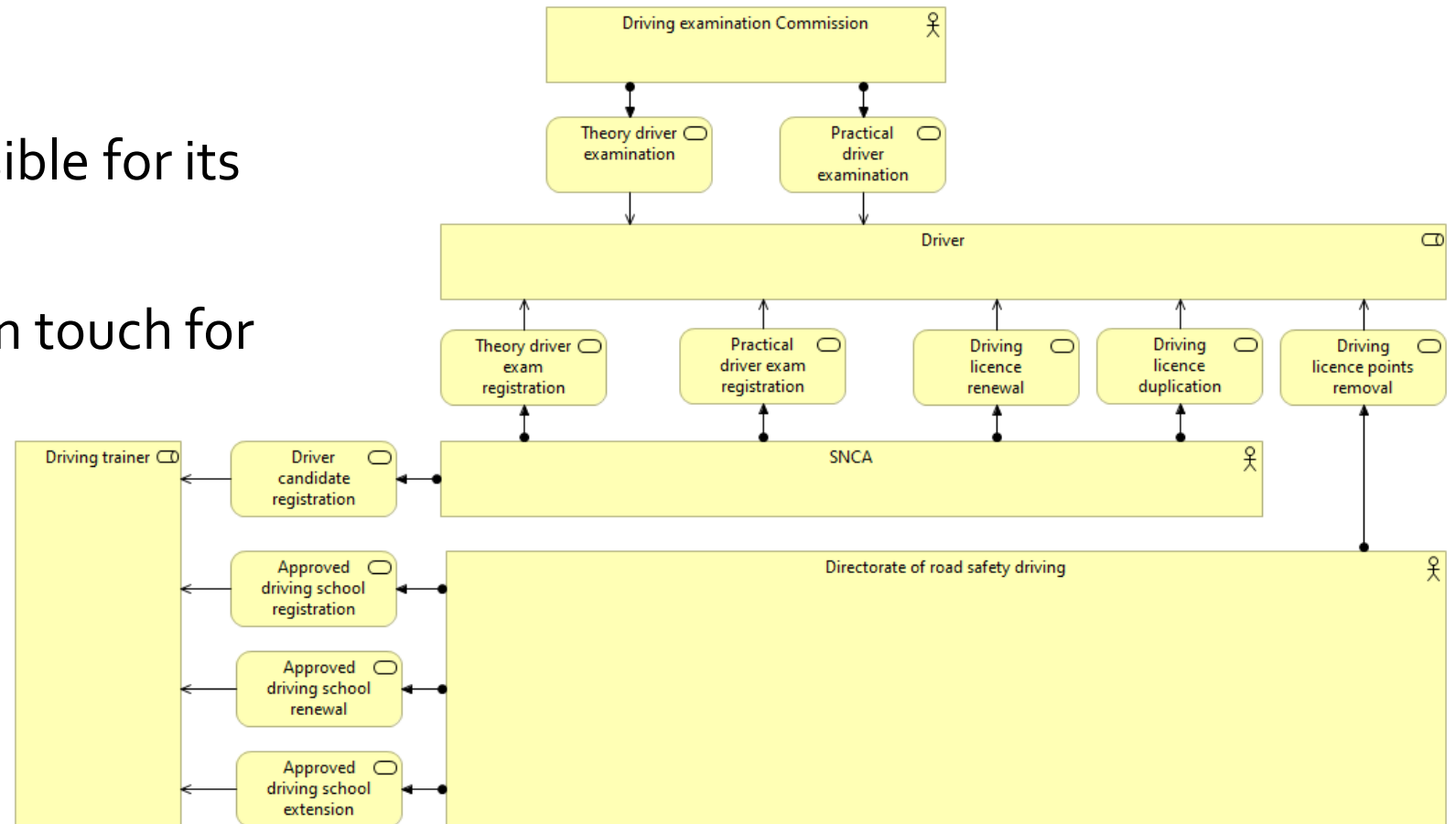
The operational actors

- Ministry is organised in 3 OU
 - Dir Road safety driving – approval and supervision of driving schools
 - Commission – Certification and supervision of drivers
 - SNCA – administrative management



The interactions with the customers

- Each OU is responsible for its own services
- It is the OU to get in touch for that matter



The service offering

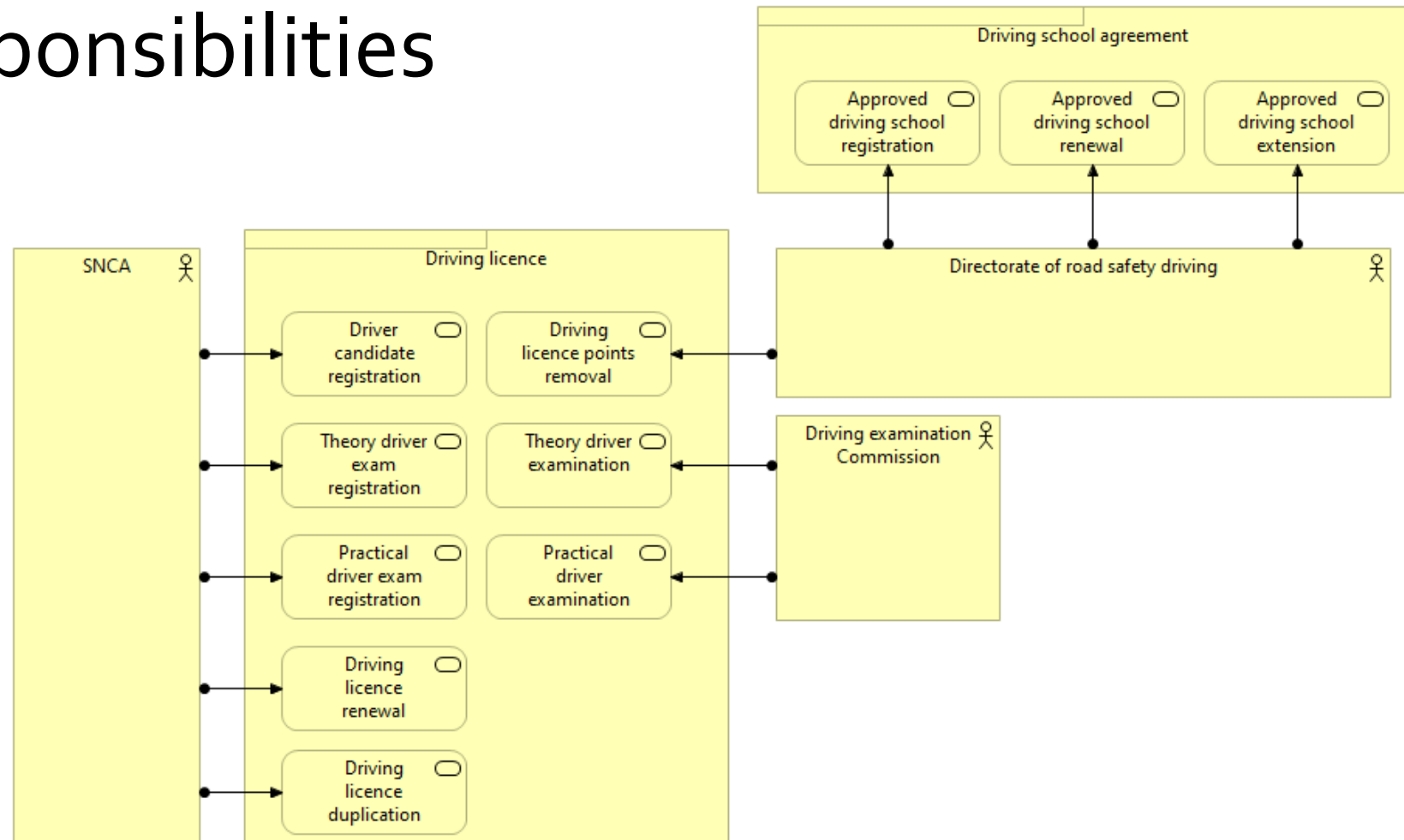
- The catalogue of services provided
- Organised by product
- Information Service ?
- Support Service ?

Driving school agreement
Approved driving school registration <input type="checkbox"/>
Approved driving school renewal <input type="checkbox"/>
Approved driving school extension <input type="checkbox"/>

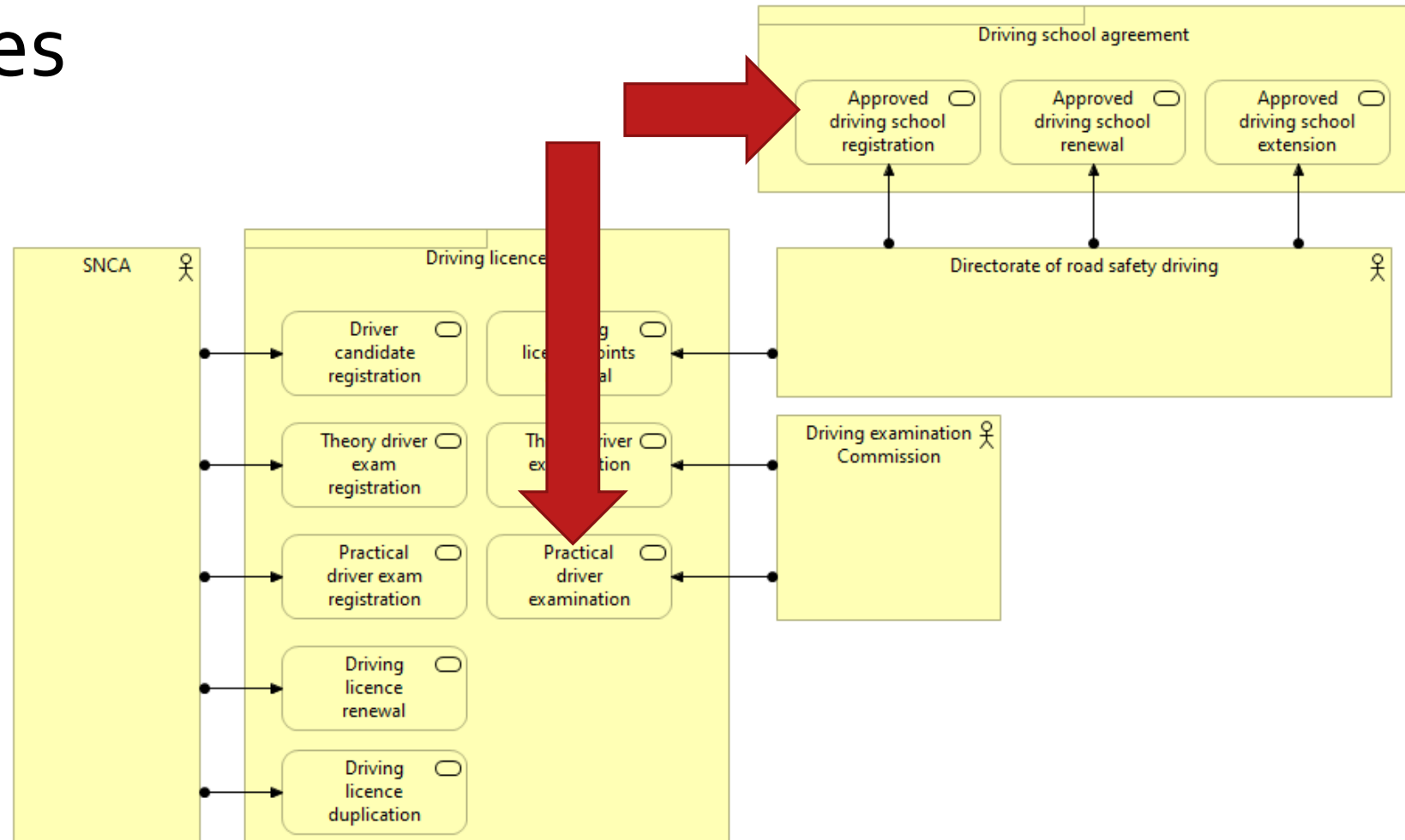
Driving licence	
Driver candidate registration <input type="checkbox"/>	Driving licence points removal <input type="checkbox"/>
Theory driver exam registration <input type="checkbox"/>	Theory driver examination <input type="checkbox"/>
Practical driver exam registration <input type="checkbox"/>	Practical driver examination <input type="checkbox"/>
Driving licence renewal <input type="checkbox"/>	Driving licence duplication <input type="checkbox"/>

Service operational responsibilities

- What entity (in my organisation) is responsible for delivering what service



Inspect some services



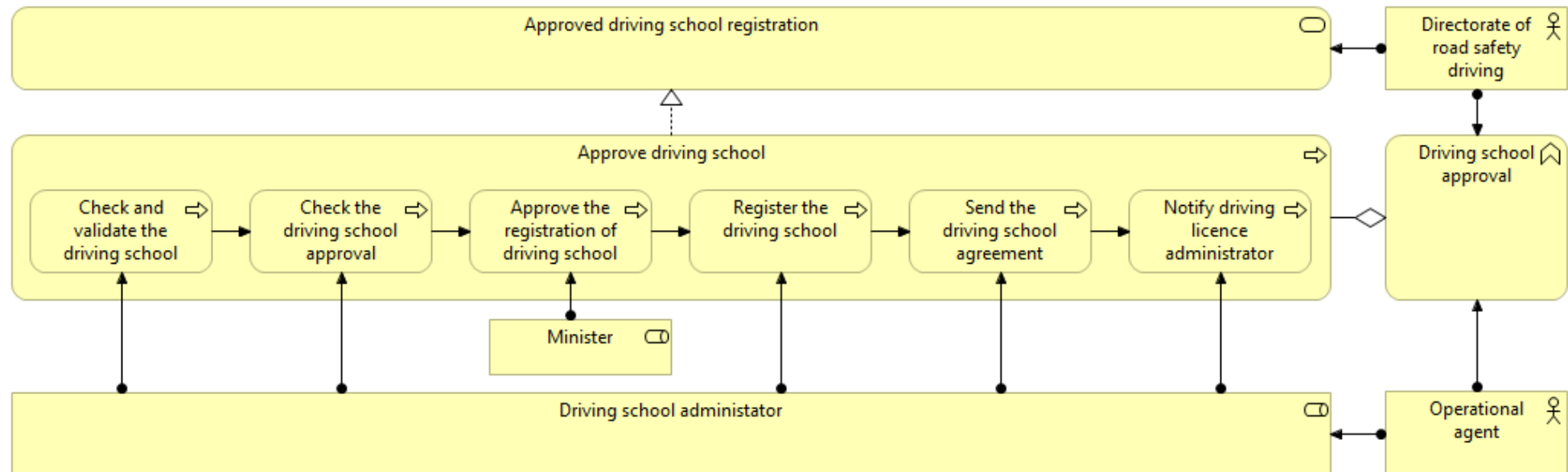


Service delivery process

Approved driving school registration

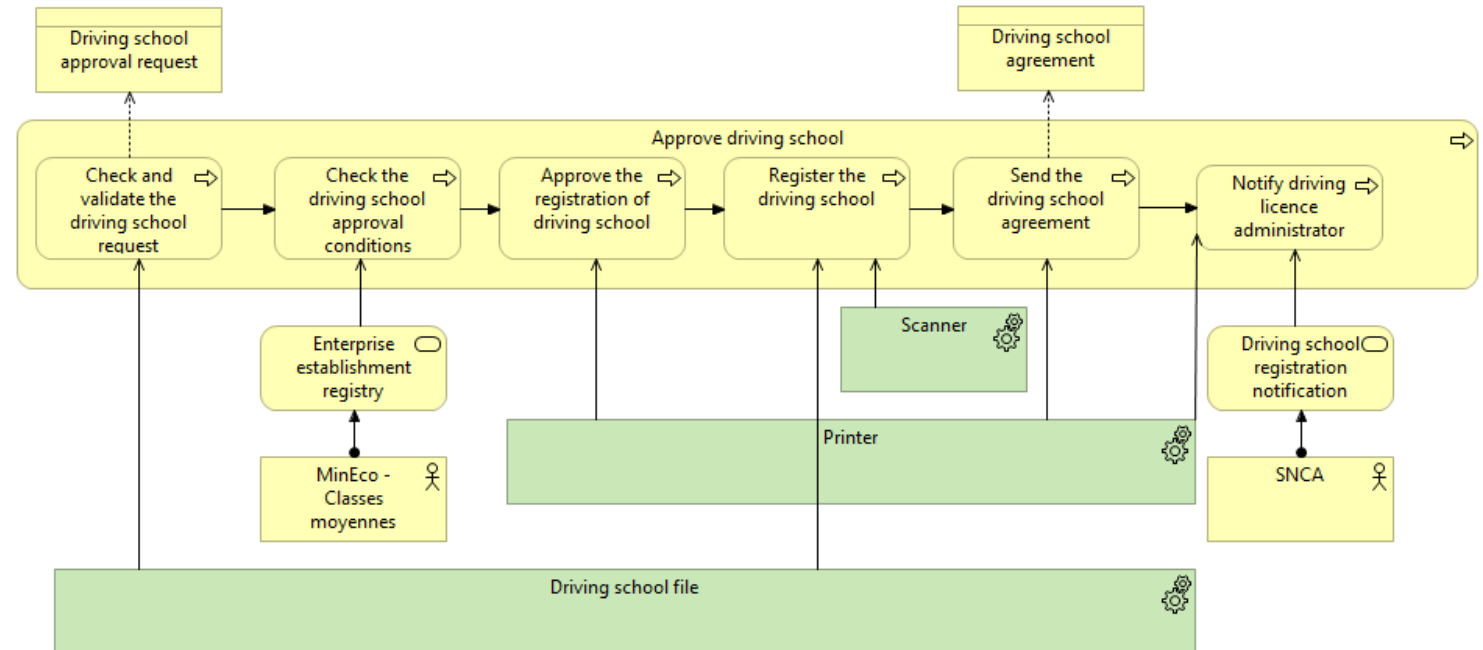
The internal organisation of work

- Each service requires internal resources to be delivered
- Activities organised in a Business Process
- Each activity under the responsibility of a person in a role

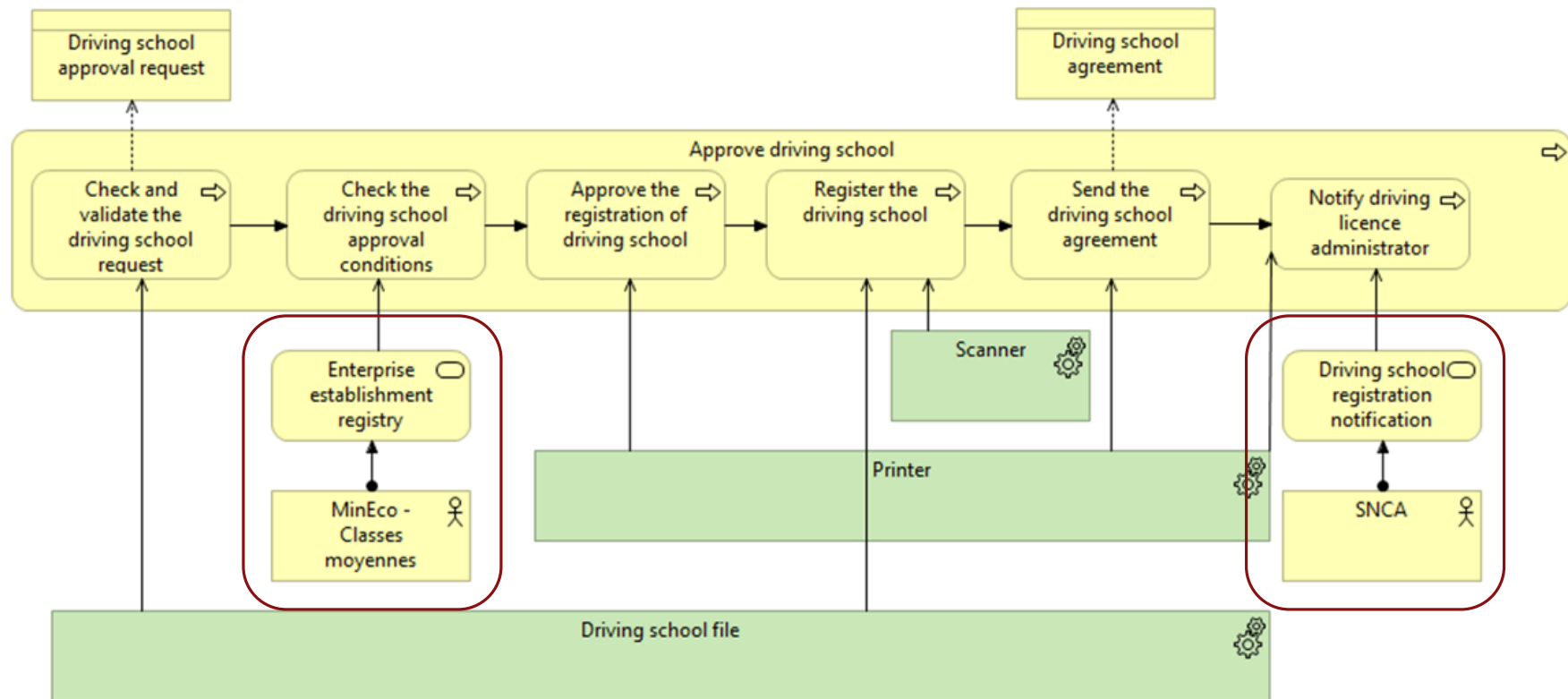


The BP is supported by resources

- Each activity uses resources
 - Equipment
 - Business services provided by other entities
 - NO IT services !



New business dependencies...



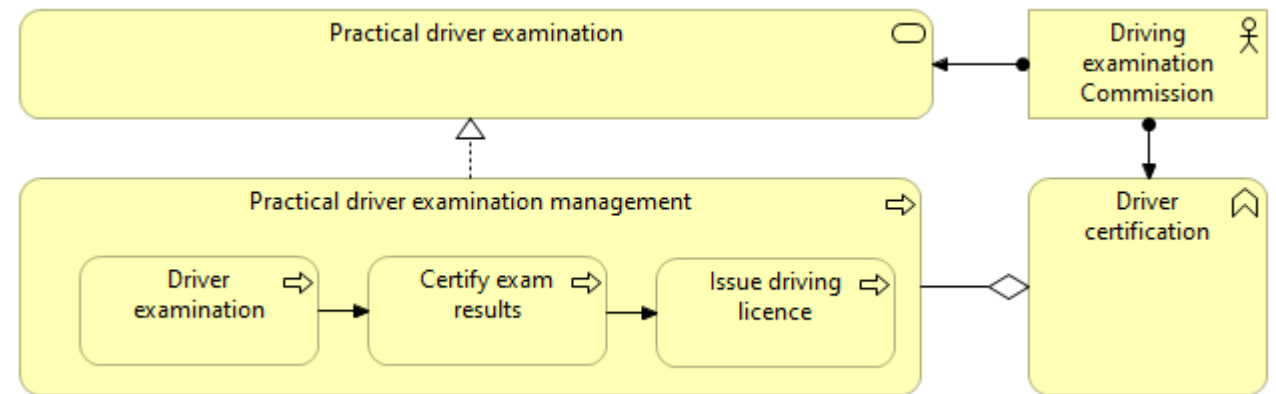


Service delivery process

Practical driver examination

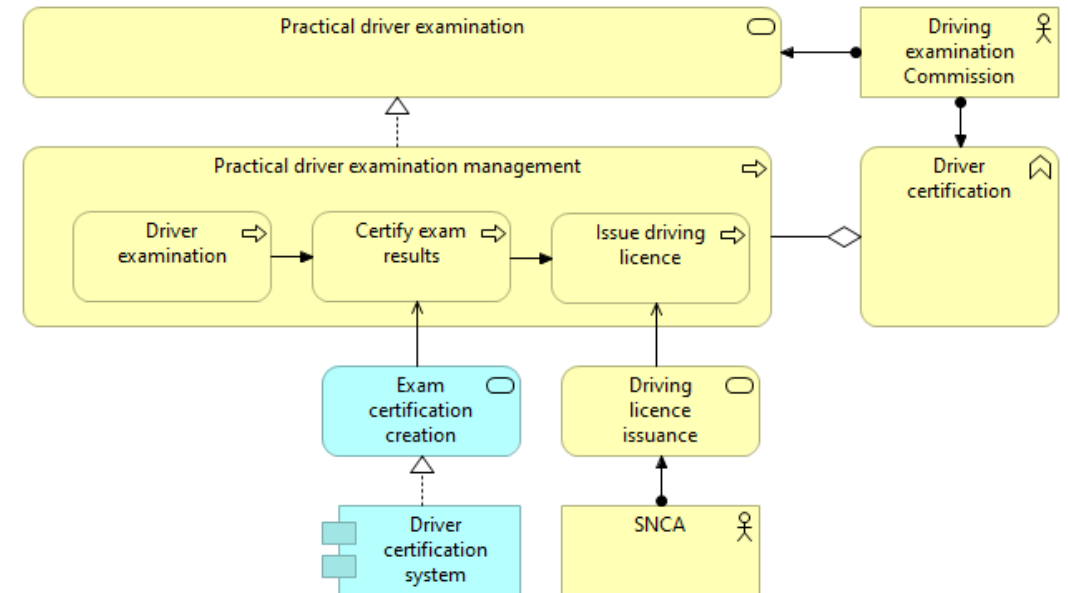
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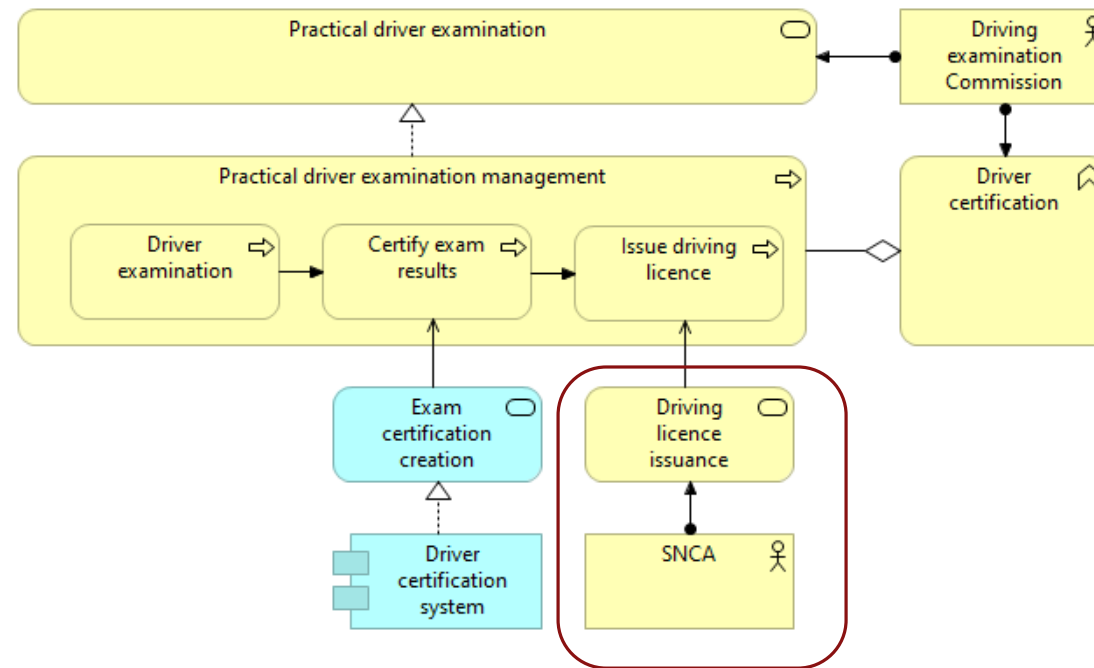


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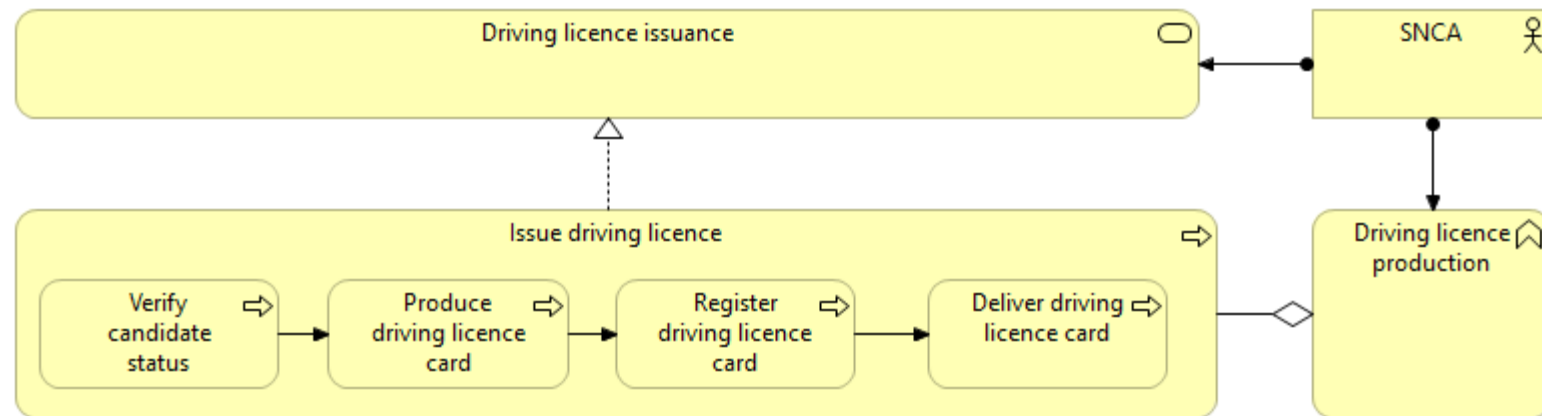
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 - IT services
 - Business services provided by other entities



New business dependencies...



New business process



New resources

